



CONFERENCE PROGRAM

 2022 VIRTUAL CONFERENCE



Community Action Partnership of Utah (CAP Utah) is the statewide association for Utah's nine Community Action Agencies. The Community Action network envisions an end to poverty in Utah. Our member agencies work toward this vision every day by providing services to low-income families and individuals across the state. Our mission is to lead, strengthen, and support the Community Action network by working with community stakeholders to advocate for vulnerable populations, build thriving communities, and end poverty. We envision a state where residents are self-sufficient and communities are thriving.

June 21st and 22nd

CAP UTAH
www.caputah.org



Community Action

#WeR1000Strong

THE PROMISE OF COMMUNITY ACTION

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.

WELCOME FROM CAP UTAH

Dear Conference Attendee:

Welcome to the CAP Utah's 3rd Virtual Conference. This year's theme focuses on "the best way to predict your future is to create it!"

For those who attended Results Oriented Management and Accountability (ROMA) training, you may recognize this wisdom comes from the great organizational management scholar, Peter Drucker.

Why is this theme so important?

As a network, country, and world, we still feel the impacts that come from the COVID-19 pandemic, inflation, supply chain issues, fear-based politics, othering, violence, inequality, and so many other challenges. More than ever, the network must provide stability and hope to families and communities. This is not a passive activity without opposition, heartache, and disappointment. This is why I am so thankful to have amazing speakers, including our keynote from Trauma Informed Utah, who can provide tools and resources for changing how we, our agencies, our boards, and our communities do business.

Now is the time for the network to strategically and intentionally look at its mission, capabilities, and partnerships, to create a future that 'embodies the spirit of hope, improves communities, and makes "Utah" a better place to live for all members of the community.'

Change starts with each of us. I hope that the tools and resources at this conference will be a catalyst for creating the changes we want to see.

Sincerely,

Clint Cottam, MPA, NCRT
Executive Director
Community Action Partnership of Utah



JOIN US ON CVENT

HOW TO JOIN

For Information on how to join the conference on cvent through the attendee hub website please visit our website for Instructions.

<https://caputah.org/what-we-do/poverty-conference/2022-virtual-conference/cvent-attendee-hub.html>

ATTENDEE HUB

The Cvent Attendee Hub™ web experience provides a central hub for this event. You can consume content and interact before and after the event. This Includes:

- Exhibitor & sponsor booths
- On-demand video catalog
- Featured content & session documents
- Live video discussion groups
- Agenda & schedule

STILL HAVE ???'S

We will have staff monitoring this email to quickly answer your question:

events@caputah.org

Thank you for working to end poverty in Utah. Now more than ever.

We're honored to support the Community Action Partnership of Utah as it works to help our neighbors in need move toward a brighter future. Especially now.

**Mutual of America is proud to sponsor the
Virtual CAP Conference.**

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CAP UTAH 2022 Agenda

Track 1	Case Management
Track 2	Advocacy
Track 3	Best Management Practices
Track 4	Suicide QPR

TUESDAY, June 21st

8:30 am – 9:15 am	Welcome and Partner Update			
9:15 am – 9:30 am	Break			
9:30 am - 10:30 am SESSION 1	Customer Engagement Fundamentals of CA Practice	Legislative Update - NCAF	Risk Management Trends, Insights, and Imperatives	QPR Suicide Prevention Training Session ONE 9:30 – 11:00 (LIVE ONLY)
10:30 am – 10:45 am	Break			
10:45 am – 11:45 am Session 2	Weatherization for CSBG and non-CSBG staff	Tell the Community Action Story	What's new with Refundable Credits and other Tax Benefits	PRE-REGISTRATION REQUIRED
11:45 am – 12:15 pm	Lunch			
12:15 pm to 1:15 pm Session 3	Achieving Generative Leadership through the Human Services Value Curve	Formerly Homeless Board of Utah /Customer Voice	Diversity, Inclusion, and Equity Training	QPR Suicide Prevention Training Session TWO 12:15-1:45 (LIVE ONLY)
1:15 pm to 1:30 pm	Break			
1:30 pm to 2:30 pm Session 4	What is Trauma 101? Trauma Informed Utah	Digital Divide	WIPFLI – You've been hacked! Now what? (Live Only)	PRE-REGISTRATION REQUIRED
				Break

WEDNESDAY, June 22nd

9:00 am – 9:15 am	Welcome			
9:15 am – 10:15 am	Keynote Trauma Informed Utah			
10:15 am – 10:30 am	Break			
10:30 am -11:30 am Session 5	Mediation: The Middle Ground	Statewide Homelessness Wayne Niederhauser	CSBG Cares Spenddown Discussion	NO QPR this day
11:40 am to 12:40 pm	Awards and Closing			

- Times and Sessions are Subject to Change. Please refer to the Attendee Hub Page (<https://cvent.me/dP4ebG>) for the latest updates information on sessions and speakers.

OUR SPEAKERS



Jonathan Ballew He/Him

WAP Senior Program
Manager, NASCSP



Timothy Boone

Minute Man, Formerly
Homeless Board of Utah



David Bradley

CEO and Founder, National
Community Action Foundation



Jayden Drake

Utah State Programs
Coordinator, NAMI Utah



Daniel Dukes

Heath Equity Strategist-
Professional Development
Utah Dept of Health



Jennifer Godfrey

CEO, Utah Community Action



Clint Cottam

Director, Community Action
Partnership of Utah



Denise Harlow

CEO, National Community
Action Partnership



Melanie Herman

Executive Director, NonProfit
Risk Management Center

OUR SPEAKERS



Courtney Kohler

Consultant II, WIPFLI



Benee Larsen

Suicide Prevention, NAMI
Utah



Heather Lester

Utah Community Action



Wayne Niederhauser

State Homeless Coordinator,
Utah Office of Homeless
Services



Andrea Olsen

Executive Director,
Community Action
Partnership of North Dakota



Shailey Ovard

Chair, Formerly Homeless
Board of Utah



Brian Papworth

Director of Marketing,
Connex Internet Services



Kara Patin

Licensed Clinical Social
Worker, Trauma Informed
Utah



Ryan Peasley

Senior Manager, WIPFLI

OUR SPEAKERS



Gavin Plazier

Account Representative,
Mutual of America



Karen Quackenbush

CSBG/EFA/EITC Program
Manager, Utah DWS



**Maribeth Schneber-
Rhemrev**

Director, Organizational
Capacity Building, NCAF



Leland Smith

Stakeholder Partnerships,
Education and
Communication, IRS



**Mary Beth Vogel-
Ferguson**

Research Associate Faculty,
Univ of Utah



Aaron Wicks

Vice President,
Organizational Capacity
Building, NCAF



Sharlene Wilde

Executive Director,
NeighborWorks Mountain
County Home Solutions



Victoria Workman

Prevention Specialist and
Presentation Coordinator,
NAMI Utah



Valerie Peters

Formerly Homeless Board of
Utah, Logan



CONGRATULATIONS, COMMUNITY ACTION PARTNERSHIP OF UTAH!

The National Community Action Partnership congratulates Community Action Partnership of Utah on another successful Virtual Conference!

CHAIR

Dalitso Sulamoyo, Ph.D, CCAP

1ST VICE CHAIR

Rick Baker, CCAP

2ND VICE CHAIR

Elizabeth "Biz" Steinberg

3RD VICE CHAIR

Bryan Duncan, CCAP

SECRETARY

Peter Kilde, CCAP

TREASURER

Dreama Padgett, CCAP

CHIEF EXECUTIVE OFFICER

Denise Harlow, CCAP

CONFERENCE AGENDA

Tuesday June 21

Opening Session 8:30-9:15

Opening and Welcome

Jennifer Godfrey is currently the Chief Executive Officer for Utah Community Action. Mrs. Godfrey oversees one of Utah's largest nonprofit agencies, consisting of six distinctive programs with a total agency budget of nearly \$26 million. Mrs. Godfrey has been a longtime advocate for children and families. She has worked as a Preschool teacher, School Guidance Counselor and as a Clinical Mental Health Counselor. She is an active member of the American Counseling Association and is an alumni of Alpha Chi Omega at the University of Utah. Mrs. Godfrey has a Bachelor of Science in Family and Child Development, a Master's degree in Education and a Master's degree in Counseling. She also maintains a private practice in Mental Health Therapy and is a Licensed Clinical Mental Health Counselor. Recently Mrs. Godfrey was named one of Utah Business' "30 Women to Watch." She was named a Pathfinder recipient through the Salt Lake Business Chamber, and was recognized by First Lady Michelle Obama for her work at launching Head Start's Central Kitchen which provides over 5,000 healthy nutritious meals a day to Head Start Children and other children in the community. The Central Kitchen also brings revenue into the agency, which is used to enhance Utah Community Action programs.



Jennifer Godfrey

CEO, Utah Community Action
Board Chair, CAP Utah

Partner Updates

Karen Quackenbush is the Community Services Block Grant (CSBG) program manager for Utah's Department of Workforce Services, Housing & Community Development Division. She also manages the Emergency Food Assistance program and the Earned Income Tax Credit outreach program. Karen has worked with all of these programs since 2016.



Karen Quackenbush

As the Executive Director for the State Association, Andrea works on a number of initiatives and programs including training and technical assistance for North Dakota's Community Action Agencies. She has worked in the non-profit sector for 17 years and has been with the CAPND since 2008. Andrea has a Bachelor's degree in Sociology from North Dakota State University and a Master's Degree in Public, Human Service, and Health Administration from Minnesota State University Moorhead. Andrea is a Certified Community Action Professional and National Certified ROMA Trainer and ROMA Implementer. She also serves as the Lead for the Regional Performance Innovative Consortium for Federal Region 8; a successful collaboration between the Community Action State Associations and State Community Services Block Grant Offices who serve all 75 Community Action Agencies and CSBG-eligible entities in the states of: Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming. Andrea has served as the Chair on the Board of Directors for the North Dakota Coalition for Homeless Persons and is a previous member of the North Dakota State PTA Board. She is the proud recipient of the 2017 Charles Braithwait Award for Leadership for her efforts to ensure ongoing National support for the Community Action Network. Andrea was also recognized as an Honored Member of the Governor's 2020 Census Task Force in appreciation for her dedicated services for a complete count in North Dakota. In 2021, Andrea was honored as a nominee for the YWCA Woman of the Year as a recognition for her contributions to her community. Andrea lives in West Fargo with her husband, daughters and rescue pups (Archie and Holden) who are reminded on daily basis that they are devastatingly handsome! She has a strong affinity for people who use their turn signals in parking lots, is an ardent supporter of daily chips and salsa consumption, a die hard Conan O'Brien fan, and feels strongly that the world is a better place when we all learn to love, respect and enjoy each other.



Andrea Olsen

Tuesday June 21

Opening Session 8:30-9:15

Partner Updates

Prior to her tenure at the Partnership, she was the Chief Executive Officer for the New York State Community Action Association where she launched the Association's annual Symposium on Poverty and Economic Opportunity and its annual Report on Poverty in New York State. She has also served as the Sr. Vice President for Capacity Building for the New York Council of Nonprofits where she was the project director for the New York State Board Training Consortium.

Denise has more than 28 years' experience in the nonprofit sector, has served on several nonprofit boards of directors, and was an appointee to the Governor's Early Childhood Advisory Council in New York State. She has extensive experience in board governance, strategic planning, public policy/advocacy, leadership development, and organizational development. She is a Certified Community Action Professional (CCAP), a certified Results-Oriented Management and Accountability (ROMA) Trainer, and a Pathways to Excellence Peer Reviewer.

She started her Community Action career as a social worker with the Schenectady Community Action Program. She has a Masters Degree in Social Work from the University at Albany where she was also a Fellow on Women and Public Policy at the Center for Women in Government and Civil Society, and holds a Bachelor Degree in Social Work from Valparaiso University.



Denise Harlow

Sponsors and Supporters

Born and raised in Utah. I have a wife and two sons. We love the diverse nature that Utah provides and enjoy the people that live here. Graduated from Westminster College with a degree in Finance. I worked in personal finance for a number of years, and have been with Mutual of America for the past two years.

Courtney Kohler is a consultant at Wipfli on the Strategy & Transition team in the Nonprofit, Government, & Education industry. She has worked directly with individuals in the community, as well as at the state and national levels to develop and deliver training programs, build organizational capacity, facilitate assessment and planning processes, and identify best practices in organizations. She spent 8 years in the Community Action Network – at Missouri CAN, then the National Community Action Partnership - working to empower staff and organizations to perform at a high standard through training, technical assistance, and program development. She is a Nationally Certified ROMA Trainer and Certified Community Action Professional. Courtney's role at Wipfli includes strategic consulting services, training, community/organizational assessments, and business development related to a variety of nonprofits, including Community Action Agencies and Head Start organizations.



Gavin Plazier



Courtney Kohler



National Alliance on Mental Illness

nami

Utah

Tuesday June 21

Opening Session 8:30-9:15

Sponsors and Supporters

Sharlene has served as the Executive Director of NeighborWorks Mountain Country Home Solutions for the past 18 years where she has led the organization from rehabbing one house per year to currently have 9 housing projects currently under development and/or construction. Under her direction, the organization has built and sold or rented 163 units with an additional 55 scheduled during the next two years. NeighborWorks also provides housing and financial counseling to approximately 1500 families each year across the State of Utah. Previously, she worked in municipal government for 19 years serving as Finance and Administrative Services Director for South Jordan City, Draper City and Provo City. She has extensive experience in budget administration, policy development, training and staff development, working with community and civic groups, capital project financing and construction. For the past 31 years, she has also served as the contract accountant for the South Utah Valley Solid Waste District in Springville, UT. Sharlene currently leads a Community Land Trust group as part of the Housing Attainability Coalition in Southern Utah. She is also on the board of directors of Rocky Mountain CRC and the Ivins City Affordable Housing Committee. She has served as Board President of the Mountainland Community Health Center, Chair of the Santaquin City Board of Adjustments, Board Member of Tabitha's Way Food Pantry and Accounting Advisory Board for Utah Valley Community College. She has a master degree in business administration, accounting and finance from the University of Phoenix. She is married and has 2 children and 5 grandchildren. She currently lives in St. George, Utah but manages both the Orem and St. George office each week. She enjoys traveling, and spending time with family and friends.



Sharlene Wilde



Housing Promotion
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CSBG IMPACT FY21

Not a program but a movement towards prosperity



Utah's 9 Community Action Agencies across the state combat the causes and conditions of poverty. CSBG funds are used to address specific local needs, assist families in becoming more self-sufficient, engage in community-level work, empower persons with low-income in creating opportunity, and leverage other public and private resources.

WHAT HAPPENED IN FY21?

- The network served over **48,370 households and 108,931 individuals** during FY 21. That is a **15% increase in households** from FY 20.
- Much of this increase was to assist those impacted by the pandemic.
- The network facilitated **355,244 hours of volunteer work - a saving of \$2,575,519.** 83% of those hours were from persons with low-income, empowering them to create change in their communities
- CSBG dollars were leveraged to collaborate with 958 partners throughout Utah
- **23,525 unduplicated Individuals** progressed towards stability and greater self-reliance

OUR PARTNERS

- 343 Private/for-profit sector partners
- 60 faith-based organizations
- 181 non-profit organizations
- 30 school districts/charter schools

WHO WE SERVED

- 16,391 Seniors
- 11,848 persons with disabilities
- 47,120 children under 18
- 22,514 persons of color
- 1,342 Veterans
- 14,467 Households had Earned Income
- 5,097 Received Disability or SS Income
- 4,641 Homeless Households

LEVERAGING EFFECT

For every \$1 of CSBG....
\$14.53 of other federal, state, local, and private dollars were used as leverage and
\$2.32 of that leverage was from private dollars

RESULTS ORIENTED

51,291 outcomes were observed in FY21 in the following domains:

Employment-921
Education-13,338
Income/Asset Building-2,257
Housing-29,458
Health-4,913
Civic Engagement-404

SESSION ONE 9:30-10:30



Maribeth Schneber-Rhemrev

Maribeth has proudly served the Community Action network since 2010 at the local, state, and national levels, including at a local Community Action Agency where she provided direct services, facilitated agency planning and continuous improvement efforts; serving at the state level as Kentucky's Director of Family Support where she led the state team responsible for administration and implementation of SNAP, TANF, Medicaid, CSBG, and LIHEAP; and at the national level as the CSBG State Assistance Director at the National Association for State Community Services Programs (NASCSPP) where she supported CSBG Lead Agencies to effectively administer CSBG and address poverty at the state level. Maribeth is a Certified Community Action Professional, certified Results Oriented Management and Accountability Trainer, certified Project Management Professional, and holds a Master of Public Administration with a specialization in law and public policy. Maribeth is an avid animal lover and enjoys hiking and being in nature. Maribeth lives in Louisville, Kentucky with her spouse and dogs.

Customer Engagement: Fundamentals of Community Action Practice

Engaging the people we serve and ensuring they access leadership and decision-making spaces has been a foundational principle of Community Action since its inception in 1964. "Maximum feasible participation" recognizes that the people and communities we serve are not just passive recipients of service, but are assets and experts who hold answers and insights into addressing their needs and improving conditions for all. This session will review the fundamentals of community engagement in the context of Community Action, including centering on customer voice, ensuring equity, co-creating strategies, and supporting the development of the people and communities we serve.



David Bradley

For more than 40 years, David Bradley has been one of Washington's leading advocates on behalf of low-income programs. In 1981, David helped found the National Community Action Foundation (NCAF).

NCAF represents funding and policy interests of the nation's 1000 Community Action Agencies before Congress and the Executive Branch. In this role at NCAF, David was the primary architect of the Community Services Block Grant (CSBG). He and his wife Nancy reside in Fredericksburg, Virginia. David's passion for politics and poverty is matched by his interest in reading and baseball.

David's mentor, Sargent Shriver, perhaps described David's advocacy best when he wrote "no one has done more to keep the War on Poverty fresh in the hearts and minds of individuals than David Bradley."

Legislative Update with NCAF

Join David Bradley from the National Community Action Foundation (NCAF) for a federal legislative update on issues that impact the network - especially HR 5129 - Community Services Block Grant Modernization Act of 2022.



Melanie Herman

Melanie Lockwood Herman, Esq. has served as Executive Director of the Nonprofit Risk Management Center since 1996 and has held senior management positions in the nonprofit sector since 1987. Melanie is the principal author of more than 20 books on various risk management topics; Melanie's most recent book is World-Class Risk Management for Nonprofits. She is a thirteen-time member of The NonProfit Times "Power and Influence Top 50." In one NPT announcement Melanie was described as "One of the most prolific writers and lecturers on the topic of nonprofit risk," and "the architect of the risk plans of some of the nation's largest nonprofits."

Melanie earned a BA in Urban Affairs from American University (Washington, DC), and a JD from George Mason University School of Law (Arlington, VA). She is a member of the District of Columbia Bar Association and currently serves on three national nonprofit boards (American Foundation for the Blind, Camp Fire, and the National Human Services Assembly).

Risk Management Trends, Insights, and Imperatives

This workshop explores the wide world of risk facing CAAs. The speaker for this program is the long-time CEO of a national nonprofit that provides risk guidance and support to myriad nonprofits. Attend this session for practical tips and inspiration to understand, appreciate and take action in the face of risks within—and outside—your control. Learn how to stop worrying about the risks facing your organization and how to embrace a practical, action-oriented approach that involves colleagues across your agency. Objectives for this workshop include: • Sharing a clear, compelling vision of the connection between risk management and mission success • Equipping attendees with practical tools for 'unpacking' troubling risks • Inspiring an action-focused approach to external and preventable risks.

SESSION ONE 9:30-11:00 (QPR ONLY)



Benee Larsen

Benee Larsen is the Director of the NAMI Utah Prevention Department. As Director of the NAMI Utah Prevention by Design program Benee, works with, supports, and provides grant funding to local coalitions throughout Utah to implement and evaluate suicide prevention and mental health promotion strategies. She also is the Co-Chair of the Utah Suicide Prevention Coalition. The National Alliance on Mental Illness is a national nonprofit whose mission is to help ensure the dignity and improve the lives of those impacted by mental illness and their families through support, education, and advocacy. Benee is a certified instructor of Mental Health First Aid, QPR (Question, Persuade, & Refer), Working Minds suicide prevention in the workplace, and Creating Safety suicide prevention training. Benee is the mother of three children, one of whom lives with a mental health condition. Together she and NAMI Utah bring to the table the voice of lived experience, support, education, and advocacy.



Victoria Workman

Victoria Workman is a recent graduate from the University of Utah, with a Bachelor of Science double major in Strategic Communication and Sociology. After graduating from the U, she began working at NAMI Utah as the Presentation Coordinator and a Suicide Prevention Specialist. In her position she oversees the Live On website - Utah's suicide prevention campaign. Bringing her own lived experience with suicide, Victoria is able to help educate and advocate on the topic with NAMI Utah. She is a certified instructor for their regularly scheduled suicide prevention training called QPR (Question.Persuade.Refer). Victoria hopes to use her education and lived experience to help advocate for people in need, and support her community.

Morning QPR Suicide Prevention Training

The two Suicide Prevention Training sessions are the same. QPR stands for Question, Persuade, and Refer — 3 simple steps that anyone can learn to help save a life from suicide. Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. This 90 minute session will teach you the skills to becoming an effective gatekeeper.

SESSION TWO 10:45-11:45



Jonathan Ballew **He/Him**

Jonathan Ballew has served the Weatherization industry in a variety of roles, including Grantee Monitor, Subgrantee WAP Director, and an independent consultant. This has offered him a depth of knowledge of all levels of the WAP network and has solidified his commitment to eliminating barriers and supporting WAP stakeholders. Jonathan has a B.A. in Psychology from the University of Montana, QCI certification, and serves on the Boards of Directors for the Building Performance Association and Energy OutWest. When Jonathan is not sleuthing into the facets of Weatherization policy, you can find him chasing his three young boys, wife, and enormous dog through the mountains around Helena, MT.

Weatherization for CSBG and Non- Weatherization Staff

The expected outcome is to increase awareness of weatherization for staff who primarily work with CSBS, for Community Action Agencies with weatherization programs to coordinate more closely (especially in public CAAs where weatherization is outside of the agency), and to reduce barriers for clients in accessing weatherization services.

SESSION TWO 10:45-11:45



Aaron Wicks

Aaron Wicks began his career in Community Action working at Action for a Better Community, in Rochester NY. He credits his passion for Community Action to his mentor, James H. Norman. In his 15 years at this local CAA, Aaron helped support the agency's strategic plan, community assessment, outcomes reporting, compliance, customer satisfaction, grantwriting, advocacy and other programmatic and organizational needs. Aaron is a Certified Community Action Professional (CCAP) and a Nationally Certified ROMA Trainer. Aaron holds a PhD in political science from the University of Rochester and has worked as an adjunct professor teaching courses in American politics and public administration. Aaron lives in Rochester, NY with his partner, Kelly, and children Dylan and Sydney.

Telling the Community Action Story - NCAP

The impact of the COVID-19 pandemic has changed our work in many ways. We may be doing our work differently and providing many new and/or expanded programs and services. But what remains deeply embedded in our work is our promise to change people's lives and make America a better place to live. In this workshop, the National Community Action Partnership will share many of the tools we have created to help every Community Action Agency tell their story of readiness, rapid response, recovery, and resilience during the pandemic. Story templates, social media graphics, and videos all available for you to use to tell your story.



Leland Smith

Leland Smith started working for the Internal Revenue Service over 36 years ago in Ogden, UT and has been working in the Stakeholder Partnerships, Education, and Communication (SPEC) Division for over 14 years in Utah and Washington State. The SPEC office oversees the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) Programs where Leland has worked with various partners such as CAP Utah, the Earn It, Keep It, Save It Coalition, Tax Help Utah and AARP Tax-Aide.

What's New with Refundable Credits and Other Tax Benefits

Welcome to "Filing your Tax Return". This year, there are more reasons than ever to file your tax return as soon as you can, with many new and expanded tax benefits for many- even those who don't normally file a tax return. In this presentation, we'll look at a number of refundable tax credits. Each of these credits has important changes that you may not have heard about. We'll also look at a pandemic related deduction for those of you who don't itemize deductions but give cash (or credit card) donations to qualified charities.

SESSION THREE 12:15-1:15



Aaron Wicks

Aaron Wicks began his career in Community Action working at Action for a Better Community, in Rochester NY. He credits his passion for Community Action to his mentor, James H. Norman. In his 15 years at this local CAA, Aaron helped support the agency's strategic plan, community assessment, outcomes reporting, compliance, customer satisfaction, grantwriting, advocacy and other programmatic and organizational needs. Aaron is a Certified Community Action Professional (CCAP) and a Nationally Certified ROMA Trainer. Aaron holds a PhD in political science from the University of Rochester and has worked as an adjunct professor teaching courses in American politics and public administration. Aaron lives in Rochester, NY with his partner, Kelly, and children Dylan and Sydney.

Achieving Generative Leadership through the Human Services Value Curve

Join us for this deep dive to learn how the Human Services Value Curve inspires and equips leaders and policymakers of health and human services organizations, systems, and communities to envision and create a path for achieving better and more equitable outcomes for individuals, families, and communities, as well as improve and accelerate human services social and economic value for society.

SESSION THREE 12:15-1:15



Shailey Ovard

Shailey Ovard is the Chair of the Formerly Homeless Board of Utah. Shailey participated in a PBS documentary called "A Home of Their Own". The documentary followed the lives of three Homeless families, all living at the Midvale Family Roadhome & Resource Center. Shailey and her two young children were living in the shelter at the time. They were evicted from their home because of late lot payments.

Since finding a home of her own in June of 2020, Shailey has been a passionate & fierce advocate for individuals and families experiencing homelessness.

Shailey is excited to ignite change within Utah's communities! She is determined to shatter the limitations of our minds by helping Utah to overcome the stigmas surrounding homelessness and she hopes to continue bringing knowledge, patience, acceptance, and experience to the table, which is what motivated her to create the Formerly Homeless Board of Utah.



Valerie Peters



Timothy Boone

Timothy Boone was born in 1972 in Mesa AZ, but moved to Pocatello ID, back to Mesa AZ then to Anaheim CA and finally stopped in Salt Lake City UT by age 5 where he spent the rest of his childhood. At this point his father became disillusioned with the Mormon faith and started using alcohol, which changed Timothy's childhood drastically. His father became extremely abusive and his mother followed suit. At the age of 8 he was baby sitting his 3 sibling and also became the scape goat for anything that upset the family. Timothy realized his problems with maintaining a job and tried to find someone who could support him, however the women he found rightfully changed her mind. This along with his childhood lead to his own alcohol use. By age 27 he finally got diagnosed with depression and anxiety, even though it had been present since about the 7th or 8th grade. Eventually this lead to his homelessness. Timothy was homeless for around 4 years if he remembers correctly. During this time he was shortly addicted to spice. He has been housed for 8 years, and his story of recovery is still in progress.

Engaging the Client Voice - Formerly Homeless Board

Join this round table discussion to hear from 3 formerly homeless individuals and families. Learn about their experiences and what parts of the homeless system they think helped them most. Ask questions about how we could do better as service providers and community members!



Daniel Dukes

Dan Dukes is the Health Equity Strategist, Professional Development for the Utah Department of Health and Human Services, Office of Health Equity. He was the Chairman for the only Human Rights Commission in the state of Oklahoma for over 5 years and currently holds the title of Co-Chair for Utah's DHHS first EDIA Council. He is a proud member of the LGBTQ+ Transgender community and has advocated for underrepresented folx for over 22 years, through education, keynote addresses, panel participation, and community action.

Diversity, Inclusion, and Equity Training

Expand your horizons as we open the dialogue on intersectionality. Coming together to recognize each individual as unique, containing multiple identities. Understanding how we share identities is a big step towards future that includes everyone's experience and a more equitable vision.

SESSION THREE 12:15-1:45 (QPR ONLY)



Jayden Drake

Jayden is a current student at Utah State University majoring in History. He enjoys spending time outside hiking, fishing, and mountain biking. Living with his own mental health condition, he and NAMI Utah bring to the table the voice of lived experience, support, education, and advocacy.

Jayden Drake is the State Programs Coordinator at NAMI Utah for just over a year. Prior to working at NAMI Utah, Jayden volunteered as a Peer-to-Peer teacher, Progression teacher, and presenter. His goal is to share his story and help fight the stigma that surrounds mental illness.



Victoria Workman

Victoria Workman is a recent graduate from the University of Utah, with a Bachelor of Science double major in Strategic Communication and Sociology. After graduating from the U, she began working at NAMI Utah as the Presentation Coordinator and a Suicide Prevention Specialist. In her position she oversees the Live On website - Utah's suicide prevention campaign.

Bringing her own lived experience with suicide, Victoria is able to help educate and advocate on the topic with NAMI Utah. She is a certified instructor for their regularly scheduled suicide prevention training called QPR (Question.Persuade.Refer).

Victoria hopes to use her education and lived experience to help advocate for people in need, and support her community.

Morning QPR Suicide Prevention Training

The two Suicide Prevention Training sessions are the same. QPR stands for Question, Persuade, and Refer — 3 simple steps that anyone can learn to help save a life from suicide. Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. This 90 minute session will teach you the skills to becoming an effective gatekeeper.

SESSION FOUR 1:30-2:30



Mary Beth Vogel-Ferguson

Mary Beth Vogel-Ferguson, PhD, CSW received her Ph.D. in Social Work from the University of Utah. For the past 23 years, she has directed research studies and program evaluations with state and regional level government agencies and is currently the principal investigator of several studies sponsored by Utah's Dept. of Workforce Services and the Utah Dept. of Health. These studies include evaluations of the work focused cash assistance program, refugee support programs, employment for formerly chronically homeless individuals and implementation of trauma-informed approaches across the state. She has assisted all levels of agency management, from senior leadership to front line workers, in using data for program and policy development.

WHAT IS TRAUMA?

TRAUMA 101

Hard things happen to everyone – so true! Sometime these adversities are experienced as traumatic. No one is immune from the core human experience of adversity – a lesson the pandemic has made clear. However, community support, significant relationships, and genetic make-up can help mitigate the impact of adversity, build resilience, and hope! This session provides participants with an opportunity to grapple with the experiences of staff and clients by exploring how agency programs can produce more effective long-term outcome for each group. Join this workshop to delve into the practical challenges and opportunities when incorporating a trauma-informed approach.

SESSION FOUR 1:30-2:30



Brian Papworth

"Brian serves as Marketing and Sale Director at Connex, an innovative company investing in Northern Utah's fiber infrastructure. Connex connects the families of Northern Utah to an open network providing the best internet experience available. Connectivity is growing more important every day as so many of us have transitioned to education and working from home.

Brian is also a business owner who enjoys skiing.

Digital Divide

One of the inequalities exposed during the global pandemic was divide between those with skills and access to broadband and technology. This is called the digital divide. Learn more about the digital divide and what can be done to close that gap.



Ryan Peasley

Ryan is an experienced consultant, advocate, and technology enabler. He has over 15 years of experience working with and planning for technology in regulated industries helping organizations manage, implement and utilize technology to engage constituents, and customers and achieve organizational goals. His experience includes all aspects of IT service delivery and planning including scoping, design, migration, configuration, training, documentation, report writing, and user adoption. Ryan takes tremendous pride in the work he does and creates personal lasting relationships with his clients. He believes these relationships establish shared goals that lead to better and lasting outcomes.

WIPFLI - You've Been Hacked...Now What?

Bad stuff happens. How your organization responds to a data breach, device loss, or corporate account takeover will either minimize or compound the impact of the event. In this session, we will review components of an effective IRP and facilitate an interactive group tabletop exercise to simulate the decisions that need to be made during a crisis. Learning Objectives:

- 1. Review the rapidly changing security landscape.**
- 2. Discuss the roles, procedures and knowledge that need to be in place to efficiently execute an incident response program (IRP).**
- 3. Review the complete incident response life cycle.**

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Wednesday June 22

Opening and Keynote 9:00-10:15

Welcome Back

Introduction of Keynote Speaker

Clint Cottam is Executive Director of CAP Utah. He is a Nationally Certified ROMA Trainer serves on a number of state, regional, and national workgroups and boards.

Clint is a native of St. George, Utah and previously served as Director of Community Action at Five County Associations of Governments - working with food, transportation, asset development, and housing programs.

Clint graduated with a BA in European Studies from BYU and a MPA from Indiana University's School of Public and Environmental Affairs. He is also an AmeriCorps alumnus and has experience in criminal justice, youth diversion, and service-learning initiatives.

Clint is married to his wife Kathryn and they have three children. He loves music, family adventures, binge-watching Parks and Recreation, and playing games with family.



Clint Cottam

KEYNOTE SPEAKER

Creating Your Hero's Journey



Kara Patin

Licensed Clinical Social
Worker, Trauma Informed
Utah

Everyday heroes are all around us, and in this session we will create a new hero: YOU! In this session we will explore the process of becoming the trauma-informed hero in your story. On this journey we will discover new insights into your role in the helping profession, tools to navigate the trials of the times, and tap into our superpowers as helpers!



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OUR MISSION

From the start, CAP60 has sought to improve the world by bringing technology to the community workers who need it the most. Through years of innovation and a strong network of industry insiders, we've succeeded in making a fully comprehensive agency-wide data management system.

Our continued mission is to lead in the creation and development of our industry's most advanced data management systems. We will strive to provide state-of-the-art tools, high-efficiency reports, and impeccable data security to non-profits and community action programs. We pride ourselves in creating sound funder reporting pipelines and easy client management processes that are simple enough for every user.



The products we offer play a part in building a community's success, and that success will create impactful change!



CAP60 ROAD MAP

- 1. SYSTEM MIGRATION:** starting this summer, CAP60 will be rolling out our new engine! New tools!
- 2. WEATHERIZATION MODULE:** CAP60 will be launching the new WAP module. Through a streamlined application process to built-out work orders and job process management.
- 3. HEAD START INTAKE:** Take a peek at the new Head Start Intake Process.
- 4. USER CONFERENCES ANNOUNCED:** Come join us in a two-day hands-on training with CAP60 experts!



TRAINING OPPORTUNITIES!

Come speak with a CAP60 expert during the CAP Utah 2022 Virtual Conference! During each scheduled break, a CAP60 expert will be **live** in our booth to discuss all things CAP60.

We'll answer all questions from how to track funding, how to add a volunteer, how to build the ROMA Next Gen report, and much, much more!



SESSION FIVE 10:30-11:30



Heather Lester

Heather Lester currently serves as the Mediation Program Coordinator and as a Landlord Tenant Mediator through Utah Community Action. This longstanding program became a Utah statewide expanded service in of January 2022. She has worked in this capacity for over the past 5 years. The mediation team primarily assists with landlord/tenant de-escalations and negotiations relating to housing instability issues, including but not limited to rental assistance, deposit negotiations, payment arrangements, fee disputes, Utah Fit Premise issues, resource referrals and nuisance matters. This mediation team has focused heavily on a multi-faceted approach of upstream eviction prevention efforts while also actively engaging in downstream court assisted mediation for eviction and debt collection with the emphasis to assist with rehousing needs and stabilization. The team dedicates a large portion of time to the increasing need of tenant and landlord education, support and outreach to clients, community members and community partner agency training support. Heather is very passionate about the practice and need for mediation, advocacy and facilitation in correlation with all housing related matters in the State of Utah. Heather graduated from Creighton University School of Law, Werner Institute for Negotiation and Dispute Resolution with an emphasis in Organizational Development. During her time at Creighton, she gravitated and focused her efforts to the areas of social service, access to justice and online dispute resolution. In addition, she serves as the presiding Chair of the Online Dispute Resolution Section with the Association of Conflict Resolution. With her many years in the legal community, her background and her many volunteer efforts, she dedicates time to focus groups and legislative initiatives to promote the housing market's growth, education and the sustainability in relation to the need for affordable housing.

Mediation: The Middle Ground

From a front line perspective, we all feel very passionate about our work, our dedication, our determination to the many people we serve on a daily basis. Those day to day interactions, do not come without frustration, roadblocks and even some barriers. Sometimes and often, we may need a second voice, a neutral voice, another view or potential unthought-of solution: that is where mediation may come in handy.

When we encounter a struggle, we, as an agency and as a network, can and should take a step back and see the options in a different light. Mediation is tool and an option that may allow an outside perspective, various creative solutions, a de-escalation or perhaps a pause in terms of problem-solving. Join us for a discussion on how mediation can help, how to have those hard conversations and how to create solutions to stabilize and to educate your clients and your network.

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Wayne Niederhauser

Wayne Niederhauser is a former state legislator serving in the Utah State Senate for twelve and a half years, six of those years as Senate President. His administration was marked by a measured and collaborative approach to policy. He helped lead the State out of the Great Recession. The focus of his efforts and leadership was centered around the need to address the challenges of Utah's amazing growth and the need to modernize tax policy. Senator Niederhauser sponsored the very successful tax reform effort in 2007. He also led major advances in government transparency and accountability.

Outside of public service, Wayne is a Certified Public Accountant and Real Estate Broker. He received his education from Utah State University where he earned a master's degree in accounting. While attending the University, he met and married his wife, Melissa Barrett. They have been married for thirty-nine years and have five children and two grandchildren.

His public service now consists of serving full-time as the Utah Homeless Coordinator and on the boards of several non-profit organizations. He is a member of The Board of Trustees at Utah State University and is a board member on the Olympic Legacy Foundation, Shelter the Homeless, The Utah Sports Commission, the Salt Lake City-Utah Committee for the Games (Olympics) and is the co-chair of the Utah Debate Commission.

Discussion on Statewide Homelessness and the Strategic Plan

Just over one year since being appointed by Governor Cox as the Homeless Coordinator for the State of Utah, Wayne will join for a discussion about the structure of the Utah Homeless Office, his insights into challenges faced by those experiencing homelessness and those who serve these clients, and the evolving statewide plan to address these challenges. This will be an Interactive session where you can ask any questions you may have about the direction of the Office of Homeless Services.

SESSION FIVE 10:30-11:30



Maribeth Schneber-Rhemrev

Maribeth has proudly served the Community Action network since 2010 at the local, state, and national levels, including at a local Community Action Agency where she provided direct services, facilitated agency planning and continuous improvement efforts; serving at the state level as Kentucky's Director of Family Support where she led the state team responsible for administration and implementation of SNAP, TANF, Medicaid, CSBG, and LIHEAP; and at the national level as the CSBG State Assistance Director at the National Association for State Community Services Programs (NASCSPP) where she supported CSBG Lead Agencies to effectively administer CSBG and address poverty at the state level. Maribeth is a Certified Community Action Professional, certified Results Oriented Management and Accountability Trainer, certified Project Management Professional, and holds a Master of Public Administration with a specialization in law and public policy. Maribeth is an avid animal lover and enjoys hiking and being in nature. Maribeth lives in Louisville, Kentucky with her spouse and dogs.



Aaron Wicks

Aaron Wicks began his career in Community Action working at Action for a Better Community, in Rochester NY. He credits his passion for Community Action to his mentor, James H. Norman. In his 15 years at this local CAA, Aaron helped support the agency's strategic plan, community assessment, outcomes reporting, compliance, customer satisfaction, grantwriting, advocacy and other programmatic and organizational needs. Aaron is a Certified Community Action Professional (CCAP) and a Nationally Certified ROMA Trainer. Aaron holds a PhD in political science from the University of Rochester and has worked as an adjunct professor teaching courses in American politics and public administration. Aaron lives in Rochester, NY with his partner, Kelly, and children Dylan and Sydney.

CSBG CARES Spenddown Discussion

The CARES Act provided resources to respond to a global pandemic and included CSBG funds to help Community Action Agencies respond to pressing needs in their communities. Over the years, additional funding streams like the Emergency Rental Assistance (ERA) and evolving needs have changed the landscape. How do Community Action Agencies more appropriately invest CSBG CARES funding to set up families, agencies, and communities for success in future? Join this interactive discussion with national experts to explore best practices, ask questions, and share successes with your peer in the state!

CLOSING SESSION AND AWARDS 11:40-12:40

Final Thoughts

**2022 Excellence In Community Action Awards
Prize drawings (must be present to win)**



Clint Cottam



HomeLight

2022 Excellence In Community Action Awards

Community Action Partnership of Utah recognizes exceptional individuals that have demonstrated dedication and leadership in preventing and eradicating poverty over the last year. Nominations came from throughout the statewide network.



WASATCH PEAKS

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Who is Region VIII RPIC?

The Region 8 RPIC supports Community Action Agencies, State Offices and State Associations in Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming. Region 8 Association acts as a voice to the region. It brings together the best practices and partnerships to strengthen our members. The Region 8 RPIC works closely with the National CAP, NASCSP, CAPLAW, and OCS to develop Coordinated Regional Training and Technical Assistance (T/TA) Plans. The plans are designed to respond to the T/TA needs presented to the RPIC by local agencies from across Region 8.



Region 8 Highlighted Initiatives

A highlighted initiative is a strategy currently being implemented by a local Community Action Agency that was identified as an example of high-impact, transformational work in the Community Action network. These highlighted initiatives are identified, so that they can be disseminated throughout the network and similar initiatives could be implemented.

Colorado - Data Sharing and Data Exchanges

The Data Sharing and Data Exchanges project was initiated by the Douglas County Government amongst a collection of partner human service provider agencies to integrate services county-wide, to increase agency capacity, to better analyze the collective impact of human services across the County and to identify gaps in services and geographical areas.

Montana - Institutional Release Housing Program

The Institutional Release Housing Program assists individuals who are exiting an institutional setting into homelessness and who have a recent history of homelessness. Participants must meet regularly with Housing Navigators to help stabilize housing and work on income building activities.

South Dakota - Schools on Reservation

GROW South Dakota has partnered with the Shannon County School District and investors for the New Markets Tax Program to build or renovate four public schools on the reservation in South Dakota. The schools are located on the reservation with one of the highest poverty levels in the nation.

Wyoming - Goose Creek Transit

The Goose Creek Transit program is a new program operated by The Hub on Smith, a CSBG Sub-Grantee of Sheridan County, Wyoming. The program offers a free, fixed route bus service for those in Sheridan County's city limits. The bus operates seven days a week, and provides transportation to its riders through fixed stops.

Utah - Poverty Reduction Lab

The Poverty Reduction Lab (PRL) is a strategic task force that convenes community leaders in an environment of radical collaboration. The collaborative group identifies systemic barriers that individuals and community groups face as they attempt to move out of poverty and propose policies to overcome those barriers.

North Dakota - Workforce Development

The Workforce Development Case Manager's goal is to provide supportive services to individuals who are underemployed or unemployed; by connecting them to in-demand training and employment. One of the main goals of the Workforce Development Program is to lift people out of poverty by helping low-income individuals obtain/maintain livable wage employment.



Region 8 Moodle Academy

The Region 8 RPIC Moodle Academy is an online learning platform for all Community Action Agencies throughout our region. All staff from each Community Action Agency in Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming will be able to access Moodle for a variety of training topics related to CSBG, ROMA, and more. Moodle allows you to participate in trainings from your own office at your own pace.

Past RPIC activities and trainings include:

- Trauma-Informed Care
- Motivational Interviewing and Assertive Engagement
- The Context of Poverty and Economic Security
- Housing Based Case Management
- Coping with COVID webinar series
- Regional Conferences and Virtual Conferences

Results-Oriented Management and Accountability

Results Oriented Management and Accountability (ROMA) is a performance-based management system used by the Community Action network nationwide. Using outcomes as its foundation, ROMA's aims are continuous program improvement and accountability. Community Action is about identifying and addressing causes and conditions. ROMA helps us measure progress towards this. Assessment, planning, implementation and evaluation are at the core of ROMA.

The Region 8 RPIC, in partnership with the Association of Nationally Certified ROMA Trainers and the Colorado Community Action Association, supports State Associations and State Offices in providing ROMA trainings and support for members in Region 8.

The Region 8 RPIC also supports staff from local CAAs in working to become Nationally Certified ROMA Trainers and Implementers.



Region 8 Community Action Partnership

The Region 8 Community Action Association is a membership-driven organization representing Community Action Agencies in Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming that serves to provide Community Action Agencies a unified voice for the region and a platform for training and technical assistance.

Membership benefits include:

- Helping with the selection of representatives to serve on the Boards of Directors for our national partners including National Community Action Foundation and National Community Action Partnership.
- Membership fees cover membership to CAPLAW which offers free legal advice to member CAAs.

Joining is easy and affordable! For more information and to become a member, check out our website.

See you In Breckenridge, CO
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