FLORIDA ASSOCIATION FOR COMMUNITY ACTION
39TH ANNUAL TRAINING CONFERENCE
MAY 14 - 17, 2019
TAMPA, FLORIDA
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
Dear 2019 FACA Conferences Attendees,

It gives me great pleasure to welcome you to the 2019 Florida Association for Community Action (FACA) 39th Annual Training Conference. The FACA Board of Directors has planned an excellent conference that will better position you to achieve agency, community, and family goals that combat poverty and promote economic mobility.

The 2019 FACA Conference was strategically planned with both public and private member agencies in mind. The FACA Board wants all attendees to have an outstanding conference experience, where information is received that will increase knowledge and enhance performance.

Our conference theme is FACA……..Inspiring Hope through Excellence in Action. The theme is fitting because in order for Florida’s community action network to deliver quality services that change lives, we must embody the spirit of hope and be committed to inspiring hope in our customers who may feel hopeless. Additionally, community action requires that we utilize a proactive, innovative approach to spark positive change to transform communities.

I would like to recognize the Conference Planning Committee and the host agency, Hillsborough County Board of County Commissioners, for their dedication to make the conference a success. The Conference Committee is dynamic and was committed to thinking outside the box! I would like to also recognize the hard work of FACA’s Executive Director, Faith Pullen, in planning and executing the conference.

FACA appreciates the continuous support of member agencies, the Florida Department of Economic Opportunity (DEO), and our many corporate sponsors. It is my hope that you take advantage of the workshops and sessions provided and see all the wonderful things that the City of Tampa has to offer. Please remember to provide input through our evaluation process in order to foster continued improvement. FACA is excited about the 2019 Conference, and we hope that you are too!

Sincerely,

Berneitha K. McNair

Board Chair
Dear 2019 FACA Conference Attendees,

Welcome to the 2019 Florida Association for Community Action (FACA) 39th Annual Training Conference. It is through these shared experiences that we are able to identify ways to better service our communities and the State of Florida to provide better opportunities and quality of life for all Floridians. Training is to help us improve, to learn from our peers and others, to take those lessons back, to implement what works, and share with others. Please take full advantage of this opportunity to do just that!

Our network strength is a collective. During your time in Tampa, I invite you to engage those around you in dialogue. Expand your network of resources.

“Excellence in Action” is a journey that requires risk taking, adjusting along the way, sharing what we’ve learned and continuing the journey.

The Florida Association of Community Action Welcomes You to Tampa!

Sincerely,

Douglas Brown

Douglas Brown. FACA Vice Chair
Hello and greetings to the FACA family and other attendees,

Thank you for your attendance at the 2019 Florida Association for Community Action Annual Training Conference, “FACA… Inspiring Hope through Excellence in Action!”

This is the 39th year of FACA providing cutting edge training, sharing of best practices and networking opportunities that have helped establish FACA as the premier anti-poverty association in Florida.

This year’s conference will be remembered as one of the best, as we have responded to your request for conference topics that you want, including sessions specifically for Public CAP agencies, sessions for front line staff, sessions on best practices from your peers across the state and many more. We are pleased that many of the 27 CAP agencies in the state answered our call and are sponsoring sessions to assist other agencies with their programs and procedures.

At our annual training conferences, we continue to strengthen our relationship with the Department of Economic Opportunity (DEO) by being a conduit for state mandated trainings as we work together to address the needs of the underserved.

WE ARE ONE! Regardless of being a private or public CAP, large or small CAP, Rural or urban CAP, we are all one under the umbrella of Florida Association for Community Action and our Community Action Partnership network and I hope that you will bring your energy, enthusiasm and collaborative spirit to this year’s conference as you learn, teach and network with your colleagues.

A very special thanks to all of our sponsors for providing the resources to assure the success of this year’s training conference.

We are the Florida Association for Community Action!

Sincerely,

Charles J. Harris

FACA Board Secretary
Conference Planning Committee Chair
May 14, 2019

Florida Association for Community Action, Inc.
5508 N. 50th Street, Suite 30
Tampa, Florida 33610

Greetings FACA Members, Colleagues, and Supporters:

Welcome to the 39th Annual Training Conference of the Florida Association for Community Action (FACA). The conference theme this year is “FACA… Inspiring Hope through Excellence in Action!” The workshops and speakers for this year’s conference will cover material that will benefit Florida’s Community Action Agencies and the individuals you serve in the coming year.

I am looking forward to meeting each of you in my new role as Director of Community Development and learning about the benefits you provide to your clients. I commend you for your dedication and the services you provide to Florida’s citizens through the Community Services Block Grant (CSBG) program and various other partnerships. The low-income populations of Florida can become self-sustaining and prosperous citizens of their communities.

Best wishes for a successful conference.

Sincerely,

Mario Rubio, Director
Division of Community Development
Dear Conference Attendees

Hillsborough County Community Action Board welcomes you to the Florida Association Community Action’s 39th Annual Training Conference in Hillsborough County. We wish you a productive and successful conference. We hope that your conference will be a great experience and may help you to consider coming back. We are confident that you will find our City a perfect setting. Backed by a tradition of proven southern hospitality, beautiful Downtown Tampa Riverwalk, and excellent facilities, we consider it a privilege to provide a stimulating and productive atmosphere for your conference.

The Venue at the Grand Hyatt Tampa Bay is an excellent choice for the conference you will learn a lot as you enjoy the view of the Gulf from May 14-17, 2019. It is our sincere wish that your conference will be most enjoyable and provide a wonderful week of learning that will make a real difference in your respected communities.

Again, welcome and best wishes for an informative and enjoyable experience.

Sincerely,

Norene Copeland Miller

Norene Copeland Miller
Community Action Board, Chair
May 14, 2019

Dear Conference Attendees:

GREETINGS! I am once again excited to welcome each of you to the Florida Association for Community Action’s (FACA) 39th Annual Training Conference.

Our theme this year, “Inspiring Hope through Excellence in Action” could not be more fitting for a Network that works tirelessly to effect the lives of our customers. In our quest to inspire and instill hope by changing the lives of those in our community we must demonstrate it by our actions. As we strive to move forward with excellence, our relationships in our communities, our agencies, and our world are improved.

Here at the Association, we work daily to bring hope to the Network by our firm commitment to our core values of outstanding customer service, integrity, transparency, accountability and inclusiveness.

This year’s conference just as last year’s will be packed with a variety of informative workshops that I hope will increase your overall ability and desire to reach out in greater and more substantial ways.

In addition to all of the growth opportunities, the Board, Conference Planning Committee and I have included evening activities that will allow some fun along with learning. It is our sincerest desire that each of you have a well-rounded and memorable conference experience. I hope you leave rejuvenated with a vast amount of helpful and informative knowledge that you will take back for continued growth and service!

Sincerely,

Faith C. Pullen

Faith C. Pullen, MBA
Florida Association for Community Action
Executive Director
FACA JULY 2018–JUNE 2019 MEMBER AGENCIES

The Agricultural & Labor Program, Inc.
Ms. Arlene Dobison, CEO

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

Broward County BOCC Department 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, CEO

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

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

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

Immokalee Multicultural Multipurpose Community Action Agency
Ms. Lillian Dimas, Executive Director

Lake Community Action Agency, Inc.
Mr. James Lowe, CCAP, Executive Director

Manatee County Community Action Agency
Ms. Barbara Patten, President/CEO

Miami-Dade County Community Action & Human Services Department
Ms. Lucia Davis-Raiford, Executive Director
Mid-Florida Community Services, Inc.
Mr. Michael Georgini, CEO

Northeast Florida Community Action Agency, Inc.
Ms. Berneitha McNair, 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. Carolyn King, Executive Director

Seminole County Community Assistance
Ms. Olivette Carter, Human Services Manager

St. Lucie County Board of County Commissioners Treasure Coast Community Services Advisory Board
Ms. Renee Scott, Manager

Volusia County Department of Community Services
Mr. Clayton J. Jackson, MPA, Human Services Manager

Centro Campesino Farmworker Center Inc. – Affiliate Member
Mr. John Martínez, Executive Director

Tampa Electric – Affiliate Member
Ms. Gerri Drummond, Coordinator

Pinellas County Urban League, Inc. – Affiliate Member
Rev. Watson L. Haynes, II, President and CEO
FACA 2018–2020 BOARD OF DIRECTORS

OFFICERS

Berneitha McNair, Chair
Northeast Florida Community Action Agency, Inc.

Doug Brown, Vice Chair
Community Action Program Committee, Inc.

Charles Harris, Secretary
Central Florida Community Action Agency, Inc.

Carolyn W. King, Treasurer
Pinellas Opportunity Council, Inc.

Tim Center, Esq., Parliamentarian
Capital Area Community Action Agency, Inc.
MEMBERS-AT-LARGE

PaHoua Lee-Yang
The Agriculture and Labor Program, Inc.

Carl Herriott
Brevard County Community Action Agency

Efrem Crenshaw
Broward County Community Action Agency

Angela Davis-Green
Economic Opportunity Council of Indian River, Inc.

Sharon Gordon
Hillsborough County BOCC

James Lowe
Lake Community Action Agency, Inc.

Lucia Davis-Raiford
Miami-Dade Community Action Agency

Michael Georgini
Mid-Florida Community Services, Inc.

Lonnie Bell
Orange County Government

Warren Hougland
Osceola County Council on Aging

Natalie Diaz Rodriguez
Palm Beach County Community Services Department

Olivette Carter
Seminole County BOCC Community Assistance

Renee Scott
St. Lucie Count BOCC Dept. of Human Services

Barbara Patten
Step Up SunCoast, Inc.

Derrick Blue
Florida Weatherization Network

STAFF
Faith Pullen, MBA
Executive Director
CONFERENCE SCHEDULE

MONDAY – MAY 13, 2019

9 A.M. – 5 P.M.  
Energy Auditor Certification  
Pelican

TUESDAY – MAY 14, 2019

8 A.M. – 9 A.M.  
Morning Coffee   
Prefunction
8 A.M. – 5 P.M.  
Conference Registration  
Prefunction
10:30 A.M. – 11 A.M.  
Mid-Morning Break   
Prefunction
12:30 P.M. – 1:30 P.M.  
Lunch on your Own   
Prefunction
1 P.M. – 5 P.M.  
Exhibits Setup  
Prefunction

PRECONFERENCE I – 9 A.M. TO 3:30 P.M.

The 21st Century Executive Assistant/Assistant
Presenter: John Edwards | HERRING GULL

Executive assistants work with high-level executives to provide top-level management support and assistance. More elite and responsible than an entry-level assistant or secretary, an executive assistance is trusted with high level representation, program planning, effective but diplomatic communication and execution of sensitive and complex duties requiring a variety of skills. This seminar provides instruction, hands-on practice and exercises, seminar materials, trainer feedback, best practices and proven techniques to significantly improve organizational, communication, planning, analysis and proven techniques to improve performance. Confidentiality, an essential requirement of the executive assistant, is interwoven throughout this seminar.

Presenter: Racial Equity Institute, LLC | CORMORANT

This training is an interactive presentation on the nature and impact of structural racism and what it looks like across institutions. We examine narratives around racial disproportionality and make use of compelling research data to illustrate the systemic nature of racism and the fallacy of typical explanations like poverty, education, social class, individual behavior, or cultural attributes that often get associated with particular racial groups. Before addressing racial inequity or perceived acts of discrimination or oppression it is critical to understand what institutional racism looks like and the devastating impact it wields on our nation’s people, economy and social institutions. The Groundwater Approach teaches how to use data to measure the systemic impact of racism and to track institutional change. Once grounded in what the problem of structural racism is, and what it isn’t, participants are ready to move to Phase I training that introduces an analysis of how and why racism was created and how it has been embedded and maintained within and across America’s institutions. This training is optional in the phased approach. Some organizations use the Groundwater as a first training, and others may use it later in the process to focus on the use of data as an organizing tool, focusing on data in their own institution, community, or state. Some organizations bypass the Groundwater and start with Phase I, which is the foundation of our training and organizing strategy.

PRECONFERENCE II – 9 A.M. TO 10:30 A.M.

CSBG/LIHEAP/WAP Data Tracking System CaseManager-NewGen from Shah Software

Presenters: Jagat Shah, Dan Boyd, Hanna Adams | SANDHILL CRANE

This session will start with a brief overview of the system so that participants can see how the different modules interconnect. The session will focus on all things CSBG. We will explore client intake, providing client services, referrals, follow-ups and documenting outcomes. We will also cover editing of client intake and explore options that will help agencies go paperless, scanning and uploading of documents, electronic signatures. Participants will be introduced to the training database on which they can practice and get more familiar with the system. This session does NOT require participants to use a PC.
CONFERENCE SCHEDULE

TUESDAY – MAY 14, 2019

PRECONFERENCE III – 11 A.M. TO 12:30 P.M.

CSBG/LIHEAP/WAP Data Tracking System CaseManager-NewGen from Shah Software

Presenters: Jagat Shah, Dan Boyd, Hanna Adams | SANDHILL CRANE

During this session, participants will learn how to navigate the four stages in the LIHEAP lifecycle within the system:
• Creating a new LIHEAP application.
• Processing LIHEAP application for approval or denial.
• Payment authorization if approved.
• Printing / Emailing relevant communication to client.

Weatherization follows a similar pattern. Participants will learn the different stages in the weatherization module from application to payment. This session does NOT require participants to use a PC.

PRECONFERENCE IV – 9 A.M. TO 12:30 P.M.

Putting Words into Action: Board Roles and Responsibilities in Practice

Presenter: Veronica Zhang, CAPLAW | ROSEATE

An organization is only as effective and impactful as its leadership. It is thus crucial that a board of directors not only understand what is expected of it but also what decisions and actions it needs to take to meet and exceed those expectations. In this session we will use scenarios to discuss the role of a Community Action Agency board and explore how a board works collaboratively to fulfill its oversight function. Topics we will cover include: the legal framework governing CAA boards, key board responsibilities, CAA board members’ fiduciary duties, and the relationship of the executive director and the board, including the board chair.
CAA Leaders’ Legal Guide: A Primer for Boards (CAPLAW)

**Presenter:** Veronica Zhang, CAPLAW | ROSEATE

The legal framework that governs both public and nonprofit Community Action Agencies (CAAs) as recipients of federal grant funds is vast. This workshop is based on CAPLAW’s publication, CAA Leaders’ Legal Guide, and provides leaders of CAAs, particularly board members, an overview of the legal requirements they must be aware of in administering Community Services Block Grant (CSBG) funds. We will discuss topics such as the federal grant life cycle; the legal authority underlying federal grants; key CSBG rules and requirements; federal financial management requirements found in the Uniform Guidance; and tax rules specific to nonprofit CAAs operating as 501(c)(3) tax-exempt organizations. Maintaining a comprehensive understanding of these legal requirements is vital to maintaining board oversight and properly assessing the organization’s compliance risk.

**PRECONFERENCE V – 2 P.M. TO 3:30 P.M.**

Organizations Leadership Panel – How Boards and Agency Leadership Should Work Together

**Presenters:** Audrey Ziegler, Norene Copeland-Miller, Berneitha K. McNair, Leslie Scott Jean-Bart | SANDHILL CRANE

This session will showcase the amazing results that can be achieved when Board Leadership and Agency Leadership work as partners. Public and Private Agency panelists will share their unique challenges and strategies used to overcome and make agency gains.
TUESDAY – MAY 14, 2019

PRECONFERENCE VI – 4 P.M. TO 5 P.M.

CSBG/LIHEAP/WAP Data Tracking System (ADMINISTRATORS)
CaseManager-NewGen from Shah Software

Presenters: Jagat Shah, Dan Boyd, Hanna Adams | SANDHILL CRANE

This session will cover reporting features of the system in detail:
• Client Intake reports and Service activity reporting
• Unduplicated reporting (CSBG reporting) and Outcome reporting (NPI reporting)
• Reporting on fund expenditures
• Reporting from Client assessment and how to use this for Service delivery plans
• Ad-hoc reporting and Audit Reports

WEATHERIZATION – 9 A.M. TO 5 P.M.

Energy Auditor Certification

Presenter: Everblue | PELICAN

Registered attendees will learn how to perform the tasks of a DOE-approved Home Energy Professional Energy Auditor. The energy auditor certification is an advanced certification and one of the residential energy efficiency industry’s highest credentials. Individuals holding the energy auditor certification are trusted to have the knowledge, skills, and abilities to complete a residential energy audit with the utmost competence. Set yourself apart from the rest of the pack with this advanced certification. This course complies with the energy auditor program technical standards as outlined by the U.S. Department of Energy and the National Renewable Energy Laboratory.

Private Board Reception - 5 P.M. to 6 P.M. | WILSON’S PLOVER – 14TH FLOOR

FACA welcome Reception - 6:30 P.M. to 8:30 P.M. | AUDUBON PROMENADE
OPENING PLENARY – 9 A.M. TO 9:30 A.M. | AUDUBON ABC

POSTING OF THE COLORS - Jefferson High School ROTC

PLEDGE OF ALLEGIANCE & NATIONAL ANTHEM

INVOCATION - Derrick Blue, CEO/Executive Director, Tampa Hillsborough Action Plan, Inc.

WELCOME & GREETINGS
Berneitha K. McNair, Executive Director, Northeast Florida Community Action Agency, Inc.
FACA Board Chair

FLORIDA COMMUNITY ACTION NETWORK - “VIDEO PRESENTATION”
Berneitha K. McNair, Executive Director, Northeast Florida Community Action Agency, Inc.
FACA Board Chair

CONFERENCE OVERVIEW
Charles Harris, CEO, Central Florida Community Action Agency, Inc.
FACA Board Secretary

“COMMUNITY ACTION PROMISE”
WEDNESDAY – MAY 15, 2019

OPENING GENERAL SESSION
9:30 A.M. TO 11:30 A.M.  |  AUDUBON ABC

Presiding: Tim Center, Esq., CEO. Head Start Director, Capital Area Community Action Agency, Inc., FACA Board Parliamentarian

FACA: A Year in Review
Faith Pullen, MBA, FACA Executive Director

Florida Department of Economic Opportunity
Ken Lawson, Executive Director; Damon Steffens, Chief Financial Officer
Mario Rubio, Director, Division of Community Development

Introduction of the Speaker
Steve Whitworth, West Area Manager, Special Consumer Services, Florida Power & Light

The New LIHEAP Customer and Advocacy
Katrina Metzler, Executive Director, National Energy and Utility Affordability Coalition

Leveraging Partnerships – SHIP/Weatherization Pilot
Derrick Blue, CEO/Executive Director, Tampa Hillsborough Action Plan, Inc.
Faith Pullen, MBA, FACA Executive Director

War on Poverty Presentation

Community Action Panel
Moderator: Lonnie C. Bell Jr., Director, Family Services Dept., Orange County Gov.
Panelists: John W. Edwards, Jr., President, John Edwards Group Florida Consulting; Barbara J. Patten, M.S., President/CEO, Step Up Suncoast, Inc.; Michael J. Georgini, CCAP, CEO, Mid Florida Community Services, Inc.; Mat Kline, COO, Mid Florida Community Services, Inc.; James Green, Director, Palm Beach County Community Services Dept.

Break
WEDNESDAY – MAY 15, 2019

OPENING LUNCHEON
12 P.M. TO 1:30 P.M. | AUDUBON ABC

Presiding: Douglass Brown, Executive Director, Community Action Program Committee, Inc.

Invocation
Derrick Blue, CEO/Executive Director, Tampa Hillsborough Action Plan, Inc.

LUNCH IS SERVED

Introduction of the Speaker
Carolyn King, Executive Director, Pinellas Opportunity Council, Inc.

Keynote
William F. Pickard, PhD, Chairman and Founder of GAA Manufacturing and Supply Chain Management, GAA New Ventures, Co-Managing Partner MGM Grand Detroit Casino, CEO of Bearwood Management McDonald’s

Special Announcements and Closing Remarks
### AFTERNOON GENERAL CONCURRENT SESSIONS

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
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| 2:00 P.M. – 3:30 P.M. | Q&A Session  
The New LIHEAP Customer and Advocacy | Audubon D |
| 2:00 P.M. – 3:30 P.M. | Integrated Services Pilot Project (ISPP) | Audubon E |
| 2:00 P.M. – 3:30 P.M. | ROMA Professionals In-Service Session | Audubon F |
| 2:00 P.M. – 3:30 P.M. | Outstanding Customer Service Yields High Customer Satisfaction | Sandhill Crane |
| 2:00 P.M. – 3:30 P.M. | Census 2020 | Audubon ABC |
| 4:00 P.M. – 5:30 P.M. | Case Management of Case Managers | Audubon F |
| 4:00 P.M. – 5:30 P.M. | Poverty Simulation | Audubon D |
| 4:00 P.M. – 5:30 P.M. | Breaking Cycles of Poverty Through Educational Opportunities for Children | Sandhill Crane |
| 4:00 P.M. – 5:30 P.M. | Executive Level Leadership – A Practical Approach | Audubon E |
WEDNESDAY – MAY 15, 2019

WEATHERIZATION SESSIONS

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<tbody>
<tr>
<td>9:00 A.M. – 5:00 P.M.</td>
<td>Energy Auditor Certification</td>
<td>Pelican</td>
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<tr>
<td>1:00 P.M. – 5:00 P.M.</td>
<td>EPA Certification</td>
<td>Kingfisher</td>
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<tr>
<td>2:00 P.M. – 3:30 P.M.</td>
<td>ASHRAE Roundtable</td>
<td>Roseate</td>
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FACA’S GOT TALENT KARAOKE

6 P.M. TO 8 P.M. | AUDUBON A
# Conference Schedule

**THURSDAY – MAY 16, 2019**

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<tr>
<th>Time</th>
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<tr>
<td>8 A.M. – 9 A.M.</td>
<td>Morning Coffee</td>
<td>Prefunction</td>
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<td>8 A.M. – 12 P.M.</td>
<td>Conference Registration</td>
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<td>Exhibits</td>
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<tr>
<td>8 A.M. – 4:30 P.M.</td>
<td>Concurrent Workshops</td>
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<tr>
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<td>Mid-morning Refreshment Break</td>
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<td>Lunch on Your Own</td>
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<td>12 P.M. – 1 P.M.</td>
<td>Executive Directors Lunch</td>
<td>Wilson’s Plover</td>
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<tr>
<td>1 P.M. – 2 P.M.</td>
<td>FACA Annual Business Meeting</td>
<td>Wilson’s Plover</td>
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<td>Afternoon Refreshment Break</td>
<td>Prefunction</td>
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<tr>
<td>6 P.M. – 9 P.M.</td>
<td>FACA Awards Gala</td>
<td>Audubon ABC</td>
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<td>9 A.M. – 10 A.M.</td>
<td>Achieving Results with Your Case Managed Programs – Pt I</td>
<td>Audubon E</td>
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<td>9 A.M. – 10 A.M.</td>
<td>Disaster Recovery – How Community Action and CSBG Funding Can Help</td>
<td>Audubon F</td>
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<td>9 A.M. – 10 A.M.</td>
<td>Communication for Great Results</td>
<td>Cormorant</td>
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<td>9 A.M. – 10 A.M.</td>
<td>Data Collection and Analysis for Boards (Public)</td>
<td>Roseate</td>
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<td>10:30 A.M. – 12 P.M.</td>
<td>CSBG and Public CAAs – A Focus on Outcomes (Public)</td>
<td>Audubon F</td>
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<td>Achieving Results with Your Case Managed Programs – Pt II</td>
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<td>Managing Conflict in Teams</td>
<td>Audubon D</td>
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<td>Roma for Organizational Development</td>
<td>Cormorant</td>
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<td>10:30 A.M. – 12 P.M.</td>
<td>Securing Our Future: Increasing Economic Mobility &amp; Reducing Poverty</td>
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10 A.M. – 10:30 A.M.  Mid-morning Refreshment Break  Prefunction
12 P.M. – 1 P.M.  Lunch on Your Own  Prefunction
12 P.M. – 1 P.M.  Executive Directors Lunch  Wilson’s Plover
1 P.M. – 2 P.M.  Annual Business Meeting  Wilson’s Plover
2:30 P.M. – 3 P.M.  Afternoon Refreshment Break  Prefunction
6 P.M. – 9 P.M.  FACA Awards Gala  Audubon ABC

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## THURSDAY – MAY 16, 2019

### CONCURRENT SESSIONS

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THURSDAY – MAY 16, 2019

WEATHERIZATION SESSIONS

9 A.M. – 5 P.M.
Energy Auditor Certification
Pelican

10:30 A.M. – 12 P.M.
NEAT Updates
Snowy Egret

2 P.M. – 3:30 P.M.
ASHRAE Roundtable
Snowy Egret

FACA AWARDS GALA
6 P.M. TO 9 P.M. | AUDUBON ABC

Awards Presentation for:
“AGENCY OF THE YEAR” AWARD
“SONNY WALKER SELF-SUFFICIENCY” AWARD
“STAFF OF THE YEAR” AWARD
“VOLUNTEER OF THE YEAR” AWARD
FRIDAY – MAY 17, 2019

9 A.M. – 5 P.M.  
Energy Auditor Certification  
PELICAN

CLOSING PLENARY  
9 A.M. TO 12 P.M.  | AUDUBON ABC

Presiding: Charles Harris, CEO, Central Florida Community Action Agency, FACA Board Secretary

INVOCATION  
Derrick Blue, CEO/Executive Director, Tampa Hillsborough Action Plan, Inc.

WELCOME & GREETINGS  
Efrem Crenshaw, MPA, Human Services Administrator, Broward County Community Action Agency, Family Success Administration Division

INTRODUCTION OF THE SPEAKER  
Faith Pullen, MBA, FACA Executive Director

KEYNOTE  
Adam White, Leadership Speaker and Human Behavior Expert, Adam White Speaks

BREAK

LOCATION OF FACA 2020 ANNOUNCEMENT

REMARKS FROM THE FACA CHAIR

RAFFLE, SPECIAL ACKNOWLEDGEMENTS & CLOSING REMARKS

“COMMUNITY ACTION PROMISE”
WEDNESDAY GENERAL WORKSHOP DESCRIPTIONS

Q&A Session - The New LIHEAP Customer and Advocacy
**Presenters:** Katrina Metzler
Participants in this session will engage in a one on one question & answer session with plenary presenter Katrina Metzler, executive director, National Energy and Utility Affordability Coalition. Katrina will share key points on effective advocacy strategies and practices.

Integrated Services Pilot Project (ISPP)
**Presenters:** Doug Brown, CAPC, Tim Bridges
The Integrated Services Pilot Project (ISPP) was designed to allow local workforce development boards (LWDBs), in partnership with, local Community Action Agencies (CAA), to develop and implement a comprehensive workforce services strategy to promote community stabilization and place a deliberate focus on assisting families to gradually transition from public assistance programs to self-sufficiency through employment. During this session, the ISPP Grant recipients will provide an update on combined accomplishments over the past 1 ½ years and will share best practices and approaches used during this project. Ideas of how the program can be replicated in the future will also be explored.

ROMA Professional In-Service Session
**Presenter:** John Edwards
This session is to provide an update to and for ROMA professionals about the new materials developed by the Association of Nationally Certified ROMA Trainers. Changes to the curriculum, new emphasis on targeting, Organizational Standard 4.3 requirements and new board training curriculum will be explored. How data is analyzed to inform decision-making in all phases of the ROMA Cycle will be highlighted.

Outstanding Customer Service Yields High Customer Satisfaction
**Presenter:** Berneitha K. McNair
This session will define customer service and provide a practical approach to providing outstanding customer service before, during, and after assistance. Participants will receive information on how outstanding customer service yields high customer satisfaction; thus having a positive impact on agency perception and program impact. Participants will also create a customer service definition for the Florida Community Action Network.
WEDNESDAY GENERAL WORKSHOP DESCRIPTIONS

Census 2020
Presenter: Jim Masters
The purpose of this workshop is to help CAA staff and board members learn about the 2020 Census and how they can help increase participation in it by people with low incomes. Census numbers are the basis for redistricting, and for the allocation of about $750 billion in Federal money alone every year for the next ten years.

Case Management of Case Managers: A Follow Up
Presenter: John Edwards
FACA sponsored Case Management training in 2018 in Jacksonville and Riviera Beach to enhance the effectiveness and results of case managers. Participants in the workshop will take a deeper dive into the role and responsibilities of case managers and discuss successes generated as The Accountable Case Manager, Case Notes and to further refine their Community of Practice.

Poverty Simulation
Presenter: Natalie Diaz-Rodriguez
The C.O.P.E. (Cost of Poverty Experience) Poverty Simulation will provide participants with a glimpse into the lives of low-income individuals and families living in our communities—the obstacles that are faced, the decisions that are made, and the consequences that impact these families every day. Participants will have the opportunity to debrief and share their experience amongst each other and strategize to effect change locally.

Breaking Cycles of Poverty Through Educational Opportunities for Children
Presenter: Stephanie Miller-Love
Scholarship programs administered by Step Up For Students helps break cycles of poverty by empowering parents to choose the best learning environment for their children.

Executive Level Leadership – A Practical Approach
Presenter: Berneitha K. McNair
Northeast Florida Community Action Agency Executive Director and FACA Board Chair Berneitha McNair will provide session participants with practical strategies to succeed at the executive level. She will draw upon her 20+ years of experience in Community Action in both Mississippi and Florida as real life examples to highlight key components of the leadership skill set necessary to thrive.
WEDNESDAY WEATHERIZATION
WORKSHOP DESCRIPTIONS

**Energy Auditor Certification**
**Presenter:** Everblue
During this course, registered attendees will learn how to perform the tasks of a DOE-approved Home Energy Professional Energy Auditor. The energy auditor certification is an advanced certification and one of the residential energy efficiency industry’s highest credentials. Individuals holding the energy auditor certification are trusted to have the knowledge, skills, and abilities to complete a residential energy audit with the utmost competence. Set yourself apart from the rest of the pack with this advanced certification. *This course complies with the Energy Auditor program technical standards as outlined by the U.S. Department of Energy (DOE) and the National Renewable Energy Laboratory (NREL).*

**EPA Certification**
**Presenter:** Zack Academy
For individuals who have previously completed the Lead Renovator Initial Certification in compliance with the Renovation, Repair, and Painting (RRP) rule, this 4-hour Refresher Course is required to renew your individual certification. Our courses are delivered by experienced instructors, and will provide you with all the current information you need to successfully and safely perform RRP work in the field.
Topics include:
- Regulations
- Testing for Lead-Based Paint
- Review of Set-Up Practices
- Review of Prohibited Practices, Personal Protective Equipment and Dust Control
- Cleaning Activities and Checking Your Work
- Recordkeeping
- Training of Non-Certified Renovators
*Please note:* Students are required to bring a copy of their initial Lead Renovator certificate to the refresher class, so that there are no delays in issuing the new RRP certificate.

**ASHRAE Roundtable**
**Presenters:** Rick Karg, Residential Energy Dynamics, LLC, Derrick Blue, Michael Roberson, Steve Kay, Florida Weatherization Network
This interactive session will provide participants an opportunity to share ASHRAE compliance best practices and exchange lessons learned while implementing ASHRAE 62.2-2016. ASHRAE 62.2-2016 was recently released and is being adopted by Florida this summer. DEO will share what these changes mean for our Florida WAP.
THURSDAY GENERAL WORKSHOP DESCRIPTIONS

Duke Energy - Low Cost, No Cost Ways to Save Energy and Money  
**Presenters:** Melvin Philpot and Vernon McQueen  
Strategies that low-income customers can do at no cost or low cost to reduce their energy bill while at the same time save money to use for budget needs.

Achieving Results with Your Case Managed Programs – Pt I  
**Presenter:** Christall B. Azcarate, B.S., NCRT (NFCAA)  
This session is designed to aid in the effective design, implementation and facilitation of case managed programs. The session will provide a fundamental, complete step-by-step approach to achieving reportable results via effective case management and cost efficient service delivery. The session is interactive and offers an out of the box approach to utilizing ROMA in case management.

Disaster Recovery – How Community Action and CSBG Funding Can Help  
**Presenter:** Tim Center  
When Cat 5 Hurricane Michael tore through North Florida, Community Action agencies were both impacted and expected to help neighbors recover. Learn how Capital Area worked with DEO and their counties from response through recovery.

Communication for Great Results  
**Presenter:** John Edwards  
Communication sounds like it should be instinctive. However, many times, when we try to communicate with others something goes astray. This workshop will explore all communication types and the importance of communication to achieve organizational goals consistently. Examples of effective communicators are identified to learn from their success that can be used by leaders and workers alike in community action agencies.

Data Collection and Analysis for Boards  
**Presenter:** Jarle Crocker  
This session will focus on how agencies can implement the Results Oriented Management and Accountability framework through the effective analysis of data. Topics covered will include how to analyze program level data, developing performance management systems that effectively apply data to improve programs, and how to get the most out of data collected for your needs assessment.
THURSDAY GENERAL WORKSHOP DESCRIPTIONS

**CSBG and Public CAAs – A Focus on Outcomes**
**Presenters:** Atalie A. Ashley-West, PhD, MPH, CPH, Trellany Williams
Translating needs assessment priorities and strategic goals into measurable, actionable outputs and outcomes. In this session, participants will learn how public community action agencies may efficiently partner within and outside their governments to conduct needs assessments, and develop and implement plans that accurately reflect the needs in the community given limited time and resources. These activities often require a balance of political, social, and economic interests from public, nonprofit, and private sectors. However, local governments are uniquely positioned to leverage resources in ways that are beneficial to their constituents while meeting national performance standards. This workshop will highlight best practices and lessons learned from Orange County Community Action.

**Achieving Results with Your Case Managed Programs – Pt II**
**Presenter:** Christall B. Azcarate, B.S., NCRT
This session is designed to aid in the effective design, implementation and facilitation of case managed programs. The session will provide a fundamental, complete step by step approach to achieving reportable results via effective case management and cost efficient service delivery. The session is interactive and offers an out of the box approach to utilizing ROMA in case management.

**Managing Conflict in Teams**
**Presenter:** Berneitha K. McNair
This session will teach community action practitioners to effectively manage conflict in teams and improve their conflict resolution techniques. Participants will learn 5 Conflict Management Styles and how to solve problems with individuals with a different style. Participants will also enhance their capability to build productive teams.

**ROMA for Organizational Development**
**Presenter:** John Edwards
This workshop is for the ROMA novice who desires to enhance his/her knowledge of this performance management system embedded in the Community Services Block Grant Law. Participants will explore the principles and practices of ROMA from a 1000-foot view without getting in the weeds of a ROMA trainer or implementer. The ROMA Cycle, National Goals, NPIs and the National Theory of Change will form the basis of this conversation.
Securing Our Future: Increasing Economic Mobility & Reducing Poverty

**Presenters: James Green and Natalie Diaz-Rodriguez**

The “Securing Our Future: Increasing Economic Mobility & Reducing Poverty” session will provide participants with a vision of a system of care that maximizes opportunities for economic mobility, in Palm Beach County. Over the next ten (10) years, the Securing Our Future initiative seeks to build pathways for economic mobility for families with children ages 0-18, who are living below the 200% federal poverty threshold, with a special emphasis on families at or below the 100% federal poverty threshold, and who have the ability to work. The end goal is for families to increase their income above the living wage, and to accelerate the building of an integrated Health and Humans Services System of Care, who identifies and addresses structural and systemic barriers that prevent families from becoming economically self-sufficient.

Diamond in the Rough: Leveraging Community Partnerships through Advisory Councils

**Presenters: Dr. Sylvia Wint, Mr. Phil Thomas**

Provide an overview of the work conducted in the Hillsborough County area by the Advisory Councils. Highlight the successes of this work in supporting the community. As well as discuss, the roles and partnership forged between the CAB Board, Department Staff and Council members in the implementation of the annual community engagement projects. Discuss how the Community Engagement projects help introduce areas of opportunity to branch out into new areas in support of the community.

Tips for Creating a Competitive Grant

**Presenter: Judith Lombana, EdD**

The session will be an overview of the following areas: (1) Before you write and before you search, (2) Need, (3) Identifying a good match for your grant, (4) Difference between goal, objective and activity, (5) Reading an RFP, (6) Common Grant Elements, (7) Timelines, (8) Budgets, (9) Evaluation and (10) Scams.

Achieving and Exceeding Program Outcomes through Strategic Partnerships and Cross-Sector Collaborations

**Presenter: Ivon Mesa, MPA**

This workshop will provide guidance for creating and maintaining strategic partnerships among different sectors to address a common goal(s) through a multi-agency, one-stop center service model and workers alike in community action agencies.
THURSDAY GENERAL WORKSHOP DESCRIPTIONS

Community Action Agencies: A Key Partner in the American Job Centers Across the US

**Presenters:** Dr. Linda D. Woodard, CWDP, GCDF, CPP

The presentation will provide an overview of the DOL sponsored One-Stop American Job Centers and the required partners that make up the service delivery model to benefit job seekers. As a required partner, community action agencies play a significant role in ensuring that individuals who frequent the AJCs can obtain supportive services needed that secure and retain employment.

Getting Ahead in a Just Getting By World

**Presenter:** Melissa Watson-Fairley

Getting Ahead in a Just Getting by World Program provides stability and helps those living in poverty to reach their fullest potential. Participants who become investigators are given the chance to better understand where they are and explore where they want to take their lives. Workshop members develop a clear vision with achievable goals. Getting Ahead not only focuses on what people in poverty need to change, it also explores the interactions between the classes of poor, middle class, and wealth. It explores how we all need to work together to make positive changes in our community.

Delivering Excellent Head Start Services within a Community Action Agency

**Presenter:** Dr. Maria T. Riestra-Quintero ED. D

The Miami-Dade County Community Action & Human Services Department is the largest provider of Head Start and Early Head Start services in the southeastern United States. Join us as we discuss the importance of the organizational structure and the impact of the team, as well as the systems used to track, measure, oversee and evaluate the services we provide, and the overall effectiveness of our program.

Monitoring Updates and Best Practices (DEO)

**Presenters:** Jerry Durbin, Amy Harrison

This session will cover the new monitoring model for the CSBG, LIHEAP and WAP programs. Attendees will learn about the enhanced desk monitoring process and will learn tips on how to identify and reduce common discrepancies.
THURSDAY GENERAL WORKSHOP DESCRIPTIONS

The Role of Public CAAs in Reducing Poverty  
**Presenter:** Lavon Banks Williams, Esq., AICP  
In this session, participants will learn about common opportunities and challenges unique to public community action agencies in implementing federal anti-poverty programs. In addition, guidance will be provided about coordinating anti-poverty policy and program strategies through other local government plans. Finally, public community actions have to market programs in unique ways in to not over stress capacity and yet generate enough interest to meet program application and expenditure targets.

Effective Teamwork  
**Presenter:** John Edwards  
This workshop presentation will examine the characteristics of effective teamwork in the workplace. Effective teamwork creates its own set of characteristics that make it possible to see the cohesion of a team. In order to create an effective team, everyone on the team needs to be able to identify the characteristics of effective teamwork and more. This is an interactive session in which content is delivered and exercises follow to augment the presented characteristics of effective teamwork.

Best Practices: ALPI's Family Self-Sufficiency Program  
**Presenters:** Pa Houa Lee-Yang, CCAMP, NCRT, Arlene Dobison, CCAP, CCAMP  
Participants will learn how The Agricultural and Labor Program, Inc. (ALPI) bundle services, to improve outcomes, and foster economic success. ALPI's bundling of services has enabled clients to meet their own individual goals and objectives.

Board Development and Recruitment  
**Presenter:** Jarle Crocker  
This session will focus on strategies to build strong and active boards for Community Action Agencies. Topics covered will include how to recruit board members from different sectors, structuring board orientation and training, practical tips for engaging and retaining board members, and how to conduct a board assessment.

Organizational Standards Beyond Compliance  
**Presenters:** Jerry Durbin, Amy Harrison  
This session will focus on the submission process for FY 2020 Organizational Standards and how to successfully meet the standards. Best practices will be discussed and common reasons why standards were not met.
THURSDAY WEATHERIZATION WORKSHOP DESCRIPTIONS

Energy Auditor Certification
**Presenter:** Everblue
During this course, registered attendees will learn how to perform the tasks of a DOE-approved Home Energy Professional Energy Auditor. The energy auditor certification is an advanced certification and one of the residential energy efficiency industry’s highest credentials. Individuals holding the energy auditor certification are trusted to have the knowledge, skills, and abilities to complete a residential energy audit with the utmost competence. Set yourself apart from the rest of the pack with this advanced certification. *This course complies with the energy auditor program technical standards as outlined by the U.S. Department of Energy (DOE) and the National Renewable Energy Laboratory (NREL).*

NEAT Updates
**Presenters:** Derrick Blue, Chris Barraza and Mike Roberson
This session will introduce the NEAT Instruction Manual. This manual is a comprehensive guide to understanding the NEAT/ MHEA software and will serve a resource to all inspectors and staff utilizing the system. The National Energy Audit Tool (NEAT) is specifically designed for site-built single-family houses while the Manufactured Home Energy Audit (MHEA) is designed specifically for mobile homes. The unique construction characteristics of mobile homes require evaluating and installing measures specifically for such homes in order to obtain effective weatherization with high energy and dollar savings.
Veronica H. Zhang

Veronica Zhang is a Staff Attorney at CAPLAW. She advises community action agencies nationwide on strategic and operational matters as well as on a broad range of legal issues, including tax-exempt law, employment matters, Head Start and other government grant law, corporate governance and compliance. Prior to joining CAPLAW, Veronica was a corporate associate at Goodwin Procter LLP, where she represented public and private companies in mergers and acquisitions and other strategic collaborations and worked with nonprofit organizations on formation and governance matters. Ms. Zhang is a graduate of Yale University and Boston University School of Law.

Jarle Crocker, PhD, Director of Training & Technical Assistance, Community Action Partnership

Mr. Crocker has over 12 years of experience managing training and technical assistance to public agencies and nonprofits engaged in community building initiatives from the local to the national level. His expertise includes extensive direct practice work in the areas of strategic planning, performance measurement, community involvement, systems reform, financing strategies, and the design of public policy consensus-building processes. His areas of content experience focus on early childhood systems and services, juvenile justice, children’s exposure to violence, community-based development, work supports, and education reform. He has a doctorate from George Mason University’s School for Conflict Analysis and Resolution where he also serves as adjunct faculty teaching graduate classes on organizational change and the design and facilitation of public policy consensus-building processes.

John W. Edwards, Jr., President, John Edwards Group Florida Consulting

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
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.

Natalie Diaz Rodriguez, BA, MS, NCRT

Natalie Diaz Rodriguez is the Program Coordinator for the Palm Beach County Community Action Agency (PBCCAP) and manages the Community Services Block Grant and Low-Income Home Energy Assistance Programs. She began working for PBCCAP in 2011, as PBCCAP's Grant Compliance Specialist. Ms. Diaz-Rodriguez is a certified ROMA trainer, and provides training and technical assistance to other Community Action agencies across the state of Florida. She participated in the National Community Action Partnership’s Learning Communities, with the goal of enhancing and improving Financial Empowerment programs across the Nation. Ms. Diaz-Rodriguez is currently the chair of the Training and Development committee for the Florida Association for Community Actions. Ms. Diaz-Rodriguez 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.
Christall B. Azcarate, B.S., NCRT

Christall B. Azcarate is currently the acting Family and Community Service Manager for the Putnam County office of the Northeast Florida Community Action Agency, Inc (NFCAA). She previously served as the Family Development Program Coordinator and Lead Family Development Specialist. She is the former Older Americans Act Coordinator for Suwannee River Economic Council on Aging. With over 16 years of experience in Case Management, Mrs. Azcarate is also a Financial Money Educator and National Certified ROMA trainer. Mrs. Azcarate received her bachelor's degree in public administration from Flagler College and her associates in Criminal Justice from St. Johns River State College. Christall is instrumental in NFCAA's Strategic Planning committee, Grant Writing, Quality Control, Program Design, CSBG work plan development and training.

Melvin A. Philpot

Melvin Philpot is a Senior Program Manager for Progress Energy in Lake Mary Florida. He began his career at Progress Energy in May of 1982. Since then he has held various positions, including customer service representative, energy services representative, account specialist and customer service manager. Melvin is currently the program manager for Progress Energy's "Neighborhood Energy Saver Program." Mr. Philpot is also active with many organizations in the State of Florida and Central Florida community where he serves on numerous boards and committees including Area Coordinator, American Association of Blacks In Energy, Florida Chapter, African Americans In Progress, Community Outreach Committee, Past Chairman, Board of Directors (Executive Committee) Florida Housing Coalition, Past Chairman, Board of Directors Rescue Outreach Mission, Chairman, City of Sanford Martin Luther King Jr. Steering Committee, Chairman, Sanford Housing Authority, Board of Directors, Tampa Bay Community Development Corporation, Seminole County Affordable Housing Committee and many others.

Vernon McQueen

Vernon McQueen joined Duke Energy in 2005 as a DSM Specialist. He is currently the program manager for the Low-Income Weatherization Assistance Program. Prior to joining Duke Energy Mr. McQueen worked as a public school teacher in New York City, an addiction counselor in Seminole County Florida, an adjunct professor at Seminole Community College and as Coordinator for the City of Sanford Weatherization/LIHEAP programs. He is very active with several community organizations including but not limited to, Agriculture Labor Program Inc., Homes N Partnership, Goldsboro Front Porch Council, American Association of Blacks in Energy, and the Department of Economic Opportunity.
Audrey Ziegler has worked for Hillsborough County for over 30 years, with 23 years in the Social Services department. Ms. Ziegler is currently Hillsborough County’s Director of Social Services, overseeing a staff of over 80 full-time employees and a budget of approx. $15 million. The role of Social Services is to manage programs and services to serve the low-income, vulnerable residents of Hillsborough County through holistic case management with a focus on individual and customized self-sufficiency goals with measurable outcomes. The department provides direct social services; coordinates with community resources for additional support; case manages individuals and families; and determines eligibility for multiple county, state, and federal programs at eight intake sites throughout the county. Over the last several years, Ms. Ziegler and the Social Services team have worked diligently to formalize processes to ensure the highest level of efficiency in both service delivery and contract/grant management. The department’s motto is Service MATTERS and Ms. Ziegler is passionate about services being provided to customers with compassion, dignity and the highest level of professionalism. Ms. Ziegler prides herself on ensuring the most vulnerable residents have access to services as well as empowering low-income youth through education & opportunity.

Tim Bridges grew up in the small town of Apopka Florida, located just eight miles north of Orlando, Florida whose main industry is foliage. He studied computer science and mathematics at Florida State University, while obtaining his bachelor’s degree. He completed his graduate studies at Nova Southeastern University. He possesses a master’s degree in educational leadership and a specialist degree in human resource management. Because of his passion for young people, he worked in public education for 18 years, two of which as an administrator. He joined Lake Community Action Agency in October of 2004. He currently serves as the director of program operation/human resources director. Mr. Bridges strives to create innovative programs and forging alliances that help move families to self-sufficiency.

Rick Karg was trained as an economist, was a building contractor for ten years, and is now the president of R.J. Karg Associates and Residential Energy Dynamics, LLC. He has been working with weatherization and home performance programs and electric and gas utilities for thirty years as an educator and consultant. Mr. Karg is a member of the ASHRAE 62.2 residential ventilation and Residential Building Committees.
Jagat Shah
Mr. Shah is the founder of Shah Software. He is the current CEO of the company. He has been training CAP agencies since 1994, during which time he has trained more than 50 agencies (from very small to very large) on projects of all levels. Mr. Shah has a master’s degree in computer science with a minor in management information systems from Texas Tech University, Lubbock, Texas. He has also earned a master’s degree in English literature from Bombay University and a bachelor's in science and technology degree in pharmaceuticals and fine chemicals from Bombay University, India. Mr. Shah has been conducting training and implementation of the CaseManager-NewGen™ software system since its inception in mid 1990s. During this period, he has trained variety of agencies - from small agencies to very large agencies like City of Fort Worth, TX, Dallas County Health and Human Services, and Austin Health and Human Services.

Hanna Adams
Ms. Adams joined Central Texas Opportunities, Inc. (CTO) in 1998 as a case manager, then in 2000 as Community Services Director, and was promoted to Executive Director in 2014. Working at all levels has given Hanna a unique perspective of Community Action. Ms. Adams is a Nationally Certified ROMA Master Trainer, Poverty Simulation facilitator, Your Money Your Goals instructor, Certified Community Action Professional, and Pathways Peer Reviewer. Ms. Adams is a General Partner in the consulting firm of Adams Boyd Consulting LLC. Hanna and her business partner believe in the “Butterfly Effect” which means ‘everything you do matters, forever.' They are dedicated to building the Community Action Network internal and external capacities with inspiring leadership.

Dan Boyd
After a number of years in business as a leader in sales, retail, theme restaurants, private investigation, and security system design and management, Mr. Boyd began his career in Community Action as a staff accountant in 1993. Serving nearly twelve years, four of them as Deputy Executive Director with the Galveston County Community Action Council, he arrived in Linden, Texas as Executive Director of Community Services of Northeast Texas in January of 2005. Mr. Boyd serves as 1st Vice President of the Texas Association of Community Action Agencies and President of the Community Action Association of Region Six. He is a Nationally Certified ROMA Master Trainer, a Certified Community Action Professional, and a Pathways Peer Reviewer. Mr. Boyd is a General Partner in the consulting firm of Adams Boyd Consulting, LLC, with offices in Linden and Coleman, Texas. Mr. Boyd and his business partner are highly sought-after trainers in the world of government and corporate training and are instrumental in helping agencies comply with Organizational Standard 4.3, as well as other standards.
Jerry Durbin has been the state CSBG program manager with the Florida Department of Economic Opportunity (DEO) since October 2017 and became a National Certified ROMA Trainer in January 2015. He came to community action in January 2013 as a grant manager after serving in the Workforce system since 2001 working in various management positions. Prior to working for the Bureau of Economic Opportunity Self-Sufficiency, Mr. Durbin was the performance unit manager for workforce plus where he was responsible for the performance of several federal and state workforce programs. Jerry also retired from the U.S. Army in 2001 after serving 20-years. He grew up in the Detroit metropolitan area and holds a bachelor's degree from Indiana University.

Ivon Mesa is the chief of the Targeted Services Bureau of the Miami-Dade County Community Action and Human Services Department. In her position, Ms. Mesa is responsible for the oversight of the Violence Prevention and Intervention Division which includes the operation of two emergency shelters for victims, a transitional housing program, a Family Justice Center with 39 onsite partners, a court-based advocacy program as well as the Family and Community Division which encompasses the operations of 13 Community Resource Centers where self-sufficiency services are provided to Miami-Dade County citizens. Prior to her current role, Ms. Mesa served as the director of the Violence Prevention and Intervention Division, director of the Coordinated Victims Assistance Center (CVAC) and director of the Domestic Violence Intake Unit for Miami-Dade County. Ms. Mesa has dedicated more than eighteen (18) years of her professional career to the eradication of domestic violence. She served as the chair of the Miami-Dade County Domestic Violence Oversight Board and chair of the Miami-Dade County Human Trafficking Coalition. Throughout her career, Ms. Mesa has earned many accolades including the Woman of Impact Award in 2018 and recipient of the 2004 Governor’s Peace at Home Award, to name a few. Ms. Mesa has a master’s degree in public administration from Nova Southeastern University and a bachelor’s degree in criminal justice from Florida International University.

Melissa Watson-Fairley is the Getting Ahead Program Coordinator at Capital Area Community Action Agency. She has been with the agency for 10 years. She serves as the board chair for the University of Florida Institute of Food and Agricultural Sciences which provides scientifical-ly-based agricultural, human and natural resource knowledge that citizens use in making decisions which contribute to an improved life.
Dr. Maria T. Riestra-Quintero

Dr. Maria T. Riestra-Quintero is the Chief of School Readiness and Early Childhood programs at Miami-Dade County’s Community Action and Human Services Department where she leads all administrative and programmatic activities for one of the largest Head Start/Early Head Start Programs in Region IV. Prior to her current role, Dr. Riestra-Quintero was a Delegate Head Start/Early Head Start executive director, district supervisor, curriculum support specialist, mathematics and science lead teacher, Montessori early childhood teacher and Title I paraprofessional. She is an adjunct professor at Nova Southeastern University’s International Teacher Education Graduate Program and the Latin American Institute for Educational Leadership where she inspires a myriad of graduate students to become agents for positive change in their communities. Dr. Riestra-Quintero serves as a board member on the United Way Center of Excellence in Early Childhood, the Miami-Dade College Early Childhood Education Advisory Committee, the University of Miami Early Childhood and Special Education Graduate Program, and the University of Florida Lastinger Advisory Board. Her work and dedication to the field of early childhood education has been recognized by the school board of Miami-Dade County & the Florida Department of Education. Dr. Riestra-Quintero has also received several honors such as SpotSuccess Perpetual Award and Great Educator & Mentor Award.

Tim Center, Esq.

Tim Center is an attorney and Chief Executive Officer of the Capital Area Community Action Agency - an $8 million non-profit that helps people with the will to move out of poverty change their lives for the better. He serves as the executive director of Sustainable Florida which promotes sustainable practices in Florida that protect our natural resources, strengthen our economy, and improve our quality of life. Mr. Center is the principal of Centerfield Strategy, a consulting firm focusing on strategic planning, community engagement, public speaking and facilitation. He received the 2014 Hero of Service Award from City Year and is a graduate of Leadership Florida and Leadership Tallahassee. He was appointed to the CareerSource Florida Board of Directors by Governor Rick Scott.

Lavon Banks Williams, Esq., AICP

Ms. Williams serves as the manager for the Orange County Community Action Division. In her over 20 years in government she has worked closely with community leaders and volunteers, revitalizing and preserving neighborhoods and providing services to meet the needs of low-income families and individuals. The Community Action Division programs include LIHEAP, Weatherization Assistance Program, Family Self Sufficiency/CSBG, Office on Aging, and the Pine Hills Neighborhood Improvement District. These programs are designed to help elevate the economic status of individuals, families, and neighborhoods. Ms. Williams has a master’s in public administration, a master’s in urban planning and is both a certified urban planner and an attorney.
Atalie A. Ashley-West, PhD, MPH, CPH
Dr. Ashley-West is the Administrator for the Orange County Community Action Division. In this role, she oversees compliance, data analytics, strategic planning, needs assessments, process improvement, and operational effectiveness for the county’s social service division. She has spent the past decade in public health research administration, and her subject matter expertise is social determinants of health and health disparities. Dr. Ashley-West holds a bachelor’s degree in Psychology, a master of public health degree in community and family health with graduate certifications in epidemiology and biostatistics, and a PhD in public affairs with a concentration in health policy.

Trellany Williams
Ms. Williams is the program manager of the Family Self Sufficiency Program for Orange County Community Action Division. In this role, she manages the CSBG grant, coordinates service delivery, develops and plans programs, provides training, evaluates performance and monitors program compliance. In her 16 years of experience with government she has worked closely with community leaders and partners in providing program services for the citizens of Orange County. Ms. Williams holds a bachelor’s degree in psychology and brings a background of experience in public service, social services, and organizational management. Ms. Williams is in the process of becoming a National Certified ROMA Trainer.

Dr. Linda Woodard
Dr. Linda Woodard, president of the LDW Group LLC, has over 20 year’s experience in secondary and higher education with many of those years in workforce development. Dr. Woodard holds a bachelor of science in mechanical engineering from the University of Akron, a master of science in business management from Indiana Wesleyan University, and a doctorate in community college leadership from the National American University-Roueche Graduate Center. Dr. Woodard’s professional experience also includes senior-level positions in secondary and higher education, a senior-level position for a national internship organization covering five states, sales/lubrication engineer for a major oil company, assistant editor for a national technical publication and program manager for many higher education training programs. Dr. Woodard also serves on workforce committees and actively participates on community agency boards.
Doug Brown
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.

Sylvia Wint
Dr. Sylvia Wint understands the importance of strong scholastic achievement. She graduated with honors while earning a doctorate in industrial/organizational psychology and dual master’s degrees in human resource management and organizational development. She lives by the motto “Go Forth and be Fierce.” In doing so she puts her all into everything she sets out to do. Dr. Wint has nearly 20 years of experience in the field of training and development and is committed to the advancement and development of others. She is passionate about social and civil change and dedicates her time juggling the demands of leading a team of training and development professionals, emergency mass care services, and running her own business; all while serving God and her community in a multitude of volunteer activities, and serving her family. Dr. Wint prefers to operate behind the scenes while empowering others to realize their greatness by raising consciousness, increased leadership, and confidence.

Stephanie Love
Stephanie Love serves as manager, community outreach for Step Up For Students, a nonprofit that helps administer the Florida Tax Credit Scholarship for lower-income families and the Gardiner Scholarship for children with certain special needs. Prior, Stephanie worked 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.
Phil Thomas
Mr. Phil Thomas, a dynamic motivational speaker, and educator has been a manager, academic advisor/counselor, instructor and trainer for more than 20 years. He holds degrees in marketing and managerial leadership from the University of South Florida and National-Louis University, respectively. Over the years, Mr. Thomas, a loving husband, and father, has presented numerous workshops for thousands of parents, students, and professionals; many of whom would ask, “Why did we not get this information years ago?” He has recognized the need for large numbers of individuals who are faced with the dilemma of pursuing unfulfilling and unsatisfying careers and/or lifestyles. His mission is to assist and motivate these individuals to build healthy and rewarding lives. His professional passion motivates him to promote principles that are the foundation for a successful life. Mr. Thomas has participated in many workshops and applies time-tested spiritual principles to develop the essential skills for a secure and satisfying life.

Berneitha K. McNair
Berneitha McNair is currently the executive director of the Northeast Florida Community Action Agency, a private nonprofit organization that is dedicated to combating poverty in Baker, Clay, Duval, Flagler, Nassau, Putnam, and St. Johns Counties. Ms. McNair serves as the board chair of the Florida Association for Community Action (FACA). Ms. McNair graduated with honors from the University of Southern Mississippi (USM) with a bachelor’s degree in communication. She has more than 20 years of experience in nonprofit management. Ms. McNair has dedicated her entire professional career to assisting low-income individuals and their families. Her experience includes managing federal and state programs that are designed to help families obtain stability and self-sufficiency. Ms. McNair is a highly successful executive with a broad background and knowledge in: 1) Program Policy and Administration, 2) Contract Management, 3) Organizational Planning, 4) Budget Preparation and Control, 5) Program Monitoring and Evaluation, and 6) Implementation of Strategic Plans. She is a graduate of the Northeast Florida Regional Council’s Leadership Academy and serves on the board of directors of Career Source of Northeast Florida.
Pa Houa Lee-Yang
Mrs. Lee-Yang has over 20 years of experience in social services, serving a variety of low-income communities, families, and individuals. Mrs. Lee-Yang also has experience serving alternative youth, disabled children and elderly, and abuse and neglect children and elderly. Mrs. Lee-Yang has over 10 years of experience in the Community Action Network. She started with ALPI in 2007 as its CSBG Economic Development Director. Mrs. Lee-Yang developed the Family Self-Sufficiency Program achieving at a 70%-80% outcome with clients. She is also the educational administrator for Home Health Aid Training Center in DeLand, Florida that is owned and operated by ALPI. Her professional affiliations include serving as a member-at-large for Florida Association of Community Action (FACA) Board of Directors, a Certified Community Action Manager Professional (CCAMP), National Certified ROMA Trainer (NCRT), a candidate as a Certified Community Action Professional (CCAP), and a candidate as a HUD Certified Housing Counseling Counselor, and Pathway to Excellence Peer Reviewer Certification in the Community Action Network. She received her bachelor of arts degree in psychology and emphasis in family studies from Concordia University in St. Paul, Minnesota.

Arlene Dobison
Ms. Dobison is the chief executive officer of The Agricultural and Labor Program, Lake Alfred, Florida. She has over 24 years of experience in the Community Action Network, with a career that includes extensive experience as the finance/hr director and ultimately, the executive director with Lowcountry CAA in Walterboro, South Carolina. Additionally, she served several years as the senior manager of fiscal services for South Carolina’s Governor’s Office of Economic Opportunity. Her professional affiliations includes treasurer for CAPLAW Board of Directors. Certifications include A Community Action Professional (CCAP), Service Provider/Community Organizer (CCAMP), Service Provider/Community Organizer (CCAMP); and, Housing Development Finance Professional (HDFP); and a candidate as a Nationally Certified ROMA Trainer (NCRT). Ms. Dobison obtained her bachelors of business administration degree in technology, from Bernard M. Baruch College (City University of New York) and her master’s degree in human resources and finance from Webster University.
Dr. Judith Lombana
Dr. Judith Lombana has a long history of helping to make the community more competitive in securing money from funders. She created the Grants and Research Operations Office for the School District of Hillsborough County generating over $170 million dollars through accessing local, state, national and foundation dollars. Receiving her doctorate in 1983 from the University of South Florida, she was appointed as the supervisor of federal programs and introduced program implementation evaluation processes to improve outcomes in Early Childhood, Head Start, Title I, Human Relations through a mixed methods evaluation approach. She worked to create and incorporate the Hillsborough Education Partnership Foundation, Inc., in 1986, now referred to the Hillsborough Education Foundation. Dr. Lombana is well known for her grant writing training classes and chairs the Hillsborough County Grants Collaborative, which she, Sandy Murman and Bill Stone initiated in 1997. After she retired from the school district as grants and research operations officer, in 2002, she worked as a vice president at MOSI for 13 years, responsible for securing millions of dollars through grant writing, research proposals, evaluation and government relations. She has written many journal publications and authored books and book chapters on evaluation, grant writing and created the National Science Foundation REFLECTS training model to assist museum educators to better meet the needs of underserved guests. Over the last 35 years, she has worked with many school based, community and faith-based organizations providing them with technical assistance in securing funds for their mission-based programs. Her passion is giving back to the community through volunteering with the Collaborative and providing guidance to numerous non-profits in the area.

Jim Masters
Mr. Masters knows community action because he has lived it since 1966. He has designed and conducted hundreds of seminars, workshops and board retreats for CAA’s, OCS, NASCSP, and Regional and State Associations. A former interim executive director of Community Action of Ventura County, California, and the Community Action Agency of San Mateo County, California, Mr. Masters was the principal consultant to the U.S. Department of Agriculture on implementation of President Clinton’s rural Empowerment Zone and Enterprise Community Initiative. He also served as the project manager and training director for nationwide installation of the Grantee Program Management System in 932 CAA’s, where more than 8,000 people received training from over 100 trainers. Mr. Masters also chaired the planning committee that created the comprehensive facility plan for seismic upgrading and rehabilitation of all schools in the Berkeley Unified School District.
Leslie Scott Jean-Bart
Leslie Scott Jean-Bart, a fifth generation Jacksonville native, is a partner at Terrill Hogan Yegelwel, P.A. Since 2000, her practice has focused on plaintiff personal injury law. Leslie serves on the boards of Three Rivers Legal Services (Secretary), LSF Health Systems, Operation New Hope, Operation Save Our Sons, The Public Trust Environmental Legal Institute of Florida (Secretary), and The Museum of Science and History (MOSH). She is the Chairperson of the Northeast Florida Community Action Agency (NFCAA) board of directors. Her life-long interest in public service was inspired by her late grandmother, Mary L. Singleton, the first black and first woman elected to Jacksonville City Council. Leslie was appointed by Mayor John Delaney to the Better Jacksonville Plan Citizens Oversight Committee in 2001. She was nominated by the State House of Representative’s Democratic Leader and appointed by Governor Rick Scott to the Florida Elections Commission in 2012. In 2013, Chief Judge Donald Moran appointed her to the Jacksonville Ethics Commission.

James Green
James Green is the director of the Palm Beach County Community Services Department where he leads the county’s efforts in an array of programs for senior citizens, veterans, low-income residents and the farmworker population. In February of 2017, James worked with community leaders to host a Racial Equity conference to address racial disparities within the county’s healthcare, criminal justice, education and employment systems. In 2015, he served as director of the Outreach and Community Programming (OCP) division of the Palm Beach County Youth Services Department. As director of OCP, he served as a lead strategist in the development of a cradle-to-career countywide youth master plan called Birth to 22: United for Brighter Futures. He also led the My Brother’s Keeper Network in the implementation of a local action plan that outlined strategies to recruit mentors, review internal policies and create economic opportunities for boys and young men of color. Mr. Green is the former program director for the Palm Beach County Community Action Agency. He received his bachelor’s degree from Auburn University and his master’s degree from Palm Beach Atlantic University and is currently a doctoral student at Florida Atlantic University.

Mat Kline, Chief Operating Officer, Mid Florida Community Services, Inc.

Michael J. Georgini, CCAP, CEO, Mid Florida Community Services, Inc.
Adam White

Adam’s leadership philosophy is simple: You can love people without leading them, but you can’t lead people without loving them. The moment you help people find their purpose-driven ability and gift they can contribute both of them to the organization in which they work. Adam is CEO of INFLUENTIAL Leadership and founder of Adam White Speaks, organizations devoted to developing INFLUENTIAL Leaders in business, non-profit, education, government, and associations. Adam has spent more than 10 years studying human behaviors, leadership behaviors, organizational cultural behaviors and what causes people to effectively live out their purpose in life, leadership and their work. Adam has a magnificent obsession with identifying, analyzing and solving problems for leaders and organizations.

William F. Pickard, PhD

William F. Pickard, PhD is Chairman and Founder of GAA Manufacturing and Supply Chain Management, GAA New Ventures, Co-Managing Partner MGM Grand Detroit Casino, CEO of Bearwood Management McDonald’s and co-owner of five black-owned newspapers. Pickard’s 47-year entrepreneurial career began as a McDonald’s franchisee in Detroit. Since its founding in 1989, GAA has generated more than $5 billion dollars in sales with eight plants in the U.S. and Canada, and service corporations such as Boeing, Mercedes Benz, Ford, General Motors, Chrysler, Delphi, Johnson Controls, Starbucks, Home Depot and Merck Pharmaceutical. He has served on numerous business and non-profit boards including Asset Acceptance Capital Corporation, Michigan National Bank, LaSalle Bank, Business Leaders for Michigan, National Urban League, Detroit Symphony Orchestra, Detroit Black Chamber of Commerce and is a life member of Alpha Phi Alpha Fraternity. In 2001, Pickard was awarded Michiganian of the Year for his business success, civic leadership and philanthropy. Pickard was the first Chairman of the African Development Foundation in 1982, appointed by President Ronald Reagan, and under President George Bush he was appointed to The National Advisory Committee on Trade Policy Negotiations (1990) the Federal Home Loan Bank Board-Indianapolis Bank in Indiana (1991). Dr. Pickard is also creating a new generation of entrepreneurs with Millionaire Moves – Seven Proven Principles of Entrepreneurship, vision/attitude, opportunity, relationships, talent/skillset, financial, failure and faith. Dr. Pickard will share his undeniable principles anyone can use to become a successful entrepreneur. Dr. Pickard holds a Bachelor’s Degree from Western Michigan University, a Master’s Degree from the University of Michigan and a PhD from The Ohio State University. He has donated over $1M dollars to the National Museum of African American History and Culture in Washington, DC. In honor of Dr. Pickard, The William F. Pickard Living Center is named in his honor at Grand Valley State University. He has donated over $3M dollars to Western Michigan University which was used to build a new facility on campus Hall-Archer-Pickard East and Hall-Archer-Pickard West; $1M to Charles H. Wright Museum of African American History; $100K to Wayne County Community College District in honor of Deborah Green Virgiles and Maurene Brown Smith and $1M to Motown Historical Museum.
MILLIONAIRE MOVES
SEVEN PROVEN PRINCIPLES OF ENTREPRENEURSHIP

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Florida Association for Community Action (FACA), Inc.

FACA ANNUAL BUSINESS MEETING

Thursday, May 16, 2019
Grand Hyatt Tampa Bay
2900 Bayport Dr., Tampa, FL 33607

AGENDA

I. Call to Order          Board Chair
II. Roll Call             Board Secretary
III. Agenda Presentation and Approval     Board Chair
IV. May 2018 Minutes Approval          Board Chair
V. Board Chair’s Report       Board Chair
VI. Treasurer’s Report      Board Treasurer
VII. Committee Reports
   a. Executive             Berneitha McNair
   b. Membership            Efrem Crenshaw
   c. Finance               Carolyn King
   d. Conference Planning    Charles Harris
   e. Legislative            Tim Center
   f. Strategic Planning     PaHoua Lee-Yang
   g. Training and Development Natalie Diaz Rodriguez
VIII. Old Business
IX. New Business
   a. FACA 40th Annual Training Conference Location Vote
X. Adjournment
I. The meeting was called to order by Board Chair Berneitha McNair at 1:52 p.m.

II. Roll Call:
- The Agricultural & Labor Program, Inc.,
- Brevard County BOCC Department of Housing and Human Services
- Broward County BOCC Dept. of Human Services, Community Action Agency
- Capital Area Community Action Agency, Inc.
- Central Florida Community Action Agency, Inc.
- Community Action Program Committee, Inc.
- Hillsborough County BOCC Health & Social Services Community Action Program
- Lake Community Action Agency, Inc.
- Manatee County Community Action Agency
- Northeast Florida Community Action Agency, Inc.
- Orange County Health & Family Services Dept. Community Action Division
- Osceola County Council on Aging
- Palm Beach County Community Program
- Pinellas Opportunity Council, Inc.
- Seminole County Community Assistance

15 of the 22 member agencies were present.

III. Agenda Presentation and Approval. **Motion by Lonnie Bell to approve the agenda. Second by Warren Hougland. Motion approved unanimously.**

IV. **Funding Update.** Board Chair McNair provided an update related to DEO commitment to provide funding to FACA at an estimated $145,000 per year for five years with deliverables, beginning federal fiscal year, October 1, 2018. E.D. Pullen continued the discussion by stating that she was hoping to submit a FACA budget modification which will include RPIC funds and DEO budget decision. Delores Johnson suggested FACA look at the CSBG state plan to confirm line item funding for FACA.
V. Committee Updates

a. Executive. Board Chair McNair reported that the executive committee was meeting monthly to address FACA concerns. She ended by stating the committee is committed to being transparent and accountable to the membership.

b. Conference. Incoming committee chair Harris stated there was a lot of excitement among members for this year’s conference and he felt that many of the attendees were enjoying the conference and entertainment. Given preliminary numbers, he stated it appears that there was an increase in the number of attendees although final numbers were still being tabulated. Preliminary numbers also suggested conference revenue increased over last year but again, final numbers are being finalized. He concluded by stating that conference evaluations will be used in planning for the 2019 conference.

c. Finance. Treasurer King noted the committee had been meeting frequently and was seeking a smooth transition from the former accounting firm to the new accounting firm to provide details to members to allow for more transparency. She continued by stating the committee will be reviewing FACA’s financial policies and procedures manual to update it and stated again that transparency is a priority for the finance committee. She expects the committee to present a full report at the next scheduled quarterly meeting. Vice Chair Brown suggested that given the transition to a new accounting firm that a full financial audit may be needed.
V. Committee Updates (continued)
d. Legislative. Committee chair Center began his report by stating the committee is working on several initiatives and will be asking member agencies to invite their local legislators to visit their respective agency to see community action in action. He also stated that the committee is working on developing relationships with organizations like the Florida Chamber of Commerce, which recently held a forum on poverty and prosperity, where we can work together in keeping legislators informed about our common concerns. He reminded everyone that Dave Bradley at NCAF does a wonderful job with advocating on behalf of the entire network but needs all agencies to do a better job of funding NCAF.

e. Membership. Committee Chair Herriott stated that there are 21 paid member organizations with one courtesy membership for Immokalee due to Hurricane Irma devastation. He suggested that there is a need for member organizations to reach out to some of the smaller agencies to provide assistance and encourage them to join FACA. Brown suggested FACA reach out to non-industry organizations such as CareerSource to offer affiliated memberships.


g. Strategic Planning. Committee Chair Lee-Yang gave a review of the December 7th, 2017 Board retreat and meeting where the Board updated the mission, vision, core values and revised the strategic plan.

h. Training and Development. Committee chair Rodríguez stated the committee met in April to create an assessment tool to be distributed in June to identify agency and individual training needs. The committee will reconvene when the survey results are tabulated and will use the results to create local, regional and state wide training opportunities.
VI. Special Recognition of Board Members. Board Chair McNair took time to acknowledge the hard work of the Board as we transitioned to a new Executive Director. She provided members present with a token of appreciation.

VII. New Business
a. 2018 – 2020 Officer Elections. Committee chair Bell presented the slate of officers based on nominations received for the 2018-2020 terms of office:
   Chair – Berneitha McNair
   Vice Chair – Doug Brown
   Secretary – Charles Harris
   Treasurer – Carolyn King
Bell stated that all of the incumbents were running unopposed and asked if there were any nominations from the floor. Hearing none, he closed the nominations.

VIII. Adjournment. Motion by Carl Herriott and second by Warren Hougland. The meeting was adjourned at 2:45 p.m.
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<td>Michael Georgini</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>Northeast Florida CAA</td>
<td>Berenitha McNair</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>Orange County DCA</td>
<td>Lonnie Bell</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>Osceola County CAA on Aging</td>
<td>Beverly Hougland</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>Palm Beach County CAA</td>
<td>James Green</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>Pinellas Opportunity Council, Inc.</td>
<td>Carolyn King</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>Sarasota County BOCC</td>
<td>Nancy DeLoach</td>
<td>July 2014 - June 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seminole County BOCC Community Assistance</td>
<td>Olivette Carter</td>
<td>July 2017 - June 2018</td>
<td>$1,500.00</td>
<td>X</td>
</tr>
<tr>
<td>St. Lucie County BOCC Dept. of Human Services</td>
<td>Renee Carter</td>
<td>July 2017 - June 2018</td>
<td>$700.00</td>
<td>X</td>
</tr>
<tr>
<td>Tri-County Community Council</td>
<td>Joel Paul</td>
<td>July 2014 - June 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volusia County Council - DCS</td>
<td>Clayton Jackson</td>
<td>July 2017 - June 2018</td>
<td>$500.00</td>
<td>X</td>
</tr>
</tbody>
</table>

| Total Paid | $28,800.00 |
| 22 Paid Memberships 22 x 300 ($6,600) due CAPLAW | $6,600.00 |
| Net Membership Revenue | $22,200.00 |
ASSETS

Current Assets
- Cash $42,095
- Accounts Receivable 732
- Grants Receivable 22,500
- Deposits 1,584
  Total Current Assets 66,911

Equipment
- Computer Equipment and Furniture (net of accumulated depreciation of $63,763) -

TOTAL ASSETS $66,911

LIABILITIES AND NET ASSETS

Current Liabilities
- Accounts Payable $44,008
- Credit Cards Payable 10,159
- Accrued Expenses 3,524
- Line of Credit 7,882
  Total Current Liabilities 65,573

Net Assets
- Unrestricted Net Assets 1,338
  TOTAL LIABILITIES AND NET ASSETS $66,911

See accompanying notes to the financial statements
<table>
<thead>
<tr>
<th></th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues and Support</strong></td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td>$90,000</td>
</tr>
<tr>
<td>Conference Revenue</td>
<td>96,150</td>
</tr>
<tr>
<td>Membership Dues</td>
<td>33,300</td>
</tr>
<tr>
<td>Other Program Revenue</td>
<td>10,000</td>
</tr>
<tr>
<td>Donations</td>
<td>790</td>
</tr>
<tr>
<td><strong>Total Revenues and Support</strong></td>
<td><strong>230,240</strong></td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
</tr>
<tr>
<td>Program Services</td>
<td>163,355</td>
</tr>
<tr>
<td>General and Administration</td>
<td>55,617</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>218,972</td>
</tr>
<tr>
<td>Change in unrestricted net assets</td>
<td>11,268</td>
</tr>
<tr>
<td><strong>Net assets, beginning of year</strong></td>
<td><strong>(9,930)</strong></td>
</tr>
<tr>
<td><strong>Net assets, end of year</strong></td>
<td><strong>$1,338</strong></td>
</tr>
</tbody>
</table>
# STATEMENT OF CASH FLOWS
## YEAR ENDED JUNE 30, 2018

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES:</strong></td>
<td></td>
</tr>
<tr>
<td>Change in net assets</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>
</tr>
<tr>
<td>Depreciation</td>
<td>-</td>
</tr>
<tr>
<td>Change in Operating Assets and Liabilities:</td>
<td></td>
</tr>
<tr>
<td>(Increase)Decrease in Accounts Receivable</td>
<td>(306)</td>
</tr>
<tr>
<td>Increase in Prepaid Expenses</td>
<td>(930)</td>
</tr>
<tr>
<td>Increase(decrease) in Accounts Payable and Accrued Expenses</td>
<td>26,063</td>
</tr>
<tr>
<td>Increase (decrease) in Credit Card Payable</td>
<td>329</td>
</tr>
<tr>
<td>Total Adjustments</td>
<td>25,156</td>
</tr>
<tr>
<td>Net Cash Provided By Operating Activities</td>
<td>36,424</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM FINANCING ACTIVITIES:</strong></td>
<td></td>
</tr>
<tr>
<td>(Payments) Advances on Line of Credit</td>
<td>(1,838)</td>
</tr>
<tr>
<td>Net Cash Used For Investment Activities</td>
<td>(1,838)</td>
</tr>
<tr>
<td>Net Increase in Cash</td>
<td>34,586</td>
</tr>
</tbody>
</table>

**CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR** | $ 7,509 |

**CASH AND CASH EQUIVALENTS, END OF YEAR** | $ 42,095 |

**SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Paid</td>
<td>$ 2,558</td>
</tr>
</tbody>
</table>

*See accompanying notes to the financial statements*
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The Agricultural and Labor Program, Inc. serves the total spectrum of socially and economically disadvantaged children and families in targeted counties in the state of Florida. Program service delivery activities are provided through the following programs:

- Head Start and Early Head Start
- Before and After School Care
- Computer Assisted Tutorial Program (CAT)
- VPK School Readiness & Subsidized Child Care
- Low Income Home Energy Assistance (LIHEAP)
- Farmworker Emergency Services
- Housing Counseling Services
- Training and Employment Services
- CSBG Family Self-Sufficiency
- USDA Child Care Food Service
- ALPI Technical Education Training Center
- Emergency Home Energy Assistance for the Elderly Program (EHEAP)
- and More

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On Your 39th Annual Training Conference

Arlene Dobison, Chief Executive Officer
William Holt, ALPI Board Chairperson

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Step Up Suncoast
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Step Up Suncoast has a 50-year legacy of stepping up to move local families from poverty to independence by providing services that promote long-term economic self-sufficiency.

For more information, visit StepUpSuncoast.org

941.827.2887
6428 Parkland Drive
Sarasota, FL 34243
info@StepUpSuncoast.org

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Eliminating poverty.
Promoting self-sufficiency.

Our Mission
Collaborating with community partners to stabilize vulnerable households and empower families in Northeast Florida to achieve self-sufficiency through education, employment, and advocacy.

Our Vision
Vulnerable individuals and families living in Baker, Clay, Duval, Flagler, Nassau, Putnam, and St. Johns Counties will receive programs and services necessary to become stable, self-sufficient, and contributing members of the community.

Our Core Values
- Honesty/Integrity
- Responsibility
- Stewardship
- Customer Focused
- Quality
- Respectful
- Accountability

Program Services
- Family Self-Sufficiency program (FSSP)
- Weatherization Assistance Program (WAP)
- Summer Youth Employment & Training
- Utility Assistance
- Community Revitalization and Economic Development Program
- Vocational training
- Tuition, books and uniform assistance
- Rent/mortgage assistance
- Financial literacy
- Home repair assistance
- Outreach and case management

Serving Northeast Florida
Baker, Clay, Duval, Flagler, Nassau, Putnam, and St. Johns Counties

Central Office
4070 Boulevard Center Drive, Building 4500, Suite 200, Jacksonville, FL 32207
Phone (904) 398-7472 * Fax (904) 398-7414
www.nfcaa.org
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FACA BOARD CONFERENCE PLANNING COMMITTEE

CHARLES HARRIS – CHAIR
BERNEITHA MCNAIR
PAHOUA LEE-YANG
JAMES LOWE

GRAPHIC DESIGN
BRITTANY J. JACKSON GUTHRIE

FACA 2019 AWARDS JUDGES
ERIC SCOTT II
NETTA THOMPSON
LAURA JONES

SPECIAL THANKS TO ALL VOLUNTEERS
Communities are like families

When everyone comes together, wonderful things can happen. This event is the result of a lot of hard work by many talented people. The spirit of community is alive and well, right here and now.

We’re proud to sponsor the Florida Association for Community Action.