



2019 IACAA ANNUAL
LEARNING CONFERENCE
CONFERENCE BROCHURE

Preliminary Sessions and Events:

Keynote: Change Begins with You

Monday, May 6th

8:30 am-9:30 am

Casandra Austin-McDonald

In a constantly changing local climate, it is important to become a living example of the work we do in our communities. During this presentation, Casandra Austin-McDonald will include an interactive component for attendee participation. In addition, attendees will have the chance to delve deeper into important questions as to how they can become agents of change in their respective communities moving forward.

Legislative Update

Monday, May 6th

9:45 am – 10:15 am

Dalitso Sulamoyo, Ph.D. –IACAA Board Chair

Tony Rossi-Lobbyist, Government Navigation Group

Mike Mannion-Lobbyist, Senior Counsel, Locke Lord LLP

Last year, the political landscape was dominated by major elections within the State of Illinois. A conversation facilitated by IACAA's Board Chair along with two very experienced lobbyists from differing sides of the spectrum will inform attendees on legislative issues and updates that effect the citizens of Illinois. The session will also address the recent activities of the newly elected Governor, the major elections held last year and how the Community Action network can be more engaged in protecting the interests of the most vulnerable of our citizens and residents.

Northern Advisory Committee Meeting

Monday, May 6th

4:15 pm-5:15 pm

The IACAA CAA northern advisory committee will hold their second quarter meeting at the conference. This meeting is open to any of the agencies in the northern utility service territory. Some of the topics to be discussed include gaining feedback from the group on IACAA purchasing procurement software license for the network, feedback on procurement process challenges and establishing a structure for revamping weatherization working groups.

Preliminary Sessions and Events:

Awards Luncheon

Tuesday, May 7th

11:45 am-1:00 pm

The Illinois Association of Community Action Agencies holds the Annual Community Action Awards Luncheon during our Annual Conference to celebrate individuals who demonstrate the characteristics of an Agent of Change for the Community Action movement. The tremendous work of these individuals has embodied the spirit of Community Action. Each year IACAA reaches out to our network and their partners to nominate peers whose dedication to Community Action inspires others to excellence. Family and Community Development (FCD) Specialist and CCAP Candidates are also honored for their diligence in completing the necessary coursework to achieve the fundamental certification.

The 2020 Census Session

Tuesday, May 7th

8:30 am -10:00 am

Lindsay Marsh, National Community Action Partnership Office

The Partnership was recently awarded a grant through a national funder collaborative to deploy training and technical assistance across the Community Action Network for the next 12 months focused on the 2020 Census and getting out the count of hard to count communities. This session will address the current status of the US Census, how CAAs can be involved, share correct information and address any questions CAAs have, and provide train attendees in techniques on engaging with CAA customers on the Census.

Track Descriptions

Strategy Track

The Joy of Fundraising

Monday-1:00 pm-2:30 pm

Speaker: Kate D. Atkins, Wipfli LLP

In this session, attendees will dig into the development/fundraising process. If your agency does not currently have a development department or if it needs some growth, this session is for you. Attendees will discover ways to find new people who are passionate about your cause and ways to engage current donors. Attendees will end the session by making asking for money easy so it becomes your favorite part of your job.

Building and Retaining Human Capacity

Monday-2:45 pm-4:15 pm

Speaker: Kim Wiley, University of Illinois Springfield

Retaining staff is an ongoing challenge faced by human service organizations. This workshop will explore the roles of talent development and management, performance management, and succession planning in retaining staff and maximizing organizational capacity. Participants will learn to bridge their hiring practices, action plan, and performance assessments in order to ensure current and future employees are long-term, mission-focused organizational assets.

Part I: Becoming an Influential Agent of Change; Part II: Leading Change

Tuesday: 10:15 am-11:45 am & 1:00 pm-2:30 pm

Speaker: Anne Booney, Anne Booney Enterprises

Part I: How much more impactful could you be if people listened to you, trusted your hard-earned knowledge, and acted on your recommendations? Building trust and respect in today's culture of suspicion comes with a special set of challenges. Part one of this workshop will arm you with skills and understanding to gain positive influence with people, so they walk alongside you as you lead your team, clients, organization and community through change.

Part II: Change is scary. Being an Agent of Change requires courage not only to charge into change yourself, but to lead others through it while minimizing resistance. In part two of this workshop, you will gain and understanding of why humans resist change, and leave with tools to help them move through it.

Local Solutions Track

Revitalization of Partnerships-Affordable Housing

Monday-1:00 pm-2:30 pm

Speakers: Alan Quick, Illinois Housing Development Authority (IHDA); Bill Pluta, Director, IHDA; Amy Bashiti, IHDA; Brendan Kiley, IHDA

The Illinois Housing Development (IHDA) has a variety of programs and endeavors designed to fit with the goals of revitalizing communities. This session is designed to give an overview of how to utilize IHDA's offerings to identify, address, and fund housing opportunities within a revitalizing community framework. Topics will include: identifying local housing and redevelopment needs, community revitalization technical assistance, programmatic updates and outreach.

Finance and Compliance-Affordable Housing

Monday-2:45 pm-4:15 pm

Speakers: Stephanie Dugan, National Development Council & Niccole Clements, PNC Bank

This session will be a brief overview of the challenges to developing affordable rental housing, the development process, risks, stages of development, and due diligence issues. This session will also include a discussion of the various roles that social service and governmental organizations can play in the affordable housing development process. Participants will also learn about the benefits generated through affordable housing development from a community and organizational perspective.

Playing by the Rules: Lobbying and Political Activity

Tuesday-10:15 am-11:45 am

Speaker: Eleanor Evans, Community Action Program Legal Services, Inc. (CAPLAW)

This workshop will focus on how CAAs can advocate effectively within the political activity and lobbying rules that apply to them, their employees and board members. We will discuss the Internal Revenue Service, Office of Management and Budget, Community Services Block Grant, and Head Start rules governing lobbying and political campaign activity, as well as the Hatch Act and voter registration rules.

Raising the Low-Income Voice: Democratic Selection Procedures for the Low-Income Sector of the Tripartite Board

Tuesday-1:00 pm-2:30 pm

Speaker: Eleanor Evans, Community Action Program Legal Services, Inc. (CAPLAW)

Since the inception of the Economic Opportunity Act, a fundamental goal of Community Action has been to provide low-income individuals with a voice in the administration of its poverty alleviating programs. Yet many CAAs struggle with filling vacancies in the low-income sector of their tripartite boards, one of the principal hallmarks of the Community Service Block Grant (CSBG) Act's call to achieve "maximum participation" of the low-income community. In this session, we will discuss the board composition requirements of the CSBG Act and examine innovative democratic selection procedures adopted by CAAs to appoint low-income board members.

Systematic Support Track

Fraud Detection

Monday-1:00 pm-2:30 pm

Speaker: James Sullivan, Sikich

Community Action Agencies are particularly vulnerable to acts of fraud and employee dishonesty. Most acts are never discovered and continue for years. This seminar outlines common fraud schemes that are rarely discovered in the audit process as well as methods to prevent opportunities for theft. We will discuss: the profile of the employee who typically engages in dishonest behavior; separation of duties; strategies that can be implemented with a small staff; best practices for handling an incident of fraud or dishonesty; evidence gathering and security; proper reporting; whistle-blower systems; and use of forensic professionals.

Small Office Best Practices and Diving Into Upcoming Accounting Standard Updates

Monday-2:45 pm-4:15 pm

Speakers: Lauren Groff & Teri Taylor, Sikich

During difficult times, many nonprofit organizations are looking to stabilize finances and improve sustainability to stay viable. This session will give you valuable tools needed to develop financial practices and oversight that will strengthen your financial management systems and improve accountability to your board of directors, donors and the general public. Attendees will learn the basics of nonprofit finances including fiscal management and financial management projection-based budgeting.

ROMA Informational Panel

Tuesday-10:15 am-11:45 am

Speakers: Gina Strafford-Ahmed, DuPage County Department of Human Services; Jane Hopkins, CEDA of Cook County; Christine Westerlund, IACAA; Susan Wilson, C.E.F.S. Economic Opportunity Corp.

This session will cover the broad components of the ROMA Next Generation Cycle. A panel of certified ROMA Implementers will discuss ROMA integration for the agency and the Board of Directors. The panel will also discuss the different perspectives of a ROMA Trainer vs. a ROMA Implementer to answer the questions: What are the practices in place? How are you engaging your staff and Board of Directors? What have you seen or are you seeing—the good, bad and the ugly? What insights did you gain?

STARS-Tips and Tricks from the Field

Tuesday-1:00 pm-2:30 pm

Speakers: Becky Boren, Crosswalk Community Action Agency; Lisa Hamilton, DuPage County Department of Human Services; Adrian Angel, DCEO

Does your agency need assistance with navigating through the *Single Tracking and Reporting System* (STARS)? Intake, data collection and reporting at your organization is hard enough. Let experts from the field help you make STARS an essential tool for your agency. Bring your difficult scenarios and questions to this session.

Mission Connection Track

Getting the Most from the Partnership Impact Report

Monday-1:00 pm-2:30 pm

Speaker: Jarle Crocker, Ph.D., CCAP, NCRT, National Community Action Partnership Office

This session will discuss the Partnership's Impact Report and how agencies can leverage it to raise their profile, support advocacy activities, and strengthen the Community Action brand. Topics discussed will include which stakeholder groups to target, strategies for sharing the report, how to effectively communicate about data, and incorporating needs assessment and Annual Report data into presentations.

Collecting and Analyzing Data on the Program and Agency Level

Monday-2:45 pm-4:15 pm

Speaker: Jarle Crocker, Ph.D., CCAP, NCRT, National Community Action Partnership Office

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.

Advancing Racial Equity

Tuesday-10:15 am-11:45 am

Speakers: Hyacinth McKinley, MA, NCRT, National Community Action Partnership Office

While poverty statistics are improving since 2016, the truth is they are not improving for everyone. Disaggregated data reveals that a disproportionate number of African-American and Latino families live in poverty in America—a much higher rate than white families. At the same time, it is expected that the number of persons of color will grow to “majority” percentages in the coming decades. From housing, education, the criminal justice system to food systems, job access, and the environment, racial inequity impacts everyone's ability to thrive. This presentation will highlight the Community Action Partnership's Racial Equity Strategy, further make the case for applying the racial equity lens to CAA organizational practice, processes and service delivery and provide resources for advancing racial equity so that every has access to opportunity.

Trauma-Informed Practices

Tuesday-1:00 pm-2:30 pm

Speakers: Hyacinth McKinley, MA, NCRT; Jarle Crocker, Ph.D., CCAP, NCRT, National Community Action Partnership Office

Trauma is an unfortunate and all too persistent side effect for many individuals and families living in poverty today. It can take many forms and is present across all age groups of those in need of self-sufficiency services. With some of our country's most vulnerable populations at stake, it is of critical importance for Community Action Agencies to be well-informed and equipped to help individuals overcome the impacts of their trauma on their journey towards self-sufficiency. Being a trauma-informed organization is a commitment from human service organizations to create an intentional organizational mindset and treatment framework that understands, recognizes, and responds to the various effects and manifestations of trauma. Join this session to learn more about what trauma is, concrete steps on how to address it, and for case study highlights of successful approaches within Community Action.

LINEAP Track

Trauma-Informed Customer Service for Educating and Helping Your Clients

Monday-1:00 pm-2:30 pm

Speaker: Christine Westerlund, IACAA

Customer service is more than just policies and procedures. It is more important than ever to evaluate your processes and refocus your efforts on Trauma-Informed Customer Care. This session aims to provide insight to our membership on serving individuals who may have experienced or been affected by trauma at some point in their lives. Some of the impacts and signs of trauma are will also be discussed. Sensitive service strengthens relationships by building trust, enhancing a sense of security and promoting compassionate communications and results.

Storytelling Workshop for Outreach

Monday-2:45 pm-4:15 pm

Speaker: Kate D. Atkins, Wipfli LLP

Come prepared to unleash your creative side! Spend some time telling and retelling your agency stories in different ways for different people. With the right story, your recognition in the community, your donor dollars, and your impact can flourish!

Illinois Solar For All

Tuesday-10:15 am-11:45 am

Speakers: Elizabeth Corrado, Elevate Energy

Illinois Solar for All, our state's new solar program, is designed to benefit low-income residents and the critical service providers that support them while advancing clean jobs across the state. Come learn about how the program can help your clients (both renters and owners) to reduce unaffordable energy bills. Also, \$1.5 million is available annually to support groups such as CAAs in implementing grassroots education campaigns that indirectly and directly drive participation in Illinois Solar for All. Come learn more about this funding opportunity and consider submitting a proposal to lead an education campaign that will bring the benefits of solar to the low-income households you serve.

The Smart Grid...Integrated into everything you do

Tuesday-1:00 pm-2:30 pm

Speakers: Marisa Joyce, Elevate Energy

The session will provide information on the benefits of Illinois' new smart grid and smart meters, as well as information to help Community Action Agency staff help their clients save money on their utility bills and reduce energy use by implementing energy efficiency measures in their homes.

Weatherization Track

The FHLBank of Chicago's Affordable Housing Program: An Untapped Weatherization Resource

Monday-1:00 pm-2:30 pm

Speaker: Tim Klont, Federal Home Loan Bank of Chicago

Each year, the Federal Home Loan Bank of Chicago solicits applications for its competitive Affordable Housing Program (AHP). This flexible grant program may be used to supplement your existing homebuyer and/or homeowner rehabilitation programs, and it is often leveraged with Weatherization, CDBG, or HOME funds. Attend this session to learn more about AHP, how to apply for it, and to see how other community action agencies have utilized it.

Contractor Management and Technology

Monday-2:45 pm-4:15 pm

Speakers: Brad Wiesneth, CEDA; Karla Jordan, Decatur Macon County Opportunities Corporation

With increasing demands on agencies from multiple funding sources, it is becoming more difficult to accurately predict when some weatherization jobs will be completed. To meet this challenge, agencies are getting creative with tracking tools and methods for dispensing jobs to contractors. Online calendaring tools offer great benefits in sharing information with contractors on individual project statuses. This session will be a continuation of the Kickoff meeting discussion on communicating with contractors and controlling active jobs in the field.

Mechanical Systems-Meet the Expert

Tuesday-10:15 am-11:45 am

Speakers: Richard White, Mobile HVAC Systems

The session is designed to provide the attendees with an opportunity to ask a seasoned professional a wide range of questions. Richard White has "seen it all and then some!". He will be available to lend his expertise on a variety of heating and air conditioning systems such as multi head mini-splits, venting options, testing out and testing in pre and post air sealing, as well as items such as "how are we measuring draft and exhaust." Bring your difficult problems and thoughts for discussion at this session.

Technical Issues-New equipment and a better way of doing the work

Tuesday-1:00 pm-2:30 pm

Speakers: Richard White, Mobile HVAC Systems

During this session, there will be a discussion of some of the new and emerging technologies, including: The method and approach the grantee took to identify new and emerging products/technologies; How the grantee selected products/technologies; and Challenges, problems, and solutions to application of the emerging technologies.