

# FACA 31st Annual Training Conference

Rosen Plaza Hotel ♦ Orlando, Florida

*"F.A.C.A.: Waging the War on Poverty & Advancing Family Economic Security"*

## PRE-CONFERENCE SCHEDULE TUESDAY, MAY 10, 2011

8:00am ~ 9:00am	Continental Breakfast	Ballroom Foyer C
8:00am ~ 9:00am	Pre-Conference Registration	Registration Desk C
9:00am ~ 1:00pm	FACA Board of Directors Meeting	Salon 9
12noon ~ 5:00pm	Exhibit Setups	Ballroom Foyer C
1:00pm ~ 5:00pm	Conference Registration	Registration Desk C
3:00pm ~ 3:30pm	Afternoon Break	Ballroom Foyer C

**Pre-Conference Workshop 9:00am ~ 5:00pm**

### PRECONFERENCE

Transforming the CSBG and LIHEAP Monitoring Process –  
An Introduction to the New CSBG and LIHEAP On-site  
Monitoring Checklist

Ballroom C

Hilda Frazier and Susan Lawrence, planners from The Florida Department of Community Affairs Community Assistance Section, will provide an in depth review of the revised CSBG and LIHEAP monitoring instrument. Attendees will have the opportunity to review the new monitoring instrument and to acquire critical knowledge of the new onsite monitoring process that will help agencies to be better prepared in future onsite program reviews. This session will focus on the areas of Administrative Operations, Fiscal Management & oversight and Program Operations. It is intended for agency Executive Directors, Staff and Board Members. (Maximum capacity: 75 participants)

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## CONFERENCE SCHEDULE Wednesday, May 11, 2011

7:30am ~ 8:30am

Continental Breakfast

Ballroom Foyer C

8:00pm ~ 5:00pm

Conference Registration

Registration Desk C

8:00am ~ 5:00pm

Exhibits

Ballroom Foyer C

8:00am ~ 9:00am

### OPENING PLENARY

Ballroom C

*Presiding: Ms. Regina M. Grace, FACA Board Vice Chair & Assistant Director, Miami Dade County Community Action Agency*

*Presentation of Colors*

*Orange County Corrections Department*

*National Anthem*

*Ms. Linda Hall*

*Invocation*

*Reverend Willie C. Barnes  
Pastor, Macedonia Missionary Baptist Church*

*Message from the Chair*

*Mr. William Holt, Chairperson  
Florida Association for Community Action*

*Welcome*

*Mr. Kran Riley, Vice Chair  
Orange County Community Action Board  
Honorable Kathleen "Kat" Gordon, Member  
Orange County Public School Board  
Honorable Harold Boulter, Commissioner  
City of Winter Garden*

*Greetings*

*Mr. Harris Rosen, President & COO Rosen Hotels  
Founder, Harris Rosen Foundation*

*Conference Overview & Closing Remarks*

*Mr. James H. Lowe, CCAP, FACA Board Conference Chair  
Executive Director, Lake Community Action Agency*

9:30am ~ 11:30am

### OPENING GENERAL SESSION

Ballroom C

*Presiding: Ms. Barbara Patten, FACA Board Member-at-Large  
Executive Director, Manatee Community Action Agency, Inc.*

*"Florida CAA Network Update"*

*Ms. Paula Lemmo, Community Program Manager  
Community Assistance Section, Florida Department of Community Affairs*

*"An Update on NASCSP Activities & Initiatives"*

*Ms. Jovita A. Tolbert, Director of Program Services  
National Association for State Community Services Programs (NASCSP)*

*"Recent Legal Developments Affecting Head Start & Community Action"*

*Mr. Brian Tipton, ESQ., Sasser, Sefton, Tipton & Davis, P.C.*

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## CONFERENCE SCHEDULE

Wednesday, May 11, 2011

12noon ~ 1:30pm

### OPENING LUNCHEON

Ballroom C

*Presiding: Ms. Deloris Johnson, FACA Board Treasurer & CEO, Agricultural & Labor Program, Inc.*

*Welcome*

*Honorable Tiffany Moore Russell, Orange County Commissioner, District 6  
Honorable Frederick Brummer, Orange County Commissioner, District 2  
Orange County Community Action Board*

*Invocation  
Musical Selection*

*Pastor Jaime Faberlle, Christ to the Nations Church  
Jones High School String Ensemble*

#### LUNCH

*Introduction of Speaker*

*Keynote Speaker*

*Mr. Gene R. Nichol  
Professor of Law and Director of the Center on Poverty, Work & Opportunity  
University of North Carolina, School of Law*

*Special Announcements & Closing Remarks*

*Mr. James H. Lowe, CCAP, FACA Board Conference Chair*

2:00pm ~ 5:00pm

### AFTERNOON GENERAL SESSION

Ballroom C

*Moderator: Mr. Karl Anderson, FACA Board Member-at-Large & Division Manager, Orange County BOCC Family Services Department Community Action Division*

**2:00pm – 3:00pm**

*"The National Partnership Update and Overview of the National Training & Technical Assistance Center"*  
*Ms. Lindley "Lil" Dupree, Director of Training and Technical Assistance  
Community Action Partnership*

*"CBS Supporting Local, State and Federal Communities & the Florida Fulfilling the Promise Campaign"*  
*Ms. Nicole Dee-Hermida, CBS Community Partnerships Representative*

3:00pm ~ 3:30pm

#### Afternoon Break

Ballroom Foyer C

**3:30pm – 5:00pm**

*"The Office of Head Start's Focus on Quality Outcomes for Children and Transitions to Public School"*  
*Ms. Lilli Copp, Executive Director, Florida Head Start State Collaboration Office*

*"The Florida Prosperity Partnership – Expanding Workforce Assistance in Florida"*  
*Ms. Kaye D. Schmitz, President/CEO, Florida Prosperity Partnership &  
Ms. Linda Brost, Director of Business Development, Ways to Work, Inc.*

*"Creating Partnerships between CDCs & Community Action Agencies in Florida"*  
*Ms. Terry Chelikowsky, Executive Director, FL Alliance of Community Development Corporations*

5:00pm ~ 6:00pm

### FACA BUSINESS MEETING

Salon 4

*Mr. William Holt, FACA Board Chair, Presiding*



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## CONFERENCE SCHEDULE

Thursday, May 12, 2011

7:30am ~ 8:30am

Continental Breakfast

Ballroom Foyer C

8:00pm ~ 5:00pm

Conference Registration

Registration Desk C

8:00am ~ 5:00pm

Exhibits

Ballroom Foyer C

12:00noon ~ 1:30pm

Executive Directors Luncheon *(Invitation only)*

Jack's Place

3:00pm ~ 3:30pm

Afternoon Break

Ballroom Foyer C

## WORKSHOP SCHEDULE

LOCATION	8:30-10:00	10:30-12NOON	1:30-3:00	3:30-5:00
<b>BALLROOM C</b>	Positioning Your CAA for Excellence Presenter: Lindley "Lil" Dupree, National Community Action Partnership	Head Start Roadmap: From Washington, DC to Florida via Atlanta Presenter: Lilli Copp, FL Head Start State Collaboration Office	PosiPower Brick-by-Brick Leadership Training Presenter: Jordana Anderson, JYS Consultants	Hire and Retain the Best Staff Presenter: Jordana Anderson, JYS Consultants-PosiPower Concepts, Inc.
<b>SALON 9</b>	"Whose Money Is It Anyway" - Fraud, Waste & Abuse Prevention - Part I Presenters: Robert Carlton, Meliora Partners, Inc., Hilda Frazier, FL Dept of Community Affairs	"Whose Money Is It Anyway" - Fraud, Waste & Abuse Prevention - Part II Presenter: Robert Carlton, Meliora Partners, Inc., Hilda Frazier, FL Dept of Community Affairs	Low Income Weatherization / Progress Energy Neighborhood Energy Saver Program Presenters: Melvin Philpot & Vernon McQueen	Florida Power & Light Energy Smart Florida Project Presenter: Louis Gonzalez
<b>SALON 10</b>	Head Start Update and Hot Topics 2011 OHS Policy, Regulations, Funding, & Administration Presenter: Brian Tipton, ESQ., Sasser, Tipton, & Davis, P.C.	GPRA 2010: What Does it Mean for the CSBG Network? Presenter: Jovita Tolbert, National Association of Community Service Programs	ROMA for Boards Presenter: Frederick Richmond, Center for Applied Management Practices, (CAMP)	Organizational Transformation: Implementation of ROMA Management Practices Presenter: Frederick Richmond, C AMP
<b>SALON 11</b>	Board & Workplace Ethics Presenter: Ben Ramsey GLM Management Consulting Group, LLC	Strategic Planning for Nonprofits Presenter: Ben Ramsey GLM Management Consulting Group, LLC	Succession Planning for Nonprofits Presenter: Ben Ramsey GLM Management Consulting Group, LLC	FPP & Ways to Work Florida Presenter: Kaye Schmitz, Florida Prosperity Partnership
<b>SALON 12</b>	Sustainability Planning in 3-D Presenter: Kevin Monroe, XFactor Consulting	Using Outcomes Data to Promote Sustainability Presenter: Kevin Monroe, XFactor Consulting	Cultural Competence Beyond Limitations of Training Presenter: Regina Wright, RCMA	CMTools User Group Meeting Coordinator: Ron Howell, Northeast Florida Community Action Agency

6:00pm ~ 9:00pm

Awards & Networking Reception

Poolside Upper Deck

Hosts: Mrs. Barbara Mason-Gardiner & Mr. John Cummings

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## CONFERENCE SCHEDULE

Friday, May 13, 2011

8:30am ~ 11:00am

### CLOSING BREAKFAST

Salon 5/6

*Presiding: Mr. William Holt, Chair, Board of Directors  
Florida Association for Community Action*

*Invocation*

*Pastor Doug Bankson  
Victory World Outreach Center*

*Breakfast Buffet*

*Musical Selection*

*Ms. Linda Hall*

*Introduction of the Speaker*

*Mr. Artie Fryer, FACA Board Member-at-Large  
Program Manager, Hillsborough County  
Community Action Program*

*Keynote Speaker*

*Mr. Bryan Stevenson  
Executive Director, Equal Justice Initiative*

*Results of Storyboard Competition, Basket Raffles & Door Prizes*

*Special Recognitions & Acknowledgements*

*Ms. Wilma K. McKay, Executive Director  
Florida Association for Community Action*

*Closing Remarks*

*Mr. William Holt, Chair, Board of Directors  
Florida Association for Community Action*

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## WORKSHOP ABSTRACTS

**8:30-10:00**

### **Positioning Your CAA for Excellence**

**BALLROOM C**

This workshop is presented by the national Community Action Partnership in response to the funding challenges that CAAs will be facing in respect to anticipated budget cuts. Using the Community Action Standards of Excellence as the framework, they will discuss concrete strategies, policies and procedures to help build capacity and excellence in your agency, which is the foundation for seeking new resources.

### **"Whose Money Is It Anyway" - Fraud, Waste & Abuse Prevention - Part I**

**SALON 9**

This workshop is a two part presentation by Meliora Partners that will provide an overview of fraud, waste and abuse prevention with case studies and assessment tools you can use in your agency. This will allow board, management and staff to be more accountable for assets and funds in their trust to ensure they are used for their intended purposes.

### **Head Start Update & Hot Topics 2011: OHS Policy, Regulations, Funding, & Admin**

**SALON 10**

This session will provide a comprehensive update for members of the Head Start community. Topics will include recent policy issuances, proposed regulations, program funding proposals, and legal developments. Special attention will be given to enrollment and eligibility (including fall-out from the GAO investigation), grantee monitoring, and recompetition. The presentation will provide attendees with an understanding of recent regulatory and legal developments affecting Head Start programs within Community Action Agencies. Attendees will learn how current funding proposals will affect the level of services that Community Action Agency based Head Start programs will be able to deliver in the upcoming program year. Following the presentation, attendees will also be able to explain and discuss current proposed regulations for grantee recompetition and for eligibility and enrollment verification. Attendees will understand the impact that these proposed regulations will have on grantees and will be able to use the information presented in planning for their own organizations and in planning for program monitoring.

### **Board & Workplace Ethics**

**SALON 11**

This interactive workshop is presented by GLM Consulting Group, LLC and will provide participants with an overview of workplace ethics and compliance programs. By the end of this workshop, participants will have reviewed and discussed the key components of a good ethics and compliance program; discussed case studies on workplace ethics; and, identified some of the most common ethics and compliance issues in organizations.

### **Sustainability Planning in 3-D**

**SALON 12**

This workshop is presented by XFactor Consultants and will provide a framework for the development, implementation, and monitoring of sustainability plans for LIHEAP, ARRA, Head Start, and Weatherization programs. Participants will think through strategies for their sustainability planning and implementation. Topics include what elements to include in a sustainability plan & how is a plan implemented. It is designed to help participants to develop a framework for sustainability planning, understand the three dimensions to sustainability, identify strengths in each of the three dimensions of sustainability, and to explore strategies for enhancing program sustainability.



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## WORKSHOP ABSTRACTS

10:30-12NOON

### Head Start Roadmap: From Washington, DC to Florida via Atlanta

**BALLROOM C**

This presentation is provided by the Florida Head Start State Collaboration Office and will provide updates from the Office of Head Start on Head Start Program Governance, Professional Development Requirements, and Quality Initiatives; Regional Office Updates and Florida legislative changes that may affect Head Start grantees that provide services to low-income children and their families. This presentation addresses Organizational Results and informs Community Action Agencies of updates to policies and procedures affecting Head Start grantees in the areas of community partnerships, FL legislation, child outcomes, professional development and program quality.

### "Whose Money Is It Anyway" - Fraud, Waste & Abuse Prevention - Part II

**SALON 9**

### GPRA 2010: What Does it Mean for the CSBG Network?

**SALON 10**

President Obama recently signed into law legislation updating the nearly 20-year-old Government Performance and Results Act (GPRA). The new legislation creates a more defined performance framework by defining a governance structure and by better connecting plans, programs, and performance information. Moreover, the new law requires more frequent reporting and reviews (quarterly instead of annually) that are intended to increase the use of performance information in program decision-making. Come learn what this means for your agency's current reporting practices and procedures from NASCSP.

### Strategic Planning for Nonprofits

**SALON 11**

This interactive workshop is presented by GLM Consulting Group, LLC and designed to equip participants with tools to think strategically and develop effective strategic plans for their organization. By the end of this workshop, participants will have reviewed and discussed key steps in developing an effective strategic plan for a nonprofit. Participants will also be provided with the tools needed to help develop or refresh their organization's mission and vision statements and prepare key strategies for the future.

### Using Outcomes Data to Promote Sustainability

**SALON 12**

The world in which nonprofits and human service organizations function has dramatically changed and continues to do so. What once worked -- doing good works by providing great programs and services does not necessarily guarantee funding for your organization or program. As CAAs you do amazing work, yet many CAAs struggle being one of the *best kept secrets* in their community. It's not enough to do good work -- organizations must not only produce excellent outcomes, but market your outcomes to sustain funding and resources needed to continue their work. As a CAA you've amassed a mountain of data documenting the great work you've done. In this session, XFactor explore ways to mine that data and find **outcomes** that document your **impact** and demonstrate your **value**.

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## WORKSHOP ABSTRACTS

1:30-3:00

### PosiPower Brick-by Brick Leadership Training

**BALLROOM C**

What makes a leader? How is a leader formed? Are leaders born or are they developed? We at *JYS Consultants, PosiPower Concepts, Inc.* believe it is a combination of eight components that we call bricks. Just like in the nursery rhyme, *The Three Little Pigs*, the pig that built his house out of bricks was able to weather the huffs and puffs of the big bad wolf. In this workshop, organizational managers will learn how to tap into their innate leadership qualities as well as develop ones that are vital to leading others. In this course, they will learn **Eight** PosiPower Bricks of leadership skills.

### Low Income Weatherization / Progress Energy Neighborhood Energy Saver Program

**SALON 9**

The Neighborhood Energy Saver (NES) Program was designed to assist low-income families with escalating energy costs. The goal of this program is to implement a comprehensive package of electric conservation measures at no cost to eligible customers. Since the inception of NES in 2006, Progress Energy has installed over 200,000 measures in more than 10,000 homes in 21 neighborhoods. In addition to installing these measures we endeavor to achieve three important goals: educate participating families on proper energy efficiency techniques and best practices, change behavior and manage their energy usage. The uniqueness of this program is that it provides these conservation measures to every home in a census block at no cost to the customer.

### ROMA for Boards

**SALON 10**

### Succession Planning for Nonprofits

**SALON 11**

In today's business environment, organizations must examine future leadership requirements, assess current capabilities, and determine the steps necessary to close identified gaps. Through this interactive workshop presented by GLM Consulting Group, LLC, participants will learn about critical decision points and a step-by-step approach to designing and implementing an effective succession management system. By the end of this workshop, participants will have an increased understanding of succession planning and how critical succession planning is in helping to transform an organization. Participants will also review a model for designing and implementing an effective succession planning program.

### Cultural Competence Beyond Limitations of Training

**SALON 12**

There is an increasing need for "cultural competence" to become an actual foundation for human interaction. This Family Development Credential Program presentation addresses the pitfalls of traditional diversity training and offers a direction for authentically exploring feelings about cultural differences. In particular, participants will learn of a staff development opportunity for frontline workers and their supervisors alike. The presentation will address basic components of adult learning theory to emphasize how training is only one component of developing cultural competence. The steps to cultural competence will be addressed and explored through discussion and activity. Participants will understand how these steps strengthen the interactions necessary for effecting long-term, positive change in families and communities. Information will be provided on how the FDC Program can assist organizations in developing cultural competence beyond the limitations of training.



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## WORKSHOP ABSTRACTS

**3:30-5:00**

### **Hire and Retain the Best Staff**

The ability to hire and retain the best staff is a primary goal of all good management. Throughout this course, participants learn how to incorporate education, skills, interests, and experience into a profile that may be used to place applicants and employees into suitable jobs, trainings, and/or educational programs. Managers who feel good about themselves and their contribution to their workplace are more effective interviewers. This PosiPower course, like all our courses, has a self-esteem component because positively-minded managers (PosiManagers) are more likely to take the time and make the effort to ensure that the interview is not just done correctly, but exceptionally. This course on hiring and retaining the best staff is dedicated to developing an outstanding work environment where customer and employee satisfaction are the main objectives. This course will also incorporate components of our popular course for staff; *It's NOT a Chit-Chat – Interviewing Customers for Effectiveness*. Participants will learn: how to properly interview potential employees; what are the characteristics of a positive employee; how to build and enhance interpersonal skills; the difference between acceptable chit-chat during the interview and sabotaging chit-chat that will derail the interview; to promote excellence and increase productivity by getting appropriate responses from employees and interviewees; how to improve employee retention and job satisfaction.

**BALLROOM C**

### **Florida Power & Light Energy Smart Florida Project**

FPL's Energy Smart Florida (ESF) project is part of the company's ongoing commitment to building a stronger, smarter, cleaner and more efficient electrical infrastructure for customers. The focus is on reliability, control and customer education. The workshop will provide participants with an overview of ESF and the immediate, near- and long-term benefits for customers.

**SALON 9**

### **Organizational Transformation: Implementation of ROMA Management Practices**

#### **FPP & Ways to Work Florida**

This workshop will present an overview of how the Florida Prosperity Partnership is partnering with the national Ways to Work program to bring more resources to Florida. You will learn who qualifies for the program and how to begin Ways to Work in your community. The workshop relates to the CA mission in that it is a service that is targeted to the same clientele the Community Action works with. In addition, it is a valuable workforce development tool that provides financial education at a teachable moment, helps your clients save money, teaches your clients better money management techniques, and relieves the stress of having to navigate public transportation (if it is even available) for themselves and for their families.

**SALON 10**

**SALON 11**

### **Florida CMTools User Group Meeting**

Coordinated by: Ron Howell, Northeast Florida CAA

- Agenda:
- I. Review of cmTools Updates
  - II. Services Assessment Discussion
  - III. Weatherization Posting to Services
  - IV. Scheduling Training Sessions
  - V. General Q&A

**SALON 12**