

# Certified Community Action Professional (CCAP): What's it all About



Certified Community Action Professional

# We Promise

**Community Action changes people's lives,  
embodies the spirit of hope,  
improves communities, and  
makes America a better place to live.**

**We care about the entire community,  
and we are dedicated to  
helping people help themselves  
and each other.**

**Certified Community Action Professional**



# PRESENTER



Leah Pauletti, CCAP  
Project Director, Credentialed and Assessment  
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# Leah's Journey

- Client
- Employee at a Local Agency
- Employee at a Local Agency
- Employee at State Association
- CCAP!



# TODAY'S AGENDA

- What is CCAP
- Value of CCAP
- Break Down the Process
- Learning Opportunities
- Renewing your CCAP
- Questions



# TODAY'S AGENDA

- **What is CCAP**
- **Value of CCAP**
- **Break Down the Process**
- **Learning Opportunities**
- **Renewing your CCAP**
- **Questions**



- **An Attestation of an individual's level of knowledge and proficiency in a certain industry or profession.**
- **Recognition of the knowledge, skills, competencies that professionals have already accumulated.**
- **Process by which a person proves that they have the knowledge, experience and skills to perform a specific job.**

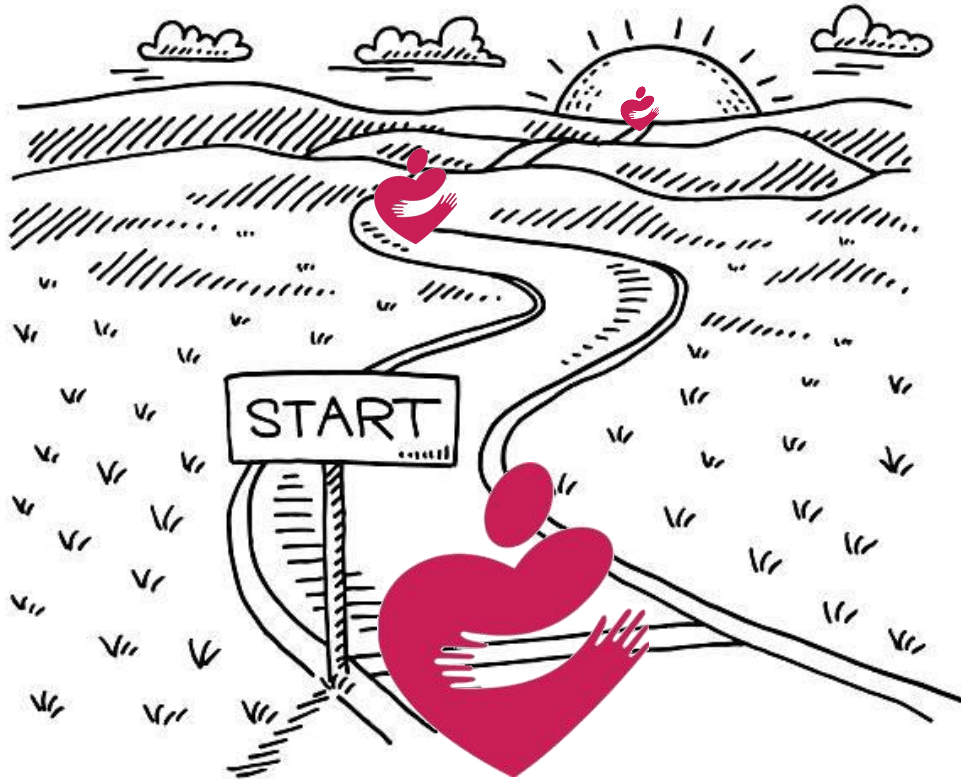


# Training

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# What is CCAP?



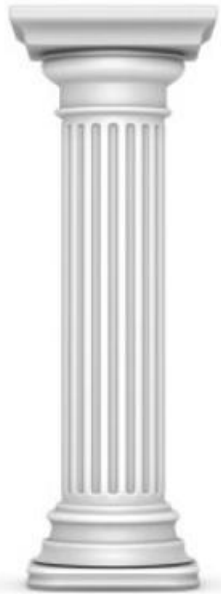
It's what  
**YOU**  
make of it.

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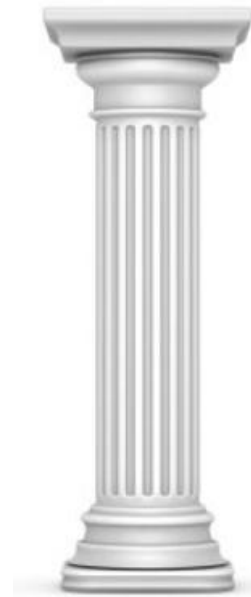


# What is CCAP?

## CCAP is based on Two Pillars



The Community  
Action Body of  
Knowledge



The Community  
Action Code of  
Ethics



# What is CCAP?

## Body of Knowledge (BoK)

- A. History of the Community Action Movement**
- B. Vision and Values of the Community Action Movement**
- C. CAA Traditional Management Skills**
- D. Leadership in Community Action**
- E. Theories: Causes of Poverty & Strategies to Address the Causes**



# What is CCAP?

## Community Action Code of Ethics

**Remain Focused on the Mission**

**Be Outspoken Advocates and Educators**

**Inspire Confidence and Trust in the Community Action Movement**

**Practice Service above Self**

**Be Leaders, Support Leaders, and Create Leaders**

**Strive for Performance Excellence**

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# The Value of CCAP - Individual

- Personal horizons are broadened
- Personal Orientation to Community Action is improved
- Personal behavior is guided by the Community Action Code of Ethics
- Personal affirmation is achieved



# Value of CCAP to Agency and to CA Movement

- Community Action Culture is preserved
- Community Action depth of leadership is assured
  - Community Action purpose is the unifying element.
  - Community Action orientation is provided



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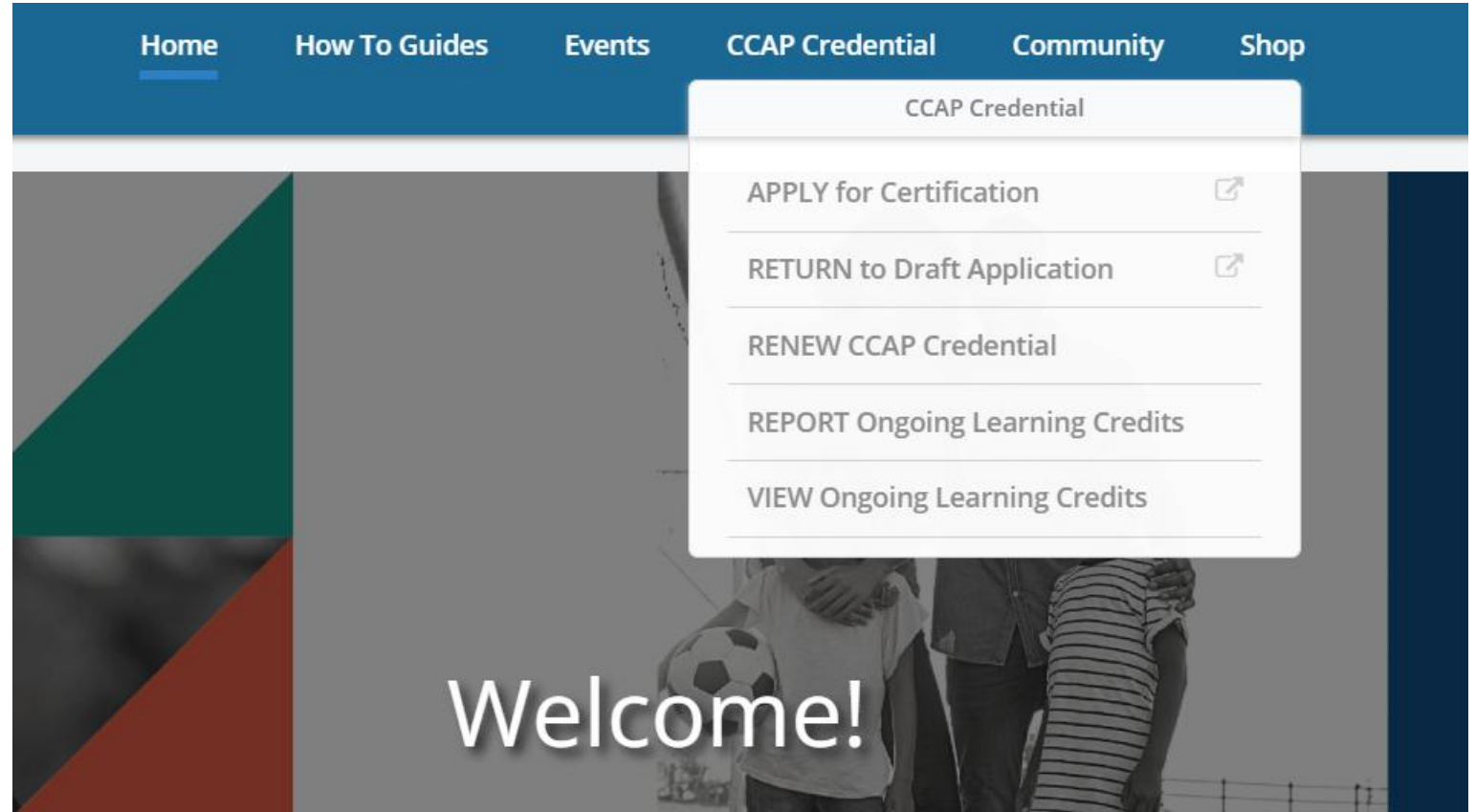
# So You Want to Enroll in CCAP

- Talk to CCAPs\***
- Build Your Support Team**
- Read the Community Action Body of Knowledge**
- Craft Your Learning Plan**
- Define and Commit to a Timeframe**



# ENROLLMENT

## Streamlined Enrollment



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# ENROLLMENT cont.

# Streamlined Enrollment

- Home
- HOW TO: Create My Account
- HOW TO: Log In
- HOW TO: Update My Personal Data
- HOW TO: Apply for CCAP
- HOW TO: Renew My Certification
- HOW TO: Print a Receipt
- HOW TO: Update My Saved Payment Data

📁 ID: 4

👤 Sample Portal User

🔒 Logout

### 📋 Steps

1. Instructions
2. Update Contact Data
3. Employer Type
4. **\*\*Out of Network Only\*\***
5. Recommendations
6. Code of Ethics
7. REVIEW & CONFIRM

Hide Instructions



**Important information to know BEFORE you proceed.**

***You have now created an official CCAP Application record in your NCAP Member Portal account.***

***You have the option to save and then return to this draft application prior to submitting it.***

***If you save your draft application prior to submission, when you return to complete it, select "RETURN to Draft Application"***


***from the log-in home page CCAP Credential Menu.***


*The system will create a new application each time you select, "APPLY for Certification".*



# ENROLLMENT

## Streamlined Enrollment

 **Steps**

1. Instructions 
2. Update Contact Data
3. Employer Type
4. **\*\*Out of Network Only\*\***
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Hide Instructions



### UPDATE YOUR PERSONAL & EMPLOYMENT INFORMATION

Please review the information about you below and, as needed, **UPDATE** and **SAVE** your record. The data you record here will update your entire record across the Member Portal.

#### Personal Information

The information below is how your record is currently listed in NCAP's MemberSuite portal. It is critical, during your CCAP Candidacy and after becoming a CCAP, to keep your contact information current. We don't want you to miss important information or updates.

First Name: \*

Last Name: \*

Email Address: \*

Mobile Phone #:

May We Send You CCAP Text Msgs?  Yes  No

#### Employer Information

Company:

Mailing Address:

Mailing



# ENROLLMENT

## Streamlined Enrollment

ID: 4

Sample Portal User

Logout

### Steps

1. Instructions
2. Update Contact Data
3. Employer Type
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Hide Instructions

Knowing and understanding what type of Community Action Network employer you work at is fundamental, basic knowledge for successful Community Action professionals. If this is the first time you are seeing a question of this nature, or, if you do not know which of these descriptions best fits your employer, please save your application and return to it after you have researched and determined the correct response.

### Employer Type

Select Your Professional Employer Type \*

- I am an employee of a local, PRIVATE Community Action agency
- I am an employee of a local, PUBLIC Community Action program
- I am an employee of a delegate or sub-grantee of a CSBG Eligible Entity
- I am an employee of a state or regional Community Action Association
- I am an employee of a National Community Action Network Affiliate
- I am an employee of a State or Federal agency that funds Community Action Agencies
- Other

Save & Continue

Save Draft & Exit

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# ENROLLMENT

## Streamlined Enrollment

If you have a recommender that cannot use email at all, fill in their name and a dummy email address on your application and then call or email the CCAP Office so we can assist you in securing your special reference in a different way. Having your references respond online is, by far, the fastest and easiest way to complete the reference requirements. However, we are happy to provide assistance with offline references when necessary.

NOTE: Unfortunately, the Member Portal does not include a feature that allows you, the applicant, to see which references have responded and which have not. At least once per month between July and October, NCAP will send missing reference email alerts to applicants that are missing references. Applicants may also email or call the CCAP office for status updates about their applications.

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Please note that you are required to have 3 recommendations in order to continue with this application. You currently have no recommendations specified. Click on the **Add** button to add one.

Add a Recommendation

Missing Recommendations


Save Draft & Exit







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# ENROLLMENT

## Streamlined Enrollment

 **Steps**

1. Instructions 
2. Update Contact Data 
3. Employer Type 
4. **\*\*Out of Network Only\*\*** 
5. Recommendations 
6. Code of Ethics 
7. REVIEW & CONFIRM

Hide Instructions

### THE COMMUNITY ACTION CODE OF ETHICS

Certified Community Action Professionals are expected to know, understand and abide by the Community Action Code of Ethics. This part of the CCAP Application reviews each of the Community Action Network's six ethical constructs. Applicants are encouraged to carefully review each section and decide if they can commit themselves to living and working according to the ethical parameters as defined.

Indicate your agreement to adopt and follow each ethic in the Code by checking the box and inserting your first and last initial in the space connected to each ethic.

*If you disagree, or decide you cannot commit to living up to the Code of Ethics, you may save and exit from this application.*

**PLEASE REMEMBER - If you will be paying for your CCAP Enrollment Fee with a Group Code and you do not yet have the Group Code, Save and Exit the application after initialing the final Code of Ethics statement.**

### REMAIN FOCUSED ON MISSION

Recognize the chief function of the Community Action movement at all times is to serve the best interests of people with lower incomes which, in turn, serves the best interests of the entire community. Seek to empower people and revitalize communities. Engage in activities that move us closer to mission achievement and further our positive outcomes.

### I agree to Remain Focused on Mission

Check to agree to adopt and abide by this ethic. \*  
Enter your first and last initials for confirmation. \*

I AGREE

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# ENROLLMENT

Amount Due: **\$635.00**

## How would you like to pay?

NCAP memberships are non-refundable.

### Use Your Saved Payment Options

Currently, you have no saved payment methods. When you check out, you can save your payment information on your account so you do enter it again.

- Pay With a New Credit/Debit Card
- Send Me an Invoice

## Apply Discount/Promo Code

Apply discount/promo code:

Code:

or [Cancel Your Order](#)

Core Version: 4.202.3.1336

[Association Management Sol](#)

# Streamlined Enrollment

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# ENROLLMENT PERIOD



July 1  
through  
October 31

1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
3. **Enrollment → Examination**



# EXAMINATION

1. Streamlined Enrollment
2. Enrollment Period July 1 through October 31
3. Enrollment → Examination

## ENROLLMENT → EXAM

No additional points to gather or documents to prepare and submit.



# EXAMINATION

1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
3. **Enrollment → Examination**
4. **2-Step Exam Process**

## 2 STEP EXAMINATION PROCESS

You will need to register for both exams through NCAP's member portal

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# Proctored Examination

## PROCTORED EXAMINATION

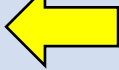
- Annually, 3rd Wednesday in April ←
- Online
- Up to 4-hour examination
- Covers CA Body of Knowledge
- 40 Objective Questions
- 4 Essay Questions (2 everyone answers, 2 more selected by Candidate)
- Study Guide released in Early December
- Register for the exam on NCAP's Member Portal
- Complete Practice Exercise/Meet with Proctor

1. Streamlined Enrollment
2. Enrollment Period July 1 through October 31
3. Enrollment → Examination
4. 2-Step Exam Process



# Independent Writing Assignment (IWA)

## INDEPENDENT ASSIGNMENT

- Topic & Study Guide released in May 
- Independently completed & submitted
- 4 – 5 prompts for which candidates will be asked to prepare written responses
- Sections B and E of Body of Knowledge
- Ability to apply understanding & knowledge to real world settings and issues
- 15-day writing & submission period
- Register for IWA on NCAP's Member Portal

# SUCCESSFULLY PASS PROCTORED EXAMINATION AND INDEPENDENT WRITING ASSIGNMENT

1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
3. **Enrollment → Examination**
4. **2-Step Exam Process**
5. **Successfully Pass Both**

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# TWO EXAMINATION EVENTS



1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
3. **Enrollment → Examination**
4. **2-Step Exam Process**
5. **Successfully Pass Both**
6. **Candidate Selects Order & Timing of Exam Process**

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# TWO EXAMINATION EVENTS



- ✓ April Exam
- ✓ May Independent Assignment

1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
3. **Enrollment → Examination**
4. **2-Step Exam Process**
5. **Successfully Pass Both**
6. **Candidate Selects Order & Timing of Exam Process**

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# TWO EXAMINATION EVENTS



- ✓ April Exam
- ✓ May Indepen. Assignment
  
- ✓ May Indepen. Assignment
- ✓ April Exam, following year



1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
3. **Enrollment → Examination**
4. **2-Step Exam Process**
5. **Successfully Pass Both**
6. **Candidate Selects Order & Timing of Exam Process**

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# TWO EXAMINATION EVENTS



- ✓ April Exam
- ✓ May Independ. Assignment

- ✓ May Indepen. Assignment
- ✓ April Exam, following year



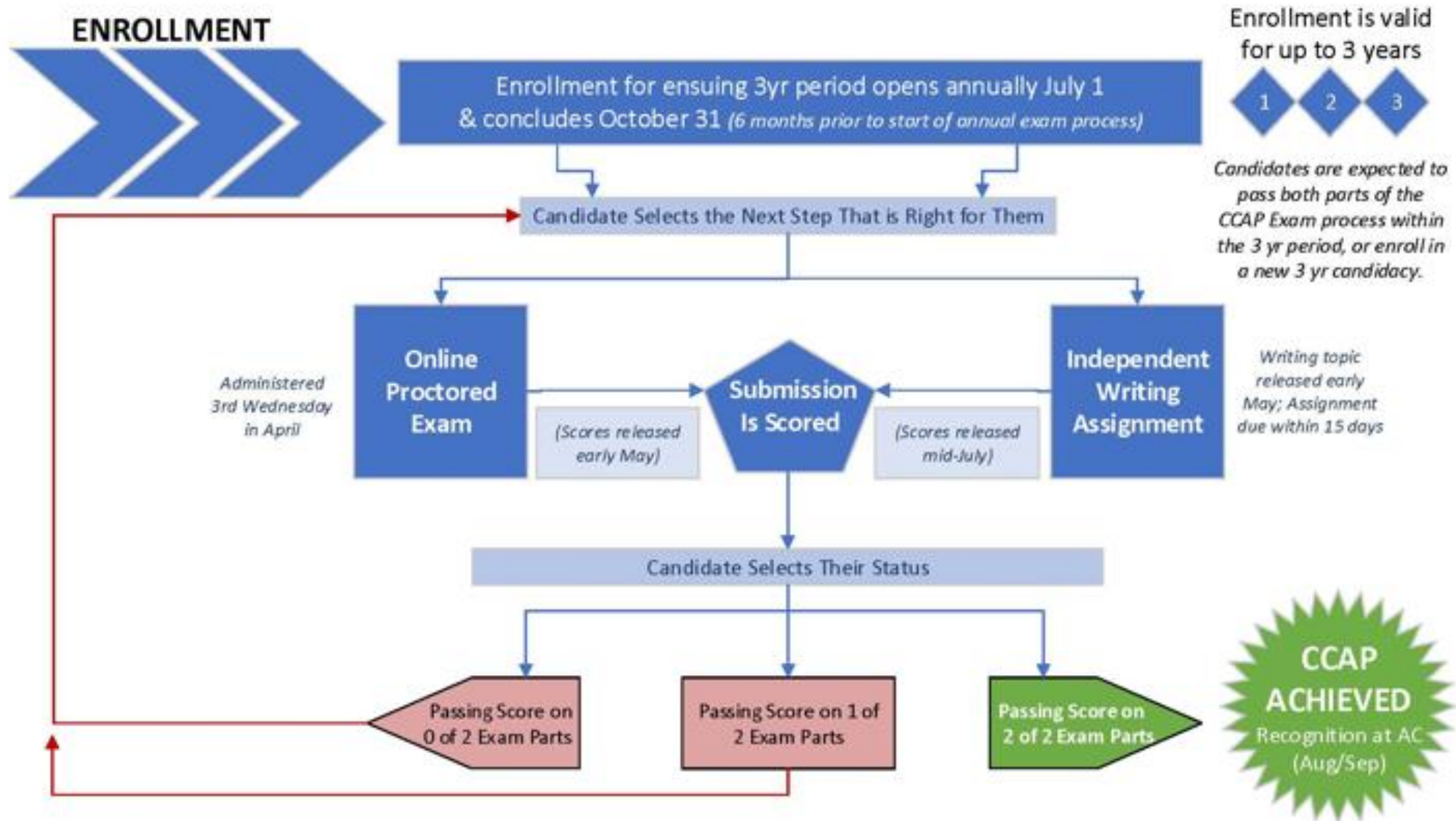
- ✓ May Independ. Assignment
- ✓ April Exam, following year
- ✓ May Independ. Assignment

1. **Streamlined Enrollment**
2. **Enrollment Period July 1 through October 31**
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5. **Successfully Pass Both**
6. **Candidate Selects Order & Timing of Exam Process**

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# CCAP CERTIFICATION PROCESS



# ONCE YOU BECOME A CCAP

1. **Receive your CCAP Pin and Certificate at the Annual Conference**
2. **Renew your CCAP in four years**



# TODAY'S AGENDA

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- Questions



# LEARNING OPPORTUNITIES

- **Webinars**
- **Presentations**
- **Study Guides**
- **Study Groups**



# RESOURCES

1. **CCAP Candidacy Guide & Study Guide** – Available on CCAP page(s) of NCAP’s website
2. **CCAP Web Page** – <https://communityactionpartnership.com/ccap/>
3. **CCAP Commissioners** – Oversee the CCAP program. Listed on NCAP’s website
4. **CCAP Staff** – Leah & Mitzi are best reached at [CCAP@CommunityActionPartnership.com](mailto:CCAP@CommunityActionPartnership.com)



## 2025 CCAP Candidacy Guide



2025-2026 CCAP PROGRAM DATES

DATE	EVENT	REF PAGE
Sept 4, 2025	<a href="#">How to Enroll &amp; What to Expect as a CCAP Candidate</a> – Webinar for interested CA Network stakeholders.	8
October 31, 2025	Enrollments for starting candidacy in 2026 must be submitted & paid for no later than this date. <b>REQUIRED</b>	6
Nov 30, 2025	<a href="#">Study Guide</a> released for 2026 Online Proctored Examination.	8
Nov 2025 – April 2026	Candidate opportunity period to study for Online Proctored Examination.	8
January 15, 2026	<a href="#">Welcome to the CCAP Program</a> – introductory Webinar for new and current Candidates.	8
March 2, 2026	Candidate registration for participating in 2026 CCAP Online Proctored Examination opens in NCAP's Member Portal (under "Events"). (See April 3) <b>REQUIRED</b>	9
March 12, 2026	<a href="#">Tips for Success with the CCAP Online Proctored Exam</a> – Webinar for current CCAP Candidates planning to participate in the April 15 Proctored Exam.	8
April 3, 2026	Registration to Participate in 2026 Online Proctored Examination closes at 11:59 pm Eastern time. <b>REQUIRED (See March 2)</b>	9
April 10, 2026	Candidates registered to take the Online Proctored Exam must meet with their assigned Host-proctor at least once by this date. <b>REQUIRED</b>	N/A
April 10, 2026	Candidates registered to take the Online Proctored Exam must have accessed the Practice Exercise at least once. <b>REQUIRED</b>	9
April 15, 2026	2026 CCAP Online Proctored Examination Administered. <b>REQUIRED</b>	9
April 16, 2026	Candidate registration for participating in 2026 CCAP Independent Writing Assignment opens in NCAP's Member Portal (under "Events"). (See May 12) <b>REQUIRED</b>	10
May 7, 2026	<a href="#">Tips for Success with the IWA</a> - Webinar for CCAP Candidates planning to complete the Topic-based, Independent Writing Assignment (IWA).	8
May 8, 2026	Individual results of Online Proctored Examination provided to Candidates.	9
May 12, 2026	Candidate registration for participating in 2026 Independent Writing Assignment due to NCAP. (See April 16) <b>REQUIRED</b>	10
May 14, 2026	2026 CCAP Independent Writing Assignment & Study Guide released by NCAP.	10
May 29, 2026	2026 CCAP Independent Writing Assignment due to NCAP (by 11:59 pm Eastern) <b>REQUIRED</b>	10
June 30, 2026	Individual results of CCAP 2026 Independent Writing Assignment provided to Candidates.	10
July 1, 2026	Online application opens for new Candidates enrolling for 2027-2030 period.	6
August 2026	New CCAPs for 2025 recognized at NCAP's Annual Convention in St. Louis.	N/A
Sept 3, 2026	<a href="#">How to Enroll &amp; What to Expect as a CCAP Candidate</a> – Webinar for interested CA Network stakeholders.	8
October 31, 2026	Enrollments for starting candidacy in 2027 must be submitted and paid for by this date.	6
Nov 30, 2026	<a href="#">Study Guide</a> released for 2027 CCAP Proctored Examination.	9



2026 CCAP  
Candidacy Guide



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- **Renewing your CCAP**
- Questions



# RENEWING THE CCAP CREDENTIAL

Every  
4  
Years

Reference  
from CEO/  
Board  
Chair

24  
Hours  
Learning

- ✓ Vision, Values and Ethics
- ✓ Traditional Management Skills
- ✓ Effective Leadership Skills
- ✓ Theories & Approaches to Combatting Poverty

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# RENEWING THE CCAP CREDENTIAL

Every  
4  
Years

Reference  
from CEO/  
Board  
Chair

24  
Hours  
Learning

Support  
for  
CCAP

- ✓ Served on the Examination Committee
- ✓ Mentored a CCAP Candidate
- ✓ Volunteered at a CCAP info table
- ✓ Delivered or engaged NCAP in delivering CCAP presentations at State conferences & events

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# PROCESS TO BECOME A CCAP

- 1. STREAMLINED ENROLLMENT**
- 2. ENROLLMENT PERIOD JULY - OCTOBER**
- 3. ENROLLMENT → EXAM**
- 4. 2-STEP EXAM PROCESS**
- 5. CANDIDATE SELECTS ORDER & TIMING OF EXAM EVENTS**
- 6. SUCCESSFULLY PASS BOTH EXAM EVENTS**

# PROCESS TO RENEW

- 1. ONLINE APPLICATION**
- 2. EVERY FOUR YEARS**
- 3. EMPLOYMENT ELIGIBILITY & REFERENCES SUBMITTED**
- 4. 24 HOURS OF ONGOING LEARNING**
- 5. CONTINUED SUPPORT OF CCAP PROGRAM**

# THANK YOU FOR BEING HERE TODAY

Questions, please contact  
[ccap@communityactionpartnership.com](mailto:ccap@communityactionpartnership.com)

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