




Department of Commerce

Innovation is in our nature.

2015 LIHEAP EAP Technical Assistance and Training

Wednesday, September 30			
8:30-9:30	Registration (<i>located in lower level foyer</i>), Breakfast (<i>Fir Room</i>)		
9:30-10:15	Opening Remarks: <ul style="list-style-type: none"> Cecil Daniels, Department of Commerce, LIHEAP Program Manager Tony Hanson, Department of Commerce, Managing Director Fir Room		
10:30-12:00	Introduction to LIHEAP: This session is intended for newer LIHEAP staff. It will include a general overview of the program at the Federal level, how Washington State's program stands nationally, a discussion on key program design components and requirements, available tools and resources. It may sound like this session is lacking in excitement, but there will be a creative and fun twist added to this year's session! <ul style="list-style-type: none"> Cecil Daniels, Department of Commerce David Hoadley, Department of Commerce Cedar/Hemlock	ESL Session description coming soon! <ul style="list-style-type: none"> Amy Diehr, Tacoma Community House Pine Room	Comfort at the Keyboard: Office Ergonomics Would you like to feel better at the end of your workday? In this session you will learn how to adjust your computer workstation to fit you, increasing your comfort and productivity. We'll cover chair adjustment, keyboard mouse and monitor placement, as well as strategies for standing and getting more movement during your workday. There will be plenty of time for questions, so bring your curiosity. <ul style="list-style-type: none"> Rick Goggins– Washington State Department of Labor and Industries State Room
12:15-1:45	Lunch Keynote: Daniel W. Clark, Ph.D., The Art of Never Reducing Your Stress to Zero We all know what happens when you reduce your stress to zero. During this keynote presentation, we'll look briefly at how you can better manage your stress, and the importance of self-care. Fir Room		

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2:00-3:30	<p>The art of never reducing your stress to ZERO</p> <p>We all know what happens when you reduce your stress to zero. During this session, we'll explore sources of your stress, potential impacts of mismanaged stress, strategies to better manage your stress, and self-care tactics.</p> <ul style="list-style-type: none"> • Daniel W. Clark, Ph.D., Critical Concepts Consulting <p>Cedar/Hemlock Room</p>	<p>LIHEAP Database Updates and Changes</p> <p>This session will provide a review of work activities on the LIHEAP system and database during program year 2015 and highlight all the new changes effective October 1, 2016 for program year 2016.</p> <ul style="list-style-type: none"> • Michelle DeBell, Department of Commerce <p>Pine Room</p>	<p>Case Studies</p> <p>This session will include discussion on topics based on real case scenarios. You will be given a scenario, break into groups to problem solve, regroup share how your group would choose to handle the case. Policy as it relates to each case will be addressed by Commerce. This session offers the opportunity to discover possible "best practice".</p> <ul style="list-style-type: none"> • Emily Hafford, Department of Commerce <p>State Room</p>
3:30-3:45	Break (refreshments provided)		
3:45-5:15	<p>The Day to Day Realities of Poverty</p> <p>This session explores the challenges that an energy client faces day to day and how this relates to our work. In addition, we will have two speakers from Real Change Speaker Bureau that will share their personal stories and the challenges they faced when trying to access services.</p> <ul style="list-style-type: none"> • Carol Wertz, Spokane Neighborhood Action Partnerships • Speaker TBA, Real Change Speaker Bureau • Speaker TBA, Real Change Speaker Bureau <p>Cedar/Hemlock Room</p>	<p>LIHEAP Database Updates and Changes</p> <p>This session will provide a review of work activities on the LIHEAP system and database during program year 2015 and highlight all the new changes effective October 1, 2016 for program year 2016.</p> <ul style="list-style-type: none"> • Michelle DeBell, Department of Commerce <p>Pine Room</p>	<p>Panel: Agencies and Utility Perspectives</p> <p>This panel will consist of both, agency and utility representatives, with the purpose of obtaining the perspective and experience of each, in order to gain valuable insight on how these partnerships can achieve a positive outcome for LIHEAP clients.</p> <ul style="list-style-type: none"> • Ana Matthews, Avista Utilities • Suzanne Sasville, Puget Sound Energy • Alice Damm, SNAP • Dena Battin, Rural Resources Community Action • Oksana Savolyuk, Multi-Service Center <p>State Room</p>

2015 LIHEAP EAP Technical Assistance and Training

Thursday, October 1

Thursday, October 1			
8:00-8:55	Breakfast (<i>Fir Room</i>)		
9:00-10:30	<p>UTC: Call the Commission-We're in Your Corner</p> <p>Learn about how the Utilities and Transportation Commission's Consumer Protection Division helps Washington's Utility Consumers. This session will give you an understanding of the commission regulatory structure, what types of consumer issues that fall under the UTC's purview, common complaints, hot topics and much more!</p> <ul style="list-style-type: none"> • Anna Gill, Utilities and Transportation Commission <p style="text-align: center;">Cedar/Hemlock Room</p>	<p>Panel: Ask the Expert</p> <p>In this session you will have an opportunity to ask questions of your peers and Commerce. Discussion topics will include the following: Full disclosure, how to treat different types of income, roomer boarder situations, and self-employment expenses. Presenters will include 3 experienced LIHEAP Energy Coordinators as well as Department of Commerce staff.</p> <ul style="list-style-type: none"> • Cecil Daniels, Department of Commerce • Roxana Shelton, Lower Columbia CAC • Tatyana Sirotin, Multi-Service Center • Andrew Lyons, HopeSource <p style="text-align: center;">Pine Room</p>	<p>ACES: Adverse Childhood Experience</p> <p>In this session you will have the opportunity to look at the ACE's study to see a connection between how adverse childhood experiences can later affect adult health and behavior. Not only do the ACE's results provide clues to working more successfully with your hurting clients, but also on how to work with your staff. This session will be a broad overview of the ACE's study.</p> <ul style="list-style-type: none"> • Carol Wertz, Spokane Neighborhood Action Partnerships <p style="text-align: center;">State Room</p>
10:30-10:45	Break		
10:45-12:15	<p>Communication Changes in DSHS Benefits: Keeping our community informed</p> <p>This session will provide succinct information to the changes in community service programs provided by the Department of Social and Health Services over the past 6 months. The presentation will include how the changes may impact community organizations. DSHS intent is to develop a transparent relationship with the community partner, stakeholders, and employers. Ms. McLaurin will bring subject matter experts with her, and provide points of contacts for future questions partners may have.</p> <ul style="list-style-type: none"> • Vicky McLaurin, DSHS • Pam Wurtz, DSHS <p style="text-align: center;">Cedar/Hemlock Room</p>	<p>LIHEAP Policy/Program Updates</p> <p>If you have not been able to keep up on LIHEAP program changes or just need clarification on Energy Assistance policies, then this is the session for you. There will be a discussion of key program changes, the new federal performance measures, a review of new LIHEAP policies, and a sneak peek at some new program improvement projects starting in PY 2015. The best part about this session is the opportunity to ask Commerce staff questions.</p> <ul style="list-style-type: none"> • Cecil Daniels, Department of Commerce • Lisa Lipsey, Department of Commerce • Emily Hafford, Department of Commerce • David Hoadley, Department of Commerce <p style="text-align: center;">Pine Room</p>	<p>Panel: Client Intake</p> <p>Come learn about the different ways that intake can be offered to your clients. Hear about how other agencies conduct their intake process. You'll have an opportunity to discover the pros and cons of the different processes and ask questions of your peers.</p> <ul style="list-style-type: none"> • Isidra Sanchez, OIC • Rhonda O'Brien-Farrar, CAC LMT • Chiharu Russell, Clark PUD • Gretchen Alexander, Clark PUD <p style="text-align: center;">State Room</p>

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12:30-2:00	<p>Lunch</p> <p>Keynote: Matthew Hayashi, The Art of Leading: Thriving Where There Are No Experts</p> <p>Today's organizations face challenges that are increasingly complex and constantly evolving. To thrive in this environment, leaders must move beyond a dependence on expertise and status quo answers to having the skill and capacity to help organizations evolve to succeed in uncharted territory. This keynote presentation explores how a different kind of leadership may create solutions where there are no easy answers.</p> <div style="float: right; text-align: center;">  </div> <p>Fir Room</p>		
2:15-4:00	<p>The Art of Leading: Thriving Where There Are No Experts</p> <p>Today's organizations face challenges that are increasingly complex and constantly evolving. To thrive in this environment, leaders must move beyond a dependence on expertise and status quo answers to having the skill and capacity to help organizations evolve to succeed in uncharted territory. This workshop explores how a different kind of leadership may create solutions where there are no easy answers.</p> <ul style="list-style-type: none"> • Matthew Hayashi, Headwater People Consulting <p>Cedar/Hemlock Room</p>	<p>LIHEAP Policy/Program Updates</p> <p>If you have not been able to keep up on LIHEAP program changes or just need clarification on Energy Assistance policies, then this is the session for you. There will be a discussion of key program changes, the new federal performance measures, a review of new LIHEAP policies, and a sneak peek at some new program improvement projects starting in PY 2015. The best part about this session is the opportunity to ask Commerce staff questions.</p> <ul style="list-style-type: none"> • Cecil Daniels, Department of Commerce • Lisa Lipsey, Department of Commerce • Emily Hafford, Department of Commerce • David Hoadley, Department of Commerce <p>Pine Room</p>	<p>History of Pacific NW Energy</p> <p>This session will provide a brief history of electricity and natural gas utility service in the northwest. We will explain how the energy system works, the types of public and private utilities serving customers and the role of regulators and governing boards in setting rates, approving programs and services. The session will conclude with an overview of the mix of energy resources being used in Washington to meet customer's needs.</p> <ul style="list-style-type: none"> • Nancy Hirsh, Executive Director, NW Energy Coalition <p>State Room</p>

2015 LIHEAP EAP Technical Assistance and Training

Friday, October 2	
8:00-8:55	Breakfast (<i>Fir Room</i>)
9:00-10:00	<p>Regional Breakouts</p> <p>What is going on in your area? What specific issues are unique to your region? Want to become a regional workgroup rep? All this will be covered during the regional breakouts. This is a great opportunity to network with the other agencies in your region and share localized program concerns. It's important that each agency have, at least, one representative present at this session.</p> <p>Fir Room</p>
10:15-11:45	<p>LIHEAP Workgroup Meeting</p> <p>If you haven't been able to attend one of the LIHEAP Workgroup meetings yet this is your chance! In this meeting we will discuss any new issues pertaining to LIHEAP that have come up as well as old business that may need more clarification.</p> <p>Fir Room</p>
12:00-1:00	<p>Lunch</p> <p>Fir Room</p>