



Empowering Lives, Inspiring Change

2025 CAP UTAH CONFERENCE
JUNE 25TH-27TH

MOUNTAIN AMERICA EXPO CENTER, SANDY UTAH



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.



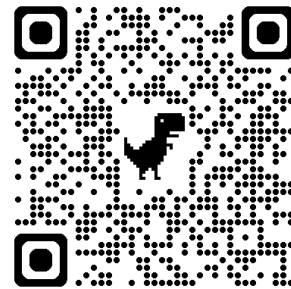
WI-FI Connection

SSID: CAPCONF25
Password: huggyheartUT!

Session Evaluation



**Check our website for any last
minute conference changes!**



Conference Evaluation





Dear Conference Attendee,

Welcome to CAP Utah's Annual Conference in Sandy, Utah. We appreciate your willingness to break from your daily work in order to connect with peers across the state and recharge.

When the planning committee brainstormed this year's theme months ago (although it feels like years), they came up with the idea of "**CAP-tivate**." Captive means to "attract and hold the interest and attention of." When I first thought of the theme, I thought it was an amazing pun! I also had dreams of adding a performer or magician to make the annual conference more entertaining. However, uncertainty and challenges over the last six months have changed my thoughts on this theme substantially.

As the conference nears, I am viewing the meaning behind captivate differently. What attracts the attention of each of us? Why do we still show up and do our best even when loud voices seem to diminish the value and importance of the work we do. It is 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.

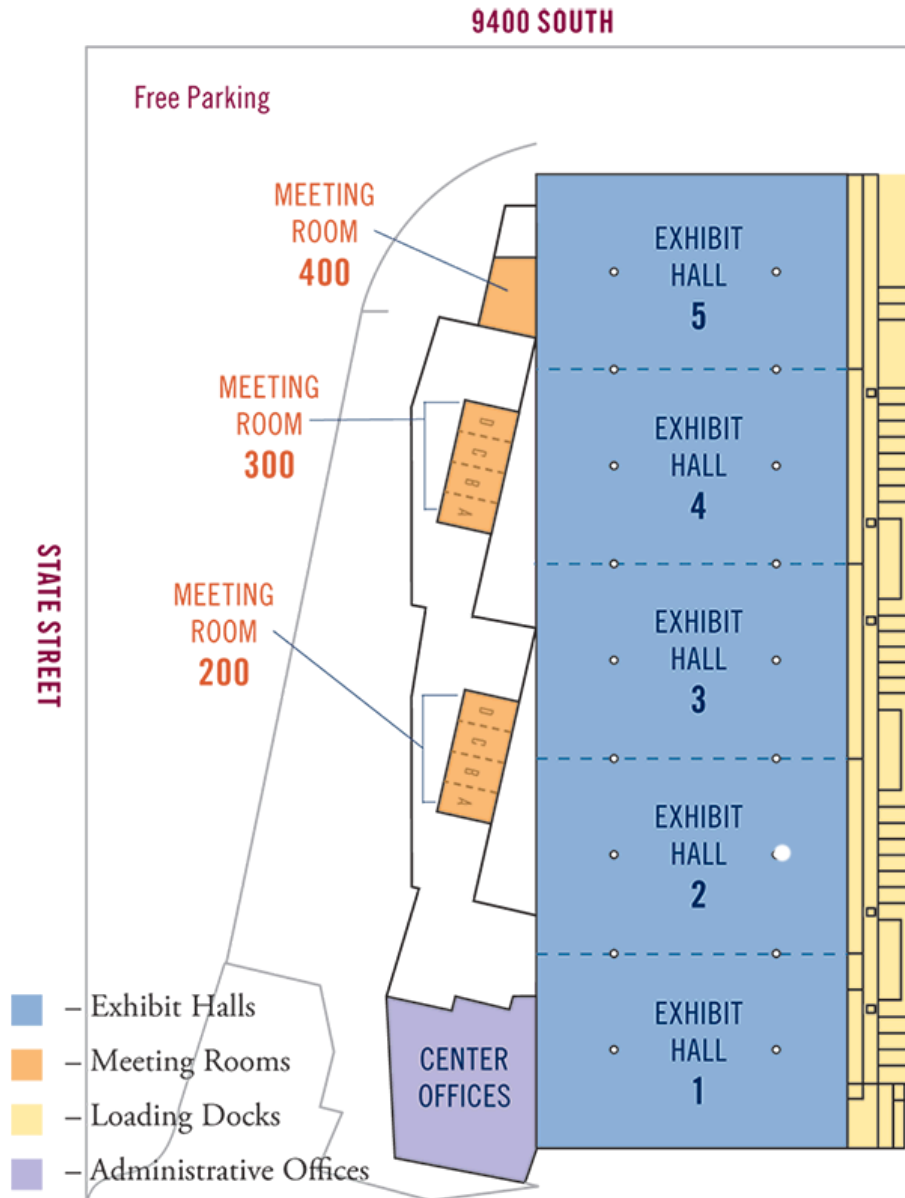
The challenge for each of us is how to let this promise continue to hold our interest and attention. The challenge is also for us to help "Captivate" others with the Promise of Community Action – by sharing the powerful messages of community, local solutions, innovation, changed lives, and real outcomes with elected officials and those who live in our communities.

I want to acknowledge the support of the Utah Network and national partners in making this year's conference possible. In 12 years in the network, this has been the most difficult year to hold an event – including the 2020 global pandemic. Thank you, thank you, thank you! We can't do this work without you.

Please enjoy the conference and may the trainings and connections "CAP"tivate you during and after your time here.

Sincerely,

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



Mountain America Expo Center Layout

General Sessions 300 ABC

Track One 300 D

Track Two 400



Conference At A Glance Schedule

June 26th and 27th at the Mountain America Expo Center in Sandy, Utah

Wednesday June 25, 2025 Pre-Conference

1240 American Beauty Drive SLC UT 84116

| | |
|----------------|---|
| 1:00 - 5:00 PM | <p>Pre-Conference by Tom Hogan - TRUE COLORS</p> <p>True Colors is a communication model deeply rooted in temperament typology. The True Color model uses four colors to identify four distinct perspectives and personalities. Most of us have a dominate color and are influenced or shaded by the other three colors, thus creating our True Color Spectrum. True Colors is an easy and fun way to identify your spectrum of personality preferences. Used appropriately, the process can result in reduced conflict and more productive relationships.</p> |
|----------------|---|

Thursday June 26, 2025 Full Conference

June 26th and 27th at the Mountain America Expo Center in Sandy, Utah

| | | |
|----------------|--|----------------------------|
| 8:00 - 9:00 AM | <p>Registration-Buffer Breakfast.</p> | <p>Room 300 ABC</p> |
| 9:00-10:30 AM | <p>Opening Session - Partner Updates-Agency Highlights</p> <p>We will be joined by Denise Harlow from NCAP for a national partner update!</p> | |

| | | |
|----------------------|---|--|
| Breakout Session One | Track 1 Room 300 D | Track 2 Room 400 |
| 10:30-11:45 AM | What You Can Control: Navigating Uncertainty with Intention - Denise Harlow In times of uncertainty, clarity about what you can control is essential. This session introduces mindsets and frameworks that help individuals and organizations stay grounded in their mission while adapting to change. | Results Oriented Storytelling and Data Transparency - Carey Gibson The role of frontline staff in data collection, reporting, and storytelling. |
| 12:00-1:45 PM | Plated Lunch, Keynote, Awards, and Agency Highlights A warm welcome to Representative Celeste Maloy- Rep for Utah's 2nd Congressional District | |
| Breakout Session Two | Track 1 Room 300 D | Track 2 Room 400 |
| 2:00-3:15 PM | The Art of Difficult Conversations: Communicate with Compassion, Survive with Strength - Heather Lester This session designed for nonprofit professionals who regularly engage with individuals in high-stress, crisis-driven situations. This training equips participants with practical tools to engage in difficult dialogues while maintaining empathy, professionalism, and emotional resilience. Attendees will explore how to create environments where honesty, vulnerability, and respectful disagreement can coexist — even amidst conflict or emotionally charged topics. | Moving Forward in a Climate of Uncertainty - Denise Harlow Even when conditions are shifting, there are still ways to move forward with purpose. This session focuses on what to pay attention to and what to do across key areas of your organization: finance, operations, programs, and community. Participants will explore ways to assess risk, consider possible scenarios, and create responsive strategies. The session will offer tools and resources to support informed action through uncertainty. |
| 3:30-4:30 PM | Local Elected OfficialPanel Suzanne Harrison | |
| | Moderated by Victoria Petro Kristen Chevrier | |
| | Room 300 ABC Rob Axson | |
| 4:30-5:00 PM | Day 1 Closing | |

*This project is supported by Grant Number 90ET0500 from the Office of Community Services within the Administration for Children and Families, a division of the U.S. Department of Health and Human Services. Neither the Administration for Children and Families nor any of its components operate, control, are responsible for, or necessarily endorse this website (including, without limitation, its content, technical infrastructure, and policies, and any services or tools provided). The opinions, findings, conclusions, and recommendations expressed are those of the author(s) and do not necessarily reflect the views of the Administration for Children and Families and the Office of Community Services.

Friday, June 27, 2025

| | | |
|---------------------|--|--------------|
| 7:30 - 8:15 AM | Buffet Breakfast | Room 300 ABC |
| 8:15 - 11:45 AM | <p>Special Network Workshop: “An Investment in our most valuable assets: the change makers.”</p> <p>Please join us for a special workshop provided by : Lara Patriquin, MD</p> <p>https://www.thinking2point0.com</p> <h2>The 21-Day Challenge</h2> <p>A joyful, science-backed entry point into a deeper path of growth—for teams, groups, and organizations.</p> <p>The 21-Day Challenge is the first step in a comprehensive, longitudinal program designed to bring progressive insight and transformation to the workplace. It introduces the core concepts and practices that form the foundation for lasting emotional wellbeing, clarity, and connection—both individually and collectively. This engaging, accessible program blends neuroscience, mindfulness, and play to help people reconnect with their natural state: grounded, creative, and emotionally balanced. From there, we build—together.</p> <h3>What’s Included</h3> <ul style="list-style-type: none">● A 3–4 hour live kickoff seminar● 21 daily guided meditations● 21 follow-up emails with inspiration, science, and simple daily practices● A motivational journal to track goals, insights, and personal growth● Cartoons, laughter, and human connection—because joy is the most powerful teacher | |
| 11:45 AM - 12:00 PM | Conference Closing and Prize Give Away | |



PRE-CONFERENCE WORKSHOP

WEDNESDAY JUNE 25

True Colors by Tom Hogan

**Wednesday, June 25th
1:00-5:00 p.m.**

**Thank you to UCA for hosting:
1240 American Beauty Drive
SLC UT 84116**



True Colors is a communication model deeply rooted in temperament typology. The True Color model uses four colors to identify four distinct perspectives and personalities. Most of us have a dominate color and are influenced or shaded by the other three colors, thus creating our True Color Spectrum.

True Colors is an easy and fun way to identify your spectrum of personality preferences. Used appropriately, the process can result in reduced conflict and more productive relationships.

***Books will be provided**





CONFERENCE AGENDA

THURSDAY JUNE 26

Mountain America Expo Center
9575 State St. Sandy Utah

Buffet Breakfast and Registration 8:00-9:00

Come register in the conference center walkway in front of 300 D. Be early for the best color choice of swag and enjoy a buffet breakfast In 300 ABC

Opening Conference Session

Partner Updates 9:00-10:15

Room 300 ABC

- Welcome and Promise of Community Action
- State/Legislative Update
- Partner Update Utah Diaper Bank
- SCSO Welcome
- Region VIII Assoc.
- National Update

Cliint Cottam
Community Action Partnership of Utah



Jenn Godfrey
Utah Community Action



Vic Velivis
Utah Diaper Bank



Karen Quackenbush
State Community Services Office



Susan Carr
Community Services Network of Wyo



Denise Harlow
National Community Action Partnership





CONFERENCE AGENDA

THURSDAY JUNE 26

Session One 10:30-11:45

Track One In Room 300 D



Denise Harlow

Denise Harlow, CCAP, is the Chief Executive Officer of the National Community Action Partnership, a national hub that links the nation's 1,000+ Community Action Agencies to each other and to federal, state, and local leaders looking to connect Americans to greater opportunity.

She was appointed the Partnership's CEO in 2014 after serving as Senior Director of Training and Technical Assistance and Interim Chief Operating Officer. Working with Community Action Network partners, Denise was instrumental in the design and deployment of network-wide Organizational Standards and was a leader in the recent update to the Community Action performance management framework.

What You Can Control: Navigating Uncertainty with Intention

In times of uncertainty, clarity about what you can control is essential. This session introduces mindsets and frameworks that help individuals and organizations stay grounded in their mission while adapting to change. We'll explore ways to sort what's within your control, what you can influence, and what's part of the broader landscape. Participants will consider how to shift from reaction to intention, using frameworks and tools to build confidence and clarity in dynamic conditions.

Track Two In Room 400



Carey Gibson

Carey Gibson holds a Master of Social Work. She is also a Certified ROMA Master Trainer Certified Community Action Professional. She provides professional services to the Community Action network (through local agencies, state-wide associations, and national partners) and is the Project Manager for the National ROMA Implementer Training and Certification Project. Prior to this she held a leadership position at a local CAA; and worked at Children's Protective Services, as a Forensic Investigator, and various other social work positions. She has been instrumental in the development of several curriculum packages, including training manuals and on-line courses. As an independent contractor, she provides training and technical assistance to non-profit organizations across the country, including those that are not a part of the Community Action network, and has been active as a volunteer in her community.

Results Oriented Storytelling and Data Transparency - Carey Gibson

What is the role of frontline staff in data collection, reporting, and storytelling? What does storytelling have to do with Results Oriented Management and Accountability? How does a positive data culture - with a results-oriented focus - help boards and agency management with winning public support of their programs?

Join this interactive workshop to discuss how to identify actionable steps for the collection, aggregation and reporting of data, and how to put the information gleaned from your data analysis to work for you.



CONFERENCE AGENDA

THURSDAY JUNE 26

Room 300 ABC

Award Lunch 12:00-1:45

**Excellence in Community Action Awards
Agency Spotlights**

Join us for a special message from Rep Celeste Maloy!

**Congratulations to our 2025 Excellence in
Community Action Award Winners!**

**Excellence in Community Action - Individual
Alyssa Jensen**

**Excellence in Community Action - Partner
William A Burnard Warming Center**

**Excellence in Community Action - Elected Official of the Year
Rep Celeste Maloy**

**Excellence in Community Action - Volunteer
Michael Phillips**

**Excellence in Community Action - Emerging Leader
Kassitey Craudell**

**Excellence in Community Action - Lifetime Achievement
Karen McCandless**



CONFERENCE AGENDA

THURSDAY JUNE 26

Session Two 2:00-3:15

Track One In Room 300 D



Heather Lester

Heather Lester is the Mediation Program Coordinator and a Landlord-Tenant Mediator at Utah Community Action, where she has driven housing stability initiatives for over seven years. Since the program expanded statewide in 2022, Heather has played a pivotal role in developing a comprehensive mediation approach that addresses eviction prevention, housing education, and court-connected mediation for eviction and debt collection cases.

Heather holds a Master's Degree in Negotiation and Dispute Resolution from Creighton University School of Law, Werner Institute, additionally specializing in Organizational Development and Communication Leadership. She is Chair of the Online Dispute Resolution Section of the Association for Conflict Resolution and has been honored with the Utah Community Action Excellence in Community Action Award (2021), the Community Action Partnership Region 8 Champion Award (2022), and the Utah Housing Coalition's Person of the Year (2022).

*See our website for more info about Heather.

The Art of Difficult Conversations: Communicate with Compassion, Survive with Strength

This session is designed for nonprofit professionals who regularly engage with individuals in high-stress, crisis-driven situations. This training equips participants with practical tools to engage in difficult dialogues while maintaining empathy, professionalism, and emotional resilience. Attendees will explore how to create environments where honesty, vulnerability, and respectful disagreement can coexist — even amidst conflict or emotionally charged topics.

The session covers techniques in trauma-informed communication, active listening, boundary-setting, and de-escalation, as well as recognizing and managing secondary trauma. Through real-talk examples, interactive discussions, and guided reflection, participants will strengthen their ability to hold compassionate, courageous conversations that foster trust, support client dignity, and conflict resolution preservation in the face of complex challenges.

Track Two In Room 400



Denise Harlow

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Moving Forward in a Climate of Uncertainty

Even when conditions are shifting, there are still ways to move forward with purpose. This session focuses on what to pay attention to and what to do across key areas of your organization: finance, operations, programs, and community.

Participants will explore ways to assess risk, consider possible scenarios, and create responsive strategies. The session will offer tools and resources to support informed action through uncertainty.



CONFERENCE AGENDA

THURSDAY JUNE 26

300 ABC

Elected Officials and Policy Maker Panel 3:30-4:30

Community Action Agencies thrive through strong partnerships with elected officials, a collaboration so essential that one-third of CSBG Tripartite Board members must be local officials. But how deep are these relationships beyond board service? Join us for a “CAP”tivating discussion with political leaders to explore how agencies can build trust, share impact, and strengthen connections at all levels of government.

Moderators



Victoria Petro

Victoria Petro's journey to public service is rooted in her deep love for Salt Lake City's Westside and her commitment to creating a brighter future for District 1. First appointed to the Salt Lake City Council in November 2021, she quickly earned the trust of District 1 voters, who elected her to a full four-year term starting Jan. 3, 2022. Her colleagues recognized her leadership abilities, electing her as Council Vice Chair in 2023 and Council Chair in 2024. Victoria also represents the city on the Utah Fairpark Area Investment and Restoration District Board, Utah Inland Port Authority Board and Salt Lake City Airport Board, advocating for equitable, community-centered development.

*See our website for more info about Victoria.



Mackey Smith

Mackey Smith is the VP of People and Strategy Consulting at Herbein, a national professional services firm of over 325 team members. Mackey is a leadership coach and consultant, and facilitates over 75 leadership retreats and focus groups each year across a variety of industries, with an emphasis in nonprofits. He also regularly advocates for Community Action in Salt Lake City and Washington D.C. His clients are often at a strategic inflection point, including crisis management, a need for conflict resolution, competing interests amongst stakeholders, operational inefficiencies, and emerging threats from political and workforce related shifts. While Mackey works with various types of nonprofits, he specializes in the Community Action and Domestic Violence service provider spaces. Consulting CAP Agencies and DV Shelters across the country, Mackey focuses on the topics of strategic planning, funding diversification, risk management, and executive coaching and culture building.

Panelists



Suzanne Harrison

Suzanne Harrison represented the Sandy and Draper area in the Utah House of Representatives from 2019-2022. Suzanne is a medical doctor and in her spare time she tries to keep up with her husband and three kids on the local mountain bike trails and playing pickle ball.



Kristen Chevrier

Representative Kristen Chevrier began her service in the Utah legislature on January 1, 2025. She has dedicated over 30 years to Utah's political process, as a leader in both local and state Republican Party leadership and as a strong legislative advocate—on state and national levels—for parental rights, informed consent, and data privacy. She co-founded a local informed consent advocacy organization that has been instrumental in educating legislators and policy makers over the past 11 years and in helping to pass legislation to protect the doctor/patient relationship, rein in agency authority, and protect and bolster informed consent. Kristen and her husband Brian raised their family in Utah and are grateful to help Utah lead the way in making America healthy again.



Rob Axson

Rob Axson has worked in public affairs and community engagement for nearly 20 years, with experience in campaign strategy, organizational leadership, and coalition-building. He currently serves as Chair of the Utah Republican Party, where he focuses on strengthening statewide coordination and supporting civic participation efforts. Rob previously spent over a decade working in the U.S. Senate, including serving as state director for Senator Mike Lee. He has also been involved in numerous local and statewide campaigns, contributing in areas such as grassroots outreach, volunteer training, and communications.

Rob holds a degree in international politics and conflict resolution from the University of Utah. He lives in Cottonwood Heights with his wife and four children, and enjoys reading, traveling, and spending time outdoors.



CONFERENCE AGENDA

THURSDAY JUNE 26

Closing Session 4:30-5:00

300 ABC

We will close Day One with a recap, reflection, and announcements!

DID YOU KNOW?



The Region 8 Community Action MOODLE is an online learning platform for all Community Action Agencies throughout Region 8. All staff from each Community Action Agency in Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming can access MOODLE for a variety of topics related to CSBG, ROMA, and more.

Don't forget to leave us your evaluations!!!

Each individual session can be filled out here!



Any general sessions or conference as a whole can be filled out here!



**Join us in the morning....
Buffet Breakfast 7:30-8:15**



CONFERENCE AGENDA

FRIDAY JUNE 27

Buffet Breakfast 7:30-8:15

300 ABC

An Investment in our most valuable assets: The Change Makers!

8:30-11:45



Lara Patriquin, MD

With 20+ years in neuroscience, mindfulness, and emotional intelligence, I create experiences that drive deep growth and real team impact—transformations your people will remember and your business will feel.

I help leaders rewire their minds with neuroscience, mindfulness, and humor—turning stress into clarity and resilience. My talks spark real change, equipping audiences with actionable tools for lasting impact in business and life.

21 Day Challenge

<https://www.thinking2point0.com>

With 85% of employees disengaged, investing in emotional and mental well-being is more than the right thing to do—it's a business priority. Today's workforce expects psychological safety and genuine connection.

What you can expect:

3–4 hour live kickoff seminar

21 daily guided meditations

21 follow-up emails with inspiration, science, and simple daily practices

A motivational journal to track goals, insights, and personal growth

Cartoons, laughter, and human connection—because joy is the most powerful teacher.

Closing and Drawings 11:45-12:00

We have \$100, \$50, and \$25 gift cards. Must be present to win!



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
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
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

Uintah Basin Association of Governments
Serving Daggett, Duchesne, and Uintah Counties
330 East 100 South
Roosevelt, Utah 84066
www.ubaog.org
Phone: 435-722-4518

Open Doors
(aka Family Connection Center)
Serving Davis and Morgan Counties
1360 East 1450 South
Clearfield, Utah 84015
www.opendoorsutah.org
Phone: 801-773-0712

Ogden-Weber Community Action Partnership
(aka Family Connection Center)
Serving Weber County
3159 Grant Avenue
Ogden, Utah 84401
www.owcap.org
Phone: 801-399-9281

Southeastern Regional Development Agency
(aka Southeastern Utah Association of Local Governments)
Serving Carbon, Emery, Grand, and San Juan Counties
252 South Fairground Road
Price, Utah 84501
www.seualg.utah.gov
Phone: 435-637-5444

R6 Regional Council
(formerly Six County AOG)
Serving Juab, Millard, Sanpete, Sevier, Piute & Wayne Counties
82 E 600 N
Richfield, Utah 84701
<https://r6.utah.gov/>
Phone: 435-893-0700

Utah Community Action
(aka Salt Lake Community Action Program)
Serving Salt Lake and Tooele Counties
(Serving Davis, Weber, and Morgan Counties Through Weatherization)
1307 S 900 W
Salt Lake City, UT 84104
www.utahca.org
Phone: (801) 359-2444