



# NASCSP 2024 Winter Training Conference

## CSBG CORE CONFERENCE

March 13 - 15, 2024

### Agenda (subject to change)

#### Wednesday, March 13<sup>th</sup>

8:00 a.m. – 9:00 a.m.

#### Continental Breakfast

9:00 a.m. – 10:00 a.m.

#### Opening Plenary

10:00 a.m. – 11:00 a.m.

#### Federal Partner Update

Join us for an important update on federal initiatives from our partners at the U.S. Department of Energy and the U.S. Department of Health and Human Services.

Presenters: **Khari Garvin**, *Director, Office of Head Start, U.S. Department of Health and Human Services*; **Dr. Lanique Howard**, *Services., Office of Community Services, U.S. Department of Health and Human Services*; **David Gipson**, *Deputy Director for Weatherization Assistance Program, Office of State and Community Energy Programs*

11: 00 a.m. – 11:30 a.m.

#### Networking Break

11:30 a.m. – 12:30 p.m.

#### National Parter Update

Join us for important updates on national CSBG and WAP initiatives from our national partners

Presenters: **Denise Harlow**, *CEO, National Community Action Partnership*; **Allison Ma'luf, Esq.**, *Executive Director and General Counsel, Community Action Program Legal Services, Inc.*; **Katrina Metzler**, *Executive Director, National Energy and Utility Affordability Coalition*; **David Terry**, *President, National Association of State Energy Officials*; **Mark Wolfe**, *Executive Director, National Energy Assistance Directors Association*

12:30 p.m. – 2:00 p.m.

#### Lunch (on your own)

2:00 p.m. – 3:15 p.m.

#### CONCURRENT SESSIONS:

#### **Member Planning & Action (Members Only)**

CSBG Member Planning and Action is devoted to in-depth peer exchanges facilitated by your elected NASCSP regional representatives, covering critical topics around CSBG operations and administration. This time together allows state administrators a safe space to discuss pressing concerns and share tips and tricks from other states. This session is reserved for NASCSP members only.

### **Systems Documentation (Non-Member Session)**

At the heart of continuous improvement is the process map. It serves as a guide for new employees to understand how work gets done while showing opportunities for improvement to experienced staff. Join members of the Community Action Association of Pennsylvania to learn the importance of process mapping, how it fits within continuous improvement, and how to create your own process map without expensive software. We will also discuss how process mapping sets the groundwork for standardized work which can increase efficiency, reduce waste, and boost customer satisfaction.

Presenter(s): **Mel Luckenbaugh**, *Director of Strategic Initiatives*, **Beck Moore**, *CEO, Community Action Association of Pennsylvania*

**3: 15 p.m. – 3:45 p.m.**

### **Networking Break**

**3:45 p.m. – 5:00 p.m.**

### **CONCURRENT SESSIONS:**

#### **Member Planning & Action (Members Only) Cont'd**

#### **A Web of Data Management Systems: What if Your Spreadsheets Talked to Each Other**

In today's rapidly evolving technological landscape, the interconnectedness of data management systems stands as a pivotal strategy with multifaceted benefits. Linking these systems seamlessly enhances efficiency by facilitating streamlined access and retrieval of information, fostering collaboration across departments or functions. This presentation will demonstrate the relationship between multiple data systems nested in the Microsoft 365 cloud-based SharePoint system.

Presenter(s): **Dr. Keenan Woods**, *Director of Performance Manager, United Planning Organization*

**5:00 p.m. – 6:30 p.m.**

### **NASCSP Welcome Reception**

**Thursday, March 14<sup>th</sup>**

**8:00 a.m. – 9:00 a.m.**

### **Breakfast**

**9:00 a.m. – 10:00 a.m.**

### **Communicating for Change**

Policy changes the lives of people, and people using their voices can help change policy. Join us for a discussion about communicating for change in our communities. This session will cover ways that individuals and organizations are using traditional and outside-the-box communication tools and strategies to help advocate, empower, and shift policies and perceptions on several local, state, and national issues.

Updated 2/17/2024

Presenter(s): **Clarence J. Fluker**, *Lecturer, Johns Hopkins University, Kreiger School of Arts and Sciences*

10:00 a.m. – 10:30 am

**Networking Break**

10:30 a.m. – 11:45 a.m.

**Performance, Evaluation, Accountability, Accessibility, and Knowledge (PEAAK): Maximizing Performance Through Targeted Training and Technical Assistance**

The Office of Community Services/Division of Community Assistance will provide an interactive overview of the Community Services Block Grant (CSBG) Learning Agenda shaped by the CSBG technical assistance survey. This session will focus on exploring and understanding the resources available to provide targeted, effective, proactive, and innovative training and technical assistance to the CSBG network. As a result of participating in this session, attendees will be better equipped to access training and technical assistance designed to advance equity, build organizational capacity, reduce knowledge gaps, strengthen performance, and ultimately improve outcomes for individuals and families.

Presenter(s): **TBD**

12:00 p.m. – 1:30 p.m.

**NASCSP Awards Luncheon**

1:45 p.m. – 3:00 p.m.

**Performance, Evaluation, Accountability, Accessibility, and Knowledge (PEAAK): Performance Management Website Demonstration**

The Office of Community Services/Division of Community Assistance will lead an interactive demonstration of the Community Services Block Grant (CSBG) Performance Management Website (PMW) as part of the national rollout. This session will feature an overview of the website's development and key functions to better shape how the PMW can strengthen CSBG grant recipients in telling the CSBG story using interactive data insights.

Presenter(s): **TBD**

3:00 p.m. – 3:30 pm

**Networking Break**

3:30 p.m. – 4:45 p.m.

**Tools to Make your Community Needs Assessment A Reality**

The Community Needs Assessment (CNA) is a requirement of the CSBG Act and a crucial process for understanding and addressing the diverse needs of our communities. This interactive and informative session will provide attendees with the tools to conduct a comprehensive and complete CNA in accordance with the CSBG standards for public and private entities. Participants can expect to leave with a roadmap to design, plan, implement, and complete a comprehensive CAN.

Presenter(s): **Dr. Margaret Montgomery-Richard**, *Partner*, **Dorothy Reese**, *Partner*, **Dr. Ebony Turner**, *Senior Associate, DMM and Associates, LLC*

## **Friday, March 15<sup>th</sup>**

**8:00 a.m. – 9:00 a.m.**

### **Continental Breakfast**

**9:00 a.m. – 10:15 a.m.**

### **Annual Report: How Do Our Outcomes Tie to the CNA?**

Discover strategies for leveraging CSBG Annual Report data to enhance community assessment and streamline the planning process. Learn how to identify key questions and integrate information gleaned from the CSBG Annual Report to develop effective strategies for addressing community needs. Join us to transform data into practical solutions for action!

Presenter(s): **Maribeth Schneber-Rhemrev**, *Director of Organizational Capacity Building, National Community Action Partnership*

**10:15 a.m. – 10:45 am**

### **Networking Break**

**10:45 a.m. – 12:00 p.m.**

### **Communication With a Results Orientation-Using a ROMA Lens**

Join ANCRT as they discuss the elements of the PEAAK Performance Management Framework as it has to do with accountability and knowledge. This session will encourage you to consider the purpose of your communication strategies. We have too often focused only on listing the services we provide without connecting them to the outcomes our customers achieved. We will review examples of communications from CAAs across the network to show how we can change that! Be ready to answer the question: How well do you know your CSBG story?

Presenter(s): **Carey Gibson**, *PRI Project Manager*, **Dr. Barbara Mooney**, *Director, Association of Nationally Certified ROMA Trainers and Implementers*

**12:15 p.m. – 12:45 p.m.**

### **Closing Plenary**

Before you grab your boarding passes and Ubers, reconvene with your peers to discuss key takeaways from the week and share next steps. Also, hear closing remarks from our board president and executive director. Oh, and don't forget to keep your fingers crossed to win some great raffle prizes!