



# Community Action Reimagined

## Agenda At-A-Glance

*\*Please note this agenda is tentative and subject to change*

*\*\*Indicates invited speaker*

Tuesday, May 19		
1:00 pm – 5:00 pm	<b>Leadership Summit Training</b>	<b>Merrick</b>
	Preconference Training event	
	<i>(Separate registration required)</i>	
12:00 pm – 5:00 pm	<b>Registration Open</b>	<b>Registration Desk</b>
4:00 pm – 6:00 pm	<b>NCCAA Board of Directors Meeting</b>	<b>Carolina</b>
6:00 pm – 8:00 pm	<b>President’s Welcome Reception</b>	<b>Terrace/Merrick</b>

Wednesday, May 20		
7:30 am – 9:00 am	Breakfast/Visit with Exhibitors	<b>Concourse/Grand</b>
7:30 am – 4:00 pm	<b>Registration Open/Exhibitor Check-In</b>	<b>Registration Desk</b>
8:00 am – 8:45 am	<b>District Meetings</b>	
	East	<b>Bellamy</b>
	Central	<b>Skinner</b>
	West	<b>DeRosset</b>
	Far West	<b>Dudley</b>
8:45 am – 9:00 am	Networking Break with Exhibitors	<b>Concourse/Grand</b>
9:00 am – 10:30 am	<b>General Opening Session</b> <i>Keynote Speaker: Dr. Kenston J. Griffin, Founder and CEO Dream Builders Communication, Inc.</i>	<b>Grand Ballroom</b>
10:30 am – 10:45 am	Networking Break with Exhibitors	<b>Concourse/Grand</b>
10:45 am – 12:00 pm	<b>Legislative Update with David Bradley</b>	<b>Grand Ballroom</b>
12:00 pm – 1:15 pm	<b>Lunch</b> <i>(on your own)</i>	
12:00 pm – 1:15 pm	<b>Roundtable Lunch Discussion</b> <i>(separate lunch registration required)</i>	<b>Grand Ballroom</b>
	New Executive Directors   Board Members   HR Managers   Fiscal Directors   CSBG   Directors   Head Start Leaders   Weatherization Professionals	
1:15 pm – 1:30 pm	Networking Break with Exhibitors	<b>Concourse/Grand</b>
1:30 pm – 3:00 pm	<b>Concurrent Sessions</b>	

	<p><b>From Inspiration to Implementation: Turning Vision into Action</b></p> <p><i>Dr. Kenston J. Griffin, Founder and CEO Dream Builders Communication, Inc.</i></p> <p>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.</p>	<p><b>Grand Ballroom</b></p>
	<p><b>Medicare 101 for Community Action Leaders: Helping Clients Navigate Medicare, Veterans Benefits, and ACA Transitions</b></p> <p><i>Erica Clark, Senior Policy Advocate Advocate Health Advisors</i></p> <p>Many Community Action face employees and community members make major coverage decisions when turning 65, retiring, losing employer insurance, navigating Medicaid changes, or balancing Veterans benefits with Medicare. This practical, plain-language session covers the Medicare A/B/C/D framework, key enrollment timing, common pitfalls, and scams, and the “trigger moments” when clients are most at risk for gaps in coverage. We’ll also provide a high-level overview of how Veterans benefits and Medicare can work together, plus how ACA Marketplace coverage can serve as a bridge for adults ages 60–64. Attendees will leave with a simple checklist of questions and next steps they can use to guide clients toward trusted, educational resources.</p>	<p><b>Skinner</b></p>
	<p><b>The Journey: Staff Development and Self-Care for CAA Staff</b></p> <p><i>Tina Ray, Community Services Block Grant Director Johnston-Lee-Harnett Community Action</i></p> <p>This session is uniquely crafted to inspire and empower community action professionals to cultivate effective self-care strategies while simultaneously advancing their skills for professional development. Over the past year, many have navigated unprecedented challenges—including widespread shutdowns, losses, financial uncertainty, and the looming threat of organizational changes—that tested the resilience of both their personal and professional worlds. Through this interactive experience, participants will gain practical tools and creative approaches to fostering well-being and growth. By the session’s conclusion, attendees will feel reinvigorated and reconnected to their purpose and passion, ready to transform adversity into</p>	<p><b>DeRosset</b></p>

	renewed commitment and progress.	
	<p><b>Reclaiming Time: How AI Supports Intake and Strengthens Community Action.</b>  <i>Rob Symes, Co-Founder  Fortell</i></p> <p>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.</p>	Dudley
	<p><b>Mobile Home Insulation I</b>  <i>Drew Corbett, Community Development Operations Manager  Piedmont Triad Regional Council</i>  <i>Kevin Scott, Community Development Training Center Coordinator  Piedmont Triad Regional Council</i></p> <p>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 innovation 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.</p>	Latimer
	<p><b>Duke Energy Income Qualified updates and review</b>  <i>Deb Hill, Senior Director  TRC</i>  <i>Meredith Coley, Project Manager  TRC</i>  <i>Mark Louris, Associate Project Manager  TRC</i></p> <p>Join us for this essential training session focused on 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.</p>	Bellamy
3:00 pm – 3:15 pm	Networking Break with Exhibitors	Concourse/Grand
3:15 pm – 4:45 pm	<b>Concurrent Sessions</b>	

	<p><b>CARDS Training &amp; System Demo</b>  <i>OEO Staff</i></p> <p>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.</p> <p>Attendees are encouraged to bring their laptops to follow along and practice in real time. Time will be reserved for questions and answers.</p>	<p><b>Grand Ballroom</b></p>
	<p><b>Meeting the Challenge</b>  <i>Jeanne Bonds, Professor</i>  <i>UNC Kenan Flagler Business School</i>  <i>Dr. Jim Johnson, Professor &amp; Director</i>  <i>UNC Kenan Flagler Business School</i></p> <p>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.</p> <p>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.</p>	<p><b>Carolina</b></p>
	<p><b>AI in Your Hands: Everyday AI Tools That Work for You</b>  <i>Sonya Worrell, Co-Founder and President</i>  <i>Be Prepared America</i></p> <p>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.</p>	<p><b>DeRosset</b></p>
	<p><b>The Work Behind the Work: Caring for Yourself While Caring for Others</b>  <i>Rene Best, LPC, LCMHC, QS, EMDR &amp; Brainspotting Certified   Owner</i>  <i>Anew U Counseling Services &amp; Anew Coaching and Consulting</i></p> <p>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</p>	<p><b>Skinner</b></p>

	<p>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.</p> <p>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.</p>	
	<p><b>Mobile Home Insulation II</b>  <i>Drew Corbett, Community Development Operations Manager</i>  <i>Piedmont Triad Regional Council</i>  <i>Kevin Scott, Community Development Training Center Coordinator</i>  <i>Piedmont Triad Regional Council</i></p> <p>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 innovation 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.</p>	<p>Latimer</p>
	<p><b>Hot Water for Every Home: Split-System Heat Pump Solutions for All Homes – Even Mobile &amp; Manufactured Homes</b>  <i>Carl Uthe, Vice President of Business Development</i>  <i>Eco-Logical</i></p> <p>Reliable, affordable, and energy-efficient hot water should be within reach for every home — from spacious single-family houses to the many income qualified families living in mobile and manufactured homes who face tight spaces, high energy bills, and limited budgets.</p> <p>Traditional tower-style heat pump water heaters often fall short. They struggle to fit in compact spaces and create real headaches with indoor noise, unwanted cold air dumping, condensate drainage, venting issues, and higher utility costs that strain household budgets.</p> <p>This session shows how split-system heat pump water heaters deliver a practical, versatile solution that works beautifully in any home — while completely eliminating the common problems of integrated “tower” units.</p> <p>Thanks to their compact, lightweight, two-piece design and factory-sealed Eco-Connect™ refrigerant lines, these systems are remarkably easy to install. A licensed plumber can handle</p>	<p>Dudley</p>

	<p>the entire job using standard tools — no HVAC license or EPA Section 608 certification is required.</p> <p>Whether you're working on new construction, retrofits, manufactured housing, ADUs, multi-family buildings, or standard homes, you'll discover how this flexible technology makes high-efficiency hot water simpler, quieter, and more accessible than ever.</p>	
5:00 pm – 7:00 pm	<b>COED Meeting</b>	<b>Cape Fear, Port</b>

<b>Thursday, May 21</b>		
7:30 am – 9:00 am	Breakfast/Visit with Exhibitors	<b>Concourse/Grand</b>
8:30 am – 10:00 am	<b>Registration Open</b>	<b>Registration Desk</b>
8:45 am – 10:00 am	<b>Partners Updates</b>	<b>Cape Fear Ballroom</b>
8:45 am – 10:00 am	<b>Concurrent Wx Sessions</b>	
	<p><b>Energy Auditor &amp; Quality Control Inspector I</b>  <i>Kevin Scott, Community Development Training Center Coordinator</i>  <i>Piedmont Triad Regional Council</i>  <i>Morgan Harrison, Piedmont Triad Regional Council</i></p> <p>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.</p> <p>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.</p>	<b>Latimer</b>
	<p><b>Duke Energy Income Qualified updates and review</b>  <i>Deb Hill, Senior Director</i>  <i>TRC</i>  <i>Meredith Coley, Project Manager</i>  <i>TRC</i>  <i>Mark Louris, Associate Project Manager</i>  <i>TRC</i></p> <p>Join us for this essential training session focused on 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</p>	<b>Dudley</b>

	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.	
10:00 am – 10:30 am	<b>Business Meeting</b> ( <i>Members Only</i> )	<b>Cape Fear Ballroom</b>
10:30 am – 10:45 am	Networking Break with Exhibitors	<b>Concourse/Grand</b>
10:45 am – 12:00 pm	<b>Concurrent Sessions</b>	
	<p><b>Community Action Innovation Hub</b>  <i>Dr. Landon B. Mason, Executive Director</i>  <i>Economic Improvement Council</i></p> <p>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.</p> <p>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 Community Action agencies.</p> <p>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.</p>	<b>Cape Fear Ballroom</b>
	<p><b>CARDS Refresher</b>  <i>OEO Staff</i></p> <p>This session will serve as a refresher on the CARDS system, with an emphasis on navigating key features and generating reports. Participants will review system functionality, explore reporting capabilities, and strengthen their understanding of how to use CARDS effectively for program tracking and reporting.</p> <p>Attendees are encouraged to bring their laptops for hands-on participation. Time will be provided for questions and answers.</p>	<b>Carolina</b>
	<p><b>Food as a Driver of Health: Breaking Barriers, Building Solutions</b>  <i>Alexis Hill, Engagement Strategist</i>  <i>Community-Campus Partnerships for Health</i>  <i>Lorraine Taylor, Developmental Psychologist</i>  <i>NC Community Engagement Alliance</i></p> <p>This interactive session will explore food as a driver of health by identifying current programming, organizational needs, and</p>	<b>DeRosset</b>

	<p>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.</p> <p>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.</p>	
	<p><b>The Shifting Health Policy Landscape in North Carolina - What you and your clients need to know!</b></p> <p><i>Rebecca Cerese, Senior Policy Advocate Health Advocacy Project   North Carolina Justice Center</i></p> <p>People across North Carolina are seeing their healthcare costs going up and are facing more barriers than ever before to getting the care that they and their families need and deserve. Recent legislation will complicate matters even more, as North Carolinians will be facing additional paperwork burdens and more frequent redeterminations for essential public programs like Medicaid and Food Stamps. This presentation will help you understand the changes that are coming so we can limit the damage and ensure people who are eligible are able to stay enrolled in these important programs. We will also review the health resources that are available for people, even if they are uninsured, including learning about the North Carolina medical debt program that requires all 99 hospitals in our state to offer financial assistance if you are getting medical care in a hospital setting. Lastly, we will talk about the important of sharing stories and advocating for the health needs of your community on both a state and national level. Outreach/educational materials will be available to bring back to your communities!</p>	<p>Skinner</p>
	<p><b>Energy Auditor &amp; Quality Control Inspector II</b></p> <p><i>Kevin Scott, Community Development Training Center Coordinator Piedmont Triad Regional Council</i></p> <p><i>Morgan Harrison, Piedmont Triad Regional Council</i></p> <p>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</p>	<p>Latimer</p>

	<p>tests and observing the work.</p> <p>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.</p>	
	<p><b>Excellence Is Proactive: Leading Ahead of the Curve</b></p> <p><i>Charisse Johnson, Consultant</i> <i>CSJ Consulting Alliance</i></p> <p>Excellence in Community Action is not built in crisis—it is built on the decisions leaders make before the crisis ever comes.</p> <p>Excellence does not happen by accident—it is intentional, strategic, and disciplined.</p> <p>This interactive session challenges leaders to shift from reactive management to proactive leadership. Participants will explore practical strategies to strengthen internal systems, clarify performance expectations, and build a culture of ownership and accountability.</p> <p>Participants will examine how to strengthen internal systems, clarify performance expectations, and cultivate a culture of ownership and teamwork. We will explore how anticipation, preparation, courageous decision-making, and consistent standards drive sustainable results and long-term community impact.</p> <p>Walk away ready to develop strategies to:</p> <ul style="list-style-type: none"> <li>• Lead with clarity, composure, confidence—and yes, even a smile</li> <li>• Establish a proactive leadership framework aligned with your mission</li> <li>• Anticipate challenges before they become crises</li> <li>• Build systems that prevent recurring problems</li> <li>• Increase team ownership and accountability</li> <li>• Stop managing emergencies. Start building capacity.</li> </ul> <p><b>Because excellence isn't luck—it's leadership on purpose.</b></p>	Dudley
12:00 pm – 12:15 pm	Networking Break with Exhibitors	Concourse/Grand
12:15 pm – 2:15 pm	<b>2026 NCCAA Awards Luncheon</b>	Grand Ballroom
	<i>An afternoon to honor the very best of community action from across the great state of North Carolina!</i>	
2:15 pm – 2:45 pm	Networking Break with Exhibitors	Concourse/Grand
2:45 pm – 4:30 pm	<b>Concurrent Sessions</b>	
	<p><b>Time is Flying and You Are the Pilot</b></p> <p><i>Dr. Landon B. Mason, Executive Director</i></p>	Cape Fear Ballroom

	<p><i>Economic Improvement Council</i></p> <p>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.</p> <p>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</p>	
	<p><b>From Compliance to Excellence! How to Prepare for a Successful OHS Monitoring Review</b></p> <p><i>Patricia Beier, Chief Executive Officer WAGES, Inc.</i></p> <p>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.</p>	<p>Carolina</p>
	<p><b>Narrating Impact: Turning Your Work Into Stories That Connect and Drive Change</b></p> <p><i>Darius Carr, Co-Owner, Media Director Bujoy Media, LLC</i></p> <p>Community Action agencies do powerful, life-changing work, but too often those stories go unseen or misunderstood, and people can't support what they don't understand.</p> <p>Narrating Impact is an approach that helps organizations clearly communicate what they do, why it matters, and who it impacts in a way that people can easily understand and connect with.</p> <p>In this interactive session, participants will learn practical strategies for turning programs, services, and outcomes into meaningful stories using simple visual and digital tools. We will explore how to capture real moments, structure clear and engaging narratives, and share content that resonates with funders, partners, and the communities you serve.</p> <p>This session is designed to be hands-on and easy to apply, providing a repeatable approach to consistently communicate your impact and increase engagement without the need for a large team or complex systems.</p>	<p>DeRosset</p>

	<p><b>Energy Auditor &amp; Quality Control Inspector III</b>  <i>Kevin Scott, Community Development Training Center Coordinator</i>  <i>Piedmont Triad Regional Council</i>  <i>Morgan Harrison, Piedmont Triad Regional Council</i></p> <p>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.</p> <p>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.</p>	Latimer
	<p><b>Rural Health Transformation Program Update</b>  <i>Debra Farrington, Deputy Secretary for Health</i>  <i>NC Department of Health and Human Services</i></p> <p>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.</p> <p>Participants will learn</p> <ul style="list-style-type: none"> <li>• What the RHTP is and how it will impact NC rural health and how you can get involved</li> <li>• Key RHTP implementation activities which are underway</li> <li>• Website links where they can get additional information</li> </ul>	Dudley
8: 00 pm – 11:00 pm	<b>Sneaker Ball</b>	Terrace/Grand Ballroom

<b>Friday, May 22</b>		
8:00 am – 9:00 am	<b>Coffee</b>	Concourse/Grand
9:00 am – 12:00pm	<b>Closing Session</b>	Grand Ballroom
9:00 am – 12:00 pm	<p><b>Combustion Testing</b>  <i>Kevin Scott, Community Development Training Center Coordinator</i>  <i>Piedmont Triad Regional Council</i>  <i>Daniel Jordan, Piedmont Triad Regional Council</i></p> <p>Combustion testing is the most critical diagnostic test in the building performance industry. It ensures occupant safety and comfort and</p>	Bellamy

	<p>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.</p>	
9:00 am – 5:00 pm	<b>Board Summit – Day 1</b>	<b>Carolina</b>

**Saturday, May 23**

9:00 am – 5:00 pm	<b>Board Summit – Day 2</b>	<b>Carolina</b>
-------------------	-----------------------------	-----------------