National Association for State Community Services Programs

2018
TRAINING SERVICES MENU

NASCSP provides research, analysis, training and technical assistance to State CSBG and WAP offices, Community Action Agencies, and state associations in order to increase their capacity to prevent and reduce poverty and build economic and energy security.

We teach skills. NASCSP provides opportunities to learn new skills and approaches to management issues through trainings at conferences, regional stakeholder briefings, webinars, documentation of best practices, and specialized tool kit development.

We empower leaders. Through training events, state employees learn ways to successfully work at the state level to improve lives for low-income families and communities. Community Action and local agency leaders can learn from efforts in their state and other states about the innovative ways that community action works.

We facilitate dialogue. NASCSP brings together stakeholders to build policy recommendations, develop reporting tools, and assist the network in striving for excellence.

We provide solutions. NASCSP provides confidential assistance to state offices and assists in analyzing problems and developing solutions in such areas as policy development, data collection, monitoring, and program implementation.

For more information or to schedule a training, contact Raymond Thomas, TTA Program Manager at rthomas@nascsp.org or (202) 370-3660. Also visit us on the web at: www.nascsp.org

NASCSP

WAP Basics

Introduction to the Weatherization Assistance Program (WAP)

This training provides needed guidance and training for staff members who are new to WAP or taking on a different role within the WAP. The training will distinguish between Legislation/Statutes, Regulations, and Program Guidance and how these elements complement each other. The training will also include an overview of the primary funding sources used to complement WAP including other federal funds and common leveraging activities. Participants will learn the roles and responsibilities of Grantees and Subgrantees. This training can also be adapted to include a more in-depth walkthrough of the regulations contained in 10 CFR 440.

WAP Program Management Essentials

WAP Grantee/Sub-Grantee Program Manager Training

This customizable training will be tailored to the needs of your network. NASCSP staff will work to identify program management needs and provide focused training to State WAP staff. Similarly, this training can be provided for your state's WAP Subgrantee Managers, covering the essential elements needed to effectively manage the WAP at the subgrantee level. This can also be adapted into a "Train-the-Trainer," instructing State staff how to run a statewide program manager training for their subgrantee network.

Crafting Effective WAP Policies and Procedures

Policies and procedures are critical for State management of the WAP. This training will overview what critical elements a state policy and procedures manual should include. Participants will also learn how to craft effective policies that have "teeth." As part of this training, NASCSP staff can examine and evaluate existing policies and procedures.

Developing WAP Training Plans

This training will help you analyze your State network's training needs and learn to develop a more comprehensive state training program. It touches on adult learning, needs assessments, training methods, certifications, and the components of a successful training program. This training also demonstrates how to utilize monitoring results in developing training and technical assistance efforts.

Best Practices for WAP State Plan Development

This training will prepare State managers to successfully develop, submit, and implement a State Plan. It will cover critical elements of the State Plan process such as the budget, annual file, and health and safety plan. Participants will also learn how to handle subgrantee engagement and the public hearing process. It will also include strategies to streamline the state planning process.

WAP Budgeting and Financial Management

Participants will learn how to manage and coordinate different funding streams associated with their WAP. Key elements included in this training are tracking subgrantee spend-out rates, production goals, proper use of funds, the need for financial policies and procedures, identifying financial "red flags," and more.

Managing WAP Production

Participants in this training will gain a thorough understanding of the planning needed to ensure your state network is effectively meeting and exceeding production goals. State Managers will learn how to set effective production goals and develop performance plans for WAP Subgrantee Managers to achieve those goals.

Ensuring Quality & Accountability in Your WAP

Ethics in Weatherization

The WAP field team is the public face of the local agency, the State, and the WAP. This interactive training discusses principles guiding the conduct of WAP staff and looks into complex, sometimes gray ethical issues that WAP crews encounter.

Understanding the Quality Work Plan

This training offers a full overview of the DOE Quality Work Plan, also known as WPN 15-4. Participants will learn strategies for implementation and compliance with DOE expectations. Topics include the Quality Control Inspector certification, alignment of technical field guides with the Standard Work Specifications (SWS), and training requirements associated with Comprehensive Training and Specific Training.

Effective Grantee Monitoring

This training is geared to State Managers and State monitoring staff in structuring a monitoring program. It can be customized to focus on technical or programmatic/financial or cover both elements. This training can also offer a comprehensive review of a State's existing monitoring procedures or assist the State in preparing for DOE monitoring.

Telling the WAP Story

Effective Communication: Demonstrating Impact

Using the NASCSP Storytelling Manual and other resources, this training explores how success stories and data can be used as essential communication tools for helping the public, your partners, and your potential funders understand your outcomes. Learn about the five strategic steps, proven framing techniques, and best practice models to assist your network in communicating the impact of WAP. During this session, participants will also learn how to use social media, infographics, and other resources to effectively demonstrate how WAP makes an impact in our communities.

How to Plan A WAP Site Demonstration

Highlighting program field technology has been shown to be an effective outreach and advocacy tool. The training will go into detail of how to coordinate an effective site demonstration, engage with the media, and communicate the impact of WAP to policymakers and the public.

CSBG

CAA Focused Training

Conducting a Comprehensive Community Needs Assessment

As part of the CSBG Statute and Organizational Standards, every Community Action Agency (CAA) must conduct a Community Needs Assessment (CNA) once every three years. This training provides an overview of the CNA process, including developing the assessment team, data collection plan, collecting qualitative and quantitative data, analyzing the data, and putting together the final report. Templates and examples will be shared.

CSBG Board Governance: Balancing Accountability and Maximum Feasible Participation

All boards need a little TLC. Enhance yours by learning more about basic tripartite board structure, functions, responsibilities, and operations of a CAA board as well as engaging board members.

Doing What Works: Performance Targeting

Establishing targets is a part of the planning process in the ROMA Cycle and the CSBG Annual Report requires CAAs to set performance targets for each of the NPIs. This training provides tools, tactics, and strategies that will help CAA staff improve their targeting skills.

Communication Matters

We all have a story to tell. Make sure yours is heard by learning strategic steps, proven framing techniques, and best practice models to assist CAAs in promoting their results through effective story telling.

Measuring and Communicating Impact

How do we measure success? This training examines how the new Community and Individual/Family National Performance Indicators (CNPIs and FNPIs) will assist Community Action Agencies in measuring and evaluating impact. Projected and actual indicators will be reviewed, along with how an agency can determine its success at defining what outcomes they plan to achieve. Attention will be paid to the difference in outcomes, services, and strategies as they relate to the CSBG Annual Report.

State Office Focused Training

A Systems Approach to Monitoring

This training provides participants with an overview of Community Action and the state's role and responsibilities in monitoring eligible entities according to the Community Services Block Grant (CSBG) statute. Participants will learn about the principles and practices of monitoring, as well as the keys to successful monitoring.

Performance Management Framework Focused Monitoring

How does the Performance Management Framework affect state monitoring? This training connects the components of the Performance Management Framework, including Results Oriented Management and Accountability (ROMA), the CSBG State Plan, State Accountability Measures, and the CSBG Annual Report with monitoring and ties it all together.

Developing a Practical Community Action Plan (CAP)

What is the purpose of the CAP for State Offices and CAAs? The CAP is an integral part of the CSBG application that CAAs submit to their State Office. This training covers the components of the CAP and how the CAA Community Needs Assessment and the CAA strategic plan connect to the CAP.

Both State Office and CAA Focused Training

An Overview of Community Action

New to the scene? This training provides an overview of the history of Community Action, the CSBG statute, and current political and programmatic forces shaping CSBG's future.

Mastering the CSBG Annual Report

This training, covering Modules 1-4 of the new CSBG Annual Report, will provide a complete examination of Individual/Family and Community National Performance Indicators (NPI), services, strategies, and demographics. Instructions and definitions are reviewed, providing participants with a comprehensive understanding of the CSBG Annual Report.

ROMA Next Generation (NG)

What is ROMA NG? What are the elements? What does it mean for the Community Action Network? This training explains ROMA Next Generation, including the national Theory of Change, community level work, data analysis, and the integration of the phases of the ROMA cycle.

Organizational Standards: Assessing State and Local Capacity

This training reviews the Organizational Standards, the documentation required, and the tools that assist CAAs and State Offices in collecting documentation and determining compliance.

State Office Focused Technical Assistance

Developing a CSBG Policies and Procedures Manual

Using the Policies and Procedures Manual Guide, developed by State CSBG Offices, NASCSP can assist your State Office in developing or updating its own manual to ensure it covers key components relevant to the operation of a State CSBG program.

The CSBG State Plan and State Accountability Measures

Do you need assistance in developing your CSBG State Plan? NASCSP staff can review your current plan and accountability measures and provide guidance and suggestions for improvement.

Funding Formulas Updates and Revisions

Do you have questions about updating your state's funding formula? NASCSP can provide you with an overview of the process to change the funding formula and what form that could take in your network.

Monitoring Tool Review

Are you interested in updating your state CSBG monitoring tool based on best practices and OCS guidance? NASCSP staff can assist with review of your state monitoring tool and make suggestions based on your state's size, geography, and staff capacity.

Preparing for a Federal OCS Assessment

NASCSP staff is available to review your state process, policies and procedures, performance management, and performance measurement to help you prepare for the next OCS assessment.

FINANCIAL

State Office Focused

Internal Controls: An Auditor's Perspective

Typically, monitors review audit reports as part of the monitoring process. This training concentrates on what the audit says (and what it doesn't say). Participants will consider how to use the audit to help the monitoring process.

OMB Basics

The training will review the basics of federal financial assistance management requirements as detailed in the Uniform Guidance, as prepared by the Office of Management and Budget (OMB). Participants will learn about the administrative requirements for all federal grants, as well as the cost principles and the audit requirements of grants management.

Fiscal Monitoring and Red Flags

A significant part of monitoring is examining financial viability of grant recipients. This training provides a systems-based approach to looking at the overall financial health of an organization. Participants will also learn about various financial red flags that can assist in providing an early warning to organizations that may be experiencing financial challenges.

CAA Focused

Analyzing Fiscal Data

Time for a check-up? This training will help CAAs get up to speed on identifying key indicators of agency fiscal health and review fiscal reports that can be presented to agency board of directors.

State Office and CAA Focused

Fraud Concerns

Fraud is an underestimated risk in many organizations. This training focuses on awareness of the prevalence of fraud and the basic tools that can identify fraud and how to minimize it.

Financial Health and Sustainability

In this challenging era of extremely limited financial resources and heightened expectations for delivery, the financial and administrative health of your organization has never been more important. This training examines various methods to increase the financial vitality of non-profit organizations, specifically Community Action Agencies. It also includes 20 best practices of planning and aligning organizational operations to strengthen the ability of your organization to deliver results effectively and efficiently. Participants will be exposed to over 60 ways to enhance your organizations ability to increase revenues and decrease expenses. Now is the time to strengthen administrative systems and enhance financial performance to make sure your organization not only survives, but thrives during these tumultuous times.