



## 2019 NETWORK NEEDS ASSESSMENT RESULTS

CalCAPA has concluded its 2019 Network Needs Assessment. Roughly half of the invited responders sent their opinions on the future of service offerings from the association. These responses help shape the direction that CalCAPA will devote resources in the months and years to come.

New and existing Training & Technical Assistance (T&TA) programs will be announced as they become available in [CalCAPA Academy](#). Registration in CalCAPA Academy is automatically approved for all staff of CAAs that are current on association dues. Training session availability in this post is restricted to CalCAPA and does not necessarily reflect the availability of T&TA from CSD or other support organizations.

Here are a few insights from the assessment survey results.

### CURRENT & POTENTIAL SERVICES

Rated 4+ (out of 5)

- Advocacy Education (State level)
- Annual Network Conference
- Annual Legislative Conference
- Fund Development Support
- Legislative Updates
- Scholarships for National Training Programs (ROMA, CCAP, etc.)
- Statewide Grants
- Custom T/TA Programs
- Support CAC Meetings
- Affiliated Network Group Facilitation

All services identified in the survey received at least a 3 out of 5 rank – meaning no services will be eliminated and several will grow based on priority as defined by this assessment and direction by the CalCAPA governing board.

### T&TA IMMEDIATE & LONG-TERM NEEDS

In order by category and level of need in the network.

#### Understanding CSBG

- CSBG Federal Statute and Regulations
- OMB Super Circular

- Mastering CSBG IS Survey
- CSBG Monitoring Presentations
- CSBG Fiscal Management

## Organizational Standards

- Community Needs Assessment – *coming soon*
- CSBG Data Collection & Reporting – *coming soon*
- Board Governance Training – [online beta now available](#)
- Strategic Planning – [request now](#)
- Human Resources – *coming soon*
- Risk Assessment & Mitigation
- Organizational Leadership Development – [more detail below](#)
- New Executive Director Orientation
- Fostering Collaborative Efforts

## Results-Oriented Management & Accountability (ROMA)

- Board Training – [request now](#)
- Staff Training – join an existing session or [request now](#)
- ROMA Implementor Certification (NCRI) – [apply by May 10 for current cohort](#)
- ROMA Trainer Certification (NCRT)

## Industry Specific

- General Agency Staff Development
- Social Media Marketing
- Information Technology
- Succession Planning – *coming soon*
- Customer Service
- Fund Development Planning

## Client Outreach

- Client Financial Coaching, Debt Reduction, Budgeting
- Volunteer Income Tax Assistance (VITA)
- Working Families Credit (Previously Earned Income Tax Credit) Education & Outreach
- Client Eligibility Standards

## Other Recommendations

- Comparing Data collection systems to meet FNPI reporting standards
- Ongoing program-specific training and assistance – [CalCAPA Connect](#)
- Strategically recruiting board members
- Analyzing Program and Strategic Plan effectiveness

# ORGANIZATIONAL & WORKFORCE DEVELOPMENT

In order to meet the growing needs of nonprofit organizations and government agencies overseeing CSBG funds, CalCAPA is partnering with several vendors to offer best-price training sessions as part of association membership. More information is available for training programs (including prices) as they become available in CalCAPA Academy. Here are the requested topics by organization level.

## Executive Director (new, current, and future)

- Define Vision, Align Resources, & Enable Results – [available in late April](#)
- History of Community Action – [free online training coming soon](#)
- Leading Cohesive Teams – [available now](#)
- What impacts Poverty? – *coming soon*
- Employee Retention Strategies – *coming soon*
- Power of Diversity – *coming soon*
- Fiscal Management

## Supervisors or Managers

- Dealing with Challenging Situations – *available in June*
- Creating a Motivational Environment – *available in June*
- Basic Leadership Skills – *available in late April*
- Developing Staff for Advancement – *available in June*
- Emotional Intelligence for People Managers – *available in late April*

## Staff

- Workplace Communication Skills
- Contributing to Teams – [StrengthsFinder available now](#)
- Productive Conflict – *available in June*
- Team Development – [Five Behaviors of a Cohesive Team™ available now](#)
- Emotional Intelligence for Staff – *available in late April*
- Great Customer Service in a CAA – *coming soon*

## Training Session Format

In order by popularity

- On-site Instructor Led Training
- Web-based Instructor Led Training
- Recorded Webinar
- Interactive eLearning
- Conference
- 1:1 Coaching
- Podcast
- Book (or eBook)

## COMMUNICATION PREFERENCES

After analyzing responses for this category, the primary communication vehicle for updates and announcements will remain **email**. In addition to email, you can participate in conversations directly with your peers, trainers, and other experts on CalCAPA Connect. CalCAPA Connect is a Slack workspace that alerts you about conversations that you are interested in tracking and participating by topic. Slack runs on Windows, Mac, Android, and iOS. Join the conversation today!