

If you want to go fast, go alone.  
If you want to go far,  
go with others.

*African Proverb*

AFRICAN PROVERB



**CalCAPA**  
CALIFORNIA COMMUNITY ACTION  
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## **NASCSP 2015 Training Conference Sacramento, CA**

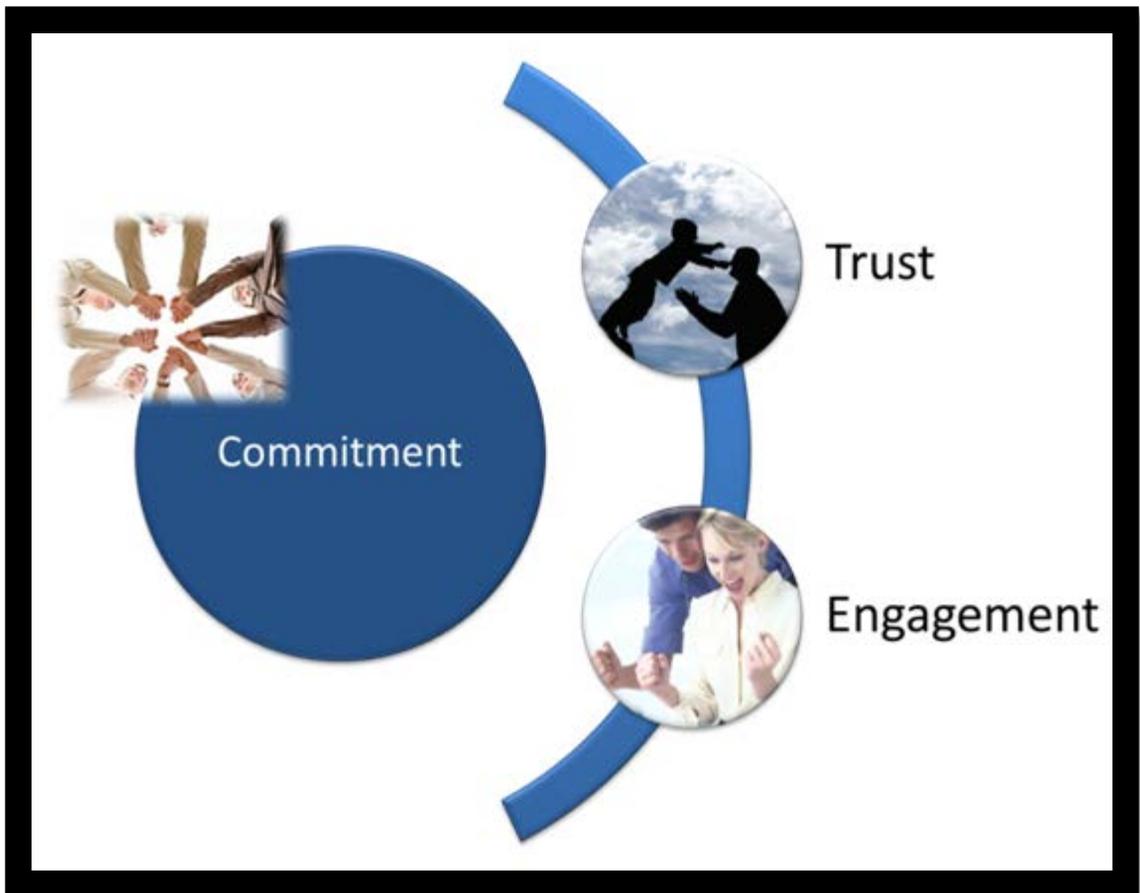
*Pamela Harrison, CA Dept. of Community Services and  
Development*

*John Heath, California Community Action Partnership*

For the last eight months CalCAPA has worked to develop a true partnership with the Department of Community Services and Development Senior Leadership and line staff in an effort to usher in a new era of partnership between the Association, its Member's and CSD.

Having led Community Services in another State with many of the same responsibilities, we have relied on that experience in charting a new course with CSD staff. Our background has allowed us to strike a chord of understanding and cooperation because of our familiarity with the intricacies and reality of the CSD work environment and as such, we can speak "their language" which gives us a greater level of trust in our relationship.

Our staff in using a trust personal/organization relationship business strategy where a demonstrated commitment leads to greater trust which in turn produces fruitful engagement.





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- Quarterly CSBG Advisory Committee (CAC) meetings
- Organizational Standards Work Group member
- CSBG Advisory Council
- CalCAPA conferences
- Ad hoc meetings/work groups
- Meet to identify priorities and needs of California's agencies
- T&TA Contract with CSD



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- Tripartite Board Training
- Stipend Program
- Peer Exchanges & Site Visits
- Peer-to-peer
- Consultant Technical Assistance
- Roundtables



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- Shared goal of success of California's agencies
- Communication

In the Customer Relationship Management arena companies use the best practice of installing trust to create greater commitment. Trusting relationships between customers and organizations are associated with overall positive outcomes. CalCAPA staff and I are working to increase trust with CSD by viewing them as a customer. Trust in us as an organization should increase the benefit derived by our member organizations through the transactions and interactions CSD has with us. With trust at the center of our business relationship paradigm, CalCAPA staff is using the following to cement this partnership's mutual benefit for years to come:

1. Capability
2. Commitment
3. Capacity
4. Connection
5. Commonality
6. Consistency
7. Character



As we move forward into the extended current and new contract year we will build upon the great relationship that we have established by:

- Meeting with CSD Executive Director
- Meeting with Deputy Director Monthly
- Continue our meetings with field representatives and if possible increase the frequency
- Develop a concrete system and coordinated strategy to support CSD through the legislative budget process by testifying and speaking with members of their legislative appropriating and regulatory committees

We are confident that this strategy is one that produce great gains for our Association members!