

OACAA 2012 Winter Legislative Conference Agenda (Draft)

Wednesday, February 1, 2012

Office of Community Assistance Track Topics

9:30 a.m. to 10:30 a.m.	CSBG Electronic Application and Implementation in OCEAN
10:45 a.m. to 12:00 p.m.	HWAP, EPP
2:30 p.m. to 3:45 p.m.	Energy Assistance Programs and Program Integrity (fraud prevention), HEAP, WCP, PIPP Plus

Administrative Assistant Track Topics

10:45 a.m. to 12:00 p.m.	Delegation	By Trent Grooms, T. Grooms & Associates
<p>Delegation is one of the most important supervisory and/or project management skills a person may need in life and/or business. With a systematic and logical approach to delegation, you will be able to ensure that both you and your staff understand the goals and objectives of the assignment, the applicable timeline related to the completion of the assignment, and what to do if the staff encounters problems or has questions related to the assignment. Participants in this workshop will be better able to ensure a successful outcome no matter which side of the delegation equation they are on.</p>		
2:30 p.m. to 3:45 p.m.	Effective Communications	By Trent Grooms, T. Grooms & Associates
<p>Communication skills are a critical and essential element in life and business. Every employee and manager has a significant part and role in the communications process. Without effective communications, you are subjected to wasted energy, time, and in many cases, money. Participants of this workshop will gain a broad-based understanding of the key components of the communications model and practical techniques for using them in their day-to-day life.</p>		

Intake Worker Track Topics

10:45 a.m. to 12:00 p.m.	Disarming Hardcore Customers with Positive Techniques	By Jordana Y. Shakoor, President, JYS Consultants
<p>The objective of this workshop, <i>Disarming Hardcore Customers with Positive Techniques</i>, is to create relevant change in the lives of hardcore customers by delivering positive customer service to them. Positive people (PosiPeople) in the workplace help create a more energized, cooperative and cohesive work environment. They maintain their own "wellness" while helping others, especially difficult customers. Customer service techniques in this course will focus on difficult customer interactions with the elderly, mentally challenged and customers who are resistant to change. Most importantly, participants learn how POSITIVE ACTION = POSITIVE RESULTS most of the time. Main topics include:</p> <ol style="list-style-type: none"> 1) Customer Service Techniques revisited 2) Q&A "What do I do about this customer?" 3) Don't be led astray by negative customers 4) Learn to model the behavior you want 5) Remembering: most customers are receptive to PosiPeople 6) 20 PosiPower tips to keeping a cool head 		
2:30 p.m. to 3:45 p.m.	Diversity in the Workplace in the 21 st Century	By Jordana Y. Shakoor, President, JYS Consultants
<p>The 21st century workplace and our clients have become increasingly diverse and older. In this course, participants learn the dangers of ethnocentrism when working with these diverse populations. Participants discover that individuals who feel good about themselves are more receptive to people who are "different." Participants share or rediscover elements of their own heritage. This course is designed to actively involve and stimulate a diverse group of individuals whose gender, socio-economic</p>		

class, physical ability, heritage, intelligence, lifestyle, age, race, sexual orientation, religion, and ethnicity may represent either very different or very similar perspectives. Participants also learn and discuss the effects of prejudice and discrimination in the workplace. The main points of discussion include:

- 1) Diversity in the work place is a positive concept
- 2) Respect, patience, tolerance and understanding are essential in the workplace
- 3) How each of us is culturally unique
- 4) The effects of prejudice and discrimination

District Meetings

4:00 p.m. to 5:00 p.m.	Districts 1-6
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Legislative Reception

5:30 to 7:30 p.m.	Drinks and heavy hors d'oeuvres provided
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Thursday, February 2, 2012

Head Start Track Topics

9:10 a.m. to 10:25 a.m.	School Readiness	By Kay Willmoth, Region V Head Start
10:40 a.m. to 11:55 a.m.	Designation Renewal System, New Budget Updates	By Kay Willmoth, Region V Head Start

Topics by Timeframe

9:10 a.m. to 10:25 a.m.

Vets Program	By Jim Danes, OACAA and Panelists
Social Enterprise Legal Implications	By Eleanor Evans, CAPLAW and Panelists Al Norris, Adams/Brown CAA and D.R. Gosset, Ironton/Lawrence CAA
Ohio University Panel on Exemplary Practices	By Ohio University Panel

10:40 a.m. to 11:55 a.m.

Media/Crisis Communications	By Karen Bailey and Tim Miller, Fahlgren Mortine Public Relations
This class will teach techniques for handling interviews with the media, particularly in negative situations and how to promote positive stories about your agency through the media.	
Project Management Basics for CAAs	By Kenneth Wright, IMPACT CAA
Applying project management's nine knowledge areas: integration, scope, time, cost, quality, human resources, communications, risk and procurement, as well as the six process groups: initiating, planning, executing, monitoring, controlling and closing to effectively run programs at Community Action Agencies.	
Audit Preparedness	By Mary Pockl, SR Snodgrass

12:00 p.m. to 2:00 p.m.

Best Practice Awards Lunch

2:15 p.m. to 3:30 p.m.

Executive Director's Roundtable	Covering Current Issues
Grant Writing for Impact	TBA
Good Dental Care is Essential for Achieving a Healthy Ohio	By David Maywhoor, Dental Access Now!
Using a dynamic PowerPoint presentation and interactive discussion, this workshop will provide participants with an understanding of the reasons Ohioans lack access to critically needed dental care and will explore the possibilities for expanding care. Participants will also be provided with materials that can be used to provide adult education in their agencies about the importance of good oral care to one's overall health.	

3:45 p.m. to 5:00 p.m.

Women's Leadership Event	TBA
Best Practice for Agency Insurance on All Levels	Wichert Insurance

Friday, February 3, 2012**Early Bird Classes: 8:00 a.m. to 8:45 a.m.**

Bridges Out of Poverty	By Jeffrey Diver, SELF and Shirley Maul, Cincinnati/Hamilton County CAA
Family Development	By Laurice Kennedy-Brown, CEOGC and Neva Dunn, OACAA

Brunch Speaker

David Bradley	NCAF
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