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— 2025 PROGRAM BOOK —

Communities Rising: Taking Action for the Future
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NCAP event attendees are expected to foster an environment where all are welcomed, open dialogue is encouraged, and all perspectives are appreciated. Every attendee is expected to act in a professional, responsible, and respectful manner. Unprofessional behavior will not be tolerated. If any attendee engages in unprofessional behavior, NCAP leadership may take any action it deems appropriate, ranging from a simple warning to the offender to expulsion from current and future events. Contact NCAP staff at registration@communityactionpartnership.com with Code of Conduct concerns.

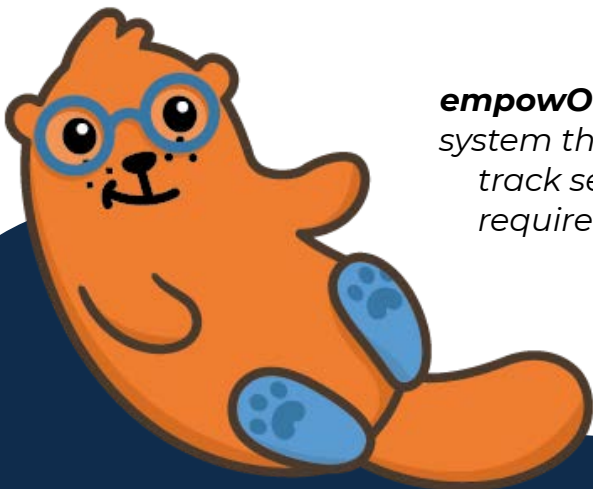


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NCAP Board of Directors.....6

NCAP Staff7

Letters of Welcome9

CCAP Class of 2025.....12

CCAP Renewals for 2025.....20

CCAP Emeritus Achievers for 2025..... 23

CCAPs in Memoriam 24

General Convention Information 26

Voting & Proxy Information.....27

Sessions by Track 32

Pre-Convention Schedule37

Convention Schedule.....37

 Monday37

 Tuesday 39

 Wednesday 44

 Thursday 69

 Friday..... 94

Sponsors..... 102

Exhibitors..... 105

Hotel Map 108

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August 27, 2025



Dear Friends:

Greetings and welcome to all in attendance at the **2025 National Community Action Partnership Annual Convention (NCAP)** in Detroit, MI!

NCAP is a 501(c)3 nonprofit organization that provides technical assistance, training, and other forms of capacity building support to over 1,000 Community Action Agencies (CAAs) across the nation that receive Community Service Block Grant (CSBG) funds. These agencies, including Insert Number CAAs in Michigan, provide programs that create economic mobility for people in poverty.

Like all of Michigan's Community Action Agencies, the National Community Action Network works to fulfill the promise of community action, to "change people's lives, embody the spirit of hope, improve communities, and make America a better place to live. They care about the entire community and are dedicated to helping people help themselves and each other."

On behalf of the city of Detroit, we commend you all for your efforts and applaud all your hard work, commitment, and dedication. Best wishes for another successful convention and year!

Sincerely,

Mike Duggan,
Mayor, City of Detroit



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Community Action friends and colleagues,

It is my pleasure to welcome you to Detroit for NCAP's 2025 Annual Convention! This year, we bring you a robust and relevant program with more than 70 workshops suited to help you address the needs and challenges that Community Action Agencies and other human services providers now face in our current environment.



We're also very pleased to have Dr. Aisha Nyandoro here with us to provide keynote remarks. Her work as founder and CEO of Springboard to Opportunities is helping to pioneer new approaches to connect Americans to greater opportunity.

There's no denying that our network is navigating serious environmental shifts that make our work even more demanding, but I feel confident that we as a network are up to the task at hand. I encourage you to use this opportunity to learn, make connections, share your insights and successes with your peers, and discover new tools to assist you in your efforts to help hard-working Americans achieve economic independence.

On behalf of NCAP's Board of Directors, I thank you for being with us and I hope you enjoy your stay here in the Motor City.

Sincerely,

Dalitso Sulamoyo, Ph.D, CCAP
Board Chair
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Greetings, Community Action!

First let me welcome you to the great city of Detroit. I couldn't be more excited for you to be here. I know we have a busy week of learning ahead, but please do find time to enjoy some of the many sights and sounds this vibrant city has to offer.



Speaking on behalf of NCAP's Board of Directors and staff, I want to thank you for attending our 2025 Annual Convention. We truly do appreciate each and every one of you finding a way to be here with us during these ever-changing times. For this reason, we've worked diligently to put together a program that aims to provide you with the tools, strategies, and guidance needed to tackle the moment.

In times of change, it's more than ever to, as we say in "The Promise of Community Action," **embody the spirit of hope**. It's important that we do so not only for our customers and communities, but for each other, and for the Community Action Network at large. Our work in this moment may be challenging, and the environment in which we do our work is likely to continue to shift. But rising to the challenge is what we as Community Action do. It's what we've always done. Let's continue that legacy together.

So, here's to Community Action and its enduring strength and resilience. Please enjoy the Convention and have a wonderful week ahead!

Yours in Community Action,

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Community Action
Missouri

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Indiana

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Development Corporation
Arkansas

Joshua A. Wilhelm
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Community Services
Kentucky

Megan Wilk
Wayne Metropolitan
Community Action Agency
Michigan

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National Association for
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Programs (NASCSPP)
District of Columbia

Deanna Williams
Step Up Suncoast, Inc.
Florida

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Coalfield Community
Action Partnership, Inc.
West Virginia

Lauren Wilson
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Community Services
Kentucky

Karima Wines
Mohawk Valley Community
Action Agency, Inc.
New York

Melissa Wines
Mohawk Valley Community
Action Agency, Inc.
New York

Kristy Wolf
Macomb Community Action
Michigan

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Brazos Valley Community
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Weatherization Supports Job Growth!

The Weatherization Assistance Program (WAP) offers good local jobs and training needed to secure stable private sector work.



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Indiana

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Economic Opportunity
Corporation (ECKAN)
Kansas

Delia Anderson

Economic Opportunity
Agency of Washington
County, Inc.
Arkansas

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Missouri Valley Community
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Jeannie Chaffin, LLC
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(CASE WV)
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Harrison and Nicholas
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Opportunity Corporation
Illinois

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Agency, Inc.
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MountainHeart Community
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(SHARE)
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Virginia

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Action, Inc.
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KCEOC Community Action
Partnership, Inc.
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Pathways to Excellence

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The National Community Action Partnership Welcomes You to Our 2025 Annual Convention

*We Recommit Ourselves to Furthering
 the Mission, the Promise, and the Spirit of Community Action*

Convention Registration, Information, and Product Sales

Tuesday, August 26

Ontario Exhibit Hall, 3rd Floor
 10:00 a.m. – 6:00 p.m.

Wednesday, August 27

Ontario Exhibit Hall, 3rd Floor
 7:45 a.m. – 6:00 p.m.

Thursday, August 28

Ontario Exhibit Hall, 3rd Floor
 8:00 a.m. – 2:00 p.m.

Ontario Exhibit Hall Foyer, 3rd Floor

2:00 p.m. – 5:00 p.m.

Friday, August 29

Ontario Exhibit Hall Foyer, 3rd Floor
 8:15 a.m. – 11:30 a.m.

Exhibit Hall Hours

Tuesday, August 26

Ontario Exhibit Hall, 3rd Floor
 10:00 a.m. – 6:00 p.m.

Wednesday, August 27

Ontario Exhibit Hall, 3rd Floor
 7:45 a.m. – 6:00 p.m.

Thursday, August 28

Ontario Exhibit Hall, 3rd Floor
 8:00 a.m. – 2:00 p.m.

Meeting and Event Locations

General Sessions, including the Opening Session and the Awards Gala will take place in the **Renaissance Ballroom - Columbus/ Cabot** on the **5th Floor**. Registration will take place in the Ontario Exhibit Hall on the 3rd Floor. Please check the program for all other meeting room locations.

Program Changes and Announcements

Please check the *event app* or *social media* (**#CAPCON25**) every morning for program changes, updates, and other convention news.

Voting & Proxy Information

Voting will take place in person and remotely. Voting will occur electronically for those both onsite and remote on Wednesday, August 27, 2025, from 12pm until 6pm Eastern. For those onsite wishing to vote in person, voting will occur at the Detroit Marriott Renaissance Center in the Ontario Exhibit Hall on the 3rd Floor from 12pm – 6pm.

For those voting onsite, proxy letters must be presented at the Voting and Proxy Certification Desk on Tuesday, August 26, 2025, from 10am-6pm or Wednesday, August 27, 2025, from 7:45 am ET to 12 pm ET. These are the only times onsite that your proxy letter will be accepted and certified for voting and any issues which require a roll call vote during the Convention. Please do not mail proxy letters to the NCAP office prior to the Annual Convention.

For those voting offsite, proxy letters must be emailed to membership@communityactionpartnership.com by COB, Tuesday, August 26, 2025, to ensure receipt of proxy voting credentials. Please do not mail proxy letters to NCAP office prior to the Annual Convention. For proxies to be certified, you must provide a letter from the member, written on that member's official letterhead, which names you the proxy. Please be reminded that each regular member has two (2) voting members: the Executive Director/CEO and the Board Chair. There must be a separate letter for each voting member who designates a proxy. The letters should be addressed to: *Dreama Padgett, CCAP, National Community Action Partnership Secretary*. Upon receipt, credentials for the proxy votes will be issued.

All members desiring to vote onsite shall go to the pre-designated location during the pre-designated time. Each member shall be required to sign in electronically for each vote they cast. Official results of voting shall be announced at the next function where the full membership is assembled. This will be the morning general session on Thursday.



Convention Tracks

Sessions covering all aspects of program management, advocacy, leadership, and operations will be offered during the convention. Expect to see workshops in each of the following areas covered:

- TT** **Timely Topics**
Share successful training, systems, and models recognizing and responding to current events and emerging issues across the nation.
- IPP** **Innovations and Promising Practices for Powering Mobility**
Share successful training, systems, or models for assisting families to become self-sufficient and communities to thrive.
- CAE** **Community Action Essentials**
Share successful training, systems, and models built on the fundamental skills and foundational knowledge of Community Action's origins, structure, and what it means to be "Community Action."
- LW** **Leading the Way**
Share successful training, systems, or models for leadership development/retention, team development/retention, and succession planning.
- BOS** **Building Organizational Strength**
Share successful training, systems, or models that support the infrastructure of an agency so that it maintains compliance, improves efficiency, and increases impact.
- MMC** **Measuring, Managing, and Communicating Impact**
Share successful training, systems, or models for performance management, performance measurement, and the use of data for storytelling and messaging.
- EG** **Energy Innovations**
Share successful training, systems, and models for energy efficiency and partnerships.
- GWI** **Governing with Impact**
Share successful training, systems, or models for board development, retention, and impact.

We have also targeted specific attendee groups, which include:

- BOD** Board of Directors (BOD)
- EL** Emerging Leaders (EL)
- ED** Executive Directors (ED)
- FLS** Front Line Staff (FLS)
- LT** Leadership Team (CFO, COO, etc.) (LT)
- NS** New Community Action Staff (NS)
- PM** Program Managers (PM)
- PCA** Public Community Action Agencies (PCA)
- SA** State Associations (SA)
- SO** State CSBG Offices (SO)
- YP** Young Professionals (YP)

Convention Tracks (cont.)

Finally, we have also highlighted workshops related to the Community Action Body of Knowledge, which include:



Community Action Agency Traditional Management Skills



Theories: Causes of Poverty and Strategies to Address the Causes



Organizational Leadership



Vision and Values of the Community Action Movement



The History of the Community Action Movement

Tickets for Meals

Meal tickets are included with all full convention registration packets. **Please note your name badge is your ticket. Please wear your name badge at all times.** If a guest is attending any of the major meal functions, a ticket must be purchased. Please visit Registration for tickets. Outside of the full convention registration packet, prices per person are Breakfast: \$65; Awards Gala: \$100; CCAP Center Stage (for current CCAPs only): \$135 as a convention registration add on and \$150 as a stand-alone event ticket without convention registration.

Special Acknowledgment

The National Community Action Partnership would like to give a special thank you to the volunteers, speakers, and the Tight Ship team who have worked together as a community of committed individuals to make this Annual Convention an educational, motivational, and engaging experience for everyone.

Special appreciation goes to the on-site and behind-the-scenes CAA volunteers who helped with the many aspects of the convention. Although too numerous to mention in this limited space, a personal thank you goes to every one of them. The family of Community Action plays a key role in every convention!

Appreciation

A major convention such as this cannot succeed without the assistance and effort of a number of individuals and organizations. The National Community Action Partnership (NCAP) would like to extend an exuberant and heartfelt **Thank You** to everyone who donated their time, expertise, and energy to ensure the success of the Annual Convention. A tremendous amount of appreciation goes to these dedicated individuals who helped us throughout the year and will be with us on-site throughout the convention.

NCAP Board Program Committee

Chair: Karen Swenson, CCAP
(Region 6 Representative)

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(Region 10 Representative)

Vice Chair: Mattie Mendez
(Secretary)

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(Region 3 Representative)

Keri McCrorey, CCAP
(Region 7 Representative)

2025 Host Planning Committee Leads

Louis D. Piszker, Chief Executive Officer, Wayne Metro Community Action Agency

Brian McGrain, Executive Director, Michigan Community Action

Thank you for helping to make this Annual Convention a reality!



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ADVISORY & ACCOUNTING

WIPFLI

Building Organizational Strength

Building a Performance Management System That Drives Impact	Wednesday	1:45 p.m.
Emergency and Aftermath: Building a CAA Strategic Response Toolkit	Wednesday	1:45 p.m.
Fiscal Roundtable	Wednesday	1:45 p.m.
Mastering Documentation: Ensuring Compliance and Accountability in Changing Times	Wednesday	1:45 p.m.
Shared Services and Mergers as Strategies for Strength and Sustainability	Wednesday	1:45 p.m.
Beyond Compliance: Cultivating Quality Transformation	Wednesday	3:45 p.m.
Hiring a New Executive Director: A Shared Responsibility	Wednesday	3:45 p.m.
Streamlining Success: Merging Back Office Functions for Shared Services	Wednesday	3:45 p.m.
The Power of Connection: Strengthening Client Support Through Innovative Services Delivery	Wednesday	3:45 p.m.
Basics of Subrecipient Monitoring	Thursday	1:45 p.m.
Beyond the Grant: Building Meaningful Relationships with Foundations	Thursday	1:45 p.m.
From Hype to Help: Practical A.I. Strategies That Streamline Your Organization	Thursday	1:45 p.m.
From Threat to Opportunity: Navigating the IM116 Process	Thursday	1:45 p.m.
Resilience & Recovery: Preparing Your Organization for Tomorrow	Thursday	1:45 p.m.
Understanding Reserves and Indicators of Financial Well Being	Thursday	1:45 p.m.
Building Your Team: Recruit, Retain, and Motivate Talent	Thursday	3:45 p.m.
Managing Reductions in Force	Thursday	3:45 p.m.
Navigating Risk When Risk is Everywhere	Thursday	3:45 p.m.
Competitive Wages in the Nonprofit Sector	Friday	9:30 a.m.
Public CAA Peer Roundtable	Friday	9:30 a.m.

Energy Innovations

Michigan on Top: State Energy Scorecard Research and Results	Wednesday	3:45 p.m.
WAP Math: Add, Subtract, Borrow and Carry Over to Solve Your Toughest ACPU Challenges	Wednesday	3:45 p.m.
Building Careers While Building Homes: Wayne Metro's Workforce Innovation Tour	Thursday	1:45 p.m.
Tools and Strategies for Contractor Engagement and Success	Thursday	1:45 p.m.

Building WAP Cred: Developing Leaders with Badging and Micro Credentialing	Thursday	3:45 p.m.
The Mission Connection: Sustainability & the Community Action Opportunity	Thursday	3:45 p.m.
Powering the Future: Solar Solutions Panel	Friday	9:30 a.m.
Tribal Energy Challenges and Innovations	Friday	9:30 a.m.

Governing with Impact

Cybersecurity for Boards	Wednesday	1:45 p.m.
Board Fiduciary Duties: Care, Loyalty, and Obedience in Action	Wednesday	3:45 p.m.
A Board's Guide to Sustainability and Long-Term Impact	Thursday	1:45 p.m.
Maximizing Impact Through Effective Board Governance	Thursday	3:45 p.m.
CSBG Organizational Standards: What Boards Need to Know	Friday	9:30 a.m.

Innovations and Promising Practices for Powering Mobility

Community Action and the Coordinating Council on Access and Mobility Technical Assistance Center: A Partnership That Can Work for You	Wednesday	1:45 p.m.
Transforming Lives: Implementing a Whole Family/Whole Home Approach to Innovation	Wednesday	1:45 p.m.
Building Skilled Careers: Vocational Training for Enhanced Employability	Wednesday	3:45 p.m.
Fostering Community Connections for Lasting Change	Wednesday	3:45 p.m.
Restoring Hope: Wayne Metro's Approach to Supportive Housing Tour	Wednesday	3:45 p.m.
Bridging the Benefits Cliff: Supporting Families Through Transitional Challenges	Thursday	1:45 p.m.
Innovative Solutions for Success	Thursday	1:45 p.m.
Maximizing Workforce Development Programming to Address Emerging Community Needs	Thursday	1:45 p.m.
Navigating Fatherhood While Incarcerated	Thursday	1:45 p.m.
Building Tomorrow's Workforce: Implementing Innovative Apprenticeship Programs	Thursday	3:45 p.m.
Leading Together: Strengthening Family Leadership for Lasting Impact	Thursday	3:45 p.m.
Pathways to Prosperity: Tools and Resources to Advance Economic Mobility	Friday	9:30 a.m.
Whole Family Approach Technical Assistance Lab	Friday	9:30 a.m.

Leading the Way

Building Resilient Teams Through Courageous Conversations	Wednesday	1:45 p.m.
CCAP Center Stage, <i>separate paid registration required</i>	Wednesday	1:45 p.m.
Young Professionals Caucus	Wednesday	5:15 p.m.
Ensuring a Workplace Focused on Wellness	Thursday	1:45 p.m.
Rising Leaders, Stronger Agencies: Why Young Professionals Stay	Thursday	1:45 p.m.
Rural Caucus	Thursday	1:45 p.m.
Building a Thriving Internship Program for Your Agency or Association	Thursday	3:45 p.m.
Executive Director & CEO Caucus	Thursday	3:45 p.m.
Thriving at Work: Building Resilience and Connection	Thursday	3:45 p.m.
Certified Community Action Professional (CCAP): What's It All About?	Friday	9:30 a.m.
Navigating Career Growth in Uncertain Times	Friday	9:30 a.m.

Measuring, Managing, and Communicating Impact

Getting Started on Your Data Journey When Your Budget is Zero	Wednesday	1:45 p.m.
Investing in Communities: Wayne Metro's Participatory Grantmaking Model Tour	Wednesday	1:45 p.m.
Measuring What Matters: Tracking Whole Family Outcomes in Community Action	Wednesday	3:45 p.m.
Taking an Asset Based Approach to Conducting a Needs Assessment	Wednesday	3:45 p.m.
Funder Reporting is Only the Beginning: Using Data to Plan, Build, and Support Your Agency's Future	Thursday	1:45 p.m.
Changes to the CSBG Annual Report: Transitioning to CAR v3.0	Thursday	3:45 p.m.
More Than an Assessment: Community Based Research for Planning and Results	Thursday	3:45 p.m.
Using Immersive Storytelling to Achieve Change	Thursday	3:45 p.m.
You Know Your Data!	Friday	9:30 a.m.

Timely Topics

Data Informed Housing Solutions: Strengthening Community by Addressing the Intersection of Housing & Domestic Violence	Wednesday	1:45 p.m.
Public Policy Update	Wednesday	1:45 p.m.
Rebuilding Life: A Reentry Journey	Wednesday	1:45 p.m.
Changing Narratives: A Case Study in Affordable Housing	Wednesday	3:45 p.m.
Forging the Fellowship: The Power of a Multi-Generational Workforce	Wednesday	3:45 p.m.
Head Start Town Hall	Wednesday	3:45 p.m.
Navigating the Storm: Your Associations Crisis Communications Plan	Wednesday	3:45 p.m.
Unlocking Your Potential: The Strategic Advantage of Comprehensive Renewal	Wednesday	3:45 p.m.
Tech for Social Good in the Ever-Changing World: Leveraging Technology to Drive Community Impact	Thursday	3:45 p.m.
Communicating Through Crisis	Friday	9:30 a.m.

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In Depth Training on OMB's Uniform Guidance

WIPFLI

8:00 a.m. – 5:00 p.m.

Cartier I 4th Floor

This two-day training requires separate registration and fee.

Having strong internal controls and understanding the rules governing how you can and cannot spend federal dollars are keys to fiscal management and overall compliance in your organization. Professionals new to the organization, as well as professionals who have been there for decades, will benefit from this review of the administrative and cost principles/allocation sections of the 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (also known as the “Uniform Guidance”). Join this training workshop to learn about the Uniform Guidance regulations and, more important, how to implement them in your organization.

Denes Tobie, CPA

Partner

Wifpli LLP

Madison, WI

Katherine Eilers, CPA

Senior Manager

Wifpli LLP

Madison, WI

Community Action Data Convening: Connecting People and Possibility

1:00 p.m. – 4:00 p.m.

Mackinac Ballroom I 5th Floor

This two-day training requires separate registration and fee.

The Community Action Data Convening brings together data leaders, practitioners, and thinkers from across the network. This convening offers an opportunity to step back from day-to-day, dig deep into the role of data in Community Action, and spark new thinking about what's possible—now and in the future. Attendees will engage in a mix of interactive sessions, hands-on activities, and peer discussions designed to build data capacity at every level.



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At Zibolsky Consulting, we support large-scale **initiatives that center equity, elevate community voice, and deliver measurable outcomes.** From **needs assessments** to **strategic planning**, we help teams seamlessly manage complex projects from start to finish.

Whether leading outreach or plugging into your team midstream, we act as an extra pair of hands—helping you listen better, act smarter, and create lasting change.



CNA Design & Implementation



Strategic Planning & Facilitation



Project & Program Management



Marketing + Outreach Strategy



Equity-Driven Research & Engagement

LET'S BUILD WHAT'S NEXT, TOGETHER.

Based in WA | Partnering Nationally
chelsea.zibolsky@gmail.com

Registration, Information, and Product Sales

10:00 a.m. – 6:00 p.m.

Ontario Exhibit Hall I 3rd Floor

Beat the rush! Visit today, before the official kick off, to pick up your convention materials.

Exhibit Hall

10:00 a.m. – 6:00 p.m.

Ontario Exhibit Hall I 3rd Floor

Visit our exhibitors to collect stamps for your Passport to Prizes. Once your Passport is complete, return it to the registration desk for a chance to win gift cards, Community Action merchandise, and more!

Voting Registration & Proxy Certification

10:00 a.m. – 6:00 p.m.

Ontario Exhibit Hall I 3rd Floor

Questions about the electronic voting process? In need of your voting credentials? Need to verify proxy voting information? Don't delay, visit us today!

NCAP Board Members,

The National Community Action Partnership staff would like to thank our Board of Directors for their tremendous support of this event. This week is possible because of the work you do throughout the year.

Enjoy the Convention!

Thank You!

Sessions

In Depth Training on OMB's Uniform Guidance, cont.

8:00 a.m. – 4:00 p.m.

Cartier I 4th Floor

WIPFLI

This two-day training requires separate registration and fee.

Having strong internal controls and understanding the rules governing how you can and cannot spend federal dollars are keys to fiscal management and overall compliance in your organization. Professionals new to the organization, as well as professionals who have been there for decades, will benefit from this review of the administrative and cost principles/allocation sections of the 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (also known as the “Uniform Guidance”). Join this training workshop to learn about the Uniform Guidance regulations and, more important, how to implement them in your organization.

Denes Tobie, CPA

Partner

Wifpli LLP

Madison, WI

Katherine Eilers, CPA

Senior Manager

Wifpli LLP

Madison, WI

New Executive Director's Institute

8:30 a.m. – 4:00 p.m.

Ambassador Ballroom, Salon 1 | 3rd Floor

This training requires separate registration and fee.

The New Executive Director's Institute is designed specifically for leaders like you—those who are new to the role and seeking a solid grounding in the Community Action model, approach, and leadership expectations. This training and peer learning experience will help you build the knowledge, connections, and confidence needed to lead effectively in today's Community Action environment.

WAP Energy Summit

8:00 a.m. – 4:00 p.m.

Ambassador Ballroom, Salon 3 | 3rd Floor

This summit will equip WAP subgrantee leadership to team up – Program Directors, Executive Directors, and Fiscal Staff – to access tools and gain perspective needed for effective, strategic program management and integration within their organizations.

Community Action Data Convening: Connecting People and Possibility, cont.

9:00 a.m. – 4:00 p.m.

Mackinac Ballroom I 5th Floor

This two-day training requires separate registration and fee.

The Community Action Data Convening brings together data leaders, practitioners, and thinkers from across the network. This convening offers an opportunity to step back from day-to-day, dig deep into the role of data in Community Action, and spark new thinking about what's possible—now and in the future. Attendees will engage in a mix of interactive sessions, hands-on activities, and peer discussions designed to build data capacity at every level.

State Association Meeting

10:00am- 4:00pm

Greco I 4th Floor

This meeting is for State Community Action Agency Associations only. All Association staff are encouraged to attend. Discussion topics will include Training and Technical Assistance, performance management, and other issues of interest.



Regional Caucus Meetings

4:00 pm – 5:00 pm ET

Attendees will caucus by region.

Region 1 - Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

Cadillac A | 5th Floor

Region 2 - New Jersey, New York, Puerto Rico, U.S. Virgin Islands

Cadillac B | 5th Floor

Region 3 - Delaware, Maryland, Pennsylvania, Virginia, Washington DC, West Virginia

Richard A | 5th Floor

Region 4 - Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee

Richard B | 5th Floor

Region 5 - Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin

LaSalle I | 5th Floor

Region 6 - Arkansas, Louisiana, New Mexico, Oklahoma, Texas

Joliet I | 5th Floor

Region 7 - Iowa, Kansas, Missouri, Nebraska

Brule A | 5th Floor

Region 8 - Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming

Brule B | 5th Floor

Region 9 - Arizona, California, Hawaii, Nevada, Trust Territories

Nicolet A | 5th Floor

Region 10 - Alaska, Idaho, Oregon, Washington

Nicolet B | 5th Floor



You help make our communities stronger, safer and better.

We're consistently impressed by the fine work of NCAP members in helping improve the condition of our neighborhoods across the nation. We appreciate the difference you make every day.

Mutual of America is proud to be a sponsor of the 2025 NCAP Annual Convention.



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Information

Voter Registration & Proxy Certification

7:45 a.m. – 12:00 p.m.

Ontario Exhibit Hall | 3rd Floor

Questions about the electronic voting process? In need of your voting credentials? Stop by for information and answers before voting begins.

Quiet Room

7:45 am – 6:00 pm

Monet | 4th Floor

Feeling overwhelmed? Need to step away? Visit the quiet room for a break from the hustle, bustle, and noise. Be still. Be silent. Relax.

Work & Networking Room

7:45 am – 6:00 pm

DaVinci | 4th Floor

Check emails, catch up with colleagues, or make a call in this work and networking space.

Convention Registration, Information, and Product Sales

7:45 am – 6:00 pm

Ontario Exhibit Hall | 3rd Floor

Exhibit Hall

7:45 a.m. – 6:00 p.m.

Ontario Exhibit Hall | 3rd Floor

Visit our exhibitors to collect stamps for your Passport to Prizes. Once your Passport is complete, return it to the registration desk for a chance to win gift cards, Community Action merchandise, goodie baskets, and more!

Opening Plated Breakfast

7:45 a.m. – 9:00 a.m.

Renaissance Ballroom | 4th Floor

Opening & Call to Order

Denise Harlow, CCAP

Chief Executive Officer, NCAP, Presiding

Welcome

Dalitso Sulamoyo, Ph.D., CCAP

Board Chair, NCAP

Invocation

Nadeem Siddiqi, PhD

Chief Administration Officer, Wayne Metropolitan Community Action Agency

Presentation of Colors

JROTC Cadets

Cass Technical High School, Detroit, MI

National Anthem

Poet

Charisma Holly

InsideOut Literary Arts, Detroit, Michigan

Welcome Remarks

Lieutenant Governor Garlin Gilchrist II

Louis Piszker, Chief Executive Officer, Wayne Metro Community Action Agency

Lisa Evans, President, Michigan Community Action and Executive Director, Community Action of Allegan County

Brian McGrain, Steering Committee Member, Mid America Community Action Association and Executive Director, Michigan Community Action

Verna P. Best, Program Operations Branch Chief, Office of Community Services, ACF, U.S. DHHS

Opening Session

9:00 a.m. – 9:45 a.m.

Renaissance Ballroom

See the session program on the following page.

Break

9:45 a.m. – 10:00 a.m.

Keynote: Communities Rising: Taking Action for the Future

10:00 a.m. – 11:15 a.m.

Renaissance Ballroom | 4th Floor

Aisha Nyandoro is the founding CEO of Springboard to Opportunities, a Jackson, Mississippi-based nonprofit that focuses on resident-driven solutions to end generational poverty for families in federally subsidized housing. She is best known for being the architect of the Magnolia Mothers' Trust in 2018, a groundbreaking guaranteed income program that provides direct cash payments to low-income mothers. Through her leadership, Nyandoro has championed economic empowerment and policy reforms, emphasizing dignity and trust for marginalized communities.”



Aisha Nyandoro

Chief Executive Officer

Springboard Opportunities

Jackson, MS

Break

11:15 a.m. – 11:30 a.m.

General Session: Annual Business Meeting

11:30 a.m. – 12:00 pm

Renaissance Ballroom I 4th Floor

Join NCAP leadership to hear an overview of the association's work and plans for the future.

In accordance with the NCAP Bylaws, only regular NCAP members in good standing are eligible to vote on items brought before the NCAP membership.

Chair's Report

Dalitso Sulamoyo, Ph.D., CCAP

Chief Executive Director's Report

Denise Harlow, CCAP

Treasurer's Report

Mattie Mendez

Membership and Development Committee Report

Lynne Algrant

Keri McCrorey, CCAP

Co-Chairs

Program Committee Report

Karen Swenson, CCAP

Chair

Internal Operations Committee Report

Mattie Mendez

Dreama Padgett, MBA, MAFM, CCAP

Co-Chairs

Strategic Vision Committee Report

Rick Baker, CCAP

Edith White

Co-Chairs

Voting

12:00 p.m. – 6:00 p.m.

Ontario Exhibit Hall I 3rd Floor

In accordance with the NCAP bylaws, only current NCAP members are eligible to vote. Please refer to the NCAP Voting and Proxy Procedures in this program book for more information on voting. Voting will occur both onsite and virtually.

CCAP Center Stage

This training is invite only and requires separate registration and fee.



12:15p.m. – 3:00 p.m.

Renaissance Ballroom | 4th Floor

(Lunch is Included)

Join NCAP's CCAP Commission and your fellow CCAPs for an afternoon of training, special recognitions, program updates, and networking. Learn from the 2025 inductees into the Lois J. Carson Library of Excellence and celebrate CCAPs renewing their certification in 2025. Weigh in on issues under consideration by the CCAP Commission and hear first-hand from CCAP Commissioners updated from the CCAP Program.

Lunch On Your Own

12:15 p.m. – 1:30 p.m.

Concurrent Sessions

1:45 p.m. – 3:00 p.m.

Mobile Session: Investing in Communities: Wayne Metro's Participatory Grantmaking Model Tour



Meet in Hotel Lobby

Sponsored by Wayne Metro Community Action Agency

This tour will showcase community-driven solutions led by Wayne Metro's Regional Advisory Council and its participatory grantmaking approach. Attendees will visit three impactful sites: Detroit Hives (urban bee farms improving environmental sustainability), the Corporation for Artistic Development (a creative and vocational program), and a Neighborhood Beautification Program recipient's community garden. Participants will connect with leaders at each stop to explore how participatory models empower residents and transform communities.

Cybersecurity for Boards



Duluth | 5th Floor

This session will cover the critical cybersecurity risks your organizations faces, including the strategies you can use as a leader or board member to mitigate those risks. From governance to the written policies and checklists, we'll review all the resources and systems you should have in place to ensure compliance with federal regulations and help keep your organization safe.

Ryan Peasley

Partner

Wipfli LLP

Madison, WI

Fiscal Roundtable



Ambassador Ballroom, Salon 1 | 3rd Floor

What financial trends are shaping the nonprofit sector right now, and what should Community Action Agencies be prepared for in the months ahead? This facilitated roundtable with NCAP, Wipfli, and CBIZ will unpack the financial realities organizations are facing—from funding uncertainties and cash flow concerns to compliance shifts and financial strategy adjustments. Expect a discussion that goes beyond surface-level trends and digs into the practical implications for fiscal leaders.

Denes Tobie, CPA

Partner

Wipfli LLP

Madison, WI

Denise Harlow, CCAP

Chief Executive Director

NCAP

Washington, DC

Adi Rubin, CPA

Managing Director

CBIZ

Washington, DC

Plan Your Steps to Becoming a CCAP

Becoming a Certified Community Action Professional is a big accomplishment, but it requires planning, dedication, and commitment. Charles McCann, CCAP Emeritus, offers one-on-one assistance to develop a personal plan to successfully earn your CCAP. Visit Registration today to schedule your meeting!

Getting Started on Your Data Journey When Your Budget is Zero



Mackinac East | 5th Floor

We all know that having good data is crucial for planning, decision-making, and measuring our impact. But where do we start? Is it even possible with no extra staff and a budget of zero? Join us for practical steps that your agency can take to improve data quality, build a data culture, and go beyond required reporting to actually measure your agency impact – all without additional staffing or other expenses.

Melody Vieth, NCRI

Director of Research & Data

Central Missouri Community Action

Columbia, MO

Rebuilding Life: A Reentry Journey



LaSalle | 5th Floor

How hard is it to start over? The Rebuilding Life: A Reentry Journey session lets attendees experience the difficulties of reentry firsthand. Attendees will navigate scenarios involving employment searches, transportation barriers, parole requirements, and accessing basic needs all while encountering the systemic hurdles faced by returning citizens. The session concludes with a discussion on how Community Action Agencies can play a role in breaking down barriers and ensuring successful reentry for all.

Fellicia Smith

Founder

FedExclusive Consulting

Saint Paul, MN

Lillie Seels, CCAP

Director, Practice Transformation

NCAP

Washington, DC

Transforming Lives: Implementing a Whole Family/Whole Home Approach to Innovation



Brule I 5th Floor

This session explores the transformative potential of a whole family/whole home approach. Discover innovative strategies for addressing interconnected needs, fostering stability, and promoting long-term well-being. Learn how to implement programs that consider the entire family unit and their living environment, creating sustainable solutions for complex challenges.

Tayla Daniel
Project Director, Practice Transformation
NCAP
Washington, DC

Dr. Arlena Williams
Director of Community Services
Enrichment Services Program
Columbus, GA

Cheryl Detrick, CCAP
President/CEO
Newcap
Green Bay, WI

Robert Scott
Director of Community Reinvestment
Columbus Consolidated Government
Columbus, GA

Jessica DeGrave, CCAP
Vice President of Whole Family Implementation
Newcap
Green Bay, WI

Building a Performance Management System That Drives Impact



Mackinac West I 5th Floor

Too often, performance management is treated as a reporting requirement rather than a strategic tool. This session will reframe performance management as an essential part of advancing mission and improving organizational effectiveness. Grounded in the Excellence Standards, we'll examine how to develop a system that connects purpose, measurement, and action. Participants will explore key elements of a strong system, including how to select and track meaningful metrics, develop effective scorecards, and create a culture where data is used to drive decision-making at all levels of the organization.

Terry Bearden, CCAP, NCRA
Project Director, Organizational Capacity Building
NCAP
Washington, DC

Mastering Documentation: Ensuring Compliance and Accountability in Changing Times



Richard I 5th Floor

Documentation, or lack of adequate or proper documentation, is often cited in monitoring reviews and audits. From funding sources to the Office of Inspector General, it's an area where organizations who offer excellent services can run into trouble. In addition, the need for documentation does not disappear when a crisis hits. As operations change due to environmental shifts or disasters, agencies will need to ensure their documentation identifies how taxpayers' dollars are spent on items that are necessary, reasonable, allowable, allocable and what a prudent person would do in similar circumstances. Join this session and we will share challenges we have seen, possible solutions, and areas of improvement.

Katherine Eilers, CPA
Senior Manager
Wipfli LLP
Madison, WI

Data Informed Housing Solutions: Strengthening Community by Addressing the Intersection of Housing & Domestic Violence



Nicolet I 5th Floor

This session will explore the intersection of domestic violence and homelessness using community-level data captured by Human Development Commission, a rural Community Action Agency in Michigan. The session will cover how the data was used to redesign a continuum of housing services and inform policy both at the local and state level.

Kristen Misener
Program Development Director
Human Development Commission
Caro, MI

Community Action and the Coordinating Council on Access and Mobility Technical Assistance Center: A Partnership That Can Work for You



Joliet | 5th Floor

Learn how the Coordinating Council on Access and Mobility Technical Assistance Center (CCAM-TAC), a Federal Transit Administration (FTA) initiative, can support your community in strengthening transportation services. This session will highlight tools, resources, and funding guidance available through CCAM-TAC, along with a real-world example of how one Community Action Agency has partnered with the CCAM-TAC team to improve coordination and work toward expanding access.

Bill Wagner

Director, Coordinating Council
on Access and Mobility Technical
Assistance Center
Community Transportation
Association of America
Washington, DC

Victoria Tiebor

Chief Executive Officer
Wyoming County Community
Action, Inc.
Perry, NY

Policy Plot Twist!: Navigating a Changing Landscape



42 Degrees North | 3rd Floor

You know that feeling when it turns out that the villain on your favorite show is actually the hero? That's kind of what tracking federal policy is like these days. Well—if we're being totally honest—it's more like the villain is actually the hero, he's also the real villain's long-lost twin, who everyone thought was dead but actually just had amnesia, the new season takes place 100 years in the future, it's suddenly a musical for some reason, and the whole show was actually just someone's dream. In this session, NCAP's Public Policy team will help you make sense of the latest twists and turns—from mid-season rewrites of established federal programs to surprise guidance changes, funding battles, and the return of policy proposals we thought were written out back in season one. Join us for a candid look at where things stand, what might be coming next, and how Community Action is navigating this prestige drama of a policy landscape.

Ryan Gelman, Esq., CCAP

Director, Public Policy & Advocacy
NCAP
Washington, DC

CCAP Center Stage

LW

This training is invite only and requires separate registration and fee.

Renaissance Ballroom | 4th Floor

Join NCAP's CCAP Commission and your fellow CCAPs for an afternoon of training, special recognitions, program updates, and networking. Learn from the 2025 inductees into the Lois J. Carson Library of Excellence and celebrate CCAPs renewing their certification in 2025. Weigh in on issues under consideration by the CCAP Commission and hear first-hand from CCAP Commissioners updated from the CCAP Program.

Building Resilient Teams Through Courageous Conversations

LW

LT

PM

EL

OL

Ambassador Ballroom, Salon 3 | 3rd Floor

Did you know that 85% of employees experience conflict in the workplace, and 1 in 4 employees say that avoiding conflicts has led to illness or absence from work? Initiating courageous conversations increases employee well-being and productivity but these conversations can feel uncomfortable. In this workshop, you will learn how to navigate "tough talks" using practices that support employee well-being, and safety. You'll leave this session with new perspectives, resources, and actionable strategies to resolve conflicts while preserving and strengthening workplace relationships.

Carolyn Sullivan
President & CEO
New Chapter Coaching
Columbia, MO

Elisa Glick
President
Elisa Glick Consulting
Columbia, MO



Shared Services and Mergers as Strategies for Strength and Sustainability



Ambassador Ballroom, Salon 2 | 3rd Floor

Community Action Agencies are increasingly exploring shared services and mergers as tools to enhance sustainability, improve efficiency, and expand impact. But how do organizations determine if these strategies are the right fit? This session will provide an overview of the opportunities and challenges of shared services and mergers, from financial and operational considerations to mission alignment and organizational culture. Participants will gain insights into how these approaches can help organizations adapt to changing environments while maintaining their commitment to the communities they serve.

Jonathan Cohen, Esq.
Program Lead & Staff Attorney
CAPLAW
Boston, MA

Emergency and Aftermath: Building a CAA Strategic Response Toolkit



Cadillac | 5th Floor

In this interactive session, Community Action Agency (CAA) panelists describe how they have planned for and managed fires, floods, and other local disasters. From emergency preparedness to initial recovery to longer term resilience planning, learn how weatherization and other funds and partnerships are being leveraged for maximum impact. CAPLAW will facilitate a discussion with panelists and attendees around questions such as: What are you doing to prepare? What funding is at play? What is needed at different stages of emergency response? How do community resilience and organizational resilience work together? Explore ways in which CAAs have dealt with extreme weather-related events to help inform a resource that will be developed through an NCAP/CAPLAW collaboration.

Allison Ma'luf, Esq.
Executive Director & General
Counsel
CAPLAW
Boston, MA

Savanna Arral, Esq.
Staff Attorney
CAPLAW
Boston, MA

Mia Harnos
Director, Energy Partnerships
NCAP
Washington, DC

Rachelle Abbott
President & CEO
STEP, Inc.
Williamsport, PA

Using Benchmarking to Increase the Competitiveness of Your Retirement Plan



Marquette | 5th Floor

Would it be helpful to know how your retirement plan compares to similar plans on factors like eligibility and employer contributions? Join us to learn about retirement plan key metrics for benchmarking using Plan Sponsor Council of America's (PSCA) annual 403(b) and 401(k) plan surveys. Mutual of America sponsored the 403(b) survey, which reports plan design information from 323 nonprofit organizations. We'll discuss key metrics for retirement plan benchmarking and offer actionable insights around strategic plan design and employee education to help your plan's health and, ultimately, your employees' retirement readiness

Earl Jones Jr., CRPS
Vice President, National Accounts
Mutual of America
New York, NY

Exhibit Hall Snack Break & Raffle

3:00 p.m. – 3:45 p.m.

You must be present to win!

Concurrent Sessions

3:45 pm – 5:00 pm

Moblie Session: Restoring Hope: Wayne Metro's Approach to Supportive Housing Tour



Meet in Hotel Lobby

Sponsored by Wayne Metro Community Action Agency

This tour will highlight Wayne Metro's comprehensive approach to homelessness prevention and supportive housing. Participants will visit two newly established facilities: the Downriver Headquarters, designed to provide wraparound services, and the River Rouge Overnight Shelter, a year-round emergency shelter. Attendees will hear from staff about trauma-informed care practices, program models, and facility design that prioritizes dignity and respect.

Mobile Session: The Solar Energy Horizon & The Role of Resiliency Hubs

3:45-8:00 pm

Sponsored by The Kresge Foundation

Meet in Hotel Lobby

For the past few years, Kresge has been working to ensure that community-serving organizations, and communities that suffer from disinvestment, can take advantage of green technology that can save money, increase resilience, improve health, and positively impact the climate. Kresge has pursued this work both nationally and locally, including in the City of Detroit. Join us to visit a Detroit-based Kresge grantee and tour a community-focused project that leverages new technologies to improve resilience and support the community.

WEDNESDAY, AUGUST 27



Board Fiduciary Duties: Care, Loyalty, and Obedience in Action



Duluth I 5th Floor

Nonprofit board members are entrusted with the responsibility of fulfilling fiduciary duties to ensure the long-term health and success of their organizations. In this session, we'll dive into the three fiduciary duties—care, loyalty, and obedience—and how to apply them in practical ways. Board members will explore strategies for safeguarding the nonprofit's resources, making mission-aligned decisions, and adhering to legal and ethical standards to protect the integrity and sustainability of the organization.

Jonathan Cohen, Esq.
Program Lead & Staff Attorney
CAPLAW
Boston, MA

Savanna Arral, Esq.
Staff Attorney
CAPLAW
Boston, MA

Head Start Town Hall



Renaissance Ballroom I 4th Floor

Join NCAP's annual Head Start Town Hall for an extended attendee question-and-answer segment in open dialogue with NCAP's Head Start Task Force and national partners, including CAPLAW and the National Head Start Association. This session offers a space to discuss timely issues, share insights, and connect with peers and experts across the Community Action Head Start community.

Moderators:

Edith White
Chief Executive Officer
Hampton Roads Community Action
Program
Newport News, VA

Thelma French, CCAP
President & CEO
Total Community Action
New Orleans, LA

Allison Ma'luf, Esq.
Executive Director
& General Counsel
CAPLAW
Boston, MA

Thomas Sheridan
Deputy Director
National Head Start Association
Alexandria, VA

Ryan Gelman, Esq., CCAP
Director, Public Policy & Advocacy
NCAP
Washington, DC

Beyond Compliance: Cultivating Quality Transformation



Mackinac East | 5th Floor

Participants will gain practical skills in actively using technology and evidence-based theories to create a culture of excellence driven by data. This session teaches how to leverage data analysis to identify and implement targeted improvements, optimize processes through technology, and apply proven methodologies to achieve organizational goals. While standard operating procedures are a component, the core focus is on driving real, measurable change through data and technology. We will turn data analysis into a compelling and engaging experience, adding real meat to the numbers.

Dr. Stacia Kelly, NCRT

Quality Improvement Manager

Shelby County Government Community Services Agency

Memphis, TN

Michigan on Top: State Energy Scorecard Research and Results



LaSalle | 5th Floor

Scaling healthy, affordable housing and clean energy investments is complex and requires coordination among state stakeholders. Learn about how the State of Michigan state policies, programs, and investments aimed at advancing a coordinated approach in support of healthy, affordable housing, focusing specifically on energy efficiency, are scoring big and leading the way.

Brian McGrain

Executive Director

Michigan Community Action

Okemos, MI

Mark Kresowik

Senior Policy Director

ACEEE

Washington, DC

Brad Banks

Energy Efficiency Specialist, Energy

Waste Reduction Section

Michigan Public Service Commission

Lansing, MI

WAP Math: Add, Subtract, Borrow and Carry Over to Solve Your Toughest ACPU Challenges



Cadillac I 5th Floor

The Weatherization Average Cost Per Unit formula allows local agencies to add, subtract, borrow and carry over from smaller jobs and multi-family projects to maximize and solve for your toughest ACPU & SIR jobs. Join us to see how agencies can increase investments in higher cost jobs with some simple math to ensure that all members of their community can receive the full WAP benefits.

Keesha M. Johnson, MM, CCAP
Project Director, Weatherization
Workforce Development
NCAP
Washington, DC

John O'Donnell, BPI BA, EA, QCI
COO
Optimum Performance Solutions
Gum Spring, VA

Taking an Asset Based Approach to Conducting a Needs Assessment



Marquette I 5th Floor

Traditional community needs assessments often focus primarily on deficits, identifying gaps in resources and services. Norwescap utilized an asset-based approach that emphasizes community aspirations alongside challenges. Residents were engaged in a structured process to articulate their goals for themselves, their families, and their communities, followed by an exploration of the barriers preventing them from achieving those goals. This qualitative data was integrated with a standardized needs assessment to provide a comprehensive analysis of both community aspirations and existing insecurities. The resulting insights inform data-driven strategies for program development and policy advocacy. This methodology has been published in an academic journal, reinforcing its validity and impact. This session will examine the assessment process, key findings, and the broader implications of an asset-based approach in understanding and addressing community needs.

Mark Valli, NCRT
CEO
Norwescap
Phillipsburg, NJ

Chris Snyder
Evaluation and Research Manager
Norwescap
Phillipsburg, NJ

Emmett Slobodzian
Program Impact Manager
Norwescap
Phillipsburg, NJ

Measuring What Matters: Tracking Whole Family Outcomes in Community Action



Mackinac West | 5th Floor

In a Whole Family Approach, tracking outcomes at every level – child, parent, and family – is essential to understanding and improving the impact of services. In this session, attendees will learn how to effectively measure outcomes that reflect the unique needs of each family member while capturing the collective progress of the family as a whole. Participants will gain insights into measuring key child, parent, and family outcomes, such as educational progress, economic mobility, health improvements, and family stability, while exploring how to use data to capture these outcomes, assess family progress, and adjust services to meet evolving needs. Attendees will leave with actionable strategies to measure what matters and demonstrate the lasting impact of your Whole Family Approach.

Jeannie Chaffin, CCAP
 Consultant
 NCAP
 Washington, DC
 & President
 Jeannie Chaffin LLC
 Manassas, VA

Navigating the Storm: Your Associations Crisis Communications Plan



Joliet | 5th Floor

In addition to being the go-to organizations for the media, State Associations often amplify the messaging of regional and national Community Action partners and provide communications support to their member agencies. This workshop will equip State Associations with the tools and strategies to fortify crisis communications plans for today's environment.

Terry Bearden, CCAP, NCRA
 Program Director
 NCAP
 Washington, DC

David Knight
 Executive Director
 CalCAPA
 Sacramento, CA

Kris Rowe
 Executive Director
 Community Action Association of
 Alabama
 Birmingham, AL

Streamlining Success: Merging Back Office Functions for Shared Services



42 Degrees North | 3rd Floor

In this training session, participants will explore the benefits and strategies of merging back-office functions within Community Action Agencies. By leveraging shared services, agencies can enhance efficiency, reduce costs, and improve service delivery. This session will provide practical insights, case studies, and actionable steps to successfully implement shared services in your organization.

Denes Tobie, CPA

Partner

Wifpli LLP

Madison, WI

Ryan Peasley

Partner

Wifpli LLP

Madison, WI

Katherine Eilers, CPA

Senior Manager

Wifpli LLP

Madison, WI

Changing Narratives: A Case Study in Affordable Housing



Nicolet | 5th Floor

In one of America's most affluent counties, people are being pushed out by the high cost of living and lack of affordable housing. As part of a county-wide effort to support Bay Area Housing for All and a regional bond measure, Community Action Marin activated its story telling capacity to shift minds and help create one of the highest pro-housing responses in the campaign.

Chandra Alexandre, CCAP

CEO

Community Action Marin

Novato, CA

Gina Guillemette

Chief Strategy Officer

Community Action Marin

Novato, CA

Building Skilled Careers: Vocational Training for Enhanced Employability



Greco | 4th Floor

This session focuses on practical strategies for delivering high-quality vocational training that leads to meaningful employment. Participants will examine innovative models from local organizations that support bridging the gap between training and employment.

Brandon Anaya

Vice President, Consulting & Policy
Seattle Jobs Initiative
Seattle, WA

Keri McCrorey, CCAP

Executive Director
East Missouri Action Agency
Park Hills, MO

Nicholle Hahn, CCAP

Development Director
East Missouri Action Agency
Park Hills, MO

Karis Manus

Senior Associate, Learning and
Dissemination
NCAP
Washington, DC

Fostering Community Connections for Lasting Change



Richard I 5th Floor

This interactive workshop explores the critical role of community relationships in supporting economic mobility for families experiencing poverty. Research shows that connecting individuals to broader networks can significantly enhance their financial independence. Join Kamatara Johnson, Executive Director of Circles USA, as she shares practical strategies, best practices, and resources—including a community mapping tool—to help your agency foster lasting change for clients. Explore ways to build and strengthen connections that can support long-term success and help families break the cycle of poverty.

Kamatara Johnson

Executive Director
Circles USA
Albuquerque, NM

Sara Thornburg

Former Executive Director
Friends In Deed and Circles
Washtenaw County
Ypsilanti, MI

The Power of Connection: Strengthening Client Support Through Innovative Services Delivery



Ambassador Ballroom, Salon 3 | 3rd Floor

Discover how Wayne Metro's internally developed Resource Guide is transforming client support by streamlining access to essential services. This comprehensive tool consolidates hundreds of resources, ensuring clients receive maximum assistance while improving efficiency, reducing waiting times, and enhancing outcomes. Join us to explore strategies that strengthen service delivery and create a greater impact in your community.

Chandra Alexandre, CCAP
CEO
Community Action Marin
Novato, CA

Gina Guillemette
Chief Strategy Officer
Community Action Marin
Novato, CA

Forging the Fellowship: The Power of a Multi-Generational Workforce



Ambassador Ballroom, Salon 11 | 3rd Floor

The world has changed... “They aren’t committed to the work; they just want to punch in and punch out...” “There isn’t room to advance...” “We already tried that a few years ago...” “No one is willing to change or try something new...” These narratives we hear about the generational divide in the workplace don’t have to be true. There is wisdom in those who have been a part of the network for decades – and there are new ideas that are worth getting at the decision-making table from those who have just joined the organization. And agencies that embrace this truth will create a truly unstoppable workforce – one that can engage in reciprocal mentorship, with all the power of years or experience and all the energy of a new voice looking to dive into this work. Join us in an interactive workshop on forging a powerful multi-generational workforce!

Mary Ready
Family Service Coordinator
Impact Community Action
Columbus, OH

Holly Papineau, MSW, CCAP
Programs Director
Community Action Partnership of
North Dakota
Fargo, ND

Unlocking Your Potential: The Strategic Advantage of Comprehensive Renewal



Ambassador Ballroom, Salon 1 | 3rd Floor

Discover how prioritizing all facets of renewal can be a powerful strategy for unlocking your full potential and enhancing overall personal effectiveness. This session delves into the seven key types of recovery and provides participants with the opportunity to assess their current habits and develop personalized plans for optimizing their restorative practices. Gain actionable insights to cultivate greater energy, focus, and a renewed sense of personal strength.

Jeannie Thurston

Manager, Community Programs and Prevention
Trauma Smart-Crittenton Children's Center
Kansas City, MO

Hiring a New Executive Director: A Shared Responsibility



Ambassador Ballroom, Salon 2 | 3rd Floor

Bringing on a new executive director is one of the most important decisions a board will make. This session walks through the hiring process step by step—from forming a search committee and setting clear expectations, to navigating the difference between a contract and employee role. We'll discuss how boards and leadership teams can work together to define what the organization needs, build agreement around key priorities, structure a strong, informed process, and ensure a robust onboarding experience that sets the new leader up for success.

Denise Harlow, CCAP
Chief Executive Officer
NCAP
Washington, DC

Maribeth Schneber-Rhemrev, CCAP,
PMP, NCRT
Director, Organizational
Capacity Building
NCAP
Washington, DC

5:15 p.m. – 6:15 p.m.

Young Professionals Caucus



Greco | 4th Floor

This caucus will be an opportunity for young professionals (ages 20-32) in the network to discuss the future of Community Action and ways they can make an impact in their local agencies. NCAP will unveil its Young Professionals Advisory Committee.

Moderator:

Savannah Oates

Advocacy & PR Manager

Community Action Partnership of Kern

Bakersfield, CA

& Chair

NCAP Young Professionals Advisory Committee

Thank You Members!

The Board and staff of the National Community Action Partnership would like to thank all of our members! Your continued support makes it possible for us to carry out our mission of ensuring the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action network.

Thank you for helping us #BeCommunityAction

COMMITTEE MEMBERS



Region 1

Isabella Dickens-Bowman
Boston, MA



Region 3

Abriana Cook
Oceana, WV



Region 4

Jesse Gonzales
Decatur, AL



Region 5

Ashley Slack
Lansing, MI



Region 7

Mary Ready
Des Moines, IA



Region 8

Holly Vane
Fargo, ND



Region 9

Savannah Oates
Bakersfield, CA

CHAIR



At Large

Celeste Presley
Lexington, KY

**Regions 2 & 10 are currently
looking for representatives!
Want to learn more or apply?
Scan the QR code!**



Get Connected with us today, we're here to help!

"Safeguarding Your CAA: Strategies for Unemployment & HR"

Live Webinar

An NCAP Endorsed Vendor Webinar

Navigating unemployment costs, HR challenges, and compliance requirements can feel overwhelming—but it doesn't have to be. Join this insightful webinar to discover practical strategies that will help your CAA stay financially resilient, compliant, and efficient.

What you'll gain:

- Mastering Unemployment Expenses – Learn how to evaluate and manage unemployment costs effectively, ***including how FNP provides fixed unemployment costs for CAAs for up to two years.*** Explore pending state and federal legislation that could impact your budget in 2026.
- Remote Workforce Compliance – Stay ahead of state-specific unemployment regulations for remote employees and ensure your nonprofit remains compliant.
- Optimizing HR Processes – Discover strategies to streamline HR operations, enhance regulatory compliance, and reduce administrative burdens.

Don't miss this opportunity to equip your CAA with the tools it needs to thrive in today's complex landscape. Join us and gain valuable insights to safeguard your organization's future!

Presented By:



CHERYL JONES



CRUZ MENDEZ

Tuesday, September 30

2 PM Eastern Time

Scan this QR code to register:



Move for the Movement: Exploring Detroit's Riverfront

8:00 a.m. - 9:00 a.m.

Free but Separate Advance Registration Required

Sponsored by Wayne Metropolitan CAA

Step outside and experience Detroit's iconic Riverwalk in this casual-paced run or walking session designed to energize your morning. As you move along the scenic route, you'll pass by some of Detroit's most iconic landmarks with a view of our neighbors in Canada. This unique session encourages movement in all forms, creating opportunities for meaningful conversation, reflection, and connection with fellow conference attendees. This is not a race—it's a moment to celebrate movement, community, and Detroit's rich history. Along the route, participants will engage with historical facts and fun trivia that highlight the spirit of Detroit.

Convention Registration, Information, and Product Sales

8:00 a.m. – 2:00 p.m.

Ontario Exhibit Hall I 3rd Floor

2:00 pm – 5:00 pm

Ontario Exhibit Hall Foyer I 3rd Floor

Quiet Room

8:00 a.m. – 5:00 p.m.

Monet I 4th Floor

Feeling overwhelmed? Need to step away? Visit the quiet room for a break from the hustle, bustle, and noise. Be still. Be silent. Relax.

Work & Networking Room

8:00 a.m. – 5:00 p.m.

DaVinci I 4th Floor

Check emails, catch up with colleagues, or make a call in this work and networking space.

Exhibit Hall

8:00 a.m. – 2:00 p.m.

Ontario Exhibit Hall I 3rd Floor

Visit our exhibitors to collect stamps for your Passport to Prizes. Once your Passport is complete, return it to the registration desk for a chance to win gift cards, Community Action merchandise, goodie baskets, and more!

General Session: National Partners Fireside Chat

9:30 a.m. – 10:30 a.m.

Renaissance Ballroom, Columbus/Cabot I 4th Floor

Join us for the latest updates in programming, training, and technical assistance from the Community Action Network’s national partners. Hear from national partners on emerging opportunities and challenges facing the network.

Denise Harlow, MSW, CCAP, NCRT
 Chief Executive Officer
 NCAP
 Washington, DC



Cheryl Williams, CCAP
 Executive Director
 NASCSPP
 Washington, DC

Allison Ma'luf, Esq.
 Executive Director and General Counsel
 CAPLAW
 Boston, MA



Thomas Sheridan
 Deputy Director
 National Head Start Association
 Alexandria, VA

Katrina Metzler
 Executive Director
 National Energy & Utility
 Affordability Coalition
 Washington, DC



Break

10:30 a.m. – 10:45 a.m.

General Session: Legislative Update

10:45 a.m. – 12:00 p.m.

Renaissance Ballroom, Columbus/Cabot | 4th Floor

For years, David Bradley has been one of Washington’s leading advocates for low-income programs. Join David Bradley and get the latest information from Washington, as well as an update on the Community Services Block Grant (CSBG) and other key funding streams for Community Action.



David Bradley, CCAP

Executive Director and Co-Founder

National Community Action Foundation (NCAF)

Washington, DC

Lunch On Your Own

12:00 p.m. – 1:30 p.m.

Concurrent Sessions

1:45 p.m. – 3:00 p.m.

Mobile Session: Building Careers While Building Homes: Wayne Metro’s Workforce Innovation



Meet in Hotel Lobby

Sponsored by Wayne Metropolitan Community Action Agency

This tour will showcase Wayne Metro’s innovative approach to weatherization and workforce development. Attendees will visit Wayne Metro’s Welcome Center and Mission Café, a space fostering local entrepreneurship, followed by a tour of a live weatherization training site. Participants will hear from successful program graduates and gain insights into creating sustainable career pathways in energy efficiency.

From Hype to Help: Practical A.I. Strategies That Streamline Your Organization



Cadillac I 5th Floor

Artificial Intelligence is everywhere—but turning buzz into practical value is the real challenge. This session cuts through the hype to explore actionable AI strategies that drive measurable impact. We'll address common misconceptions, showing AI as a tool to enhance—not replace—your team's capabilities. Whether you're just starting or refining existing tools, you'll leave with real-world examples, lessons learned, and practical solutions to streamline workflows and boost results.

George Platt

President & CEO

ESI

Plano, TX

Rural Caucus



Ambassador Ballroom, Salon 11 3rd Floor

The Rural Caucus is a unique opportunity for senior leaders serving rural areas to connect, learn, and grow together. Executive Directors of rural agencies from across the network will be invited to share insights, challenges, and opportunities facing the Community Action network. This session will provide space for Executive Directors to discuss key issues facing their organizations and the Community Action network and to explore strategies for addressing them.

Moderators:

Dreama Padgett, CPA, CCAP, MBA,

MAFM

MountainHeart Community

Services, Inc.

Oceana, WV

& Secretary, Board of Directors

NCAP

Washington, DC

Willy Soderholm, CCAP

Executive Director

Community Action Partnership Minot

Minot, ND

Region 8 Representative,

Board of Directors,

NCAP

Washington, DC

Funder Reporting is Only the Beginning: Using Data to Plan, Build, and Support Your Agency's Future



Nicolet I 5th Floor

Everyone talks about “using data,” but what does that really mean? Funder reporting is important, but it’s not the only use of data. The real goal is the data YOU care about, and the questions you could answer with it -from the front room to the Board room- evaluative, analytical, actionable! Critically important to braiding funding and telling the extraordinary story of the difference you make, using data well often involves a culture shift at your CAA. This presentation will include case studies on agencies that have successfully navigated this process - each with a different lens.

Paige Teegarden

CEO/Founder

empowOR

Salida, CO

Rising Leaders, Stronger Agencies: Why Young Professionals Stay



Brule I 5th Floor

Join us for an engaging panel featuring young professionals from across the US as they share their Community Action journeys—how they applied, developed skills, strengthened their agencies and state associations, and committed to staying in the field. Hear firsthand why they continue their work and what organizations can do to attract and retain emerging leaders. This session will explore challenges within the network, strategies for mutual support, and the power of leading by ascending leaders rather than just succession. Gain insights to strengthen your agency’s young professional pipeline!

Holly Papineau, MSW, CCAP

Programs Director

Community Action Partnership

of North Dakota

Fargo, ND

Emily Nolan

Communications and

Development Specialist

Ohio Association of Community

Action Agencies

Columbus, OH

Bridging the Benefits Cliff: Supporting Families Through Transitional Challenges



Cartier I 4th Floor

The “benefits cliff” refers to the challenge families face when they experience a loss of critical support as their income increases, making it harder for them to maintain financial stability. This workshop will provide attendees with practical tools and strategies to help families navigate these transitional challenges. Through real-world examples and interactive discussions, participants will examine how to help families plan for and manage transitions in a way that ensure long-term financial well-being. This session will equip attendees with the knowledge and resources to advocate for policies that reduce the cliff effect and offer tangible support to families during critical transitions, empowering them to move toward financial independence without losing access to vital resources.

Jeannie Chaffin, CCAP
Consultant
NCAP
Washington, DC
& President
Jeannie Chaffin LLC
Manassas, VA

Tamerdis Hollywood
Senior Associate, Learning & Dissemination
NCAP
Washington, DC



From Threat to Opportunity: Navigating the IM116 Process



Joliet I 5th Floor

Through the lens of Georgia's Community Action Network, this workshop reframes the IM-116 experience as a growth opportunity. Attendees will explore strategies to manage corrective actions, address possible funding termination, and foster continuous improvement. Focusing on the case study of the West Central Georgia Community Action Council and the Georgia Community Action Association, participants will gain valuable insights into developing Quality Improvement Plans and leveraging peer networks effectively. This engaging, interactive session provides you with the tools necessary to transform obstacles into opportunities for growth, amplifying your agency's impact in serving the community. Join us to turn obstacles into steppingstones for progress.

Consuela Thompson
Executive Director
Georgia Community Action
Association
Stone Mountain, GA

Jill Harrison
Board Chair
West Central Georgia Community
Action Council, Inc.
Montezuma, GA

Camille Vickers
Executive Director
West Central Georgia Community
Action Council, Inc.
Montezuma, GA

Understanding Reserves and Indicators of Financial Well Being



Ambassador Ballroom, Salon 2 | 3rd Floor

This session breaks down what to look for when assessing your organization's financial health. We'll cover reserves, liquidity, operating results, and other key indicators to help you understand where your agency stands—and what to watch for over time.

Adi Rubin, CPA
Managing Director
CBIZ
Washington, DC

Basics of Subrecipient Monitoring



Mackinac East | 5th Floor

Effective subrecipient monitoring goes beyond agreements and risk assessments—it's about ongoing oversight. This session walks through the core components of monitoring, including reviewing reports, conducting site visits, tracking performance, and documenting results. If your agency passes funding to others, this is what you need to know to meet your responsibilities.

Jonathan Cohen, Esq.
 Managing Director & Staff Attorney
 CAPLAW
 Boston, MA

Savanna Arral, Esq.
 Staff Attorney
 CAPLAW
 Boston, MA

Tools and Strategies for Contractor Engagement and Success



LaSalle | 5th Floor

This presentation focuses on leveraging tools and resources to empower contractors and enhance engagement within weatherization and building performance programs. Attendees will explore practical strategies for attracting, training, and retaining contractors while utilizing innovative resources like the Contractor's Guide to Success and platforms such as Green Workforce Connect. The session will highlight how organizations can use these tools to streamline contractor onboarding, improve communication, and foster long-term collaboration. With insights into quality assurance processes, training opportunities, and workforce development plans, participants will gain actionable solutions to build contractor capacity and drive program success.

Kye Garvin
 Weatherization Workforce
 Sr. Program Manager
 NASCSP
 Washington, DC

Pagan Poggione
 Senior Director, Strategic
 Workforce Engagement
 IREC
 Kalamazoo, MI

Maximizing Workforce Development Programming to Address Emerging Community Needs



Mackinac West | 5th Floor

Community assessments completed as part of CSBG requirements reveal time and time again that there is a significant population that is unemployed or underemployed and in need of workforce development and job placement opportunities. Community Action Agencies are uniquely positioned to address this community need by leveraging existing staff, securing wraparound funding and partnering with public and private sector partners to identify sectors for which there are increased need for services. But, there are often challenges in figuring out how to report this data on the CSBG work plan and how to maintain compliance with multiple funding requirements. ABCD has used its position as both a Community Action Agency and operator of two Career Centers to address the needs of its community. It has been able to develop partnerships with the public and private sector to address needs specific to the Boston community, by developing programs specific to returning citizens and increasing partnerships in green jobs sector. ABCD has also ensured its approach can be accurately captured on its CSBG work plan and has developed capacity to comply with the myriad of requirements that come with leveraging several different funding sources. In this presentation, Ron Marlow and Jennifer Williams from Action for Boston Community Development, Inc. will talk about how Community Action Agencies can creatively and innovatively address the employment needs in their community while reporting the success on the CSBG work plan and maintaining compliance with different funding requirements.

Ron Marlow, CCAP
 Vice President of Workforce
 Development and Alternative
 Education
 Action for Boston Community
 Development, Inc.
 Boston, MA

Jennifer Williams
 General Counsel
 Action for Boston Community
 Development, Inc.
 Boston, MA

Navigating Fatherhood While Incarcerated



Duluth I 5th Floor

DYCD's Fatherhood Initiative helps fathers reconnect with their children and develop essential parenting skills by helping each participant (1) increase engagement and responsibility in his relationship with his child/children; and (2) provide material and financial support to his child/children or (3) assist fathers in attaining needed benefits and services. DYCD partnered with The NYC Department of Corrections to provide these services to incarcerated fathers.

Ebony Jordan-Wilson

Director

NYC Department of Youth and
Community Development
New York, NY

Sherman Olivera

Director

NYC Department of Youth and
Community Development
New York, NY

Resilience & Recovery: Preparing Your Organization for Tomorrow



Marquette I 5th Floor

In this time, finding competent and committed staff is more difficult than ever, especially for the wages many non-profit organizations are able to provide. In this workshop we will explore effective recruitment, retention and management strategies for finding and keeping great teams.

Julie Nathanson Jakopic

President/CEO

iLead Strategies
Alexandria, VA

Beyond the Grant: Building Meaningful Relationships with Foundations



42 Degrees North | 3rd Floor

Successful foundation partnerships aren't just about submitting a great proposal—they are about building relationships. What does it mean to build successful relationship with funders while aligning on movement towards impact? This session will explore how to cultivate long-term partnerships that work.

Moderator:

Tiffney Marley, CCAP
Senior Vice President, Practice Transformation
NCAP
Washington, DC

Presenters:

Daniel J. DuHamel, MPP, CCAP
Program Officer - Family Stability,
Quality of Life
Margaret A. Cargill Philanthropies
Eden Prairie, MN

Joelle-Jude Fontaine
Senior Program Officer
Human Services
The Kresge Foundation
Troy, MI

Liz Kuoppala, CCAP
Executive Director
MAHUBE-OTWA
Detroit Lakes, MN

Cheryl P. Johnson
Chief Executive Officer
COTS
Detroit, MI

Plan Your Steps to Becoming a CCAP

Becoming a Certified Community Action Professional is a big accomplishment, but it requires planning, dedication, and commitment. Charles McCann, CCAP Emeritus, offers one-on-one assistance to develop a personal plan to successfully earn your CCAP. Visit Registration today to schedule your meeting!

Ensuring a Workplace Focused on Wellness



Ambassador Ballroom, Salon 3 | 3rd Floor

Servant leadership is hard work! As we work diligently to serve others, we must not forget ourselves. Workplace wellness is essential to creating a positive and supportive work environment that results in improved outcomes for employees and those we serve. This workshop will showcase a comprehensive wellness initiative that has produced excellent results regarding employee satisfaction and agency achievement. With today's angst inducing environment, wellness programs are not just a good idea, they are necessary.

Christina Castle-Barber

CSBG Program Director/Division Manager

Employment and Human Service Department Community Service Bureau

Concord, CA

A Board's Guide to Sustainability and Long-Term Impact



Greco | 4th Floor

Sustainability isn't just a goal—it's a responsibility. Boards must ensure their organization is financially sound, strategically positioned, and prepared for leadership transitions. This session will break down what sustainability really means for nonprofits, with a focus on aligning financial strategy with mission, ensuring leadership continuity, and making strategic decisions that position the organization for long-term success. Board members will gain concrete steps to move beyond short-term thinking and create a future ready organization.

Maribeth Schneber-Rhemrev, CCAP, PMP, NCRT

Director, Organizational Capacity Building

NCAP

Washington, DC

Innovative Solutions for Success



Richard I 5th Floor

This panel of Michigan CAA's will introduce innovative ways to utilize mentoring as a strategy to promote upward mobility. By attending this session, you will learn about successful programs for both youth and adults that help families experiencing generational poverty find long-term self-sufficiency.

Stephanie Kasprzak, CCAP
Executive Director
Monroe County Opportunity Program
Monroe, MI

Break

3:00 p.m. – 3:30 p.m.

The only genuine elite is the elite of those men and women who gave their lives to justice and charity.

— **Sargent Shriver**

Concurrent Sessions

3:30 p.m. – 5:00 p.m.

Tech for Social Good in the Ever-Changing World: Leveraging Technology to Drive Community Impact



Richard I 5th Floor

In an era of rapidly advancing technology, professionals have a unique opportunity to leverage these innovations for the greater social good. This session will explore the transformative potential of technology, including artificial intelligence, cybersecurity best practices, and digital transformation. Participants will gain a foundational understanding of AI, learn techniques to identify and prevent phishing attacks, and explore the advantages of paperless applications. Additionally, attendees will examine a ticketing system used by a Community Action Agency to streamline and resolve day-to-day service requests more efficiently. Through interactive discussions and hands-on activities, participants will acquire practical knowledge and tools to drive positive change within their communities. Furthermore, the session will highlight how being a digital native enhances the ability to engage with younger audiences effectively.

Jesse Gonzalez
IT Systems Administrator
Community Action Partnership of
North Alabama (CAPNA)
Decatur, GA

Isabella Dickens-Bowman
Training & Resource Manager
MASSCAP
Boston, MA

Mike Burnett, CCAP, NCRA, NCRI
Executive Director
Concho Valley Community Action
Agency
San Antonio, TX

Executive Director & CEO Caucus



Cartier I 4th Floor

The Executive Directors/CEO Caucus is a unique opportunity for senior leaders to connect, learn, and grow together. Executive Directors/CEOs from across the network will be invited to share insights, challenges, and opportunities facing the Community Action network. This session will provide space for Executive Directors/CEOs to discuss key issues facing their organizations and the Community Action network and to explore strategies for addressing them.

Denise Harlow, MSW, CCAP, NCRT
 Chief Executive Officer
 NCAP
 Washington, DC

Dalitso Sulamoyo, PhD, CCAP
 Champaign County Regional
 Planning Commission
 Urbana, IL

Using Immersive Storytelling to Achieve Change



Ambassador Ballroom, Salon 2 | 3rd Floor

In public service, people can be a barrier as much as budgets or technology. Learn how to break down silos, increase collaboration, and build durable partnerships by telling compelling stories about your work and the people you serve. Civilla, a non-profit design studio in Detroit, began a journey toward improving \$138 billion in benefits for 2.5 million people by building an interactive experience in a supply closet with a couple of art supplies. Attend this session to experience a piece of that story yourself and learn how to make your own story with human-centered design and storytelling techniques.

Julia Dale
 CEO
 Civilla
 Detroit, MI

Andre Francisco
 Director of Communications
 Civilla
 Detroit, MI

Building WAP Cred: Developing Leaders with Badging and Micro Credentialing



LaSalle | 5th Floor

Learn how to leverage the Weatherization Assistance Badges Toolkit and the benefits and uses of badges, also called micro-credentials as part of a flexible and effective program improvement strategy for weatherization field workers. The badging toolkit is open source and free to download for CAAs to offer staff an opportunity to demonstrate growth in skill, experience, and readiness for advancement.

Kelly Cutchin

Energy Efficiency Advisor & Curriculum Developer
Auburn, ME

The Mission Connection: Sustainability & the Community Action Opportunity



42 Degrees North | 3rd Floor

In an era of more powerful storms, more intense fires, and more frequent flooding, plus grid instability, greater demands for power, and skyrocketing energy costs – those most impacted are the families we serve. Like any other crisis our country has faced, it falls to Community Action to ensure our communities are not left behind as solutions and new technologies are deployed. Come learn about the many opportunities for your agency to meet its mission in this pivotal time. Examples will include: 1) leveraging weatherization programs to bring solar, heat pumps and other technologies to your clients; 2) agency buildings as resiliency centers, providing shelter from the storm; 3) how you might save clients money every month and improve sustainability by leveraging Solar for All, a \$7B opportunity; and, 4) related workforce opportunities.

Joe Evans

Senior Social Investment Officer,
Social Investment Practice
The Kresge Foundation
Troy, MI

Zach Franklin

Chief Strategy Officer
GRID Alternatives
Berkley, CA

Donna Givens

President & CEO
Eastside Community Network
Detroit, MI

Joy Wang

Director
State of Michigan Solar for All
Lansing, MI

Leading Together: Strengthening Family Leadership for Lasting Impact



Mackinac East | 5th Floor

When families lead, communities thrive. This dynamic session will explore how Community Action Agencies and other community-based organizations can cultivate and sustain family leadership to drive meaningful change. Participants will be introduced to practical tools and strategies for engaging parents and caregivers as leaders in program development, advocacy, and decision-making. Through interactive discussions and real-world examples, attendees will examine ways to foster trust, build leadership pathways, and create meaningful opportunities for families to take an active role in shaping their communities. Whether you're looking to enhance existing efforts or start fresh, this session will provide actionable insights to empower families as leaders for lasting impact.

Jessica DeGrave, CCAP
 Vice President of Whole Family
 Implementation
 Newcap
 Green Bay, WI

Alli Ward, CCAP
 Economic Empowerment Manager
 Lakes & Prairies Community Action
 (CAPLP)
 Moorhead, MN

Cheryl Detrick, CCAP
 President/CEO
 Newcap
 Green Bay, WI

Tayla Daniel
 Project Director
 Practice Transformation
 NCAP
 Washington, DC

Thank You Board Members!

We thank you for your work every day and your commitment to learn by attending this Annual Convention. You truly embody the cornerstones of the Community Action movement - maximum feasible participation and the call to fully participate in the development, planning, implementation, and evaluations of programs supported by CSBG.

Building a Thriving Internship Program for Your Agency or Association



Joliet | 5th Floor

Unlock the full potential of internship programs to drive your agency or association's success! In this interactive session, participants will learn how to create an internship program that aligns with your organization's growth goals and operational needs. From designing an impactful internship structure to tapping into the full potential of interns, you'll gain the tools and strategies to build a program that works for you. We will explore practical ways to:

- Develop a tailored internship program that supports your capacity and future growth.
- Convert interns into long-term employees who contribute to your strategic objectives.
- Identify creative opportunities to leverage interns for program and organizational development.
- Forge valuable partnerships with local colleges and universities to attract top talent.
- Effectively onboard, mentor, and manage interns to maximize their impact.

Internship programs not only provide immediate support to boost your team's capacity but also offer a cost-effective way to invest in your future workforce. Whether you're looking to expand resources or build a pipeline of talented individuals, this course will equip you with the knowledge and strategies to make your internship program a game-changer for your organization!

Tina Rockenbach
Executive Director
Community Action of Nebraska
Lincoln, NE

Managing Reductions in Force



Ambassador Ballroom, Salon 3 | 3rd Floor

In today's dynamic business environment, organizations may face difficult decisions regarding workforce reductions due to economic factors, restructuring, or other strategic changes. Managing a reduction in the workforce (RIF) requires careful planning, empathy, and effective communication to mitigate the impact on employees and the organization. This session is designed to equip leaders and HR professionals with the tools and strategies necessary for navigating workforce reductions while maintaining organizational integrity and morale.

Molly Trottier

Manager, Human Resources

Wipfli

Madison, WI

More Than an Assessment: Community Based Research for Planning and Results



Mackinac West | 5th Floor

PEACE, Inc. staff (Onondaga County, NY's CAA) will share the best methods for community-based research that drives meaningful results. The session will cover data-driven storytelling, Personas/human-centered design, community conversations/engagement driven by Whole Family Principles, and more. Rooted in research and real-world application, these easy-to-adopt methods will advance results in your agency, among policymakers, and within your community. By focusing on Syracuse—a city facing high poverty rates yet positioned for federal investments—you can learn how to transform narratives into action.

Todd Goehle

Vice President of Operations and

Strategy

PEACE, Inc.

Syracuse, NY

Maribel Arce

Director of Grants and Planning

PEACE, Inc.

Syracuse, NY

Building Tomorrow's Workforce: Implementing Innovative Apprenticeship Programs



Brule | 5th Floor

This session focuses on how organizations are implementing innovative apprenticeship programs to address workforce shortages within their local communities. Participants will discuss best practices and community engagement strategies for successful program development.

Mia Harnos

Director, Energy Partnerships
NCAP
Washington, DC

Lillie Seels, CCAP

Director, Practice Transformation
NCAP
Washington, DC

Building Your Team: Recruit, Retain, and Motivate Talent



Marquette | 5th Floor

In this time, finding competent and committed staff is more difficult than ever, especially for the wages many non-profit organizations are able to provide. In this workshop we will explore effective recruitment, retention and management strategies for finding and keeping great teams.

Julie Nathanson Jakopic

President/CEO
iLead Strategies
Alexandria, VA

Thriving at Work: Building Resilience and Connection



Ambassador Ballroom, Salon 1 | 3rd Floor

In today's demanding work environment, fostering a healthy and supportive atmosphere is essential for both employees and organizations. This session offers a comprehensive approach to navigating stress, promoting personal resilience, and supporting colleagues through everyday challenges. Participants will begin with self-reflection on their current relationship with work and life, then explore strategies to enhance their well-being. Organizations will also gain tools to build a workplace culture that supports employee engagement, balance, and long-term success.

Angela Howell
COO
SA Howell, LLC
Cumming, GA

Maximizing Impact Through Effective Board Governance



Cadillac I | 5th Floor

A strong board is key to an organization's success. In this session, we'll cover the basics of effective board governance, including defining roles and responsibilities, ensuring proper oversight, and using board structure for maximum impact. We'll also discuss strategies for running productive meetings, encouraging meaningful conversations, and aligning decisions with the organization's goals. Participants will leave with practical tools to enhance board effectiveness and accountability.

Maribeth Schneber-Rhemrev, CCAP, PMP, NCRT
Director, Organizational Capacity Building
NCAP
Washington, DC

Changes to the CSBG Annual Report: Transitioning to CAR v3.0



Nicolet I 5th Floor

Join us for an in-depth overview of the updates on CSBG Annual Report v3.0. After attending this session, you will be familiar with the current knowns and forthcoming for CAR v3.0 implementation, have useful tips and resources that will help you agency transition from CAR v2.1 to CAR v3.0, and be able to identify the major changes between the two versions.

Tiffany Jarvis, CCAP
Director of Research
NASCS
Washington, DC

Navigating Risk When Risk is Everywhere



42 Degrees North I 3rd Floor

In today's environment, uncertainty is constant, and risks seem to come from every direction—funding, staffing, operations, compliance, technology, and more. This session explores how to make sense of overlapping risks, how to avoid risk fatigue, and how to prioritize when everything feels urgent. Participants will leave with practical strategies for identifying, managing, and communicating about risk across their organization. While broadly applicable to all CAAs, the session will also touch on unique risk considerations for Weatherization programs.

Melanie Lockwood Herman
Executive Director
Nonprofit Risk Management Center
Leesburg, VA

NCAP Awards Gala

6:30 p.m. – 9:00 p.m.

Renaissance Ballroom, Columbus/Cabot I 4th Floor

Honor your peers and celebrate the successes of Community Action.

NCAP Awards Gala

Welcome

Dalitso Sulamoyo, PhD, CCAP, Board Chair, NCAP

Presiding

Denise Harlow, CCAP, Chief Executive Officer, NCAP

Invocation

Nadeem Siddiqi, PhD

Chief Administration Officer, Wayne Metropolitan Community Action Agency

Recognition of Avril Weisman Scholarship Winners

Recognition of Pathways to Excellence Achievers

National Community Action Leadership Award

Catherine Clements, Rural Alaska Community Action Program, Inc., Anchorage, AK

National Community Action Personal Achievement Award

Audra Rea, CCAP, Panhandle Community Services, Amarillo, TX

Dinner Service

Recognition of Certified Community Action Professionals Class of 2025

National Community Action Volunteer Recognition Award

Pamela Hubbard, KCEOC Community Action Partnership, Gray, KY

The Promise in Action Award

Family Service Agency of DeKalb, DeKalb, IL

The Promise in Action Award

Maui Economic Opportunity, Inc., Wailuku, HI

Closing Remarks

Pathways to Excellence

BRONZE TIER RECOGNITION



CHIPPEWA - LUCE - MACKINAC
COMMUNITY ACTION AGENCY



OlyCAP

OLYMPIC COMMUNITY ACTION PARTNERSHIP





Collaborative on Economic Mobility

The Collaborative on Economic Mobility highlights emerging and promising practices in economic mobility for low-income communities and works to expand the capacity of the Community Action network to deliver services that promote economic mobility.



WORKFORCE DEVELOPMENT



HIGH-QUALITY EDUCATION



COMMUNITY-ASSET BUILDING



2GEN WHOLE FAMILY APPROACH



INNOVATIVE COMMUNITY PROGRAMS AND ORGANIZATIONS

CHECK OUT OUR CONFERENCE SESSIONS!

Explore how Community Action Agencies across the country are advancing economic mobility through innovative programs, partnerships, and practices.

- **Transforming Lives: Implementing a Whole Family/Whole Home Approach to Innovation**
Wednesday, August 27th at 1:45pm - 3pm
- **Building Skilled Careers: Vocational Training for Enhanced Employability**
Wednesday, August 27th 3:45pm - 5pm
- **Building Tomorrow's Workforce: Implementing Innovative Apprenticeship Programs**
Thursday, August 28th 3:45pm - 5pm
- **Pathways to Prosperity: Tools and Resources to Advance Economic Mobility**
Friday, August 29th 9:30am - 10:45am

DISCOVER MORE



Visit the Collaborative on Economic Mobility webpage to learn more about our work, explore featured webinars, access tools and resources, and sign up for the Fresh Find newsletter to stay informed.

Visit tinyurl.com/NCAPcem

Information

Convention Information, and Product Sales

8:15 a.m. – 11:30 a.m.

Ontario Exhibit Hall Foyer | 3rd Floor

Continental Breakfast

8:15 a.m. – 9:30 a.m.

Renaissance Ballroom, Columbus | 4th Floor

Quiet Room

8:15 a.m. – 11:30 a.m.

Monet | 4th Floor

Work & Networking Room

8:15 a.m. – 11:30 a.m.

DaVinci | 4th Floor

Concurrent Sessions

9:30 a.m. – 10:45 a.m.

Communicating Through Crisis



Cartier | 4th Floor

When a crisis hits, how you communicate can make all the difference. This session offers practical guidance for internal and external communication during and after a crisis. We'll cover key dos and don'ts, discuss real-world examples, and share tools to help leaders navigate high-pressure situations with clarity, transparency, and confidence. Whether you're managing a data breach, weather emergency, or funding shortfall, effective communication is part of the response.

Melanie Lockwood Herman

Executive Director

Nonprofit Risk Management Center

Leesburg, VA

Public CAA Peer Roundtable



Mackinac East | 5th Floor

Public Community Action Agencies (CAAs) operate within the structure of local government, bringing both unique opportunities and challenges. This roundtable brings together public CAA leaders and staff to discuss pressing challenges, emerging trends, and shared solutions. Whether it's navigating compliance, advocating within government structures, or leveraging resources, this is a chance to learn from peers, ask questions, and exchange ideas in a space designed specifically for public CAAs.

Maribeth Schneber-Rhemrev, CCAP, PMP, NCRT

Director, Organizational Capacity Building

NCAP

Washington, DC

You Know Your Data!



Brule | 5th Floor

Data is used for many things, from reporting to storytelling to evaluation. Without high quality data, your agency will not be able to successfully perform these functions. But where does high quality data originate? It does not come from the outside; it begins with you! Only you know your data. Only you can determine if it is high quality or not. Join us for today's interactive session where you will learn what is meant by high quality data and practical ways to assess your data. You will also receive tools and resources that you can take back to your agency so you can know your data better.

Tiffany Jarvis, CCAP

Director of Research

NASCSP

Washington, DC

Plan Your Steps to Becoming a CCAP

Becoming a Certified Community Action Professional is a big accomplishment, but it requires planning, dedication, and commitment. Charles McCann, CCAP Emeritus, offers one-on-one assistance to develop a personal plan to successfully earn your CCAP. Visit Registration today to schedule your meeting!

Tribal Energy Challenges and Innovations



LaSalle | 5th Floor

Tribal Nations are leading the charge in clean energy solutions bridging the gap between tradition and innovation. Resilient tribal economies are promoting sustainable development that can be a conduit for lasting change. Learn how Tribal Nations and are leveraging WAP and other energy funding to create sovereignty and sustainability for their community and future generations.

Lori Walking Eagle
Rosebud Sioux Tribe

Katrina Metzler
Executive Director
NEUAC
Washington, DC

Chris Willman
Weatherization Team Leader
Indiana Community Action
Association

Indianapolis, IN

Trenton Herman
Weatherization Crew Lead
Red Cloud Renewable
Pine Ridge, SD

Tyler Herman
Weatherization Crew
Red Cloud Renewable
Pine Ridge, SD

Weatherization Improves Utility Costs & Health Outcomes!



The Weatherization Assistance Program (WAP) efficiently retrofits below standard low-income homes, greatly improving residents' utility costs and health outcomes.



Powering the Future: Solar Solutions Panel



Cadillac | 5th Floor

Solar is here! Join three national experts for a discussion on groundbreaking projects forging the Community Action Solar Frontier. Hear how CAPs can help LIHEAP eligible homeowners and renters can save on monthly energy costs through community solar, available via NREL's Energy Connector platform. No equipment necessary! Learn about the solar value proposition of eCAP – a low to no cost solution that fits CAP buildings and facilities with solar panels generating energy savings and operational dollars. Interact with IREC's Green Workforce Connect Solar to explore the growing solar jobs sector. Don't miss this opportunity to be at the forefront of the Solar Frontier!

Tim Rivard
Researcher
NREL
Washington, DC

Steven Leitner
COO
eCAP
Hackensack, NJ

Pagan Paggoine
Senior Director
Strategic Workforce Engagement
IREC
Albany, NY

FRIDAY, AUGUST 29



Certified Community Action Professional (CCAP): What's It All About?



Mackinac West | 5th Floor

Curious about the Certified Community Action Professional (CCAP) credential and how it can advance your career in Community Action? Join Leah Pauletti for an in-depth introduction to NCAP's flagship professional development opportunity. This session will explore the purpose, benefits, and impact of becoming a CCAP, along with a clear breakdown of the enrollment and certification process. You'll also learn how to maintain your credential through the renewal process. Whether you're just starting to consider CCAP or already planning your path, bring your questions and leave with clarity and inspiration to take the next step.

Leah Pauletti, CCAP, NCRA
Project Director, Credentialing Assessment
NCAP
Washington, DC

Whole Family Approach Technical Assistance Lab



Ambassador Ballroom, Salon 3 | 3rd Floor

Is your agency adopting or shifting to a whole family approach and needing technical assistance? This technical assistance lab creates space for leaders to ask specific questions about issues they are grappling with, such as designing the WFA, overcoming staff resistance, data sharing, and more. Come to this session and receive support from peers and subject matter experts.

Jeannie Chaffin, CCAP
Consultant
NCAP
Washington, DC
& President
Jeannie Chaffin LLC
Manassas, VA

Tayla Daniel
Project Director, Practice
Transformation
NCAP
Washington, DC

Tamerdis Hollywood
Senior Associate, Learning
& Dissemination
NCAP
Washington, DC

Katy Smith
Program Associate,
Communication & Dissemination
NCAP
Washington, DC

Navigating Career Growth in Uncertain Times



Ambassador Ballroom, Salon 1 | 3rd Floor

In this session, we'll explore practical strategies for young professionals to successfully navigate their career paths amid today's ever-changing landscape. From adapting to change to identifying new opportunities for growth, we'll discuss how to build resilience, leverage strengths, and make proactive decisions for long-term success.

Savannah Oates

Advocacy & PR Manager
Community Action Partnership of
Kern
Bakersfield, CA

Celeste Presley, CCAP

Head Start Project Manager
Community Action Council for
Lexington-Fayette, Bourbon,
Harrison, and Nicholas Counties, Inc.
(Community Action Council)
Lexington, KY

Pathways to Prosperity: Tools and Resources to Advance Economic Mobility



42 Degrees North | 3rd Floor

This training offers a practical overview of tools and resources available through the Collaborative on Economic Mobility that are designed to help support individuals, families, and communities on the journey to economic mobility. Participants will explore the curated selection of resources that address common challenges to economic mobility and will gain insight into actionable strategies for implementation with local community initiatives.

Lillie Seels, CCAP

Director, Practice Transformation
NCAP
Washington, DC

Karis Manus, NCRI

Senior Associate, Learning and
Dissemination
NCAP
Washington, DC

Competitive Wages in the Nonprofit Sector



Ambassador Ballroom, Salon 2 | 3rd Floor

Nonprofit organizations often face the challenge of offering competitive wages while working with limited budgets. As competition for talent increases, it's essential for nonprofits to understand how to structure compensation packages that not only meet the financial needs of employees but also align with the mission and values of the organization. This workshop will provide nonprofit leaders, HR professionals, and managers with practical strategies to create competitive wages and benefits, ensuring they can attract and retain top talent without compromising organizational sustainability.

Molly Trottier

Manager, Human Resources

Wipfli

Madison, WI

CSBG Organizational Standards: What Boards Need to Know



Richard I 5th Floor

Boards are essential to ensuring Community Action Agencies meet the CSBG Organizational Standards. In this session, we will explore the key standards boards need to understand, their role in overseeing compliance, and how to approach monitoring the agency's performance. Participants will learn how to support their agency in meeting the standards, ensure necessary documentation is in place, and effectively engage with leadership to address any gaps. This session will provide clarity on the board's responsibilities in maintaining a strong, compliant organization.

Terry Bearden, CCAP, NCRA

Project Director, Organizational Capacity Building

NCAP

Washington, DC

Break

10:45 a.m. - 11:00 a.m.

General Session: Closing Remarks & Raffle

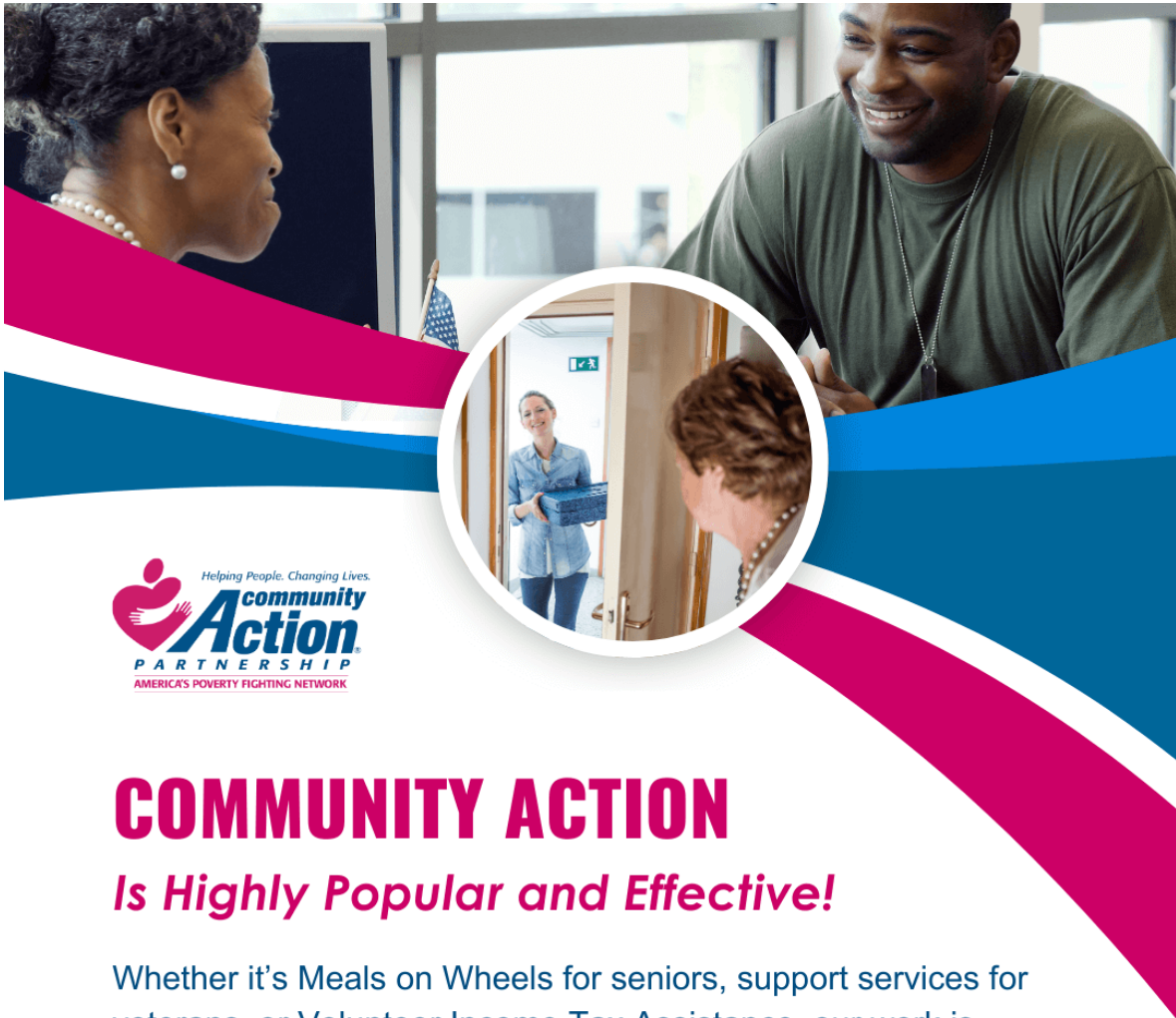
11:00 a.m. – 11:30 p.m.

Renaissance Ballroom, Columbus I 4th Floor

Join NCAP’s Board Chair and Chief Executive Officer for final remarks before heading home. The final raffles of the convention will take place at this time as well.

Denise Harlow, MSW, CCAP
 Chief Executive Officer
 NCAP
 Washington, DC

Dalitso Sulamoyo, PhD, CCAP
 Champaign County Regional
 Planning Commission
 Urbana, IL



COMMUNITY ACTION

Is Highly Popular and Effective!

Whether it's Meals on Wheels for seniors, support services for veterans, or Volunteer Income Tax Assistance, our work is necessary for the success and prosperity of our communities.

Gold

Estech Systems*George Platt*

President/COO

Phone: 800.374.0422

Email: gplatt@esi-estech.comWebsite: <http://www.esi-estech.com/>**The Kresge Foundation***Joe Evans*

Social Investment Officer

Social Investment Practice

Website: <https://kresge.org/>**Mutual of America***Earl Jones Jr., CRPS®*

Vice President, National Accounts

Phone: 516.949.5192

Email: earl.jones@mutualofamerica.comWebsite: mutualofamerica.com

Retirement Services • Investments

WIPFLI*Brian Gaumont*Partner & Business Development
and Growth Leader Nonprofit,
Government, and Education Practice

Phone: 608.270.2952

Email: bgaumont@wipfli.comWebsite: wipfli.com**WIPFLI**

Silver

empowOR by CSST Software, LLC

Paige Teegarden, MPP

CEO & Founder

Phone: 201.448.7426

Email: sales@empoworbycsst.com

Website: www.EmpowORbyCSST.com



Margaret A. Cargill Philanthropies

Daniel J. Duhamel, MPP, CCAP

Program Officer

Family Stability, Quality of Life

Website: <https://www.macphilanthropies.org/>



Chrome

Gallagher

Jordan Stair, ARM

Area Vice President

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Email: jordan_stair@ajg.com

Website: <https://www.ajg.com/>



Copper

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Chris Surrell

VP Business Development

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Website: <https://www.amerihealthcaritas.com/>



Capital One

Website: <https://www.capitalone.com/>



CBIZ

Sean Gillespie

Manager, Business Development

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Email: Sean.Gillespie@CBIZ.com

Website: <https://www.cbiz.com/>



Michigan Community Action

Brian McGrain

Executive Director

Phone: 517.321.7500

Email: bmcgrain@micommunityaction.org

Website: <https://www.micommunityaction.org>





1stPlace Childcare
Website: <https://1placechildcare.com/>



AM Conservation
Website: <http://amconservation.com/>



Amazon Business
Website: <https://business.amazon.com/>



AmeriHealth
Website: <https://www.amerihealthcaritas.com/>



CAP Systems
Website: <https://www.capsystems.com/>



Capital One
Website: <https://www.capitalone.com/>



CBIZ
Website: <https://www.cbiz.com/>



Circles USA (Move the Mountain Leadership)
Website: <https://www.circlesusa.org/>



CivicReach
Website: <https://www.civicreach.ai/>



Civilla
Website: <https://civilla.org/>



Community Action Association of Alabama
Website: <https://caaalabama.org/>



Community Software Group
Website: <https://communitysoftwaregroup.com/>

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Pack Light. Pack Smart. Travel On.™ since 1985
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Convenience Kits International, Ltd.
Website: <https://www.conveniencekits.com/>



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Website: www.EmpowORbyCSST.com



Estech Systems
Website: <http://www.esi-estech.com/>



Exemplar Human Services
Website: <https://exemplarhumanservices.com/>



Gallagher
Website: <https://www.ajg.com/>



HDI Wholesale
Website: <https://www.hdiwholesale.com>



IT Front Desk
Website: <https://itfrontdesk.com/>



Kintone
Website: <https://www.kintone.com/en-us/>



LifeStation
Website: <https://www.lifestation.com>



Margaret A. Cargill Philanthropies
Website: <https://www.macphilanthropies.org/>



Michigan Community Action
Website: <https://www.micommunityaction.org>



Mutual of America
Website: mutualofamerica.com



NASCSP
Website: <https://nascsp.org>



OMNIA
Website: <https://www.omniapartners.com/>



Plus Optix
Website: <https://www.plusoptixinc.com/>



Shah Software
Website: <https://www.shahsoftware.com/>



TeamKeeper
Website: <https://clockwisetx.com/>



The Kresge Foundation
Website: <https://kresge.org/>

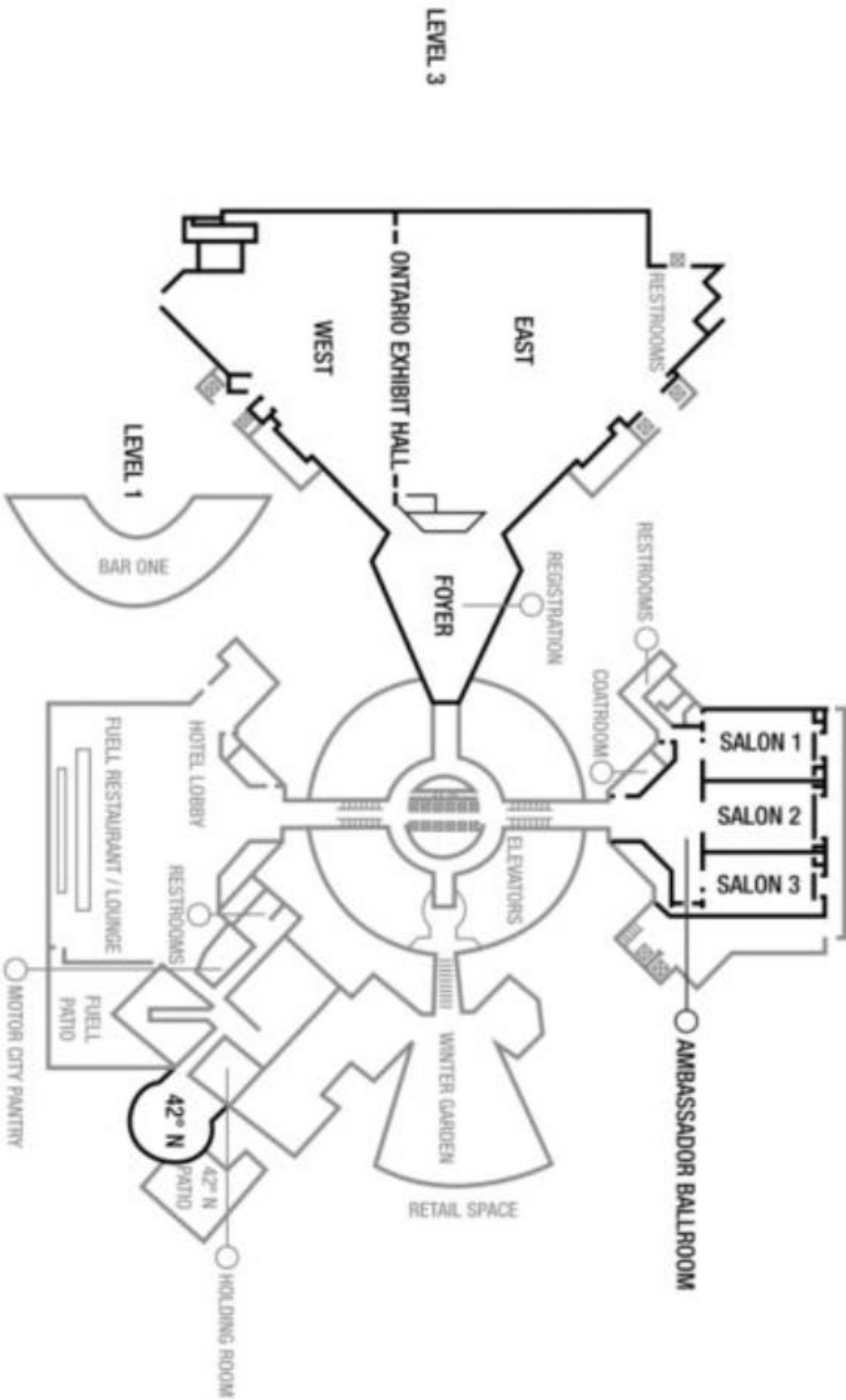


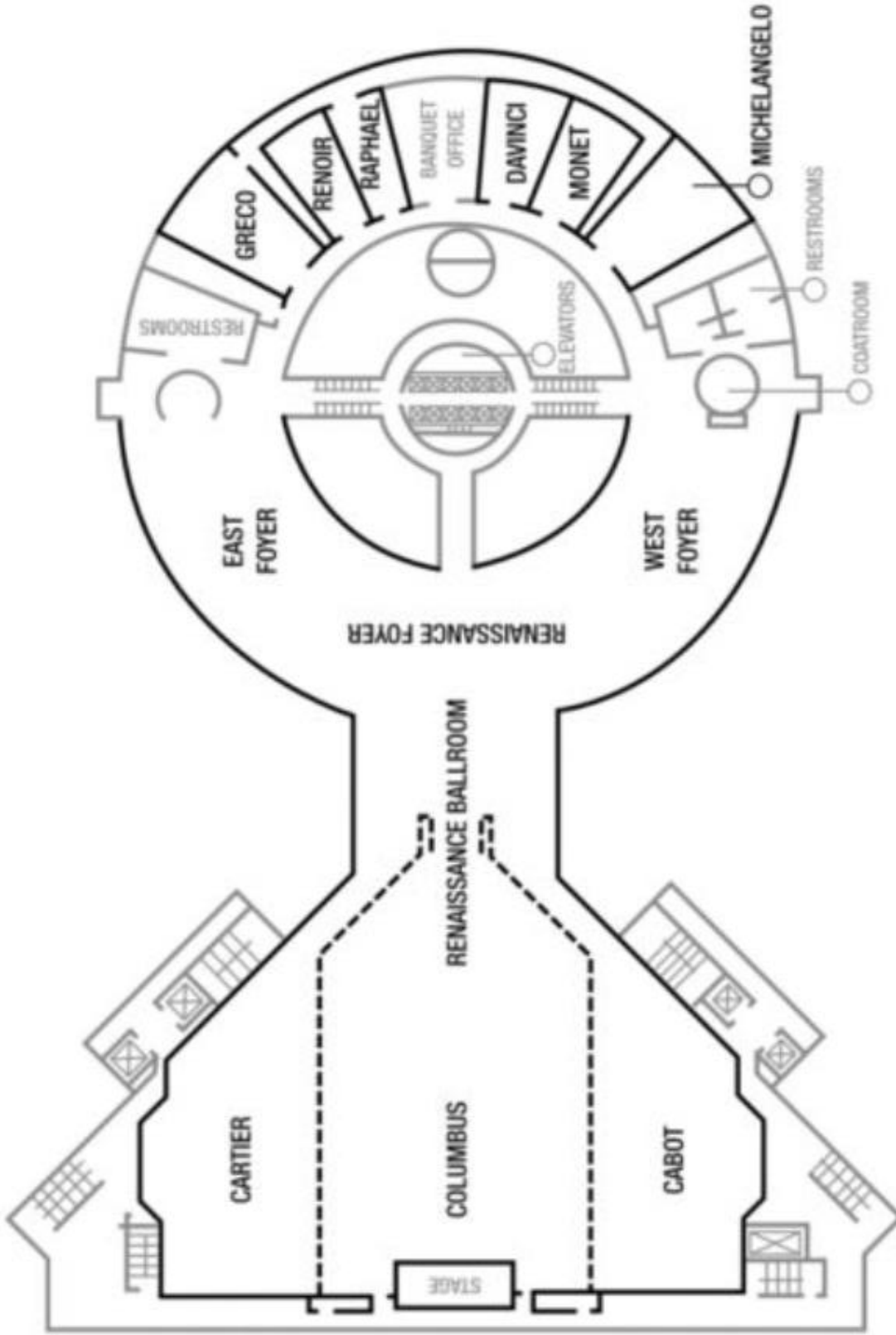
The Prosperity Agenda
Website: <https://theprosperityagenda.org/>



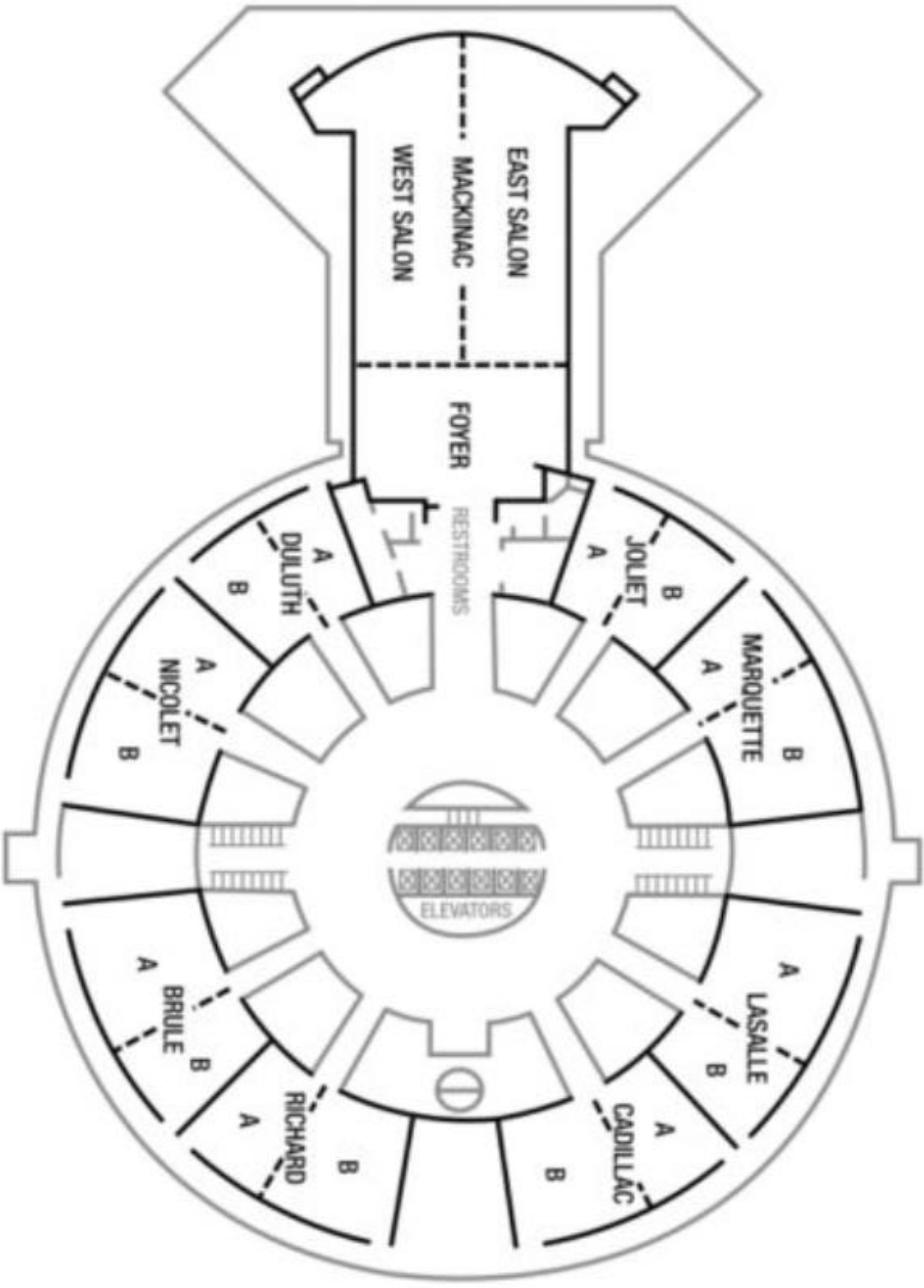
WIPFLI
Website: wipfli.com

MEETING ROOMS - LEVEL 1 & LEVEL 3





LEVEL 4



LEVEL 5



Save the Date

▶ **2026 MANAGEMENT
& LEADERSHIP TRAINING
CONFERENCE**

Pre-Conference: January 26-27
Conference: January 28-30

Hilton Orlando Lake Buena Vista
at Walt Disney World Resort
Orlando, FL

▶ **2026 ANNUAL CONVENTION**

Pre-Convention: August 31-September 1
Convention: September 2-4

Hyatt Regency St. Louis at the Arc
St. Louis, MO

▶ **2027 ANNUAL CONVENTION**

Pre-Convention: August 30-31
Convention: September 1-3

Philadelphia Marriott Downtown
Philadelphia, PA



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