

# CAP UTAH ANNUAL HYBRID CONFERENCE

Utah Valley Convention Center, Provo

June 6-7 2023



'Wind cannot break the  
tree that bends'





**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.**



# JOIN US ON CVENT

## ATTENDEE HUB

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



Our website Instruction page

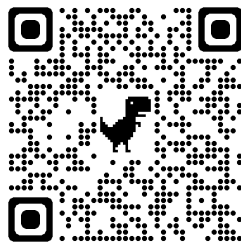
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## HOW TO JOIN THE ONLINE PARTY IN PERSON

### Download the APP



APPLE APP



ANDROID APP

## STILL HAVE QUESTIONS?

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

[events@caputah.org](mailto:events@caputah.org)



Dear Conference Attendee:

Welcome to the CAP Utah's 2023 Hybrid Conference! We appreciate your willingness to pause from daily work to connect with others and recharge. Thank you for the support you are giving our State Association and your patience as we navigate our first-ever hybrid conference.

This conference is especially important because it is the first in-person statewide conference since 2019 and it comes at a time when the network and valued partners across the state continue to deal with trauma related to the global pandemic with fewer staff and resources. Additionally, public discourse is divisive and many of us anxiously guess what will happen to our agencies, staff, customers, and selves because of Congressional action or inaction. Many of us are just exhausted after giving of ourselves for many years with little room to breathe and very little public recognition for the burdens you have carried.

Many of us may feel like trees, trying not to snap and topple as fierce wind blows against us. With this context in mind, this year's theme is based off a Tanzanian proverb – **Wind Cannot Break the Tree that Bends.**

As much as we and many others wish we could “get back to normal”, “normal” will not look the same as it did prior to the pandemic. However, this is not all bad. There are many opportunities to change ourselves, our agency cultures, and our communities – if we are willing to be “bend.”

What allows us to bend is strong roots anchored in the mission of Community Action – the tried and tested principles such as:

- responding to local needs
- results-oriented and intentional planning
- partnerships
- integrated services (break down those silos)
- whole-family work
- equity
- lifting voices of those with life experience and empowering them to be part of change
- innovation and continuous improvement
- a systems-level view of poverty



**2023 CAP UTAH**  
**Hybrid Conference**

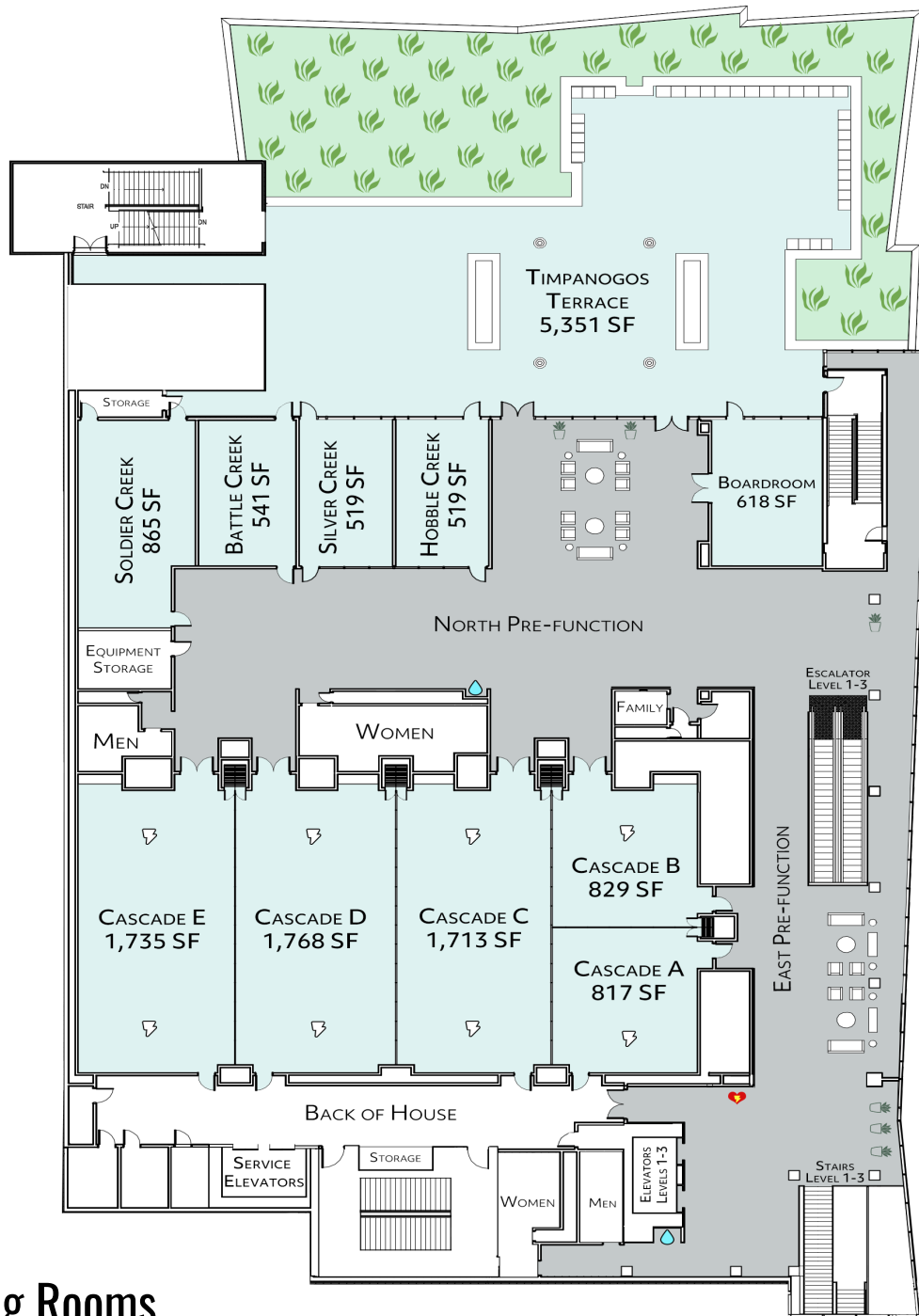
**Whether you are joining us in-person or virtually, welcome! Please take time not just to learn, but to reflect on ways you can change (bend). Take time to reflect on the promise of Community Action, which is:**

**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.**

**Sincerely,**

**Clint Cottam, MPA, NCRT**  
**Executive Director**





## Level 3 Meeting Rooms

General Sessions and Sponsors

Cascade C,D,E

Track One - Case Management

Soldier Creek

Track Two - Advocacy

Cascade A

Track Three - Organizational Performance

Cascade B



CAP UTAH ANNUAL HYBRID  
CONFERENCE  
Utah Valley Convention Center, Provo

'Wind cannot break the tree that bends'

June 6-7 2023

Monday June 5 th

1:00-4:00 pm	Pre- Conference Peer Discussion at Community Action Services and Food Bank
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Tuesday June 6 th

8:00-9:00 am	Registration and Breakfast		
9:00-10:15 am	Opening Welcome Partner Updates	<ul style="list-style-type: none"> <li>Jenn Godfrey</li> <li>Karen Quackenbush</li> <li>Andrea Olsen</li> <li>Denise Harlow</li> </ul>	<ul style="list-style-type: none"> <li>Jessica Cain</li> <li>WIPFLI</li> <li>Tribal Recognition</li> <li>Gavin</li> </ul>
10:15-10:30 am	Break		
10:30-11:30 am	Case Management	Advocacy	Organizational Performance
Session One	<b>Trauma 101</b> Mary Beth Vogel-Ferguson Rachel Garret - Trauma Informed Utah	<b>Tackle Your Top Risks with Systems Thinking</b> Melanie Herman - Nonprofit Risk Management	<b>How to Use Technology to Improve Customer Experience</b> Ryan Peasley WIPFLI
11:30 am - 12:45 pm	Lunch Legislative Update - Cheryl Williams - NASCSP - Virtual		
1:00-2:00 pm	Case Management	Advocacy	Organizational Performance
Session Two	<b>NTIA - Digital Equity Case Management Forum and Brainstorming Session</b> Michelle Morton and Vikram Ravi- Office of Internet Connectivity and Growth (OICG)/NTIA U.S. Dep. of Commerce	<b>Uncovering Hidden Treasure with UNA: The Power of Advocacy and Community</b> Jill Bennett - Utah Nonprofit Association	<b>Overcoming Fear of the Unknown - How to Inspire a Risk Aware Posture for Cyber and Tech Risk</b> Melanie Herman-Nonprofit Risk Management
2:00-2:30 pm	Break		



2:30-3:30 pm	Case Management	Advocacy	Organizational Performance
Session Three	<b>Shared Life Experience Panel</b> <ul style="list-style-type: none"> <li>Katherine Knight, St. George</li> <li>Nancy Griggs, Ogden</li> <li>Krystina James, Logan</li> <li>Tricia Davis, Utah State OHS</li> </ul>	<b>Community Level Work - You are Already Doing it</b> Barbara Mooney- National Certified ROMA Trainer	<b>Getting the Most Out of Office 365</b> Ryan Peasley WIPFLI
3:30-4:00 pm	Break		
4:00-5:00 pm	Case Management	Advocacy	Organizational Performance
Session Four	<b>Regaining Your Passion</b> Kara Patin and Rachel Garret - Trauma Informed Utah	<b>Connecting Clients to Remote Opportunities: ROI - A Valuable Resource for Families</b> Paul Hill - Utah State University Extension - ROI	<b>Strategic Foresight: Creating your future vision and workforce by aligning HR to Strategic Planning</b> Jeff Prottas WIPFLI
5:00-7:00 pm	Break		
7:00-8:30 pm	Networking Entertainment Karaoke		

## Wednesday, June 7

8:00-9:15 am	Breakfast & Equity in Aging Panel		
9:15-9:30 am	Break		
9:30-11:00 am	Case Management	Advocacy	Organizational Performance
Session Five	<b>QPR Training - Limited to 35 Participants</b> Benee Larsen and Victoria Workman, NAMI UTAH	<b>Planning for DATA</b> Terry Bearden NCAP	<b>Strategy Leadership and Change Management: You Can't Have One Without the Other</b> Jeff Prottas WIPFLI
11:00 am - 1:00 pm	Lunch Keynote Address <b>Austin J. Franklin</b> CEO, Author, & DifferenceMaker Leader Expert <b>'Think Like a DifferenceMaker Leader'</b> Awards		
1:00-5:00 pm	Please Join the Utah Broadband Conference In the same venue just head downstairs		





# CONFERENCE AGENDA

**Tuesday June 6**

**Opening Session 9:30-10:15**

## 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 6

Opening Session 9:30-10:15

### Partner Updates (Cont.)

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

#### Mutual Of America

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.



**Gavin Plazier**

#### WIPFLI

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.



**Ryan Peasley**

# WIPFLI



Tuesday June 6



**Mary Beth Vogel-Ferguson**

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.



**Rachel Garrett**

Rachel Garrett, MS, completed her Graduate Degree in the Science of Psychology with a specialization in Child and Adolescent Development in 2022 and joined the team at Trauma-Informed Utah. Her thesis centered on the most relevant research and studies regarding trauma-informed systems and the impact of trauma on human brains and behaviors. Rachel has spent the last decade of her life working closely with adolescents as a non-profit executive director, licensed foster parent, Court Appointed Special Advocate (CASA), former high school educator, coach, and Hope Squad Advisor.

### 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.**

Soldier Creek



**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).

### Tackle Your Top Risks with Systems Thinking

**Many CAA leaders approach risk management with a to-do list orientation. That approach can lead to long, burdensome lists of steps and strategies that no one has time for. This workshop explores the concept of systems thinking and how it can be applied to sync risk awareness and risk management with your busy schedule. Learn why your top risks don't fit neatly into boxes in a spreadsheet or single lines on a to-do list. Leave this session with new ideas about how to think about risk holistically and inspire others to do the same.**

Cascade A

# SESSION ONE 10:30-11:30



**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 - How to use technology to improve customer experience**

This session will focus on how incorporation of a centralized intake strategy can help your organization better serve your clients, increase collaboration across programs and provide holistic, structured data to provide better reporting. We will address the primary challenges a centralized intake strategy aims to solve, as well as share our experiences on how to implement a strategy and cover technology tools that exist in this space.

### Learning Objectives

- Discover why you should focus on a centralized intake strategy.
- Explore what options are available in the market.
- Identify how to move forward with implementing a strategy.

Cascade B

# LUNCH - LEGISLATIVE UPDATES 11:30 - 12:45 PM

## **Office of Community Services Updates**

Jessica Cain is a Senior Program Specialist for the CSBG program in DCA. Jessica joined the Office of Community Services (OCS) in 2021. Her primary responsibilities include engaging in a variety of program operations activities and special projects related to the administration and management of CSBG. Jessica is currently the designated program specialist for Region VIII.

Jessica's work prior to joining the OCS team focused on addressing the causes and conditions of poverty for children and families, equity in access to social welfare and public health services, and access for children and families to mental health and educational resources. She graduated from the University of Wisconsin-Madison with honors in 2010 with BA in Sociology and a BA in Legal Studies, and in 2014 with a Masters in Social Work.

Outside of work, Jessica loves hiking and spending time outdoors, and has a family goal of visiting all of the National Parks. She currently lives in Salt Lake City, UT.



**Jessica Cain**

This year's theme is "Wind cannot break the tree that bends." Given the current challenges in Congress, the end of the pandemic emergency (although the effects of Covid remain), and many other challenges, how can our network continue to meet the needs of local communities and individuals? Join Cheryl Williams, Executive Director of the National Association for State Community Services Programs (NASCSPP), as she shares her legislative expertise and insight.



**Cheryl Williams**



## SESSION TWO 1:00-2:00



**Vikram Ravi**

Vikram Ravi joined the National Telecommunications and Information Administration (NTIA) in August 2022 as the federal program officer (FPO) for the State of Utah. In this role, Vikram coordinates partnerships and outreach with the state and local governments, community groups, and other entities with a vested interest on NTIA's high-speed internet grant programs and policy issues. Vikram works directly with Utah's broadband office and the state-level county and municipal associations to ensure comprehensive engagement from all stakeholders in the state on the State's high-speed internet planning and funding process. (See full bio on event).



**Michelle Morton**

Michell L. Morton joined the National Telecommunication and Information Administration (NTIA) in July 2021 as a federal program officer for the Office of the Minority Broadband Initiatives (OMBI) working on the Connecting Minorities Communities (CMC) Pilot Program. In June 2022, Michell became a digital equity advisor on the Digital Equity Team in the Office of Internet Connectivity and Growth (OICG). As a digital equity advisor, Michell leads digital equity grants administration for the Bipartisan Infrastructure Law for NTIA's Internet for All Program. Michell also serves as a regional director providing guidance and support to State Federal Program Officers and the State Broadband Offices. She serves as a subject matter expert in digital equity to the State, Local, Territory, and Tribal digital programs. Michell also leads the Digital Equity Leaders Network, a government-to-government, closed-member group of digital equity practitioners. (See full bio on event).

### NTIA - Digital Equity Case Management Forum and Brainstorming Session

The session will provide a brief overview of what digital equity and inclusion is, available low-cost or free resources for clients, funding opportunities for agencies, and best practices that can be incorporated into case management work. This will be followed by a brainstorming activity and group discussion of barriers and opportunities to help clients achieve their goals through being able to more fully participate in a digital world.

Soldier Creek



**Jill Bennett**

Jill Bennett wants you to know that the work of UNA—building happy, healthy, resilient communities—is as essential as essential gets. She believes that communities are at their best when they can rely on thriving nonprofits that are equipped to share a resource, a meal, shelter, and, when needed, some perspiration and inspiration. Creating those thriving nonprofits is why her first thought of every work day is how can UNA do better by Utah's nonprofits and communities. Her second thought is often, did my husband and best friend, Frank, leave any coffee for me? (Sadly for Jill, the answer to that question is, more often than not, a no.)

UNA's Board of Directors appointed Jill as Chief Executive Officer in June of 2022. After twenty years in the financial services industry, Jill was happy to discover UNA and began her tenure with us in May of 2017. If you ask her about her current role, she'll sum it up in two words: dream job. But since Jill is on the laconic side—unless she's talking about nonprofits—those two words may or may not have significance. (See full bio on event).

### Uncovering Hidden Treasure with UNA: The Power of Advocacy and Community

UNA's mission is to create strong, resilient communities that provide shelter, solace, joy, inspiration, nourishment for bodies and souls, and healing for our air, water, and land. This is achieved by unifying, elevating, and strengthening Utah's nonprofits. UNA advocates for these critical organizations and provides them with the information, training, resources, and benefits they need to advance their missions. Learn about the current legislative climate around nonprofits and how Utah nonprofits (including AOGs) can be stronger together. UNA provides a gathering place to strengthen one another.

Cascade A



## SESSION TWO 1:00-2:00



### 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).

### Overcoming Fear of the Unknown: How to Inspire a Risk-Aware Posture for Cyber and Tech Risk

If you worry endlessly—or often—about the risk of a successful hack, data privacy breach, or systems failure, you're not alone. The cybercrime industry is a growth industry and a CAA mission does not provide a shield. This workshop explores key concepts in the cyber and tech risk realm and presents practical "to do" steps to update your understanding of the key issues and bolster protection of systems and data.

Cascade B

## 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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### **Katheryne Knight**

A survivor of domestic violence and homelessness, Katherine uses her story and skills to advocate for others experiencing this trauma. She lives in St. George and owns KayFocus, a professional and creative videography business in southern Utah.



### **Krystina James**

Krystina is a native of Cache Valley. Her passion for helping people has always been strong. She worked in nursing getting her CNA during summer break, her junior year of high school and worked at Sunshine Terrace for 4 ½ years. After graduating from high school, she joined the Army National Guard. And served 8 years as a 92Y (Supply Specialist). After a series of unfortunate events, she found herself homeless. Trying to find a safe place for her and her children was very hard. Having lived experience, she looked to find a way to get involved and bring awareness to the causes of homelessness. She started to reach out to different organizations to find ways she could share her story and be a voice for the people struggling. She hopes to help educate the community. She hopes to change the stigma surrounded around “homelessness”. She has served on the Formerly Homeless Committee, and she also is excited to be on the Board of Directors of the WAB Warming Center and looks forward to the opportunities ahead. “When you have more than you need, build a bigger table, not a higher fence”.



### **Nancy Griggs**

Nancy Griggs is one of two Homeless Service Advocates within the Ogden City Police Department. This program has provided an immense impact in Ogden. Her past has given the department “incomparable” insight into how they continue to serve the homeless community and provide guidance to those in need.



### **Trisha Davis**

Tricia is the Assistant Director in the Utah Office of Homeless Services. For over 20 years, her work has been in social services and dedicated to the well-being of children, families, and individuals. She joined the Department of Workforce Services in 2004 and has held several positions - from providing direct service and case management to clients, training case managers, monitoring and providing technical assistance to grantees - to designing grants and requests for proposals, developing and implementing policy, facilitating system level planning and coordination, and managing state and federal funding. She is a co-chair on the Homeless Committee for the Council of State and Community Development Agencies – a national organization that coordinates policy recommendations for the needs and use of federal funding related to homelessness. As a big picture strategist, she believes that positive system change takes place when clients, providers, advocates, policy makers, stakeholders and funders all have a voice at the table.

## **Engaging the Client Voice - Shared Lived Experience Panel and Office of Homeless Services**

**Join this round table discussion to hear from three 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!**

**Also joining this group will be Trisha from the Office of Homeless Services to give us updates on the States Strategic Plan Implementation and how the State Is Incorporating the Lived Experience Voice.**

**Solider Creek**



## SESSION THREE 2:30-3:30



### Barbara Mooney

Barbara Mooney is the Director of the National ROMA Peer to Peer Training Network; acts as a consultant to the Community Action Partnership, the National Association for State Community Service Programs, the Strengths-based Family Worker training and credential program at Temple University. She is Professor Emeritus, Waynesburg University.

### Community Level Work - You Are Already Doing It

**This workshop will review the historical foundations, characteristics and planning activities that are a part of a community level initiative.**

**Participants will be able to consider their own work to see if they are identifying community level needs, creating community level strategies, and producing community level change.**

**Being able to clearly identify these components will improve the ability of local CAAs to communicate what they are doing to improve community conditions. +**

Cascade A



### 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. UNA's Board of Directors appointed Jill as Chief Executive Officer in June of 2022. After twenty years in the financial services industry, Jill was happy to discover UNA and began her tenure with us in May of 2017. If you ask her about her current role, she'll sum it up in two words: dream job. But since Jill is on the laconic side—unless she's talking about nonprofits—those two words may or may not have significance. (See full bio on event).

### WIPFLI - Getting the Most out of Office 365

**Test-drive Microsoft solutions and discover how they can deliver immediate business value to both you and your organization.**

**Focus on the products and solutions you want and discover firsthand how they can solve your biggest challenges.**

#### Learning objectives

- **Create awareness of Microsoft discounts for nonprofits.**
- **Describe features and functions of Microsoft Office 365.**
- **Solve common organizational issues using Microsoft Office 365 features.**

Cascade B



Remote Online Initiative  
UtahStateUniversity.



REGION VIII  
COMMUNITY ACTION  
PARTNERSHIP  
*A unified voice for the region*





## SESSION FOUR 4:00-5:00



**Kara Patin**

Kara Patin is a Licensed Clinical Social Worker who graduated with a Master of Social Work from the University of Utah in 2014. She has worked on research teams to evaluate the presence and impact of trauma in public service organizations, and in community mental health agencies as a clinical mental health therapist. She strives to deepen her understanding of trauma and the implications it can have on the functioning of individuals and communities. She is the founder of Noble Soul Therapy where she practices with advanced training in trauma recovery therapies and works with the University of Utah where she has developed and delivered trauma specific trainings to state and local agencies around Utah to thousands of employees working within the helping professions. She is passionate about the implementation of trauma informed practices and recovery on all levels. She is originally from Los Angeles, CA. and now resides in Denver, CO with her husband. She enjoys travelling, expressive arts, and working on community development projects locally and abroad.



**Rachel Garrett**

Rachel Garrett, MS, completed her Graduate Degree in the Science of Psychology with a specialization in Child and Adolescent Development in 2022 and joined the team at Trauma-Informed Utah. Her thesis centered on the most relevant research and studies regarding trauma-informed systems and the impact of trauma on human brains and behaviors. Rachel has spent the last decade of her life working closely with adolescents as a non-profit executive director, licensed foster parent, Court Appointed Special Advocate (CASA), former high school educator, coach, and Hope Squad Advisor.

### **Regaining Your Passion - Trauma Informed Utah**

**“Regaining your Passion”: Feeling burned out? In this session we will discuss how working in trauma-exposed fields can impact helping professionals, introduce helpful tools, and ways to regain the connection to loving what we do! At the end of this session attendees will be able to identify the risks and spectrum of secondary trauma, tools to manage help it, and the positive effects serving others can have on our wellbeing.**

Soldier Creek



**Paul Hill**

Dr. Paul Hill is a tenured Extension Professor for Utah State University where he designs rural economic and workforce development programs through the Remote Online Initiative (ROI) that he founded in 2018. His research interest in the adoption of remote work as a modern workplace practice has led to state and federal funding that has allowed the ROI program to expand across the state. Dr. Hill is a recipient of the Utah Governor’s Medal for Science Technology and was recognized in 2021 as one of Utah’s 40 Under 40 by Utah Business Magazine.

### **Connecting Clients to Remote Opportunities: ROI - a Valuable Resource for Families**

**Community Action Agencies face challenges in providing services to their customers due to transportation, childcare costs, and the lack of living wage jobs. These obstacles can be even more severe in rural areas. In some cases, individuals may need to leave their community in order to achieve greater economic mobility. The Remote Online Initiative offers a solution to these challenges by empowering customers to achieve greater economic security. This evidence-based program provides specialized remote work training to individuals who are interested in working remotely. Additionally, the program teaches managers and leaders how to effectively lead distributed teams.**

Cascade A



## SESSION FOUR 4:00-5:00



**Jeff Prottas**

Jeffrey M. Prottas is an experienced organizational performance and strategic planning consultant, trainer and leader focused on helping position Wipfli clients for financial, operational, and programmatic success. He has 30 years of experience facilitating change to support organizational growth objectives through the identification, development and training of organizational leadership, implementation of innovative strategies, processes, and technologies, and leveraging increased engagement to exceed expectations. Jeffrey has worked with dozens of nonprofit organizations leading strategic planning projects, leadership development and staff trainings, financial resource development (FRD) initiatives and assessing overall organizational effectiveness. Clients appreciate his tailored individual and business solutions to help them overcome challenges and meet their goals.

### **Strategic Foresight: Creating your future vision and workforce by aligning HR to Strategic Planning**

**Foresight is a skill that enables organizational leaders to understand lessons from the past, realities of the present, and the likely consequence of decisions on their organization in the future. Developing this skill helps leaders position their organization with intention. While many organizations have a strategic plan that serves as a roadmap for organizational growth and sustainability, most, unfortunately, don't align that plan to their HR strategy. In this session, we will explore six key factors that can connect the two.**

Cascade B

## WED JUN 7

## BREAKFAST AND EQUITY PANEL 8:00-9:15

### **Equity in Aging Pannel Discussion**

**In the Promise of Community Action, we prioritize the phrase "we care about the entire community." This guides our efforts towards equity, inclusion, and welcoming, including for seniors. Age does not make one less impacted by barriers based on income, race, gender, sexual orientation, national origin, and other factors. Join Rob Ence, Utah Commission on Aging; Nels Holmgren, Aging and Adult Services, and Paul Leggett, Salt Lake County Aging and Adult Services as they share their perspectives on Equity in Aging and how Community Action can partner in this work. Afton January, Communications Manager at Salt Lake County Aging and Adult Services, will facilitate this panel discussion.**



**Paul Leggett**

Division Director  
Salt Lake County - Aging and Adult Services



**Afton January**

Division Director Salt Lake County -  
Aging and Adult Services



**Robert Ence**

Executive Director  
Utah Commission on Aging



**Nels Holmgren**

Director  
State Aging And Adult Services



## SESSION FIVE 9:30-11:00



### Benée Larsen

Benée Larsen is the Director of the NAMI Utah Prevention Department. As Director of the NAMI Utah Prevention by Design program Benée, 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. Benée 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.

Benée 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.

### QPR Suicide Prevention Training

**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.**



### 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.

Soldier Creek



### Terry Bearden

Terry Bearden is the Project Director – Organizational Capacity Building for the National Community Action Partnership. She began her Community Action career as a frontline worker and mid-level manager at a local Community Action Agency in Pine Bluff, Arkansas more than two decades ago. Her 18-year tenure at the Arkansas Community Action Agencies Association culminated in her serving as the executive director for 3 years. She recently transitioned to being a certified National ROMA Advocate, after serving for many years as a Nationally Certified ROMA Master Trainer and as a founding board member, including several terms as vice president and president, of the Association of Nationally Certified ROMA Trainers (ANCRT). (see full bio on Cvent)

### Planning For DATA

**What is your agency's strategy around data? We often get overwhelmed by data – how to collect it, what to collect, aggregation, data quality, analysis, visualization, reports, telling the story... it can feel complicated! It doesn't have to be. Join this session to take a moment to consider your agency's overall data strategy, as well as ways to simplify and connect the pieces of the process from collecting to communicating your data. We don't promise magic, but small steps of improvement toward making data not so scary and instead, useful, and powerful.**

Cascade A



## SESSION FIVE 9:30-11:00



Jeff Prottas

Jeffrey M. Prottas is an experienced organizational performance and strategic planning consultant, trainer and leader focused on helping position Wipfli clients for financial, operational, and programmatic success. He has 30 years of experience facilitating change to support organizational growth objectives through the identification, development and training of organizational leadership, implementation of innovative strategies, processes, and technologies, and leveraging increased engagement to exceed expectations. Jeffrey has worked with dozens of nonprofit organizations leading strategic planning projects, leadership development and staff trainings, financial resource development (FRD) initiatives and assessing overall organizational effectiveness. Clients appreciate his tailored individual and business solutions to help them overcome challenges and meet their goals.

### Strategy Leadership and Change Management: You Can't Have One Without the Other

Most organizations invest significant time and money to develop their strategic plans, identify their strategic objectives, and create initiatives and timelines leading to greater success and impact. With strategic planning there always is change especially as organizations look to continue their growth and relevance in a particular industry. However, few, if any, give much thought to how their organizations will prepare for change, manage change in the moment, and combat resistance to any changes that might occur as a result of strategic planning initiatives. In this session, we will help attendees understand the impact of change on their organization and explain how the elements of change can positively impact strategic initiatives. Participants will walk through the thought leadership necessary to successfully navigate stakeholder engagement, the development of strategic objectives, key indicators of success, major, forward thinking initiatives, and actionable timelines while, assessing change readiness, managing change, communication and transparency, and resistance management.

Cascade B



TRAUMA-  
INFORMED  
UTAH



United Ways of Utah



## Lunch and Keynote 11:00-1:00

### 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

### Think Like a Difference Maker Leader



**Austin J. Franklin**

CEO, Author, &  
DifferenceMaker Leader  
Expert  
Good-Natured Life

We each have the ability to make a meaningful difference as leaders. However, many fail to execute the fundamental underpinnings to do so. When we make a meaningful difference, lives become inspired, situations positively shift, and desired results are often achieved.

In this engaging and inspirational keynote, Austin J. Franklin leads a discussion that invites attendees to explore research-based ideas that will position their organizations for a future-ready and thriving workplace.

Get ready to Think Like a DifferenceMaker Leader!



2023 CAP UTAH  
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## 2023 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.



**Excellence in Community Action - Individual**

**Wesley Thomas, Community Action Services and Food Bank**

**Excellence in Community Action - Individual**

**Elizabeth Rasmussen, Uintah Basin Association of Governments**

**Excellence in Community Action - Volunteer**

**JennaBree Tollestrup, Utah Community Action**

**Excellence in Community Action - Public Official**

**Utah Rep Christine Watkins, Utah House District 67**

**Excellence in Community Action - Public Official**

**U.S. Rep. Blake Moore, UT-1**

**Excellence in Community Action - Emerging Leaders**

**Jamie Castleton, Utah Community Action**

**Excellence in Community Action - Emerging Leaders**

**April Merrill, Five County Association of Governments**

**Excellence in Community Action - Partner**

**Utah Diaper Bank**

**Excellence in Community Action - Partner**

**Reality One Group, Vernal Office**



**NAMI**

National Alliance on Mental Illness

**Utah**



2023 CAP UTAH  
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# Governor's Office of Economic Opportunity





2023 CAP UTAH  
Hybrid Conference



## The CAP Utah Network

### Bear River Association of Governments

Serving Box Elder, Cache, and Rich  
Counties  
170 N. Main  
Logan, Utah 84321  
[www.brag.utah.gov](http://www.brag.utah.gov)  
Phone: 435-752-724

### Community Action Services and Food Bank

Serving Summit, Utah, and Wasatch  
Counties  
815 S. Freedom Boulevard, Suite 100  
Provo, Utah 84601  
[www.communityactionprovo.org](http://www.communityactionprovo.org)  
Phone: 801-373-8200

### Five County Association of Governments

Serving Beaver, Iron, Washington, Garfield,  
and Kane Counties  
1070 West 1600 South, Bldg. B  
St. George, Utah 84770  
<https://fivecountycap.org>  
Phone: 435-673-3548

### Six County Association of Governments

Serving Juab, Millard, Sanpete, Sevier, Piute  
& Wayne Counties  
250 N. Main Street  
Richfield, Utah 84701  
[www.sixcounty.com](http://www.sixcounty.com)  
Phone: 435-893-0700

### Open Doors (aka Family Connection Center)

Serving Davis and Morgan Counties  
1360 East 1450 South  
Clearfield, Utah 84015  
[www.opendoorsutah.org](http://www.opendoorsutah.org)  
Phone: 801-773-0712

### Ogden-Weber Community Action Partnership

Serving Weber County  
3159 Grant Avenue  
Ogden, Utah 84401  
[www.owcap.org](http://www.owcap.org)  
Phone: 801-399-9281

### Southeastern Utah Assoc. of Local Governments

Serving Carbon, Emery, Grand, and San  
Juan Counties  
75 East 400 South  
Price, Utah 84501  
[www.seualg.utah.gov](http://www.seualg.utah.gov)  
Phone: 435-637-5444

### Uintah Basin Association of Governments

Serving Daggett, Duchesne, and Uintah  
Counties  
330 East 100 South  
Roosevelt, Utah 84066  
[www.ubaog.org](http://www.ubaog.org)  
Phone: 435-722-4518

### Utah Community Action (aka Salt Lake Community Action Program)

Primarily Serving Salt Lake and Tooele Counties  
Serving Davis, Weber, and Morgan Counties Through Weatherization –  
Landlord-tenant mediation available statewide  
[www.utahca.org](http://www.utahca.org)  
Phone: (801) 359-2444