



DAY 1: Tuesday, July 18, 2017			
Session 1 - 2:30 - 4:30PM			
Suggested Audience	Workshop Title	Presenter/s	Description
Frontline, ED, FaDSS	How to Fight Poverty and Enhance Dignity	Dr. H. Luke Shaefer, University of Michigan	All too often, public assistance brings along stigma. Rejection—from benefits access to job applications—is a central experience of poverty in the United States. What can we learn from social science about the impact on social rejection and social isolation that often accompanies poverty? Shaefer and group participants will explore the ways government and social service programs can either enhance their dignity, or strip them of it.
Planners, Leadership	Connecting a Community Assessment to Promising Anti-Poverty Strategies	Denise Harlow, Community Action Partnership	This workshop will address how we can plan our community assessments and use the data collected to prioritize the strategies to deploy in communities. Strategies on processing the data with staff, board members, and the community will be discussed. Come with your best practices to share!
HR, ED	Under Pressure? HR Solutions to Hiring, Firing & Discipline	Michele Brott and Maggie Hanson, Davis Brown Law Firm	In this workshop we will give advice on how to appropriately, efficiently, and legally handle everyday employment issues such as hiring, terminations, discipline and workplace investigations.
Frontline	Statewide Community Health Resources	Karen Hyatt, Iowa Department of Human Services	In this workshop we will learn some of the statewide resources to assist with community and disaster planning and response. Tools and strategies will be discussed.
Wx, Planners, ED	Updates from NASCSP on CSBG, WAP, and the CSBG Annual Report	Lauren Cook, National Association for State Community Services Programs, Tiffany Keimig, Iowa Community Action Association	This workshop will provide attendees with current updates on both WAP and CSBG. We will also take a closer look at the new CSBG Annual Report and what Iowa is doing to roll-out the new reporting.
DAY 2: Wednesday, July 19th, 2017			
Session 2 - 8:15-9:45AM			
Suggested Audience	Workshop Title	Presenter/s	Description
FaDSS, Early Childhood, Frontline	Building ACEs: Building Hope and Resiliency in Iowa	Lisa Cushatt, Central Iowa ACES 360	In this workshop we will discuss how to develop a basic understanding of the Adverse Childhood Experiences Study and the Iowa specific data. We will review the framework for how adverse experiences lead to later health outcomes and risky behaviors. We will also identify opportunities to take informed action in response to Iowa ACEs data.
Planners, Leadership, Program managers	Data - Not Just a Four Letter Word: Shifting the Focus Towards a Culture of Evidence	Julie Heck, IMPACT Community Action Partnership, Inc.	Having data is one thing, but utilizing it to create a culture of evidence may feel nearly impossible, when the resources are low and data is a four letter word. In this workshop participants will learn about efficient and effective strategies for collecting and utilizing actionable data to drive and redesign efforts or program improvements. The presenter will share examples of processes that CAA's can use to leverage data and evaluation in order to customize and refine these efforts.
Frontline	Unlocking Conflict Resolution: The Keys to De-Escalation	Rose Marie Scott, IMPACT Community Action Partnership, Inc.	Working directly with families can be the most rewarding and most difficult work we do in our communities. In this interactive workshop, we will explore the keys to de-escalation: prevention, assessment-adaptation, and resolution. Join us to learn, share, and discover resourceful ways to work through conflict in the workplace!
All	Learning Communities: Lessons Learned and How to Create a Community of Practice at the Local Level	Denise Harlow, Community Action Partnership	This workshop will provide an overview of the key results of the Community Action Partnership's Learning Community project as well as a discussion on how your local CAA and/or group of CAAs can facilitate your own community of practice. Bring your own ideas on how to share and learn with colleagues using today's web environment.
Wx, IDEA	New Technology in Weatherization	Rob Jones and Mark Rixson, The Energy and Environmental Training Center of Kansas City	This workshop will discuss the up and coming tools, technologies, and techniques to make our jobs easier, safer, and more productive. Attendees will receive BPI CEU's (amount to be determined)



DAY 2: Wednesday, July 19th, 2017			
Session 3 - 10:00-11:30am			
	Workshop Title	Presenter/s	Description
HR, Leadership, Program managers	The Changing World of Cybersecurity	Kaushal Kothari, Secure Guard Consulting	In this workshop, we will cover a variety of cybersecurity topics, best practices and current trends. We will also cover the underlying mechanisms hackers use in performing social engineering attacks; authority and emotion. The presentation will be a combination of lecture/speaking, demonstrations (hacking demo) and small group activity.
Frontline	Road Map to Affordable Housing	Renee Crock, United States Department of Agriculture Rural Development, Steven Eggleston, U.S. Department of Housing and Urban Development, Abbey Lukehart, United States Department of Agriculture Rural Development, Linda Rhoades, United States Department of Agriculture, Terri Rosonke, Iowa Finance Authority	The process of navigating programs and resources available to lowans looking for affordable housing can be overwhelming. This session will provide you with a menu of assistance options as well as eligibility information. From a free rental housing search engine, programs available through Iowa's certified Local Housing Trust Funds, home buyer assistance programs and more. Let our panel of experts help you navigate the resource options to best assist the lowans you serve.
Frontline, FaDSS	Building Bonds	Elyse Harper, National Resource Center for Family Centered Practice	We will discuss practical tools and advice to enable workers to build and maintain strong relationships with clients.
Program managers, PIOs	Storybank: Our Success Their Stories	Benet Conlin and Ashley Tenney, Iowa Community Action Association	How do you tell the story of Community Action? Do you use Facebook, Twitter, newsletters, brochures, flyers, and/or videos? In the summer of 2016, over 100 individuals that have received services from Community Action Agencies in Iowa were interviewed. Now materials have been created for Community Action Agencies to use to share the impact of Community Action and programs offered through Community Action Agencies. There are various stories highlighting the impact of Community Action, LIHEAP, Weatherization, Embrace Iowa, Early Childhood, and more! In this session, participants will learn how to access the Storybank materials and how to best use those images, videos, and narratives to share the impact of Community Action! Participants will also learn tips and tricks for scheduling social media posts and other outreach strategies.
Wx, IDEA	How to Recruit and Retain Subcontractors	Rob Jones and Mark Rixson, The Energy and Environmental Training Center of Kansas City	Finding quality Subcontractors that understand the whole house approach to weatherization is hard. Overcoming the misconceptions of LIWAP work may be harder. Learn how to promote the benefits of working with and staying with your agency. Attendees will receive BPI CEU's (amount to be determined)
DAY 2: Wednesday, July 19th, 2017			
Session 4 - 1:15-2:45PM			
	Workshop Title	Presenter/s	Description
Frontline	Customer Service that Shines	Lisa Schaefer, Shine with Schaefer	We are a service driven industry, however, many elements of customer service are mission in our organizations. Explore the best practices in today's market to build relationships and keep your consumers engaged. This workshop teaches the importance of internal staff as well as external consumers and the need to explore our differences in communication in order to overcome compassion fatigue syndrome.
Frontline, ED, Program managers	Reducing Extreme Economic Inequality & Building Financial Capability for All, Part I & II	Lily French, University of Iowa School of Social Work	With nearly one-fifth of working Iowa households struggling to make ends meet, Community Action Agencies are called to respond. This two-part series will provide participants with the understanding and information necessary to make a positive change in this challenging trend. Guided by county-level information from The Cost of Living in Iowa report, we will: 1) define in real dollars what it takes for multiple family types to live and work in Iowa communities, 2) redefine poverty with a more realistic and updated measurement of basic living expenses, 3) discuss a variety of ways for participants to use this data in promoting greater economic security for those in need (e.g.- community & strategic planning, grant writing, program design, direct service with clients, policy development and advocacy), and 4) assess the effectiveness of current public policies designed to support work. Building on the information presented, we will engage in an interactive advocacy training, including the identification of potential policy changes and application of this messaging for the greatest impact. Participants will leave the two-part series with localized information and strategies to be more effective change agents.
All	Introduction to ROMA	David Hagen, Hawkeye Area Community Action Program, Inc.	Learn about the ROMA Cycle (Assessment, Planning, Implementation, Achievement of Results, Evaluation) and how to apply ROMA principles and practices in your work.
Wx, IDEA	Designing Electric Rates that Benefit Households with a Low Income, Part I of II	David Osterberg, University of Iowa and Lana Shope, Iowa Community Action Association	ICAA and the Iowa Policy Project have been awarded a grant to research how electric rates can be designed to benefit low income lowans as well as lowans who have invested in distributed electric generation like solar. Together our organizations will distribute that research widely.
New Community Action Staff	Historical Highlights of the War on Poverty	David Bradley (INVITED), National Community Action Foundation; Bill Iverson (Alternate), Northeast Iowa Community Action Corporation	This workshop is for Community Action staff new to the network. Learn about historical happenings significant to the Community Action movement.



DAY 2: Wednesday, July 19th, 2017			
Session 5 - 3:00 - 4:30PM			
	Workshop Title	Presenter/s	Description
Supervisors, ED	21 Laws of Leadership	Lisa Schaefer, Shine with Schaefer	The 21 Laws of Leadership are lessons from leadership expert Dr. John Maxwell. As a certified member of the John Maxwell Team, the presenter will share valuable laws that help leaders embrace change, build trust and increase influence.
ED, Program Managers	The Two-Generation Approach to Improving Family Well-Being	Tim Fitzpatrick, Iowa Department of Human Rights and Clarissa Thompson, Mid-Iowa Community Action	Recent research confirms the critical role parents play in their children's healthy development. Programs and services across the nation are using this knowledge to develop and implement strategies to address the intersecting needs of children and their parents together to improve family stability and self-sufficiency while providing children high quality education, child care, and health care services. This workshop will explore the foundational theory of 2-Gen approaches to improving overall family well-being.
Frontline, ED, Program Managers	Reducing Extreme Economic Inequality & Building Financial Capability for All, Part II & II	Lily French, University of Iowa School of Social Work	Continued from Part I
Program Supervisors	Working with Volunteers: Legal and Practical Issues	Christopher Logue, CAPLAW	Volunteers provide valuable services to CAAs, but can also raise a range of legal and practical issues such as: when and how to do criminal background checks on volunteers; whether wage and hour laws cover volunteers; how to get the most out of your volunteers while minimizing risks; and how to treat volunteer time under the Uniform Guidance rules. Attend this workshop to develop a better understanding of these and other legal and practical issues related to volunteers, learn how CAAs can protect themselves and their volunteers from liability, and get tips on the practical aspects of supporting your programs with assistance from volunteers.
Wx, IDEA	Designing Electric Rates that Benefit Households with a Low Income, Part II of II	David Osterberg, University of Iowa and Lana Shope, Iowa Community Action Association	Continued from Part I
DAY 3: Thursday, July 20th, 2017			
Session 6 - 8:30-10:00AM			
	Workshop Title	Presenter/s	Description
Frontline, Program Managers, Wx, IDEA, HR	Hoops & Fences	Kristen Faisal, Iowa Coalition Against Domestic Violence	All agencies have formal requirements to qualify for services, but what about the informal ones? What unspoken expectations exist within your agency, and what happens when clients don't meet them? And what about you, as a staff person, dealing with clients that challenge your fundamental beliefs and values? This workshop takes a look at the human element in service provision from a trauma informed perspective: how to realistically define success, re-examine our own assumptions about who we serve, and stay sane!
Program Managers	Homelessness and the Role of Community Action	David Hagen, Heather Harney and Dusty Noble Hawkeye Area Community Action Program, Inc	Community Action Agencies are a key component of ending homelessness in the State of Iowa. Learn more about how each agency can help, and the different roles Community Action Agencies can take to help Iowa meet this goal.
ED, Program Leadership	Key New Head Start Performance Standards: What CAA's Need to Know!	Christopher Logue, CAPLAW	The newly issued Head Start Performance Standards represented an extensive overhaul of the way in which Head Start grantees operate. While some changes merely streamlined and simplified the prior standards, many changes affected, often in subtle ways, the implementation and management of the Head Start program. In this workshop we will narrow in on some of the key changes most relevant to CAAs. The topics we will focus on include: program governance, background checks, staff qualifications, staff training and coaching, program structure, suspension and expulsion, and privacy of child records.
Early Childhood/CCR&R Staff	Child Care Deserts	Melissa Juhl, Child Care Resource and Referral under Mid-Sioux Opportunity, Inc., Deb Martens, Child Care Resource and Referral under West Central Community Action Agency, Ryan Page, Child Care Bureau at the Department of Human Services	This workshop is an effort to learn more about child care programming in Iowa, why it is important to ICAA members and to share information about areas lacking in child care services in Iowa.
Wx	Energy Codes 101	Dave Ruffcorn, Iowa State Fire Marshal's Office - Building Code Bureau	In this workshop we will discuss the basics of what is required in the State Energy Code. We will examine the details of the Energy Code as it relates to home weatherization and the requirements under State and Federal law. We will learn about State Code 661-303. We will learn about ACCA manual J, S and D as it relates to Energy Code and the International Residential Code. We will also spend some time learning about details in residential construction that are difficult for many Contractors to in the field.