FLORIDA ASSOCIATION FOR COMMUNITY ACTION

41ST ANNUAL TRAINING CONFERENCE

MAY 17-18, 2021

New Dawn! New Day!

FACA.ORG  #FACA2021
The Community Action Promise

Community Action changes people’s lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.
FACA VISION STATEMENT

FACA will be the key change agent with assisting Florida's Community Action Network in poverty reduction.

FACA MISSION STATEMENT

To enhance Florida's Community Action Network's effectiveness to facilitate the reduction of poverty, through collaboration with public and private partners by providing training, technical assistance and advocacy.

FACA CORE VALUES

Outstanding Customer Service
Consistently display professionalism, courtesy, patience and genuine care in all communications and interactions

Transparency
Provide honest and open access to all members and stakeholders

Accountability
Practice responsible decision making by understanding and accepting liabilities involved

Integrity
Uphold the highest standards of ethics and moral responsibility to do the right thing at the right time all the time

Inclusiveness
Value all persons, communities and agencies by extending a standing invitation to those with likeminded goals to serve and be a part of the network
There are multiple COVID-19 vaccines that have been authorized by the U.S. Food and Drug Administration (FDA). This means the clinical evidence for the vaccines has met the agency’s rigorous scientific standards and they are considered to be safe and effective.

Although supply is limited right now, vaccines will become available to everyone at no cost over the coming weeks. The Biden Administration has directed states, Tribes, and territories to make all adults eligible for COVID-19 vaccines no later than April 19th. Many states are opening up eligibility to all adults in advance of that deadline. In order to protect yourself and prevent the spread, it’s important that you get vaccinated at your earliest opportunity.

How do these vaccines work?

- Vaccines save lives. These vaccines teach our immune systems how to recognize and fight the virus that causes COVID-19 without having to get sick or put ourselves and others at risk of severe illness and death.
- Getting vaccinated is a much safer way to build protection than getting the disease. COVID-19 can have serious, long-term or life-threatening complications, and there is no way to know how COVID-19 will affect you.
- Millions of people in the United States have received COVID-19 vaccines, and these vaccines have undergone the most intensive safety monitoring in U.S. history.
- These vaccines were developed thanks to unprecedented collaboration and funding.
- The vaccines will not give you COVID-19. When researching information and confirming facts on vaccines, pay attention to medical experts and primary sources like CDC and FDA.

Learn more about how the vaccines work.

What can I expect when I get vaccinated?

- The vaccines are free and are administered by trained health professionals.
- Some people might be offered a vaccine that requires two doses, given several weeks apart, while other people might be offered a single-dose vaccine. All of them are safe and effective, so you should take the vaccine that’s offered to you.
- It may take several weeks after vaccination for your body to be ready to fight the virus if you are exposed.
- Sometimes, vaccines can cause minor side effects, such as body aches, mild fever, or reduced energy. These symptoms are normal and are a sign that the body is building immunity.
- Even after being vaccinated, you’ll want to continue wearing a mask, washing your hands, and practicing social distancing while our community builds up immunity.

Local health departments provide information about vaccine distribution in your state.
Pandemic Stress and Anxiety
Resources for Employees and Workers

According to Kaiser Family Foundation, about 4 in 10 adults nationwide have reported symptoms of anxiety or depressive disorder during the pandemic—a four-fold increase from pre-pandemic levels. Non-Hispanic Black adults (48%) and Hispanic or Latino adults (46%) are more likely to report symptoms of anxiety or depressive disorder than white adults (41%).

Essential workers, who work outside the home and could be more readily exposed to COVID-19, are also more likely than non-essential workers to report symptoms of anxiety or depressive disorder (42% vs. 30%), increased or new substance use (25% vs. 11%), or recent suicidal thoughts (22% vs. 8%).

The following is a list of free mental health resources you can share with your employees and workers. If you offer an Employee Assistance Program (EAP), you may wish to update this document with that information, as well as details about how employees can contact their insurance plan/provider regarding mental health benefits and resources.

Coping with Stress during the COVID-19 Pandemic, provided by the US Department of Health and Human Services, offers tips and resources.

How Right Now, supported by the CDC Foundation, helps you identify your emotions and find helpful resources.

Coping-19, a website from the CDC, the CDC Foundation and the Ad Council, provides tips, tools and resources for well-being.

COVID-19 and Coping with Stress, a web resource from CDC provides insight on stress and how to cope.

COVID-19 Stress and Management Tools, from the American Psychological Association, offers five quick actions can take to help manage excessive stress during COVID-19 and the science behind the actions.

Mental Health and COVID-19 Resources, from Mental Health America, provides wellness and coping resources.

Top Ten COVID-19 Anxiety Reduction Strategies, from the Anxiety and Depression Association of America, offers strategies to reduce anxiety.

Guided Meditations and the Mindful App, from the UCLA Mindful Awareness Research Center, offers guided meditations to help with anxiety.

Caring for your Children and Yourself during COVID-19, from Too Small to Fail, features ways you can reassure and comfort your children, while also taking small steps to care for yourself. (Also in Spanish.)

Sesame Street in Communities, from Sesame Workshop, offers resources for families navigating different mental and emotional challenges.

Find Your Words, from Kaiser Permanente, provides resources to talk with children and adults about mental health.

Supporting a Nation in Crisis from the Well Being Trust and de Beaumont Foundation is intended for local policymakers and civic institutions and provides recommendations that can be implemented to address mental health in the immediate and recovery phases of the pandemic.
FACA JULY 2020-JUNE 2021 MEMBER AGENCIES

The Agricultural & Labor Program, Inc.  
Ms. Arlene Dobison, Chief Executive Officer

Brevard County BOCC Department of Housing & Human Services  
Mr. Ian Golden, Director

Broward County BOCC Dept. of Human Services, Community Action Agency  
Ms. Efrem Crenshaw, MPA, Human Services Administrator

Capital Area Community Action Agency, Inc.  
Mr. Tim Center, Esq., Executive Director

Central Florida Community Action Agency, Inc.  
Mr. Charles Harris, Chief Executive Officer

Centro Campesino Farmworker Center, Inc.  
Mr. John Martinez, Executive Director

Community Action Program Committee, Inc.  
Mr. Douglas Brown, Executive Director

Economic Opportunities Council of Indian River County, Inc.  
Ms. Angela Davis-Green, Executive Director

Florida Weatherization Network  
Mr. Derrick Blue, Chief Executive Officer

Hillsborough County Board of County Commissioners  
Ms. Audrey Zeigler, Social Services Division Director

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Mr. James Lowe, CCAP, Executive Director

Miami-Dade Community Action and Human Services  
Ms. Annika Holder, Director

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Mr. Michael Georgini, Chief Executive Officer

Northeast Florida Community Action Agency, Inc.  
Ms. Kimberly L. Cobb-Ray, J.D., CCAP, NCRT, Executive Director

Orange County Family Services Dept. Community Action Division  
Mr. Lonnie Bell, Director

Osceola County Council on Aging  
Ms. Beverly Hougland, Executive Director

Palm Beach County Community Action Program  
Mr. James Green, Director

Pinellas Opportunity Council, Inc.  
Ms. Pattye Sawyer, Executive Director

Pinellas County Urban League  
Mr. Watson Haynes, Chief Executive Officer

Seminole County BOCC Community Assistance  
Ms. Alison Thall, Director

St. Lucie County BOCC Department of Human Services  
Ms. Renee Scott, Human Services Manager

Step Up Suncoast  
Ms. Barbara Patten, Chief Executive Officer

Volusia County Department of Community Services  
Mr. Clayton Jackson, Human Services Manager
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Charles Harris, Secretary
Central Florida CAA

Tim Center, Esq., Treasurer
Capital Area CAA

Natalie Diaz Rodriguez, Parliamentarian
Palm Beach County CAA

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St. Lucie Count BOCC Dept. of Human Services

Barbara Patten, Chief Executive Officer
Step Up SunCoast, Inc.

Clayton Jackson, Human Services Manager
Volusia County Human Services

“Individually, we are one drop. Together, we are an ocean.”

- RYUNOSUKE SATORO

STAFF

Faith Pullen, MBA, CCAP
Executive Director

Jose Ventura
Project Coordinator
May 17, 2021

Dear Conference Attendees:

GREETINGS! I am once again excited to welcome each of you to the Florida Association for Community Action’s (FACA) 41st Annual Training Conference.

Our theme this year is “FACA: New Dawn! New Day!” What better outlook could there be for 2021! As we leave behind a year of uncertainty, we focus our eyes towards better days in front of us. We look ahead to better days where we can hug our loved ones, sit in offices with our colleagues, visit our favorite movie theater or restaurant without fear and hesitation.

Over the past year the Florida Community Action Network has done amazing work to serve those in the most need across our state. Many of the customers coming through “virtual” agency doors had no prior knowledge of who we are or what we do. They only knew that someone said we offer hope; hope for their families to push forward to a new day. The work has not been easy, but it has been a success because of the efforts of each one of you!

This year’s conference just as last year’s will be packed with a variety of informative workshops designed to increase professional knowledge. The conference will also offer unique opportunities to lift each attendee’s mind, body and spirit by providing sessions that allow you to just “breathe”.

It is my sincerest desire that each attendee experiences all that the conference has to offer and that you leave better than you came! It is truly a new dawn and a new day, and we have so much for which to be thankful!

Sincerely,

Faith C. Pullen

Faith C. Pullen, MBA, CCAP
Florida Association for Community Action
Executive Director
May 17, 2021

41st FACA ANNUAL TRAINING CONFERENCE

NEW DAWN! NEW DAY!

Our annual conference’s purpose is to provide training and knowledge sharing opportunities to professionals working to improve the lives of poor families. The Florida Association proudly serves as lead Training and Technical Assistance provider for entities administering programs funded through the Community Services Block Grant (CSBG), Low Income Home Energy (LIHEAP), practitioners for the Florida State Community Action Network. A network of people with a common purpose of helping our most vulnerable. It is our pleasure to welcome you to the 41 Annual Conference.

As we gather, it is important to reflect on those who have laid a foundation for us. Those women and men who have put others first, attend the meetings, make the copies and calls, those the are there cleaning up when all the work is done. We serve with a purpose that is deeper than what we can see. In that reflection we honor those lives.

We have plenty of work to do. No matter the scorecard we know new barriers that we have never faced and old barriers that we can no longer ignore have become priority. Social injustice, economic mobility, health outcome, environment, education, are some of the shadows that loom large. Shadows that we can minimize like the dawn of a new day.

Douglas Brown
FACA Chair
Community Action Program Committee, Inc.
Pensacola

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Douglas Brown
FACA Chair
Community Action Program Committee, Inc.
Pensacola
May 17, 2021

Greetings Florida Association for Community Action family,

“New Dawn New Day” is an appropriate theme as we come from under the cloud of COVID-19 and the impact many of us have personally experienced. As we continue moving to a return to normal and what it will look like, one thing I am sure of is there is a brighter future for all of us and our fellow residents in Florida and across the country.

Each year, the FACA conference committee, in consultation with FACA Executive Director Faith Pullen and her staff, begins the process of developing and shaping the FACA annual Training Conference. This process includes a review of your overall evaluation of the previous training conference, evaluation of the sessions offered as well as the input you provide via the periodically sent FACA training surveys where you provide feedback on your training needs. Additionally, national and statewide topics that impact low income residents and how as a network, they can be addressed are included. As you can see, there is a tremendous amount of feedback from you that goes into the development of training sessions and activities that are offered.

New Dawn New Day is also an excellent starting point for fresh and innovative opportunities and sessions being offered during this year’s conference and in some instances, enhancing our skills and in others, learning something new to move our agencies forward. Networking is important for professional growth and although we will be in a virtual environment during the conference, we will offer opportunities for you to connect, interact and network with old friends and make new ones. Let’s all work together to make this year’s conference the best one yet and your active participation is needed to make this a reality.

Again, welcome FACA family and we look forward to seeing you again and your active participation!

Best regards,

Charles Harris
FACA Secretary
Central Florida CAA
Gainesville
## CONFERECE AGENDA

### MONDAY  
**MAY 17, 2021**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Agencies</th>
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<tbody>
<tr>
<td>9 – 10 AM</td>
<td>OPENING PLENARY [CSBG, LIHEAP, WEATHERIZATION]</td>
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<tr>
<td>10 – 11 AM</td>
<td>Social Justice and Racial Equity Forum [CSBG, LIHEAP, WEATHERIZATION]</td>
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<td>11:15 AM – 12:15 PM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td></td>
<td>• Leading with a S.M.I.L.E. [CSBG, LIHEAP, WEATHERIZATION]</td>
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<td>• Creative Strategies of Dealing with Crisis and Financial Obstacles [CSBG, LIHEAP, WEATHERIZATION]</td>
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<tr>
<td>12:15 – 1:15 PM</td>
<td>• How Community Action Agencies Can provide Broader Educational Opportunities for Children [CSBG, LIHEAP, WEATHERIZATION]</td>
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<td>• Data Collection and Analysis for Boards [CSBG]</td>
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<td>• Connecting to Improve Community Engagement [CSBG, LIHEAP]</td>
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<td>12:15 – 1:30 PM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td>• Jackson County School Board Project [CSBG]</td>
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<td>• DEO CSBG Ongoing Monitoring [CSBG]</td>
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<td>• LIHEAP Agency Session [LIHEAP]</td>
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<td>• WAP Programmatic Updates [WEATHERIZATION]</td>
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<td>1:30 – 2:30 PM</td>
<td><strong>FACA ANNUAL MEETING</strong> [CSBG]</td>
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<td>2:30 – 3:30 PM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td>• Local Board Member Caucus [CSBG]</td>
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<td>• Florida ROMA Trainers and Implementers Caucus [ROMA PROFESSIONALS]</td>
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<td>• Agency Case Manager Caucus [CSBG, LIHEAP, WEATHERIZATION]</td>
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# CONFERENCE AGENDA

## TUESDAY

### MAY 18, 2021

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Organization(s)</th>
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<tbody>
<tr>
<td>9 – 9:30 AM</td>
<td>Morning Yoga</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<tr>
<td>9:30 – 10 AM</td>
<td>Personal Growth Through Journaling &amp; Reflection</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<td>10 – 11 AM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td>Becoming the Best You: Creative Ways to Embrace Change</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<td>The Importance of LIHEAP Action Day</td>
<td>LIHEAP</td>
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<td>NEAT/MHEA QCI for Final Inspection</td>
<td>WEATHERIZATION</td>
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<td>Wells Fargo: Helping Our Communities – An Update on Financial Health and Mortgage Assistance</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<td>11:15 AM – 12:30 PM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td>Organizational Sustainability</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<td>Quality Assurance Inspection Trends and Analysis</td>
<td>WEATHERIZATION</td>
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<td>11:15 AM – 12:45 PM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td>Leading Cross Sector Alignment to Increase Access to Health and Human Services to Improve Economic Mobility</td>
<td>CSBG, LIHEAP</td>
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<td>Effective Strategies in Grant writing and Resource Development</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<td>Board of Directors Self-Assessment</td>
<td>CSBG</td>
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<td>12:15 – 1:15 PM</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td>CSBG Townhall with Program Manager</td>
<td>CSBG</td>
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<td>Heat Pumps in NEAT/MHEA</td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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<td>LIHEAP Best Practices Sharing Session</td>
<td>LIHEAP</td>
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<td>2 – 5 PM</td>
<td>DEO Office Hours</td>
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<td>CSBG OFFICE HOURS • WEATHERIZATION OFFICE HOURS</td>
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<td>SHAH SYSTEM OFFICE HOURS • LIHEAP OFFICE HOURS</td>
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<td>3 – 4 PM</td>
<td><strong>CONFERENCE CLOSING CELEBRATION</strong></td>
<td>CSBG, LIHEAP, WEATHERIZATION</td>
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COMMUNICATION BEST PRACTICES

Research shows that groups with higher social diversity (i.e., diversity of race, ethnicity, gender, sexual orientation) share more information, are more creative, and perform better than those with lower social diversity. However, diverse groups may exhibit less cohesion and may encounter greater conflict and communication challenges.

How, then, do we maximize the value of diversity and ensure that all group members have an opportunity to meaningfully contribute to the conversation? It all starts with communication. Below are some of the strategies we use in the Office of Equity, Diversity and Inclusion.

◆ Please, don’t interrupt
◆ Listen actively, instead of just waiting to speak
  o If it’s helpful, jot down your idea so you can provide your full attention to the speaker (just as you would like them to do for you)
◆ Step up/step back
  o Be mindful of total talk time and speak up if you are being particularly quiet
◆ Check in with the quieter folks in the room
  o If a person has not spoken in a while, pause the conversation to ask for their input directly or indirectly, without unnecessary pressure (e.g., “Does anyone else have anything they’d like to share?”)
◆ Embrace friction
  o Be open to different perspectives on a topic
    ➢ It might take a bit longer, but the best problem solving usually occurs in environments that value and nurture diversity
    ➢ Recognize friction as evidence that multiple ideas are entering the conversation, not that the group isn’t getting along
◆ Give credit where credit is due
  o If you are building upon someone’s previously-stated idea, echo the comment with appropriate credit to the original person
◆ Ask for clarification, don’t assume
  o If you are unsure of someone’s point, ask for clarification instead of talking over them or trying to interpret on their behalf
◆ Words and tone matter
  o Be mindful of the impact of what you say, and not just your intent
  o Don’t be condescending
  o Maintain a respectful tone of voice
◆ Be an active participant in the conversation
  o Use statements like “Let’s let _____ finish their thought before you jump in,” “Does anyone else have anything they’d like to share?” or “That’s a great point, similar to the one _____ just made” to maintain these best practices

If you have suggestions for what to add to this list, or examples of when using these strategies has worked well for your team, we’d love to hear from you. Email us at WeListen@equity.ucla.edu with “Communication Best Practices” in the subject line.
Leading with a S.M.I.L.E., Presenter: Dr. Angela Scott

Leading with a S.M.I.L.E. will focus on the internal leadership challenges. Yes, we will address the external challenges in this session; however, the focus is you, the leader. Participants will engage in activities that will increase their self-awareness and use the S.M.I.L.E. Principles will demonstrate techniques to support internal mentorship programs that focus on serving, modeling, inspiring, listening, and engaging leaders to bond with their teams to perform at higher levels by building stronger human relations inclusive of all team members.

Creative Strategies of Dealing with Crisis and Financial Obstacles, Presenter: Shandra Stringer

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

How Community Action Agencies Can provide Broader Educational Opportunities for Children, Presenter: Stephanie Love

Scholarship programs administered by Step Up For Students helps community action agencies better serve their families by providing a variety of educational options for their children.

Data Collection and Analysis for Boards, Presenter: Christall B. Azcarate

This session is a strategic but out of the box approach to ROMA and the ROMA cycle. The session will provide a fundamental guide to help engage board members, managers and staff to achieve reportable results and provide cost effective services. The session is interactive and offers a new way of utilizing S.W.O.T. and the ROMA cycle.

Connecting to Improve Community Engagement, Presenter: Gregory Salters

In our communities many organizations and individuals communicate, however, they fail to connect. It is this connection that is needed for engagement. We will discuss the importance of cultural competence, procedural justice and connecting techniques as individuals and organizations work to improve engagement within organizations and communities. Dr. Salters will be using his scholarly background, over 28 years of law enforcement experience and community engagement experiences to discuss and provide techniques to improve community engagement.

Organizational Change, Presenter: Mia Merritt

Organizational change refers to processes in which companies or businesses undergo as a result of a major shift in the company. The shift may alter major components of a company or organization. Leaders must know how to effectively manage and facilitate change in a manner that contributes to a smooth (or somewhat smooth) transition. Leaders do this through a process called “change management”. * COVID-19 makes organizational change even more complex and challenging. The last year has been an unprecedented experience for all. Schools were abruptly closed; Non-essential businesses were abruptly closed; and many people were suddenly not able to go to work to make money to support their families. Many businesses and organizations were not ready for this sudden and abrupt CHANGE and did not know what to do. They were forced to figure it out as they navigated their way through unchartered waters. This session is designed to teach attendees how to deal with change and be ready to implement effective strategies when they are faced with change, whether the change is foreseeable or unforeseeable.
Personal Growth Through Journaling & Reflection, Presenter: Dr. Angela Scott

Personal Growth Through Journaling and Reflection will focus on the leaders (individuals), focusing on using the journaling process to organize better, improve decision-making, and enhance intention. Journaling is one of the most powerful tools that a leader can invest time doing daily. A properly maintain journal is a powerful, eminently practical tool for promoting continuous personal improvement. Research shows that people who journal increasing their self-awareness and are higher performers. It is imperative to be aware of your emotions and motivations to provide consistent and effective leadership.

Becoming the Best You: Creative Ways to Embrace Change, Presenters: Shandra Stringer

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and participants will gain some valuable skills through this workshop. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

The Importance of LIHEAP Action Day, Presenter: Gerri Drummond

As a program director, you are the best possible advocates for your programs. Learn more about the logistics for special events like LIHEAP Action Day and discover ways you can make a difference through education and advocacy. Unable to attend LIHEAP Action Day? Come hear how you can make advocacy a year-round effort with storytelling and social media, and simultaneously support NEUAC’s mission of energy affordability and anti-poverty directives. This session’s target audience is – Director level, however anyone may attend this session.

Leading Cross-Sector Alignment to Increase Access to Health and Human Services to Improve Economic Mobility, Presenters: Natalie Diaz Rodriguez, Jodi Boisvert

This workshop will utilize the Palm Beach County Securing Our Future Initiative as a case study to discuss ways to build integrated Health and Human Services systems to create more seamless, effective, and sustainable interventions that advance social and economic mobility and improve the health and well-being of people and communities.

Effective Strategies in Grant Writing and Resource Development, Presenter: Shandra Stringer

This workshop is a framework for participants to glean pertinent information about grant writing, the components of a grant, the research and evaluation process, as well as a diversified structure for overall fund development.

Board of Directors Self-Assessment, Presenter: John Edwards

Self-assessment is a great way for boards to compare their performance with principles and practices of governance. This seminar will identify the reasons a strong, vibrant board of directors is a clear indicator of a healthy organization through a periodic check-up.

Organizational Sustainability, Presenter: Mia Merritt

Organizational sustainability is about equipping organizations with the people and structures necessary for success in the global marketplace of the 21st century. Sustainability in business refers to the effect companies have on the environment or society. Sustainability is a business approach to creating long-term value by looking at how a given organization operates in the ecological, social & economic environment. Some of the global issues that sustainable business strategies help to address include: climate change, income inequality, depletion of natural resources, human rights issues, fair working conditions, pollution, racial injustice, and gender inequality. At its essence, sustainability means ensuring prosperity and environmental protection without compromising the ability of future generations to meet their needs.
As we enter into the second half of 2021, Wells Fargo wants to keep you informed and connected with information that will assist the communities you serve. Wells Fargo is pleased to join FACA’s 41st Annual Training Conference for this informative session as we share updates on Wells Fargo’s focus on financial health, as well as an in-depth breakdown of mortgage assistance options for homeowners in need.

NEAT/MHEA QCI for Final Inspection, Presenters: Everblue, Caleb Crow
In this session, we will take a look at the PY21 Quality Assurance form’s additional section for reviewing NEAT/MHEA energy models. We will take a deeper look at what the future QCI Final Inspection forms may look like. We will look at how to optionally use the form on Final Inspections to not only effectively ensure clients are getting a thorough audit, but also as a way to ensure that we are doing a thorough and correct energy model that connects to the energy audit and passes statewide quality assurance.

Quality Assurance Inspection Trends and Analysis, Presenters: Everblue, Caleb Crow
In this session we will discuss the trends found in QCI statewide quality assurance audits. We will address common areas of misconception, areas that could be improved, and how these trends effect the overall quality of work installed in weatherization.

Heat Pumps in NEAT/MHEA, Presenter: Everblue
This session will cover the identification, testing, modeling, modeling for replacing, and how to recognize problems with Heat Pumps. We will seek a better understanding of how heat pumps work, how to identify heat pumps, and how to use information found in the NEAT/MHEA software. We will also look at what drivers may affect the energy model, and how those drivers may affect the SIRs of proposed heat pump repairs and replacements.
At **Florida Power & Light Company** we are working together with the communities we serve to make Florida an even better place to raise a family and do business.

#FPLCares
CONFERENCE PRESENTERS

Dr. Angela Scott, Chief Operation Officer, Growing Human Capital with a S.M.I.L.E., LLC

Dr. Angela A. Scott is the Chief Operating Officer at Growing Human Capital with a S.M.I.L.E., LLC, where Dr. Scott develops training modules that generate genuine dialogue that helps leaders to operate transparently to support and help teams better understand race relations. She has presented these modules through workshops and coaching programs. She is known to offer multiple perspectives to allow her clients/partners to respond positively to cultural relevance and value cultural competence in the workplace and beyond. Dr. Scott has worked with reputable government agencies, school districts, and small businesses, helping their leaders build unity through diversity. She coaches people to have the awareness to learn from and relate respectfully with people of their own culture as well as those from other cultures. You can expect 100% transparency and authentic conversations when working with Dr. Scott. She knows that building relational capacities on teams involves a unique combination of attributes which she demonstrates with a S.M.I.L.E.

Caleb Crow, Technical Coordinator, Weatherization Program, Florida Department of Economic Opportunity

Caleb Crow is Technical Coordinator for the State of Florida Weatherization Assistance Program (WAP). His career focus has been designing and managing utility and state run energy efficiency programs such as WAP and Home Performance with Energy Star. In this capacity, he has worked with energy efficiency programs in 49 states, created software, and consulted for the Department of Energy. Caleb is also passionate about wildlife conservation, birds, environmental education, and fatherhood. Caleb earned a Bachelor of Science in electrical engineering, a Master of Public Administration, is an EcoDistricts AP and a LEED AP.

Charles Harris, CEO, Central Florida Community Action Agency

Charlie “Charles” J. Harris has served as the Chief Executive Officer (CEO) for Central Florida Community Action Agency (CFCAA) since November 2013. Prior to his appointment as CEO, Harris served as the University of Florida private sector representative on the CFCAA Board of Directors, for over 20 years. During that time, he was elected as board chair, vice chair, and treasurer. He also chaired the executive, finance and audit, and development and program planning committees. Harris had a perfect board attendance record from 2010 – 2013. Harris was born in Jacksonville Florida and graduated from the University of Florida in 1978 with a B.S. degree in Advertising. Harris spent over 32 years in Higher Education that included time at the University of Florida, University of South Florida and the University of North Florida. Harris retired from UF, Professor Emeritus, October 2013. In 2008, Harris was nominated by CFCAA staff and Board and selected by the Florida Association for Community Action (FACA) as their “Volunteer of the Year”. He was also the FACA nominee for the Southeastern Association of Community Action Agencies (SEACAA) Volunteer of the Year. 2016, Harris was elected by the FACA membership to serve as Board Secretary and has been reelected two additional terms. He also was elected by the Board of the Florida Alliance for Community Development Corporations (FLACDC) in 2017 to serve as Vice Chair for two consecutive terms. His other community involvement includes serving on the Board of Directors for Career Source Citrus Levy and Marion, Career Source North Central Florida and United Way of Marion County Financial Stability Vision Council. In his spare time, Harris serves as president of Role Models Foundation, a local nonprofit dedicated to improving the lives of young people. He is married with one stepson and grandson.

Christall Azcarate, Azcarate Consulting Group

Christall B. Azcarate is currently the Family and Community Service Manager for the Putnam County office of the Northeast Florida Community Action Agency, Inc (NFCAA). With over 16 years experience in Program Implementation and Case Management, Mrs. Azcarate is also the owner and Lead Consultant with Azcarate Consulting Group, Inc., and serves on the FACA Training & Development Committee. She is a Financial Money Educator & Literacy Coach, Motivational Speaker and National Certified ROMA Trainer. Mrs. Azcarate received her Bachelor’s degree in Public Administration from Flagler College and her Associate’s in Criminal Justice from St. Johns River State College. Christall is instrumental in NFCAA’s Strategic Planning Committee, Grant Writing, Quality Control, Program Design and Implementation, CSBG work plan development and staff training.
CONFERENCE PRESENTERS

Dane Eagle, Secretary, Florida Department of Economic Opportunity

Dane Eagle was appointed to serve as Executive Director of the Florida Department of Economic Opportunity in September 2020. Director Eagle has been a commercial real estate broker for nearly two decades, providing strategic advice and execution for property leasing and sales, along with investment strategy and consulting in the Southwest Florida commercial real estate marketplace.

Director Eagle is no stranger to public service, as he represented Southwest Florida in the Florida House of Representatives from 2012-2020. During his tenure in the Florida House, he served as the Chairman of House Energy and Utilities Subcommittee from 2014-2016 and the House Majority Whip from 2016-2019. From 2018-2020, he served as the House Majority Leader, where he was responsible for leading the Republican Caucus in the Florida House and ushering legislation to the Governor’s desk. As Majority Leader, Director Eagle worked to reduce taxes and regulation to help establish Florida’s business friendly environment. This focus on supporting businesses and diversifying Florida’s economy earned him multiple accolades, including eight years of recognition on the Florida Chamber of Commerce’s Honor Roll. Before being elected to serve his hometown in the Florida House of Representatives, Eagle served as Deputy Chief of Staff to the Governor from 2008-2009.

Born and raised in Southwest Florida, Director Eagle graduated with honors from Bishop Verot High School where he served as Class President and played football. He attended Florida Gulf Coast University before graduating from the University of Florida, where he earned a bachelor’s degree in Economics, with a minor in Business Administration. Director Eagle, and his wife, Brooke, enjoy spending time with their newborn son, Ronin, and their 3-year-old golden retriever, Hampton, on the water, traveling, and appreciating the treasures of the Sunshine State.

Debbie Smiley, Bureau Chief, Florida Department of Economic Opportunity

Debbie Smiley currently serves as the Bureau Chief at Florida Department of Economic Opportunity (DEO), with responsibility for the Bureau of Economic Self-Sufficiency (BESS) administering the Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP). Before joining DEO, Ms. Smiley was a Senior Program Manager for the Weatherization Assistance Program with Georgia Environmental Finance Authority for fifteen years, bringing with her many years of experience in federal grant management and compliance. Ms. Smiley holds a Master of Public Administration Degree and a Bachelor of Science Degree in Communications, minor in Political Science from Kennesaw State University.

Derrick Blue, Chief Executive Officer, Tampa Hillsborough Action Plan, Inc.

Since 2018, Derrick has been the executive director for the Tampa Hillsborough Action Plan, Inc. In his role with THAP’s Coastal Bay Properties, he oversaw weatherization operations in Polk and Hillsborough counties, managed an annual budget of $1.4 million, and maintained a steady sequence of profitability for the line of business. As CEO of THAP, Derrick has turned the 5508 CoWorking & Collaboration Exchange from a vision into reality and creating the right kind of long-term partnerships for the small businesses within 5508’s three-year business incubation program.

Douglas Brown, Executive Director, Community Action Program Committee, Inc.

Doug Brown is an energetic solution driven professional who excels at leveraging strategic alliances with a goal of increasing the quality of life for low income citizens. He has taken his experience in community development banking and housing coupled with his talents in nonprofit management to lead the Escambia County-based Community Action Program Committee, Inc (CAPC). Mr. Brown has earned the respect of his community by thoughtfully transforming the agency to understand the economic impact of assisting low income families move toward self-sufficiency. His career has included private and public sector roles in Community Development lending with Bank of America and Neighborhood Lending Partners and working for the City of Jacksonville heading up the Community Development Division and the Jacksonville Housing Commission.
CONFERENCE PRESENTERS

**Dr. Gregory Salters, Speaker/Educator, GAS**

Dr. Gregory A. Salters is a law enforcement executive, success/leadership coach currently serves as a major with the Fort Lauderdale Police Department, where he has worked for over 25 years. He earned his Bachelors degree from Florida Agricultural and Mechanical University; his Masters degree in Public Administration from Florida Atlantic University and his Doctorate degree in Adult Education/Human Resource Development from Florida International University. His dissertation explored the impact of racial profiling on Black males seeking jobs in law enforcement and committing to law enforcement careers. Dr. Salters is also an Executive Director with the John C. Maxwell Team and provides success and professional training programs. Dr. Salters’ training has included the following: The Center for Advanced Criminal Justice Studies, Executive Leadership Program; the Police Executive Research Forum’s (PERF)- The Senior Management Institute for Police (SMIP), Session 34; and the FBI National Academy (Session 240).

In addition to his responsibilities at Fort Lauderdale Police Department, Dr. Salters facilitated courses for the Florida Department of Law Enforcement’s (FDLE) Florida Leadership Academy. These courses include but are not limited to Ethics, Performance Management, Leadership and Supervision, and the Persuasive Leader. He has also served as an adjunct professor at the Broward County Institute for Public Safety, Florida International University, and Miami Dade College School of Justice. Dr. Salters has also facilitated FDLE’s Minority Recruitment and Retention Forum, National Association for the Advancement of Colored People’s School to Prison Pipeline at Florida Atlantic University, and the Federal Bureau of Investigation’s (FBI) Race and Law Enforcement course at the Miami Field Office. Dr. Salters also prepares individuals for employment and promotional processes.

Dr. Salters is active in the community. For the past three years, he has served as the Chairman of the Alpha Phi Alpha Fraternity Incorporated, Zeta Alpha Lambda Chapter’s Men of Tomorrow mentoring program. In this role, he ensures the young men are exposed to role models, personal development workshops, and other experiences that will assist them in being successful. In 2014, he was recognized as Zeta Alpha Lambda’s Brother of the Year. He was also recognized as Broward County School Board’s “Mentor of the Year” for the 2014 – 2015 school year. His life philosophy is “If I can help somebody as I pass along the way...my living will not be in vain.” (Dr. Martin Luther King, Jr.)

**Gerri Drummond, Credit and Collections Coordinator, TECO**

Gerri Drummond is the Credit and Collections Coordinator for Tampa Electric and TECO Peoples Gas and has been with TECO for 32 years. She supervises the special needs/social service functions within the C&C department, including day to day decision making, procedure updates, and implementation and administration of the Agency Portal. She maintains ongoing dialog with agencies and not-for-profit organizations designated to assist customers. Gerri supports TECO’s Corporate Communications Department with engaging Customers and Team Members to contribute the company’s Share Program which assists customers in need.

**Jodie Boisvert, Program Evaluator, Palm Beach County Community Services Department**

Jodie Boisvert, MPA is a PhD candidate in Comparative Studies at FAU where she will study cultural influences of policies intended to reduce poverty. Her primary focus area is poverty eradication. She specializes in research, grant writing, program design, implementation, evaluation, and volunteer management. She achieved a Master of Public Administration from Florida Gulf Coast University. Mrs. Boisvert also holds a Bachelor of Arts in Applied Anthropology. Filled with compassion, Mrs. Boisvert immediately joined the non-profit sector after graduating from University of South Florida in 2010. She has held a variety of direct service and management positions within non-profit organizations. Mrs. Boisvert is currently the Program Evaluator for the Securing Our Future Initiative within the Palm Beach County Community Services Department. In this role she studies poverty in Palm Beach County to identify services and policies that will eradicate poverty in our community. In her spare time, Mrs. Boisvert enjoys traveling the world and spending time with her family and new husband.
CONFERENCE PRESENTERS


Formerly Executive Director of Northeast Florida Community Action Agency, Inc. (NFCAA) from 1993 to 2014, Mr. Edwards has a master’s degree in Public Administration and has completed numerous certified training sessions with a broad background and knowledge in: program policy administration, organizational planning, management principles and administration, administrative services management, budget preparation and control, cost accounting principles, contract management, and managing and leading people. Mr. Edwards is a leadership, board of directors, management, and organizational problem-solving consultant with a track record of effectiveness.

Katrina Metzler, Executive Director, National Energy and Utility Affordability Coalition

Ms. Metzler has dedicated her career to community service and advocating for those most in need. She has a wide range of experience in the fields of energy, education and poverty-fighting programs spanning more than 20 years. As an advocate at the local, state and now federal level, she has supported legislation for programs such as LIHEAP, WAP, and CSBG. Previously, Ms. Metzler was the Executive Director for Family, Adult and Children First Council in Fairfield County, Ohio, a county organization that supported families through grant funds for family mental health services, childhood injury prevention, Early Start and more. She also has held positions as Energy Policy Analyst, State Services Director, and Energy Services Director for the National Association for State Community Services Programs (NASCSP). Prior to her work in Washington D.C., she was employed by the State of Ohio, where she was the Section Supervisor for Weatherization, managing one of the largest Weatherization programs in the country. Ms. Metzler was appointed to the State Energy Advisory Board in 2013 serving the Assistant Secretary for Energy, where she provided critical assistance to improve access to services and program delivery. She also was the Director of New Business Development at Pickaway County Community Action Agency and coordinated an adult education program at the county level for 14 years.

Mia Merritt, Author/Professional Speaker, M&M Consulting, Training, & Professional Speaking

Dr. Mia Y. Merritt was born and raised in Miami Florida and matriculated in the Miami-Dade County Public School System. She is an educator with over 25 years experience as a teacher, Assistant Principal, College Professor, Educational Consultant, Curriculum Developer and mentor. She is a Certified Keynote Speaker, Teen/Youth Facilitator, Seminar Trainer, Prosperity Coach and Author. She is a former talk show participant of the Comcast television show Author’s Corner and a former radio personality on WZAB 880 The Biz. Dr. Merritt has delivered keynote speeches to churches, universities, Department of Homeland Security, Elected Officials and Youth organizations and many more. Dr. Merritt has a bachelor’s degree in Education, two masters degrees and a doctorate degree in Organizational Leadership. Dr. Merritt is a published author of 17 books on the subjects of adult education, spirituality, personal development, and self-empowerment. She is also a writer for the Miami Herald and Sun Sentinel. Dr. Merritt’s challenges and experiences in life have produced in her the resilience, character and strength to persevere in spite of what she faces. She shares her experiences with others in order to inspire, encourage and remind that your past does not dictate your future. Her favorite quote is the following: Personality and charisma may get you there, but honesty and integrity will keep you there.

Mya Cato, CEO, Meeyogi

Myiesha “Mya” Cato began her wellness journey in 2014 while in college navigating through a difficult time in life. Her mother was diagnosed with breast cancer and many other family members suffered from medical conditions like high blood pressure, high cholesterol and diabetes. In an effort to avoid what she once believed to be hereditary, Mya decided to study ways to manage stress and to heal holistically. In 2016, after receiving her degree in Business Administration and her 200-hour Yoga Teacher Training certificate, the self-proclaimed trillest yoga teacher launched her personal brand formerly known as “MyaMeeyogi”. A deep soul rooted in the ground of creative genius, Mya’s work is centered around the healing arts of movement, mindfulness, meditation, and music. Mya intends to continue her work for the longevity of her life. Having organized over 50 yoga events and led thousands of people in the practice of yoga, Mya is humbly making waves in the wellness industry with a little gangsta and a lot of soul in her cadence.
Faith Pullen, Executive Director, Florida Association for Community Action

Faith Pullen is the Executive Director for the Florida Association for Community Action (FACA), Inc. where she leads the state association’s efforts in supporting nonprofit and public Community Action Agencies as they fight to eliminate poverty throughout the state of Florida. She is a woman of action who passionately advocates for those left to struggle in society. Prior to beginning her tenure with FACA, she successfully led the Community Action Program in her role as Grants Compliance Manager for Hillsborough County Board of County Commissioners the 4th largest county in Florida. Beyond her work in Community Action, Faith has held several leadership positions at fortune 500 companies, nonprofit and governmental agencies. She has a track record of successfully managing and implementing organizational change. During the pandemic, in order to better sharpen her leadership skills, Mrs. Pullen completed a Post-Crisis Leadership Certificate Program through the University of South Florida’s MUMA College of Business and also earned her certification as a Certified Community Action Professional (CCAP) from the National Community Action Partnership. She received her BA from the University of South Florida and her MBA from the University of Tampa.

Shandra Stringer, President/CEO, Grassroots Consulting, Inc.

Shandra Stringer is the embodiment of someone who works at the grassroots level to make a difference with individuals and organizations. Shandra's desire is to produce her work in the Spirit of Excellence that will provoke individuals and organizations to be the paramount of themselves. Shandra is the President/CEO of Grassroots Consulting, Inc., which is a holistic business-consulting firm that provides services for Business Start-Ups (For-Profit & Non-Profit Sector) completion of minority and vendor registration, state and federal filings. Corporate Training, Nonprofit Board Development, Program & Resource Development, Outreach & Recruitment, Budgeting & Forecasting, and other Capacity Building Services. Additional services to Churches includes: Church Administration, Development of Policies & Procedures, Financial Controls, Grassroots Fundraising, & Risk Management. Her financial business of Stringer & Associates Financial Services includes: Budget & Credit Counseling, Tax Preparation, & a licensed Insurance Agent that encompasses Life, Health, Lifetime Income, and Fixed Retirement Planning. Shandra holds an insurance license in Florida, Alabama, Georgia, Louisiana, North & South Carolina, Maryland, Michigan, Mississippi, Ohio, Tennessee, & Virginia. After have founded and overseen Extended Hands Community Outreach, Inc. for 13 years, she decided to retire and expand her footprint. In June 2015, she incorporated GCI Training & Empowerment Center, Inc. This nonprofit 501C3 organization, Shandra voluntarily oversees, provides services that include capacity building, back-office compliance, organization growth and sustainability for grassroots non-profit organizations, a holistic women's mentoring program, and workplace training & employment services. As of November 2019, Shandra opened a Business Co-Working Space called The Inspiration Station Creative Solution, LLC. This space is membership driven with five unique station locations for usage in multifaceted ways. Shandra holds an A.S. degree in Business Management, a B.S. in Organizational Management, and a Master's Degree in Nonprofit Management. Additionally, she holds a professional certification in Home Ownership and Community Lending. Adding to her professional profile, she holds certifications in Food Addictions, Financial & Life Coaching as well as a Certified Personal Financial Counselor and a licensed Notary. Her professional affiliations include Member of National Notary Association, board member of America Sustainability Educational Alliance, Inc. Her drive to make an impact in the world keeps her motivated to stay on this path. She perseveres to leave a legacy for her daughter Relandria Adams who is a Housing Direct at Georgia Tech University.

Natalie Diaz Rodriguez, Program Manager, Palm Beach County Community Action Agency

Natalie Diaz Rodriguez is the Program Manager for the Palm Beach County Community Action Agency (PBCCAP), and oversees the Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP), and Farmworker Career Development Programs (FCDP). She began working for PBCCAP in 2011, as PBCCAP’s Grant Compliance Specialist. Natalie is a certified Results-Oriented Management and Accountability (ROMA) trainer, and provides training and technical assistance to other Community Action agencies across the state of Florida. She is also a Six Sigma Green Belt and has participated in the National Community Action Partnership’s Learning Communities, with the goal of enhancing and improving Financial Empowerment programs across the Nation. Natalie is currently the chair of the Training and Development committee for the Florida Association for Community Actions (FACA). Natalie is native of Toa Alta, Puerto Rico and received her Master’s Degree in Science in Education from Keiser University, and her Bachelor’s Degree in Business Administration from the Interamerican University of Puerto Rico.
**Stephanie Love**, **Community Outreach Manager, Step Up For Students**

Stephanie Love currently serves as Manager, Community Outreach for Step Up For Students and has been there for 10 years. Step Up For Student is a nonprofit that helps administer the Florida Tax Credit Scholarship for lower-income families, the Gardiner Scholarship for children with certain special needs the Reading Scholarship Accounts for children struggling with reading and the Hope Scholarship for victims of bullying. Prior, Stephanie worked for 20 years in governmental/nonprofit financial management, first with the City of Detroit, and then the Youth Development Commission (YDC) teaching financial literacy and accounting courses. During this time, Stephanie developed her passion for collaborative community efforts that help transform families’ lives. Now at Step Up, Stephanie enjoys providing opportunities for families to find the most appropriate learning environment for their children.

**Steve Whitworth**, **FPL Assist Program Lead Area Manager, Florida Power & Light**

My full name is John Steven Whitworth, but everyone calls me Steve. This is something that started when I was a child and has been that way since. To share a bit of my personal life, I am married with 5 children and seven beautiful grandchildren. Our second oldest son, Kyle, passed away when he was seventeen back in 2002 from a brain aneurysm. Kyle saved three lives through organ donation and my wife and I are dedicated advocates and work closely with Donate Life folks at the University of Miami / Life Alliance organization. Two of our boys are members of the Florida National Guard and have served our country overseas in Afghanistan, Iraq and Djibouti, Africa. Our oldest son is an Engineer for FPL and our only daughter is a teacher.

I am a native Floridian growing up and living in SE Florida for most of my life until moving to Lake Placid in 2007. I love living by the lake and getting a little bass fishing in when I can. I have a BA in Organizational Management from Ashford University and have worked for Florida Power and Light (FPL) for 31 years. Most of this time with FPL has been in the Customer Service organization. I currently act as the Lead Assist Program Area Manager. My role is to be the liaison between our company and about 200 agencies from Collier to Manatee counties who assist residents with their energy burden. These agencies tap into federal and private funding to help those in crisis with assistance for their energy bills.

**Tammy Briant Spratling**, **Chief Executive Officer, Community Tampa Bay**

Tammy Briant Spratling is Chief Executive Officer of Community Tampa Bay, a non-profit that envisions a community free from discrimination in which every individual is treated with dignity and respect. Tammy also teaches civil rights law at Florida State University College of Law. She speaks and writes on the subjects of transformative learning theory, education law and policy, constitutional law and the modern Civil Rights Movement, and equity, diversity and inclusion with a special focus on implicit bias.

Finding balance in community, service, and the arts, she actively engages in pro bono work and commits herself to making Tampa Bay a better place through social justice advocacy initiatives. Tammy is President of the Gasparilla International Film Festival where her passion is bringing educational films to the Tampa Bay area that serve as tools for personal growth and transformation. Tammy double majored in Criminology and Government & World Affairs, receiving dual BA and BS degrees from the University of Tampa. She received her JD from Stetson University College of Law.

**Efrem Crenshaw**, **Executive Director, Broward County CAA**

Holding over 20+ years of Non-Profit & County Gov Experience Efrem has garnered 8+ years of Community Action Experience. He currently serves on the FACA Board and SEACAA Board. He is also a member of Omega Psi Phi Fraternity, Inc. and the National Forum for Black Public Administrators.
Derek Jones, Central Florida Region Bank President, Wells Fargo

Derek Jones serves as the Central Florida Region Bank President for Wells Fargo. In his current role, Derek is responsible for setting direction and leading all aspects of retail, small business, and affluent business for 121 branches with over 1100 employees throughout Central Florida. A 25-year veteran of Wells Fargo, Derek has served in a variety of roles throughout his financial services career. His leadership experience spans over 20 years across California, Nevada, and Florida. Most recently, he served as North Central Florida Region Bank President. Prior to that, he was the Region President for the Gulf Coast region and Area President in both the East Central Florida and Southern Nevada markets. Throughout his career, Derek has been an active member of his community. He served on the board of the Florida Gulf Coast University Foundation, the United Way of Lee County, and the Harry Chapin Food Bank. He currently serves on the board of the Florida Bankers Association, Boys and Girls Club of Central Florida, and the Orlando Economic Partnership. A northern California native, Derek earned a Bachelor of Arts degree from California State University, East Bay. He resides in Winter Garden, Florida.

Rulon Washington, Vice President, East Region Market Leader Engagement Initiatives & Mortgage Outreach, Wells Fargo

Rulon Washington serves as East Region Market Leader for Mortgage Outreach, a division within Wells Fargo’s Housing Affordability Philanthropy. The team’s purpose is to perform coordinated outreach that mitigates financial and reputational risk in housing markets of greatest need to help customers and communities and protect the Wells Fargo brand. Within his role as Market Leader, Rulon manages three Community Outreach Consultants supported 24 states along the East Coast, with the additional responsibility of handling over 100 nonprofit housing counseling, legal aid, and local government relationships throughout Florida. His responsibility as market leader includes the advancement of housing counselor relationships, identifying housing needs through grassroots communication, and supporting Wells Fargo Home Mortgage and Corporate Philanthropy & Community Relations through strategic outreach. Rulon has been a part of the Wells Fargo Corporation since 2006, and has an array of experience within multiple business lines, including stints in auto finance, financial services and home mortgage. Rulon holds a BA from the University of Delaware and is a proud member of Wells Fargo’s Black/African-American Leadership Program. In addition, Rulon participates in the Black/African American Connection-Central Florida Chapter team member network, and serves as a dedicated board member for Florida Habitat for Humanity and H.E.L.P. Community Development Corporation in historic Eatonville, FL.

Tiffney Marley, Vice President for Practice Transformation, Community Action Partnership

Tiffney Marley is the Vice President for Practice Transformation at the National Community Action Partnership, where she leads training and technical assistance strategies to maximize impact and transform anti-poverty practices of the Community Action Network. This work has many dimensions including leadership of the National Learning Communities Resource Center (LCRC)—the national Community Action innovations hub for addressing the causes and conditions of poverty, working with CAAs to redesign their programmatic strategies, and collaborating with governmental and private stakeholders on special initiatives to transform organizations and systems. A Whole Family Approach and Institutional Equity leader, Tiffney has successfully led multiple intensive technical assistance cohorts aimed to transform organizational and anti-poverty practice. She also serves as a thought-partner to the CEO on national racial equity implementation and other strategic initiatives.

Tiffney is a Head Start Alumni and touts her personal transformation from being Community Action customer to becoming a national Community Action leader. She has close to 9 years of Community Action professional experience, having served as the Training Coordinator for the North Carolina Community Action Association prior to joining the Partnership team. Tiffney is the former Director of Black Church Studies at Duke University Divinity School and has over 17 years of senior-level experience in the academic, faith-based, and nonprofit sectors. She is a Certified Community Action Professional, Nationally Certified ROMA Master Trainer, and a Rx Racial Healing Practitioner. She also holds a Nonprofit Management Executive Certificate from Georgetown University McCourt School of Public Policy, a Master of Divinity from Duke University, and a Bachelor of Science in Secondary Mathematics Education from North Carolina State University. Her biggest accomplishment is that she is the mother of twins, Randi and Jesse, whom she is grooming to become future leaders.
7 key lessons for addressing racism in community programs

Fighting racism goes hand in hand with creating communities where everyone has a voice and a chance to work together. In our 25 years of working with communities to create positive change, here are key lessons we've learned about addressing racism in community initiatives:

1. **Diversity is essential.** No matter what kind of change you're trying to make, having a diverse team helps to ensure many viewpoints are represented in decision-making. In addition to racial/ethnic diversity, it's important to consider other kinds such as education level, economic status, gender, age, sexual orientation, and language. But racial/ethnic diversity is often the hardest to achieve. Tackling it first will help with all other forms of diversity.

2. **Diversity is just the beginning.** It's important to build an equity lens in all aspects of your work. Understanding the structures that support inequity (with a particular emphasis on structural racism) is essential for effective dialogue and long-term change on every issue.

3. **Personal change and relationship-building are critical to addressing racism.** Sharing personal concerns and stories helps make it possible to address issues of privilege, power and inequity.

4. **Personal change and trusting relationships are just the beginning.** They are the building blocks to initiatives aimed at institutional, cultural and systemic change.

5. **Measuring and communicating progress toward community change is essential.** Doing so makes it possible to keep engaging new people, to build on the change that has already happened and to sustain the work.

6. **Racism affects all of us personally and in our communities, no matter what our racial/ethnic background is.** We all have something to gain by working together and addressing racial inequities. Addressing it is hard work, and requires empathy, self-care and long-term commitment.

7. **We all need to be part of the change we are trying to create.** No matter what kind of work we are involved in, we can all benefit from working toward racial equity. To achieve lasting change, we must apply an equity lens in our work internally as an organization, as well as externally in the communities we work with.
THANK YOU FOR YOUR PASSION AND DEDICATION...

Mid Florida Community Services, Inc., Announces Retirement of Longtime CEO Michael Georgini

(Brooksville, FL January 5, 2021) Following 44 years of tireless commitment and service to the central Florida region, Michael Georgini announced his retirement, effective June 30, 2021, from the position of Chief Executive Officer at Mid Florida Community Services, Inc., a position he has held for 42 years.

“It has been a long road filled with many obstacles, but in the end the pathway is straight,” said Georgini. “I relish the many friendships that over the years I have made, statewide and nationally, through the Community Action Network. I have many wonderful memories; and, I thank God every day, for his grace is the only reason I am here. I know no greater reward of leaving and knowing how many hundreds of thousands of lives I have helped change.”

Recently, the Mid Florida Community Services, Inc. (MFCS), Governing Board named Mat Kline, MFCS’ current Chief Operating Officer, as Georgini’s successor. Georgini states: “I’ve been able to mentor Mat for over three years, and I am proud to say that I know no one who is more capable of carrying the torch and keeping the mission and values of Community Action in mind.”

“It’s an honor and pleasure to be given the opportunity to lead an established and well-respected agency, which has positively impacted many lives over the past 53 years. Michael has done a tremendous job of building organizational and community strength while navigating the ongoing challenges Community Action has faced since his inception into the network 44 years ago,” said Kline. He goes on to say, “I look forward to what the future holds for Mid Florida Community Services and the Community Action Network, and I’ll commit to ensuring we do everything in our power, along with our partners, in collective effort to continue building bridges of opportunity and hope for the vulnerable citizens within our service region”.

Kline assumes the position of Chief Executive Officer on July 1, 2021.
THANK YOU FOR YOUR PASSION AND DEDICATION...

Barbara Patten Retires after 23 Years in Non-profit Field

After 13 years with Step Up Suncoast, Barbara Patten will retirement from 23 years of commitment to the non-profit field. The staff at Step Up Suncoast were gracious in sharing their kind words for Barbara...

Tribute to Barbara Patten, CEO – Step Up Suncoast, Inc.

“Anyone can be a boss, but it takes someone special to be a leader. Thanks for being such an inspirational leader for us. You inspired us, encouraged us and gave us direction. We will miss you. Congratulations and we wish you continued success and joy. May all your dreams come true!”  - Hardee/ Desoto Parents as Teachers Team - Maria, Jeannie, Haley, Janet, Mylene and Mellisa

“Roses are red...Violets are blue... The best retirement wishes...I wish for you.”
Meredith J. Gromko, Executive Assistant (Retired)

It has been the honor of my lifetime to work under Barbara’s leadership. We came to Manatee County for our jobs in the same month and year. Hard to believe that it has been 13 years since then. I have learned so much from Barbara. Her grace, calm demeanor and compassion have made all of us better. I hope your retirement is filled with joy and happiness. Step Up Suncoast staff will greatly miss you. - Kathy Patreka, Director Head Start/Early Head Start (Rise and Shine Early Learning)

Congratulations you will TRULY be missed!!!!!
Kari Senechal, Parents as Teachers - Parent Educator

Congratulations. Thank You for Your Leadership!!!
Meredith Murrell, Head Start - Early Childhood Specialist

Thank you for all of your hard work. - Mrs. Joyce Mathis, Early Head Start – Child Educator

Congratulations. All the best in the journey ahead. Thank you for your exceptional service. Enjoy your retirement. - Mathilde Bajard, Head Start – Teacher Assistant

Congratulations on your retirement!! Thank you for your leadership! Wishing you the best. - Sharon Stewart, Head Start – Family Advocate

It was a pleasure for me to be part of your team and have you as my leader. Your kindness and charismatic ways always impressed me. May God guide your steps in this new stage of her life. Warms regards!!
Altugracia Lajara-Paredes, Parents as Teachers - Parent Educator
Congratulations! Thank you for your hardwork and dedication. Enjoy your retirement. - Edel Gessner, Parents as Teachers - Administrative Assistant

I’ve learned so much from you Barbara. How to handle things that fall under the category “you can’t make this stuff up”, and many other things that I try to practice on a daily basis. Your shoes will be tough to fill. Our Agency has grown SO much over the last 13 years through your leadership, knowledge, and compassion. I wish you all the best in your retirement. You will truly be missed. - Mary Hughes, Chief Human Resources Officer

Barbara Patten will be remembered as being a passionate and caring leader. She always listened attentively to the concerns surrounding our clients’ needs and took action when needed. She will truly be missed! - Enjoy your retirement Barb, it is well deserved! Theresa Sheehan, LIHEAP Manager

The success I had switching career from corporate to not for profit organization has largely been because of Barbara’s hands-on leadership and guidance. Through her support for all staff, she has been a true inspiration. Thank you Barbara. - Nidhi Kumar, VITA Manager

Barbara Patten is such a caring person and a tremendous leader. She has been amazing to work with and we all appreciate how she leads such a great organization. She will truly be missed. Kali Kunkle, Executive Assistant to Barbara Patten
Florida Association for Community Action (FACA), Inc.

FACA Annual Meeting
Monday, May 17, 2021
1:30pm
Virtual Meeting Link Provided

AGENDA

I. Call to Order
   Board Chair

II. Roll Call
    Board Secretary

III. Agenda Presentation and Approval
     Board Chair

IV. May 2020 Minutes Presentation and Approval
    Board Chair

V. Board Chair’s Report
   Board Chair

VI. Treasurer’s Report
    Board Treasurer

VII. Committee Reports
    a. Executive
       Doug Brown
    b. Membership
       Efrem Crenshaw
    c. Conference Planning
       Charles Harris
    d. Legislative
       Tim Center
    e. Strategic Planning
       PaHoua Lee-Yang
    f. Training and Development
       Natalie Diaz Rodriguez

VIII. Old Business

IX. New Business

X. Adjournment
Florida Association for Community Action (FACA), Inc.

FACA Annual Business Meeting
Friday, May 29, 2020
10:00 a.m.
Virtual Meeting

I. The meeting was called to order by Board Chair Douglas Brown at 10:08 a.m.

II. Agenda Presentation and Approval. Motion by Barbara Patten to approve the agenda. Second by Warren Hougland. Motion approved unanimously.

III. Roll Call:

   The Agricultural & Labor Program, Inc., - PaHoua Lee-Yang, Arlene Dobson
   Brevard County BOCC Department of Housing and Human Services – Carl Herriott
   Broward County Community Action Agency – Efrem Crenshaw
   Capital Area Community Action Agency – Tim Center
   Central Florida Community Action Agency, Inc. – Charles Harris
   Centro Campesino Farmworker Center, Inc. – John Martinez
   Community Action Program Committee, Inc. – Doug Brown
   Economic Opportunity Council of Indian River – Angela Davis Green
   Florida Weatherization Network – Derrick Blue
   Hillsborough County BOCC – Sharon Gordon
   Miami-Dade Community Action Agency – Annika Holder
   Mid-Florida Community Services, Inc. – Mat Kline
   Northeast Florida Community Action Agency, Inc. – Kimberly Cobb-Ray
   Orange County Health & Family Services Dept. Community Action Division – Lavon Williams & Lonnie Bell
   Osceola County Council on Aging – Warren Hougland
   Palm Beach County Community Program – Natalie Diaz Rodriguez
   Pinellas Opportunity Council, Inc. – Pattye Sawyer
   St. Lucie County BOCC – Renee Scot
   Seminole County Community Assistance – Carrie Longsworth
   Step Up Suncoast – Barbara Patten
   Volusia County Council – DCS – Clayton Jackson

   21 of the 23 member agencies were present.

IV. May 2019 Minutes Approval. Motion by Carl Herriott to approve the May 2019 Business meeting minutes. Second by Charles Harris. Motion approved unanimously.

V. University of Florida Funding Formula Review - Anne Ray, Shimberg Center for Housing Studies, Lynn Jarrett, Data Analyst Program for Resource Efficient Communities University of Florida – Provided overview of the Funding Formula
updates for LIHEAP, WAP and CSBG including the process for engagement of University of Florida (UF). The formula has not been updated in a long time. The population has grown and low-income population distribution in Florida has changed. They consulted with other states on what they were doing in regards to the Funding Formula and found most states were not doing anything innovative. UF reviewed the formula and how it is calculated in Florida. They discussed how Census data is used in the formula calculation. Explained that now the formula can be reviewed annually to ensure it is being updated as demographics change. UF met with DEO’s Labor and Statistics team to explain how this can be done on a recurring basis. Anne explained how the farmworker numbers are protected due to their small size compared to the general population. Lynn explained there will be a period of time, years, to fully implement the new formula. Q&A with various agencies regarding cuts to funding.

VI. **Board Chair Report.** Chair Brown decided to defer the Board Chair’s report and combine with the Executive Committee Report.

VII. **Treasurer’s Report.** Board Treasurer, Sharon Gordon, reviewed the Audit provided in the meeting materials. No audit findings. **Motion by Charles Harris to accept the Treasurer’s report. Second by Warren Hougland. Motion approved unanimously.**

VIII. **Committee Updates**
    a. **Executive.** Board Chair Brown reviewed leadership transition of Board Chair role from Berneitha McNair to Douglas Brown. Highlighted the improved strengthened relationship between the Network and DEO.
    b. **Membership.** Committee Chair, Efrem Crenshaw provided an overview of paid memberships. Reminded the members that CAPLAW dues are covered by the FACA membership dues. There was a $30 CAPLAW increase that was not passed onto the membership.
    c. **Introductions.** Board Chair, Brown took a moment to introduce new Executive Directors, Pattye Sawyer and Kimberly Cobb-Ray. Recognized Seminole County, however Alison Thall was unable to join the call; Carrie Longsworth standing in on behalf.
    d. **Conference Planning.** Committee Chair Harris shared plans for virtual conference to be held May 12 -13. Provided a general overview of the sessions. Reminded the members this is the 40th year celebration. Encouraged full participation. Flat $300 registration fee for all conference attendees. Also provided a general review of conference activities including the selection of a virtual platform.
    e. **Legislative.** Committee Chair Tim Center shared general updates. Highlighted the Capitol visits conducted in February. ALPI and Central Florida accompanied the E.D., Faith Pullen, on member visits. Mid-Florida dedicated staff to assist with coordinating the visits. New Legislative staff will be coming in 2021. Hope to be able to conduct in person visits during the 2021 Legislative session. Encouraged agencies to engage with legislators locally. Board Chair introduced discussion on Florida Chamber Foundation as a possible body to assist with advocating/engaging on behalf of the Network. Committee Chair Center also encouraged support of NCAF and the work of David Bradley.
    f. **Nominations Committee.** Lavon Williams standing in on behalf of Lonnie Bell. At the request of Chair Brown, E.D. Faith Pullen provided an overview of the elections process. Lavon provide the results. Nine organizations responded. Chair - Doug Brown, Vice-Chair – Warren Hougland, Secretary – Charles Harris,
Treasurer – Tim Center. Chair Brown asked for verbal acceptance from each of the officers. Each accepted the position.

g. **Strategic Planning.** Committee Chair Lee-Yang was unavailable. E.D. Faith Pullen provided a general review of the Strategic Plan goals including progress made on each. Also shared the process that is used to provide quarterly updates to the Board.

h. **Training and Development.** Committee Chair Rodriguez provided updates. A subcommittee was created and includes ROMA Trainers. Webinar Wednesdays were introduced. A major focus was concentrated on SHAH NewGen in person trainings. Coronavirus caused delays and pause on previously planned initiatives including Case Manager roundtables and FACA State certification programs.

IX. **Old Business.** No old business.

X. **New Business.** Chair Brown asked E.D. Faith Pullen to provide an update on SEACAA. Faith reviewed the FACA members who serve on SEACAA, Faith Pullen, Secretary, James Lowe and Efrem Crenshaw. Also gave an overview of SEACAA’s certification program. Board Chair Brown asked for updates from the membership on Census activities. Lavon Williams shared Orange County’s efforts. John Martinez shared Centro Campesino’s efforts surrounding the Census. Also raised awareness on potential issues with voting in November due to the pandemic. Faith Pullen shared the Association’s efforts surrounding the Census including the receipt of a $10,000 grant from the Allegany Foundation for Census work in Hard to Count areas. FACA also holds a seat on the National Partnerships Census Committee. Board Chair Brown shared information regarding the Florida Association of Infant Mental Health. Chair Brown introduced discussion on Bylaws revision to include language that State Association would not hire anyone that serves in a governance capacity at a member agency.

XI. **Adjournment.** Motion by Warren Hougland to adjourn. Second by Barbara Patten. Motion approved unanimously. Meeting adjourned at 12:47 p.m.
INDEPENDENT AUDITORS’ REPORT

Board of Directors
Florida Association for Community Action, Inc.
Tampa, Florida

We have audited the accompanying financial statements of Florida Association for Community Action, Inc. (“FACA”) (a not-for-profit organization), which comprise the statements of financial position as of June 30, 2019, and June 30, 2018, and the related statements of activities, functional expenses and cash flows for the years then ended, and the related notes to the financial statements.

Management’s Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statement that is free from material misstatement, whether due to fraud or error.

Auditors’ Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America, and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether these financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor’s judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.
Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Association for Community Action, Inc. as of June 30, 2019, and changes in its net assets, and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

Other Reporting Required by Government Auditing Standards

In accordance with Government Auditing Standards, we have also issued our report dated March 20, 2020 on our consideration of Florida Association for Community Action, Inc.’s internal control over financial reporting and our tests of its compliance with certain provisions of laws, regulations, contracts, grant agreements, and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting on its compliance. That report is an integral part of an audit performed in accordance with Government Auditing Standards in considering the Organization’s internal control over financial reporting and compliance.

L.F. Harris & Associates, CPA, P.A.
Orlando, Florida
March 20, 2020
## FLORIDA ASSOCIATION FOR COMMUNITY ACTION, INC.

**STATEMENT OF FINANCIAL POSITION**
**AS OF JUNE 30, 2019 and 2018**

### ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$148,472</td>
<td>$42,095</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>120,694</td>
<td>732</td>
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<tr>
<td>Grants Receivable</td>
<td>22,500</td>
<td>22,500</td>
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<tr>
<td>Deposits</td>
<td>-</td>
<td>1,584</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>291,666</td>
<td>66,911</td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Equipment and Furniture (net of accumulated depreciation of $63,763)</td>
<td>6,082</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$297,748</td>
<td>$66,911</td>
</tr>
</tbody>
</table>

### LIABILITIES AND NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$15,366</td>
<td>$44,008</td>
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<tr>
<td>Credit Cards Payable</td>
<td>8,099</td>
<td>10,159</td>
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<tr>
<td>Accrued Expenses</td>
<td>4,900</td>
<td>3,524</td>
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<tr>
<td>Line of Credit</td>
<td>5,236</td>
<td>7,882</td>
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<tr>
<td>Other Liabilities</td>
<td>105,335</td>
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<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>138,936</td>
<td>65,573</td>
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<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted Net Assets</td>
<td>158,812</td>
<td>1,338</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td>$297,748</td>
<td>$66,911</td>
</tr>
</tbody>
</table>

See accompanying notes to the financial statements
FLORIDA ASSOCIATION FOR COMMUNITY ACTION, INC.
STATEMENT OF ACTIVITIES
YEARS ENDED JUNE 30, 2019 and 2018

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues and Support</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td>$291,800</td>
<td>$90,000</td>
</tr>
<tr>
<td>Conference Revenue</td>
<td>109,131</td>
<td>96,940</td>
</tr>
<tr>
<td>Membership Dues</td>
<td>30,400</td>
<td>33,300</td>
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<tr>
<td>Other Program Revenue</td>
<td>19,065</td>
<td>10,000</td>
</tr>
<tr>
<td>Donations</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Revenues and Support</strong></td>
<td><strong>450,396</strong></td>
<td><strong>230,240</strong></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Services</td>
<td>218,177</td>
<td>163,355</td>
</tr>
<tr>
<td>General and Administration</td>
<td>74,745</td>
<td>55,617</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>292,922</strong></td>
<td><strong>218,972</strong></td>
</tr>
<tr>
<td>Change in unrestricted net assets</td>
<td>157,474</td>
<td>11,268</td>
</tr>
<tr>
<td>Net assets, beginning of year</td>
<td>1,338</td>
<td>(9,930)</td>
</tr>
<tr>
<td><strong>Net assets, end of year</strong></td>
<td><strong>$158,812</strong></td>
<td><strong>$1,338</strong></td>
</tr>
</tbody>
</table>

See accompanying notes to the financial statements
## FLORIDA ASSOCIATION FOR COMMUNITY ACTION, INC.
### STATEMENT OF CASH FLOWS
#### YEARS ENDED JUNE 30, 2019 and 2018

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in net assets</td>
<td>$ 157,474</td>
<td>$ 11,268</td>
</tr>
<tr>
<td>Adjustments to reconcile change in net assets to net cash provided by (used in) Operating Activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Change in Operating Assets and Liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Increase)Decrease in Accounts Receivable</td>
<td>(119,962)</td>
<td>306</td>
</tr>
<tr>
<td>(Increase)Decrease in Grants Receivable</td>
<td>-</td>
<td>(22,500)</td>
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<tr>
<td>Increase in Prepaid Expenses</td>
<td>-</td>
<td>930</td>
</tr>
<tr>
<td>(Increase)Decrease in Deposits</td>
<td>1,584</td>
<td></td>
</tr>
<tr>
<td>Increase (decrease) in Accounts Payable and Accrued Expenses</td>
<td>(27,266)</td>
<td>46,091</td>
</tr>
<tr>
<td>Increase (decrease) in Credit Card Payable</td>
<td>(2,060)</td>
<td>329</td>
</tr>
<tr>
<td>Increase (decrease) in Other Liabilities</td>
<td>105,335</td>
<td></td>
</tr>
<tr>
<td>Total Adjustments</td>
<td>(42,369)</td>
<td>25,156</td>
</tr>
<tr>
<td>Net Cash Provided By Operating Activities</td>
<td>115,105</td>
<td>36,424</td>
</tr>
</tbody>
</table>

|                                  |          |          |
| **CASH FLOWS FROM FINANCING ACTIVITIES:** |          |          |
| (Payments) Advances on Line of Credit | (2,646)  | (1,838)  |
| Purchase of computer equipment     | (6,082)  |          |
| Net Cash Used For Investment Activities | (8,728)  | (1,838)  |
| Net Increase in Cash               | 106,377  | 34,586   |

| CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR | 42,095 | 7,509 |
| CASH AND CASH EQUIVALENTS, END OF YEAR     | $ 148,472 | $ 42,095 |

| SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION: |          |
| Interest Paid                                   | $ 2,046 | $ 2,558 |

*See accompanying notes to the financial statements*
<table>
<thead>
<tr>
<th>Account Expenses</th>
<th>Program Services Expenses</th>
<th>Management and General Expenses</th>
<th>Total</th>
<th>Program Services Expenses</th>
<th>Management and General Expenses</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation of current officers,</td>
<td>$ 84,232</td>
<td>$ 4,433</td>
<td>$ 88,665</td>
<td>$ 54,071</td>
<td>$ 2,846</td>
<td>$ 56,917</td>
</tr>
<tr>
<td>directors, trustees, and key employees</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other salaries and wages</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>16,423</td>
<td>3,820</td>
<td>20,243</td>
</tr>
<tr>
<td>Other employee benefits</td>
<td>4,625</td>
<td>16,366</td>
<td>20,991</td>
<td>679</td>
<td>2,403</td>
<td>3,082</td>
</tr>
<tr>
<td>Accounting Services</td>
<td>7,066</td>
<td>14,908</td>
<td>21,974</td>
<td>2,255</td>
<td>4,758</td>
<td>7,013</td>
</tr>
<tr>
<td>Advertising and Promotion</td>
<td>313</td>
<td>43</td>
<td>356</td>
<td>312</td>
<td>43</td>
<td>355</td>
</tr>
<tr>
<td>Office Expenses</td>
<td>7,182</td>
<td>7,759</td>
<td>14,941</td>
<td>6,243</td>
<td>6,745</td>
<td>12,988</td>
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<tr>
<td>Occupancy</td>
<td>1,896</td>
<td>11,647</td>
<td>13,543</td>
<td>2,545</td>
<td>15,633</td>
<td>18,178</td>
</tr>
<tr>
<td>Travel</td>
<td>8,290</td>
<td>6,779</td>
<td>15,069</td>
<td>6,464</td>
<td>5,286</td>
<td>11,750</td>
</tr>
<tr>
<td>Conferences, conventions and meetings</td>
<td>59,041</td>
<td>4,038</td>
<td>63,079</td>
<td>43,143</td>
<td>2,951</td>
<td>46,094</td>
</tr>
<tr>
<td>Interest</td>
<td>-</td>
<td>2,046</td>
<td>2,046</td>
<td>-</td>
<td>2,558</td>
<td>2,558</td>
</tr>
<tr>
<td>Insurance</td>
<td>2,050</td>
<td>4,356</td>
<td>6,406</td>
<td>2,729</td>
<td>5,799</td>
<td>8,528</td>
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<tr>
<td>Direct Services</td>
<td>37,929</td>
<td>-</td>
<td>37,929</td>
<td>22,185</td>
<td>-</td>
<td>22,185</td>
</tr>
<tr>
<td>Dues</td>
<td>5,553</td>
<td>2,159</td>
<td>7,712</td>
<td>6,239</td>
<td>2,426</td>
<td>8,665</td>
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<tr>
<td>Subscriptions</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>67</td>
<td>38</td>
<td>105</td>
</tr>
<tr>
<td>Licenses &amp; Permits</td>
<td>-</td>
<td>211</td>
<td>211</td>
<td>-</td>
<td>311</td>
<td>311</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 218,177</strong></td>
<td><strong>$ 74,745</strong></td>
<td><strong>$ 292,922</strong></td>
<td><strong>$ 163,355</strong></td>
<td><strong>$ 55,617</strong></td>
<td><strong>$ 218,972</strong></td>
</tr>
</tbody>
</table>
Special Thanks

SPONSORS & EXHIBITORS

Wells Fargo • Duke Energy • TECO Energy • AE Touch Technologies
Florida Power and Light • Ballatore Insurance Group

FACA BOARD CONFERENCE PLANNING COMMITTEE

Charles Harris – Chair • PaHoua Lee-Yang
James Lowe • Efrem Crenshaw