

# Full Agenda

## Tuesday, May 19

### Leadership Summit Training - 1:00 pm - 4:00 pm

Location: Merrick

Preconference Training event.  
(Separate registration required)

### Registration Open - 12:00 pm - 5:00 pm

Location: Registration Desk

### NCCAA Board of Directors Meeting - 4:00 pm - 6:00 pm

Location: Carolina

### President's Welcome Reception - 6:00 pm - 8:00 pm

Location: Terrace/Merrick

## Wednesday, May 20

### Morning Riverwalk - 6:30 am - 7:30 am

Stephanie Cox, Director of Programs, Passage Home

Location: Concourse/Grand

Join us for an invigorating start to the day on the beautiful  
Wilmington Riverwalk.

### Breakfast/Visit with Exhibitors - 7:30 am - 9:00 am

Location: Concourse/Grand

### Registration Open/Exhibitor Check-In - 7:30 am - 4:00 pm

Location: Registration Desk

### District Meetings - 8:00 am - 8:45 am

East Location: Bellamy

Central Location: Skinner

West Location: DeRosset

Far West Location: Dudley

### Networking Break with Exhibitors - 8:45 am - 9:00 am

Location: Concourse/Grand

### General Opening Session - 9:00 am - 10:30 am

Keynote Speaker: Dr. Kenston J. Griffin

Founder and CEO,

Dream Builders Communication, Inc.

Location: Grand Ballroom

### Networking Break with Exhibitors - 10:30 am - 10:45 am

Location: Concourse/Grand

### Legislative Update with David Bradley - 10:45 am - 12:00 pm

Location: Grand Ballroom

### Lunch - 12:00 pm - 1:15 pm

Location: Grand Ballroom

### Roundtable Lunch Discussion - 12:00 pm - 1:15 pm

Location: Grand Ballroom - (Separate lunch registration required)

New Executive Directors | Board Members | HR Managers

| Fiscal Directors | CSBG Directors | Head Start Leaders |

Weatherization Professionals

### Networking Break with Exhibitors - 1:15 pm - 1:30 pm

Location: Concourse/Grand

### Concurrent Sessions (6) - 1:30 pm - 3:00 pm

#### *From Inspiration to Implementation: Turning Vision into Action*

General Opening Session

Keynote Speaker: Dr. Kenston J. Griffin,

Founder and CEO Dream Builders Communication, Inc.

Location: Grand Ballroom

Get ready for an interactive and forward-thinking session

designed to explore past practices, navigate current

uncertainties, and strategically forecast your organization's

innovative future. This dynamic experience will provide valuable

insights drawn from regional and national best practices, offering

real-world examples of organizations with similar missions and

scopes of work.



## Wednesday, May 20, Continued

### **Medicare 101 for Community Action Leaders: Helping Clients Navigate Medicare, Veterans Benefits, and ACA Transitions**

*Erica Clark, Senior Policy Advocate*

*Advocate Health Advisors*

Location: Skinner

Community Action staff and clients often face critical coverage decisions when turning 65, retiring, losing insurance, navigating Medicaid changes, or coordinating Veterans benefits with Medicare. This plain-language session covers Medicare basics (A/B/C/D), enrollment timing, common pitfalls and scams, and key moments when coverage gaps are most likely. It also provides a high-level look at how Veterans benefits work with Medicare and how ACA Marketplace plans can bridge coverage for adults ages 60–64

### **The Journey: Staff Development and Self-Care for CAA Staff**

*Tina Ray, Community Services Block Grant Director*

*Johnston-Lee-Harnett Community Action*

Location: DeRosset

This session empowers community action professionals to build effective self-care strategies while strengthening their professional development. After a year of unprecedented challenges—shutdowns, loss, financial strain, and organizational uncertainty—participants will gain practical tools and creative approaches to support well-being and growth. Attendees will leave feeling reinvigorated, reconnected to their purpose, and better equipped to turn adversity into opportunity.

### **Reclaiming Time: How AI Supports Intake and Strengthens Community Action**

*Rob Symes, Co-Founder*

*Fortell*

Location: Dudley

Voice AI can answer questions, check basic eligibility, collect applications and documents, and hand your team a clean, complete intake package—so staff spend time with people, not paperwork.

### **Mobile Home Insulation I**

*Drew Corbett, Community Development Operations Manager*

*Piedmont Triad Regional Council*

*Kevin Scott, Community Development Training Center Coordinator, Piedmont Triad Regional Council*

Location: Latimer

Manufactured homes are a large part of the housing stock the Weatherization program serves. Ironically, they are all the same, but very different and sometimes require innovative solutions to achieve a well-sealed envelope and an efficient duct system. This session will cover some lesser known pro tips for roof insulation, belly insulation, and duct sealing and repair.

### **Duke Energy Income Qualified updates and review**

*Deb Hill, Senior Director, TRC*

*Meredith Coley, Project Manager, TRC*

*Mark Louris, Associate Project Manager, TRC*

Location: Bellamy

Join this essential training on the latest updates to the Duke Energy Income Qualified (IQ) Weatherization Program. The session covers program overview, project workflow, and testing and audit requirements, along with guidelines and approved measures to improve energy efficiency for income-qualified households. Ideal for contractors, service providers, and newcomers, this training will help you effectively navigate and apply the program's latest offerings.

### **Networking Break with Exhibitors - 3:00 pm - 3:15 pm**

Location: Concourse/Grand

### **Concurrent Sessions (6) - 3:15 pm - 4:45 pm**

#### **CARDS Training & System Demo**

*OEO Staff*

Location: Grand Ballroom

This hands-on session will provide an overview of the CARDS system, with a focus on how to create and manage events. Participants will walk through a live demonstration of the system and gain practical guidance on entering and maintaining accurate data. Attendees are encouraged to bring their laptops to follow along and practice in real time. Time will be reserved for questions and answers.

#### **Meeting the Challenge**

*Jeanne Bonds, Professor,*

*UNC Kenan Flagler Business School*

*Dr. Jim Johnson, Professor & Director,*

*UNC Kenan Flagler Business School*

## Wednesday, May 20, Continued

Location: Carolina

Dr. Jim Johnson and Professor Jeanne Milliken Bonds will deliver a session that ties together the demographic trends in NC that impact how Community Action Agencies can strategically respond to help people achieve economic mobility and move from poverty. Critical to moving people through a continuum from poverty to economic mobility to self-sufficiency is the ability to innovate using federal policy tools designed to help distressed and under-invested communities. Opportunity Zones 2.0 is now a permanent program and tool. New reporting requirements and regulations have come out April 6th. How can Action Agencies work with cities, counties, investors and philanthropy to develop a strategy. Attendees will leave with a clearer understanding of how to operationalize effectively.

### ***The Work Behind the Work:***

#### ***Caring for Yourself While Caring for Others***

*Rene Best, LPC, LCMHC, QS, EMDR  
& Brainspotting Certified Owner*

*Anew U Counseling Services & Anew Coaching and Consulting*

Location: Skinner

If you've ever started your day carrying the weight of your caseload, feeling concerned about the direction of the mental health field, or simply feeling stretched thin—this experience is not uncommon. This workshop creates space to acknowledge the real demands of the work, including high caseloads, limited resources, and the emotional impact of supporting individuals through complex situations. Together, we will explore burnout, stress, and self-care in an honest and practical way. We will also normalize the frustrations many professionals experience, including workload pressures, compensation concerns, and managing high-conflict environments—without judgment.

#### ***Mobile Home Insulation II***

*Drew Corbett, Community Development Operations Manager  
Piedmont Triad Regional Council*

*Kevin Scott, Community Development Training Center  
Coordinator*

*Piedmont Triad Regional Council*

Location: Latimer

Manufactured homes are a large part of the housing stock the

Weatherization program serves. Ironically, they are all the same, but very different and sometimes require innovative solutions to achieve a well-sealed envelope and an efficient duct system. This session will cover some lesser known pro tips for roof insulation, belly insulation, and duct sealing and repair.

#### ***Hot Water for Every Home: Split-System Heat Pump Solutions for All Homes - Even Mobile & Manufactured Homes***

*Carl Uthe, Vice President of Business Development  
Eco-Logical*

Location: Dudley

Reliable, affordable, energy-efficient hot water should be within reach for every home—including income-qualified families in mobile and manufactured housing facing tight spaces and high energy costs. Traditional heat pump water heaters often fall short, creating challenges with space, noise, airflow, and installation. This session explores how split-system heat pump water heaters provide a practical, flexible solution that eliminates these common issues. With a compact, two-piece design and factory-sealed refrigerant lines, these systems are easy to install using standard tools—no HVAC license required.

Suitable for new construction, retrofits, manufactured housing, ADUs, and multi-family buildings, this session highlights how this adaptable technology delivers efficient hot water for a wide range of housing needs.

#### ***AI in Your Hands: Everyday AI Tools That Work for You***

*Sonya Worrell, Co-Founder and President Be Prepared America*

Location: DeRosset

This hands-on session demystifies artificial intelligence by showing everyday people — regardless of tech background — how AI tools can simplify their daily lives, save time, and open new possibilities. Participants will leave with practical tools they can use immediately and the confidence to explore more.

#### **COED Meeting - 5:00 pm - 7:00 pm**

Location: Cape Fear, Port



## Thursday, May 21

### **Zumba - 6:30 am - 7:30 am**

Location: Concourse/Grand

*Alexis Hill, Engagement Strategist, Community-Campus Partnerships for Health*

### **Breakfast/Visit with Exhibitors - 7:30 am - 9:00 am**

Location: Concourse/Grand

### **Registration Open - 8:30 am - 10:00 am**

Location: Registration Desk

### **Partners Updates - 8:45 am - 10:00 am**

Location: Cape Fear Ballroom

*Denise Harlow, Chief Executive Officer, National Community Action Partnership; Marionna Poke-Stewart, Director, Office of Economic Opportunity, NCDHHS; Patricia Beier, Executive Director, WAGES, Inc., Helen S. Hossley, Special Projects Manager, N.C. Department of Environmental Quality, State Energy Office*

### **Concurrent Weatherization Sessions - 8:45 am - 10:00 am**

#### **Energy Auditor & Quality Control Inspector I**

*Kevin Scott, Community Development Training Center Coordinator  
Piedmont Triad Regional Council*

*Morgan Harrison, Piedmont Triad Regional Council*

Location: Latimer

A quality control inspector (QCI) is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, which includes performing safety and diagnostic tests and observing the work. A quality control inspector is also responsible for making sure a home is in compliance with government regulations, best practices, and applicable codes. They ensure customer satisfaction through interviews and feedback on the retrofit work done to their home.

#### **Duke Energy Income Qualified Updates and Review**

*Deb Hill, Senior Director, TRC*

*Meredith Coley, Project Manager, TRC*

*Mark Louris, Associate Project Manager, TRC*

Location: Dudley

Join us for this essential training session focused on the most recent updates to the Duke Energy Income Qualified (IQ) Weatherization

Program. This session will provide a comprehensive overview of the program, with special emphasis on project workflow and testing and audit requirements. Attendees will gain a clear understanding of guidelines and approved measures for project scopes designed to enhance energy efficiency for income-qualified households. Whether you are a seasoned contractor, current Service Provider, or new to the initiative, this session will equip you with the knowledge needed to effectively navigate and leverage the latest offerings in the Duke Energy Income Qualified Programs.

### **Business Meeting (Members Only) - 10:00 am - 10:30 am**

Location: Cape Fear Ballroom

### **Networking Break with Exhibitors - 10:30 am - 10:45 am**

Location: Concourse/Grand

### **Concurrent Sessions - 10:45 am - 12:00 pm**

#### **Community Action Innovation Hub**

*Dr. Landon B. Mason, Executive Director*

*Economic Improvement Council*

*Patricia Beier, Executive Director, WAGES Community Action*

Location: Cape Fear Ballroom

Step into a high-energy, collaborative space designed to spark bold ideas and real solutions. This 90-minute Community Action Innovation Workshop brings together leaders, practitioners, and changemakers to reimagine how we serve our communities.

Through guided activities, rapid idea-sharing, and small-group collaboration, participants will explore emerging challenges, uncover innovative approaches, and co-create actionable strategies that can be implemented across agencies.

Expect a dynamic mix of brainstorming, storytelling, and solution-building—all grounded in real-world impact. Whether you're looking to refine an existing program or launch something entirely new, this session is your space to think creatively, connect meaningfully, and leave inspired with practical next steps.

#### **CARDS Refresher**

*OEO Staff*

Location: Carolina

This session will serve as a refresher on the CARDS system, with an emphasis on navigating key features and generating reports.

## Thursday, May 21, Continued

Participants will review system functionality, explore reporting capabilities, and strengthen their understanding of how to use CARDS effectively for program tracking and reporting.

Attendees are encouraged to bring their laptops for hands-on participation. Time will be provided for questions and answers.

### **Food as a Driver of Health:**

#### **Breaking Barriers, Building Solutions**

*Alexis Hill, Engagement Strategist*

*Community-Campus Partnerships for Health*

*Lorraine Taylor, Developmental Psychologist*

*NC Community Engagement Alliance*

Location: DeRosset

This interactive session will explore food as a driver of health by identifying current programming, organizational needs, and collaborative strategies that support healthy eating and nutrition education. Participants will engage in discussion and activities designed to examine existing and past efforts across agencies related to food access, nutrition education, and health promotion. Through a guided landscape analysis, attendees will help identify successful initiatives, gaps, and opportunities for stronger coordination across organizations. The session will also focus on determining critical challenges that communities face in promoting healthy eating, as well as practical strategies to address those barriers.

### **The Shifting Health Policy Landscape in North Carolina - What you and your clients need to know!**

*Rebecca Cerese, Senior Policy Advocate*

*Health Advocacy Project*

*North Carolina Justice Center*

Location: Skinner

People across North Carolina are facing rising healthcare costs and growing barriers to the care they and their families need. Recent legislation will add new paperwork requirements and more frequent redeterminations for programs like Medicaid and Food Stamps, making it harder for eligible individuals to stay enrolled.

This presentation will explain these upcoming changes and share strategies to help limit disruptions in coverage. We'll also review available healthcare resources for uninsured individuals, including North Carolina's medical debt program, which requires all 99 hospitals in the state to offer financial assistance for hospital-based care. Finally, we'll discuss the importance of

sharing stories and advocating for community health needs at the state and national levels. Outreach and educational materials will be available to take back to your communities.

### **Energy Auditor & Quality Control Inspector II**

*Kevin Scott, Community Development Training Center*

*Coordinator, Piedmont Triad Regional Council*

*Morgan Harrison, Piedmont Triad Regional Council*

Location: Latimer

A quality control inspector (QCI) is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, which includes performing safety and diagnostic tests and observing the work.

A quality control inspector is also responsible for making sure a home is in compliance with government regulations, best practices, and applicable codes. They ensure customer satisfaction through interviews and feedback on the retrofit work done to their home.

### **Excellence Is Proactive: Leading Ahead of the Curve**

*Charisse Johnson, Consultant*

*CSJ Consulting Alliance*

Location: Dudley

Excellence in Community Action is not built in crisis—it is shaped by the decisions leaders make before challenges arise. Excellence is intentional, strategic, and disciplined. This interactive session challenges leaders to shift from reactive management to proactive leadership by exploring practical strategies to strengthen systems, clarify expectations, and build a culture of ownership, accountability, and teamwork. Participants will also examine how anticipation, preparation, courageous decision-making, and consistent standards drive sustainable results and long-term community impact. Walk away ready to develop strategies to:

- Lead with clarity, composure, confidence—and yes, even a smile. Establish a proactive leadership framework aligned with your mission
  - Anticipate challenges before they become crises
  - Build systems that prevent recurring problems
  - Increase team ownership and accountability
  - Stop managing emergencies. Start building capacity.
- Because excellence isn't luck—it's leadership on purpose.

### **Networking Break with Exhibitors - 12:00 pm - 12:15 pm**

Location: Concourse/Grand



## Thursday, May 21, Continued

### **2026 NCCAA Awards Luncheon - 12:15 pm - 2:15 pm**

Location: Grand Ballroom

An afternoon to honor the very best of community action from across the great state of North Carolina!

### **Networking Break with Exhibitors - 2:15 pm - 2:45 pm**

Location: Concourse/Grand

### **Concurrent Sessions - 2:45 pm - 4:30 pm**

#### ***Time is Flying and You Are the Pilot***

*Dr. Landon B. Mason, Executive Director  
Economic Improvement Council*

Location: Cape Fear Ballroom

The leadership training session *Time is Flying and You Are the Pilot* is focused on time management, productivity, and personal effectiveness. In this session, you will learn strategies to take control of your schedule, prioritize tasks, set goals, and make intentional choices about how you spend your time. We will cover techniques for overcoming procrastination, managing distractions, and maintaining a healthy work-life balance. By the end of the session, you'll be equipped with practical tools to navigate your time more effectively, ensuring you're piloting

#### ***From Compliance to Excellence! How to Prepare for a Successful OHS Monitoring Review***

*Patricia Beier, Chief Executive Officer  
WAGES, Inc.*

Location: Carolina

The Office of Head Start has changed its monitoring process! There is a renewed focus on systems and comprehensive services evaluation. This session will focus on developing systems and processes that ensures that your program is compliant...and beyond! Strategies will also be shared from the perspective of a National Head Start Association Program of Excellence program.

#### ***Storytelling to Connect Program Outcomes With Real Experience***

*Angeline Schwab & Bill Graham  
Partners, Buris Chalmer Communications*

Location: DeRosset

Learn how storytelling can help communicate the commitment of Community Action staff, the bravery and resilience of your clients and the impact of Community Action work. This workshop

will share simple, practical ways to find meaningful stories and connect program outcomes with real experiences. Participants will explore how storytelling can support newsletters, social media, presentations, and reports while honoring the voices of the people they serve. Through examples and discussion, attendees will gain ideas for creating clear, authentic communications that help partners, funders, and community members better understand the value of their agency's work.

#### ***Energy Auditor & Quality Control Inspector III***

*Kevin Scott, Community Development Training Center Coordinator  
Piedmont Triad Regional Council*

*Morgan Harrison, Piedmont Triad Regional Council*

Location: Latimer

A quality control inspector (QCI) is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, which includes performing safety and diagnostic tests and observing the work. A quality control inspector is also responsible for making sure a home is in compliance with government regulations, best practices, and applicable codes. They ensure customer satisfaction through interviews and feedback on the retrofit work done to their home.

#### ***Rural Health Transformation Program Update***

*Debra Farrington, Deputy Secretary for Health  
NC Department of Health and Human Services*

Location: Dudley

Over the next 5 years, North Carolina will implement the Rural Health Transformation Program, a federally funded program \$213M initiative addressing the health needs of rural individuals. This transformative investment improves health outcomes and access for nearly 3 million rural North Carolinians through three goals: (1) catalyzing innovative care models, 2) transforming the rural care experience, and 3) creating a sustainable rural delivery system. Participants will learn:

- What the RHTP is and how it will impact NC rural health and how you can get involved
- Key RHTP implementation activities which are underway
- Website links where they can get additional information

### **Sneaker Ball - 8:00 pm - 11:00 pm**

Location: Terrace/ Grand Ballroom

## Friday, May 22

### Coffee - 7:30 am - 9:00 am

Location: Concourse/Grand

### Closing Session - 9:00 am - 12:00pm

Location: Grand Ballroom

### Single Weatherization Session - 9:00 am - 12:00pm

#### Combustion Testing

Kevin Scott, Community Development Training Center

Coordinator, Piedmont Triad Regional Council

Daniel Jordan, Piedmont Triad Regional Council

Location: Bellamy

## Saturday, May 23

### Board Summit - Day 2 - 9:00 am - 12:00 pm

Location: Cape Fear Starboard

Combustion testing is the most critical diagnostic test in the building performance industry. It ensures occupant safety and comfort and maximizes the efficiency and performance of the appliance being tested. However, what good is the test if we don't know how to interpret the results and use the numbers we get to make our work more effective? This session will examine the finer points of the usefulness of combustion testing and how it can identify appliance issues that may require adjustment, repair, or even replacement.

### Board Summit - Day 1 - 9:00 am - 5:00pm

Location: Cape Fear Starboard

## PROTECTING ORGANIZATIONS THAT POSITIVELY AFFECT PEOPLE'S LIVES.

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