



## March 2021

### *Workplace Wellness Month*

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## QUOTE FOR THE MONTH

*"Good health is a duty to yourself, to your contemporaries, to your inheritors, to the progress of the world."*

GWENDOLYN BROOKS



*With many people working remotely and lines between work and home blurred more than ever before, integrating self-care into your routine is*

*critical to your well-being. This month we all need to do a better job of putting ourselves higher on our own 'to do' list. We must take care of ourselves before we can truly take care of others.*

## CAA SUCCESS

### Commitment through Crisis: Maryland Community Action Agencies Respond to COVID-19



In the face of the COVID-19 pandemic, Community Action Agencies across Maryland showed a remarkable ability to adapt and remain resilient during the pandemic by finding new ways to support families and staff. Even when physical doors were temporarily closed, Community Action Agencies remained open to ensure the wellbeing of every Marylander. **Check out this short video** to see exactly how Community Action Agencies answered the call when their communities needed them like never before.

### Successful 2021 Community Action Day

Last month's Community Action Day was a great success! This was MCAP's first virtual Community Action Day in Annapolis. Agencies across the state came

together with Maryland legislators to share and discuss priorities that help lift families out of poverty and toward economic security. During the event we highlighted our impact in the community and our legislative priorities for the year as we advocated on behalf of the vulnerable populations we serve. Click below to download our 2021 legislative priorities.

[MCAP 2021 Legislative Priorities](#)

## MCAP EVENTS



*AVAILABLE*  
*THIS MONTH*

### 2 NEW MCAP MASTERCLASSES!

Expand your expertise with engaging online learning developed to enhance programs and services, ignite innovative ideas and promote professional development.



This Community Needs Assessment Masterclass was designed by



This Coaching the Whole Family Approach Masterclass will give

MCAP to assist community action agencies complete their needs community assessment process in accordance with the CSBG Act and with meeting the organizational standards.

you a fuller understanding of the Whole Family Approach as it teaches you the true practice of successful coaching and it's capacity to create transformative change.

**SIGN UP HERE**

Be the first to sign up to receive updates, information, group invitations, & more!

To access the MCAP Masterclass website, [Click Here](#)

Then Click 'Start Now' or 'Sign Up' to create your very own MCAP Masterclass Profile!

*MCAP Master classes are courses designed to empower, stimulate new ideas and increase effectiveness.*

Maryland Community Action Partnership Presents

## COVID19, Anxiety and Self Care

March 22, 2021 1:00PM

Join Monte Ephraim, Licensed Clinical Social Worker and Residential Certified Youth Care Program Administrator with MESE Training and Consulting LLC, to better understand, recognize, and respond to the effects of all types of trauma - with an emphasis on COVID, Anxiety and Self-Care.

**Register Today!**



The flyer features the Maryland Community Action Partnership logo at the top, which includes a red heart icon and the text 'MARYLAND COMMUNITY ACTION PARTNERSHIP A NETWORK OF COMMUNITY ACTION AGENCIES SERVING MD, DC & DE'. Below the logo is a blue banner with the title 'COVID19, ANXIETY AND SELF CARE' and 'UPCOMING WEBINAR'. The main text describes the webinar: 'Join Monte Ephraim, to better understand, recognize, and respond to the effects of all types of trauma - with an emphasis on COVID, Anxiety and Self-Care.' It lists the date as 'March 22, 2021' and the time as '1:00PM'. There are two images: a blue surgical mask and a woman wearing a blue surgical mask with her hands raised. At the bottom, it says 'MESE TRAINING AND CONSULTING LLC' and provides a bio for Monte Ephraim. A small box at the bottom right says 'To register visit our website at http://www.maryland-cap.org/Default.aspx'.

[Click Here](#) to Download Flyer

**SAVE  
THE  
DATE**



MCAP Community Action Month Conference

# "COMMUNITY ACTION IS ESSENTIAL"

Join us **May 26th-27th** for the Maryland Community Action Partnership Community Action Month Conference as we explore the theme, **"Community Action is Essential."**

*Mark your calendars - You don't want to miss this!*

## NETWORK NEWS

*Don't forget to fill out the ACSI Survey!*

### 2021 American Customer Satisfaction Index Survey of CSBG Eligible Entities

**The survey will close March 23rd.**

As part of our ongoing effort to assess and improve performance across the CSBG Network, OCS is once again seeking feedback through the ACSI survey from CSBG eligible entities. The feedback received from this survey is important for the following reasons:

- Presents a snapshot of the eligible entities' customer experience.
- Highlights the success of the states in meeting the needs of grantees.
- Informs progress on the state accountability measures.
- Provides information to states to inform future training and technical (T&TA) planning when developing their CSBG state plans.
- Supports continuous quality improvement by identifying the operational areas most in need of improvement and with the greatest impact on customer service.

## MD New Relief Act of 2021 Signed Into Law

Last month, Gov. Larry Hogan and the leaders of the General Assembly signed the RELIEF Act of 2021 into law to provide stimulus and tax relief to Maryland families and small businesses. The newly signed law includes money that will be directly sent to low-income taxpayers and sweeping tax relief for small businesses. The RELIEF Act provides the largest infusion of state tax dollars into the state's economy since the pandemic began. "The RELIEF Act offers a real lifeline to those hardest hit, people who are struggling to get by and small businesses desperately trying to stay afloat," Hogan said.

Read More, [here](#)

## TIPS & TOOLS

# Establishing a Customer Focused Approach to Community Action Agency Services

## A Guide to Customer Satisfaction

The national Community Action Partnership has issued a new guide to “creating a culture of customer satisfaction, establishing a customer satisfaction system, as well as collecting and analyzing customer satisfaction data.” This document “provides tips and suggestions for implementing a customer satisfaction system in a community action agency.” It covers both “the process of establishing and implementing a customer satisfaction system, as well as real world examples of customer feedback processes and procedures,” ranging from “simple paper/postcard or scantron surveys to more elaborate on-line or telephone survey approaches.”

The guide can be downloaded [here](#).

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## Getting Your Message Across with the Effective Communications Checklist

The COVID-19 pandemic has made written communication even more important. The checklist linked below incorporates principles of behavioral science to help organizations assess their current communications and get their point across more effectively.

View the checklist [here](#).

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## WORTHWHILE WEBINARS

### Working Remotely or Remotely Working? Promoting Employee Productivity in a Pandemic

Hosted By CAPLAW

Thursday, March 11, 2021 2:00 pm - 3:30 pm EST

As many CAAs implement hybrid work arrangement, with some employees working remotely and others on-site, they have encountered new challenges related to successfully motivating, evaluating, and disciplining their employees. In this session, we will explore the impact of partially remote workforces on an employer's ability to manage employee expectations and performance, and will discuss how performance evaluations, disciplinary measures, accommodation requests, leave policies, and other constructive employer-employee communication practices have evolved to adapt to the ways in which CAAs are operating.

*Presenter: Mark J. Jacobs, Fisher Phillips, LLP*

[Register Here](#)

# Making Remote Work Work: Policies and Pitfalls

Hosted By CAPLAW

Thursday, March 18, 2021 2:00 pm - 3:30 pm EDT

A successful remote work arrangement requires that employees and their employer both understand their roles and obligations. Therefore, a clear, thorough, and easy-to-understand remote work policy is a key component of a successful remote work arrangement. As important as such a policy may be, it can be difficult to know what to include – and what not to include – to ensure it sets realistic expectations so it can be easily followed and implemented. In this webinar, we will review CAPLAW's new sample remote work policy and discuss ways in which CAAs and employees may take advantage of the flexibilities inherent to certain recommended policy provisions.

*Presenters: Megan Bisk, Ropes & Gray LLP, and Ted Faust, CAPLAW*

[Register Here](#)



## Head Start/Early Head Start Regulation Boot Camp

3/16/2021 1:30 PM - 3/18/2021 05:00 PM (ET)

You asked, and they answered.

WIPFLI took their large group training and built this online boot camp to blend regulations, best practices and action planning. If you are new, if you have been around a while and want a refresher, if you are program oriented, if you are fiscal oriented — welcome. There will be something for everyone. The goal is to help you get comfortable with what HS/EHS programs you need to follow to stay in compliance.

Cost: \$825  
CPE Credits: 10.5

Click below to view schedule, speakers & more!

[Register & Learn More Here](#)

Facilitated By:



## Managing Data Equity Risk and Reward

Hosted By Nat'l Community Action Partnership

March 18 @ 2:00 pm - 3:30 pm

The term “data equity” refers to using an equity lens when considering how data is collected, analyzed, interpreted, and distributed. This webinar explores the risks of failing to use an equity lens and examples of data collection practices that fall short. Attend this webinar to learn how to minimize the risks and maximize the rewards of using an equity lens to collect and use data in your Community Action Agency.

[Register & Learn More Here](#)

Facilitated By:



## Keeping the ‘Human’ in Human Services: Tips for Implementing User-Centered Design

March 24 @ 12:00 pm - 1:30 pm

Join the National Community Action Partnership and U.S. Digital Response in a conversation about incorporating user-centered design elements into your workflows and services to more effectively reach and serve your communities. During this webinar, you’ll hear about USDR’s partnership with the Empire Justice Center and how user-centered practices enabled delivery of financial services to low-income families throughout the pandemic. You’ll leave with a clearer vision for how to design your work with a distinct focus on the end user and with tangible tips, takeaways and recommendations to humanize your processes.

[Register & Learn More Here](#)

Facilitated By:



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[www.maryland-cap.org](http://www.maryland-cap.org)