



# Community Action Partnership of North Dakota Conference

October 1-2, 2019  
Bismarck, North Dakota



Dear Colleagues,

Welcome to the Community Action Partnership of North Dakota Biennial Conference! Thank you for joining us here in Bismarck. We value your participation and recognize that it is a commitment to the work you do and the pride with which you perform that work.

This year's conference will offer a multitude of sessions, all focused on ensuring agency stability, sustainability and success in changing political climates. We feel that the workshops presented during your stay will re-energize you and help you hone the fine skills your agency utilizes on a daily basis at Community Action.

We would like to thank all our sponsors for not only helping to host this conference, but also for the daily work they perform as our partners in helping others. Thanks also to the many presenters who are sharing their expertise at this event. A special thank you to our national partners who are representing Community Action Partnership, National Community Action Foundation (NCAF), Department of Energy, Community Action Program Legal Services (CAPLAW), and National Association for State Community Services Programs (NASCSPP).

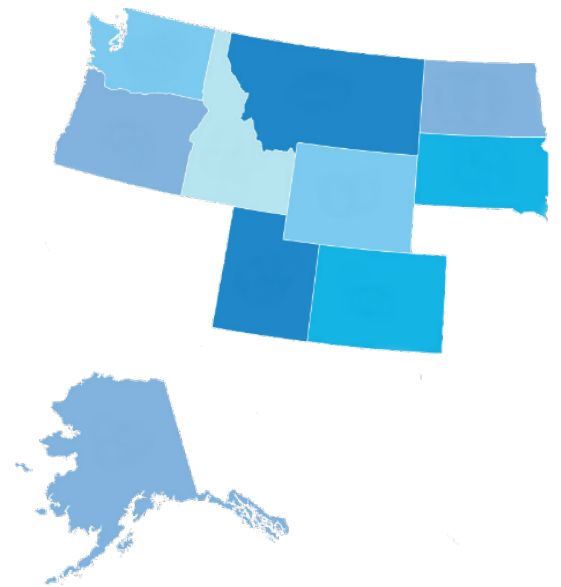
Lastly, thank you to all conference attendees. Whether you weatherize homes, assist others in the purchase of a house, help children, Veterans or the homeless, feed the elderly or an array of other Community Action services, it is surely done with enthusiasm. For that reason, we appreciate all the extraordinary work you do in your communities.

We hope you enjoy your time learning and networking with those around you.

Kindest regards,



Andrea Olson, Executive Director  
Community Action Partnership of North Dakota



### **The Promise of Community Action**

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.*

## Tuesday, October 1

- 8:00 - 10:30am Conference Registration
- 10:30 - 11:00am Welcome | **Dakota Ballroom**  
*Steve Bakken, Bismarck Mayor*
- 11:00 - 11:45am Opening Session | **Dakota Ballroom**  
*Denise Harlow, National Community Action Partnership*
- 12:00 - 1:30pm Lunch Session | **Dakota Ballroom**  
*David Bradley, National Community Action Partnership*  
*Census 2020 - Get Counted!*
- 1:30 - 3:00pm Breakout Sessions
- 3:00 - 3:15pm Networking Break | **Courtyard**
- 3:15 - 4:45pm Breakout Sessions 2
- 5:00 - 6:30pm CAP-PAC Reception | **Sheyenne Room**  
*Ticket required and can be purchased onsite. This is a stand alone CAP-PAC event that is not a part of the general session of the conference. Please contact Carla Verkoren (carla@ncaf.org) for more details.*



## National Community Action Foundation

### Connecting Communities to Washington since 1981

CAP-PAC is the only political action committee dedicated to fighting poverty by supporting the national efforts of Community Action. CAP-PAC provides bipartisan support for candidates, primarily federal, who identify with the Community Action mission. Your donation to CAP-PAC greatly impacts Community Actions presence on Capital Hill.

## Wednesday, October 2

- 7:30 - 8:30am Breakfast | **Dakota Ballroom**  
*Weatherization Month Kickoff*
- 8:45 - 10:00am Breakout Sessions 3
- 10:00 - 10:15am Networking Break | **Courtyard**
- 10:15 - 11:45am Breakout Sessions 4
- 12:00 - 1:30pm Lunch | **Dakota Ballroom**  
*We're All In This Together*
- 1:30 - 3:30pm Breakout Sessions 5
- 3:30pm Conference commences





# RAMKOTA HOTEL

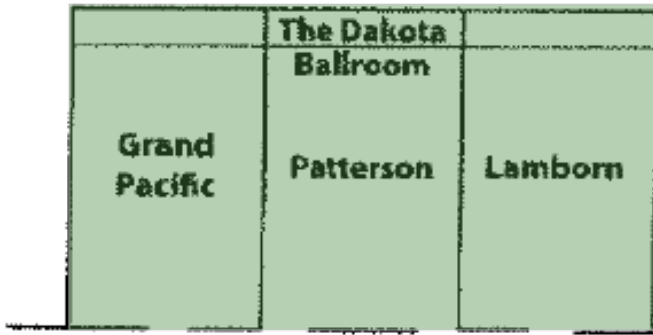
& CONFERENCE CENTER

800 South 3rd Street

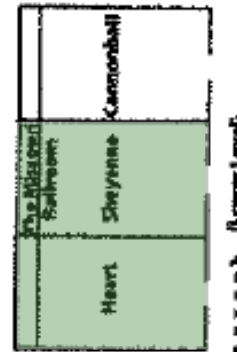
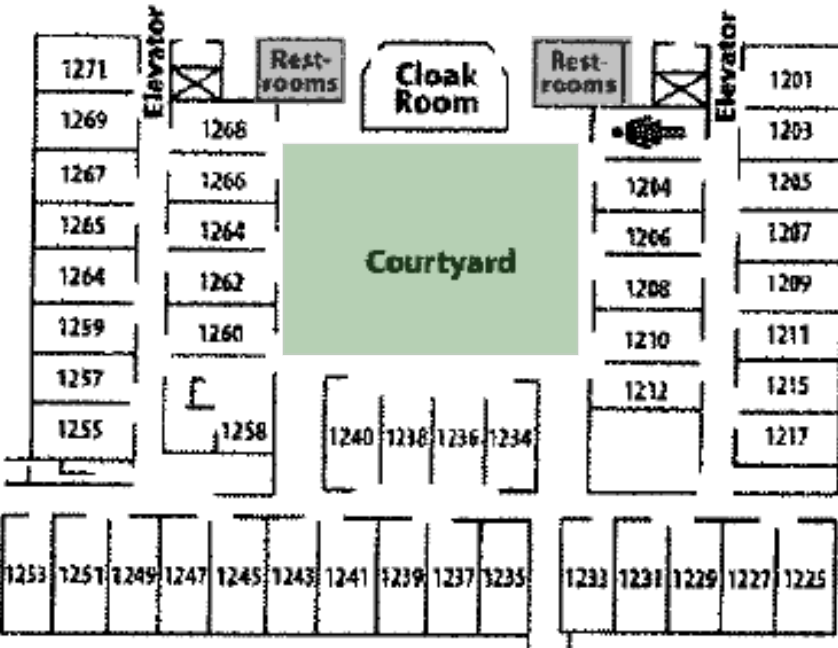
Bismarck, ND 58504

701-258-7700

[www.ramkotabismarck.com](http://www.ramkotabismarck.com)



**Ballroom Entrance**

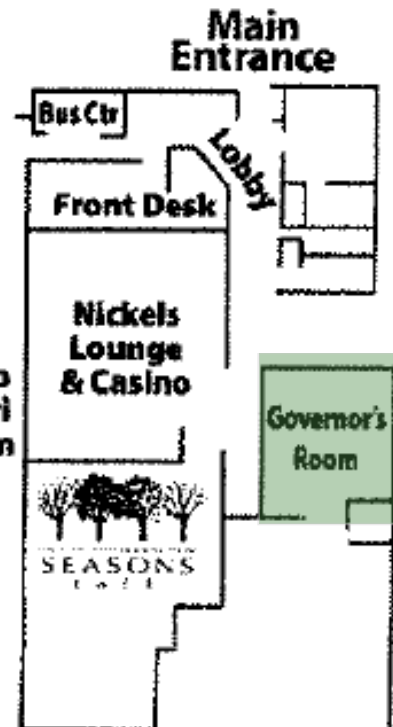
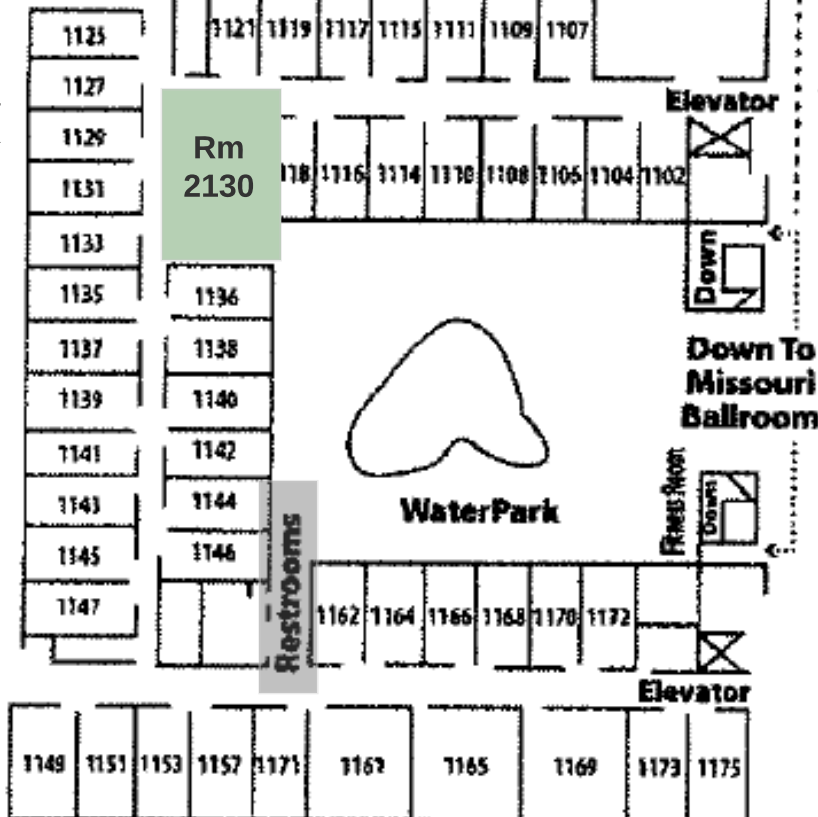


*Missouri Level is located down the stairs from the front desk*

## 1ST FLOOR VIEW

*Room 2130 is on 2nd floor overlooking the waterpark*

CONFERENCE MAP





Tuesday, October 1 | 1:30pm - 3:00pm

### **Opening Doors: Landlord Risk Mitigation and Fair Housing in ND | Governor's Room**

Jennifer Henderson, ND Housing Finance Agency and Michelle Rydz, High Plains Fair Housing

*Attendees will learn about Opening Doors, a program that provides households with a rental barrier the opportunity to access housing and encourages landlords to lease units to households that may not meet all rental criteria. The barrier could be poor credit or prior rental history, or a criminal conviction. Make no mistake, discrimination still exists. Attendees will also hear from High Plains Fair Housing on their work toward ending housing discrimination and promoting diverse, inclusive communities. When fair housing laws are enforced, people have choices about where they live and aren't relegated to neighborhoods of concentrated poverty or lower opportunity.*

### **Human Trafficking 101 | Grand Pacific Room**

Amy Jacobson, Youthworks

*Learn what Human Trafficking is and what responses are being developed to address it, both nationally and in our state. A victim of trafficking may look like many of the people you see every day. How do you know who may be trafficked? To help, a person has to know the right questions to ask and how to look for cues. By the end of the training, attendees will learn how to identify risk factors, indicators, and what services are available for victims through the anti-trafficking response network in the U.S.*

### **Putting Words into Action: Board Roles and Responsibilities in Practice | Patterson Room**

Veronica Zhang, Community Action Program Legal Services, Inc. (CAPLAW)

*A Community Action Agency is only as effective and impactful as its leadership. It is crucial that the board of directors not only understand what is expected of it but also what decisions and actions it needs to take to meet and exceed those expectations. How can board members go from simply receiving information to asking the right questions to ensure optimal transparency and accountability? In this session we will use scenarios to discuss the role of a Community Action Agency board and explore how a board works collaboratively to fulfill its oversight function. Topics will include the key board responsibilities, fiduciary duties, and the relationship of the executive director and the board, including the board chair.*

### **#CountMeIn: Making the Census Count for Community Action | Lamborn Ballroom**

Lindsay Marsh, National Community Action Partnership

*The Census is a critical process that affects us all. Census data is used to apportion representation among states, draw congressional and state legislative districts, school districts and voting precincts, enforce voting rights and civil rights legislation, and distribute federal dollars to states (including CSBG, Head Start, Weatherization and many more!). Community Action is playing a key role in making sure that every person is counted! This session will showcase Community Action's role in ensuring that Hard-To-Count people and communities are included in the Census, and offer concrete tools and training to help front-line staff maximize Census participation.*

### **Weather Training Center: Air Quality and Ventilation (Part 1) | Heart Room**

Paul Francisco, Applied Research Institute

*The Senior Research Engineer and Weatherization Training Center Director from the Applied Research Institute will be conducting sessions related to Indoor Air Quality, Ventilation, Radon, and Pressure Diagnostics. All North Dakota Weatherization staff are encouraged to attend the appropriate sessions.*

### **Reducing Burnout through Celebrations and Appreciation | Room 2130**

Patrick Kirby, Do Good Better Consulting

*They sit with furrowed brows, worrying they won't make the next deadline. They yawn because the stress of overwork has caused them to lose sleep. They lash out at colleagues as tension and resentment build. "They" might include your coworker, your boss or even yourself. This session will review important strategies for avoiding burnout. More than just handwritten Thank You notes, participants will look into how to express appreciation to organizations, individuals, and businesses in an increasingly digital world.*

Tuesday, October 1 | 3:15pm - 4:45pm

**Drug Trends, Identification and Contamination Procedures | Governor's Room**

Jerry Stein, Bismarck Police Department  
*The Bismarck Police Department will provide an overview of current drug trends, how to identify them, and procedures for reducing contamination.*

**Coordinated Entry in North Dakota | Grand Pacific Room**

Sarah Hasbargen, SouthEastern North Dakota Community Action Agency and ND Continuum of Care  
*Members of the North Dakota Continuum of Care will review the Coordinated Access Referral Entry System that exists throughout the state. Coordinated Entry is a requirement of funding from Emergency Solutions Grant, North Dakota Homeless Grant, and HUD funding. All agencies that receive the funding from these sources are required to attend this training to ensure that they're able to appropriately enter clients into HMIS and to ensure that participants are being prioritized based on the most urgent need.*

**Maximizing Success: CAA Personnel Policies and Practice | Patterson Room**

Veronica Zhang, CAPLAW  
*This workshop will address and suggest solutions to an array of legal issues CAAs face relating to personnel policies and practices, many of which arise as a result of new standards and regulations. Topics will include the current status of the FLSA overtime rule, human resources directives in the CSBG Organizational Standards, travel time policies under the FLSA, lobbying/political activity policies, and the role of the CAA board in overseeing personnel policies and employee grievances.*

**Master Your Student Loans | Lamborn Ballroom**

Lutheran Social Services of Minnesota - Financial Counseling  
*Confused about what type of loans you have, the difference between each loan and how to manage them? Leave this session understanding the basics of student loans, what options there are for repayment plans and loan forgiveness, the difference between consolidating and refinancing, how to resolve default, and successfully manage your student loans so that you can retain good credit and reach other financial goals.*

**Weatherization Training Center: Air Quality and Ventilation (Part 2) | Heart Room**

Paul Francisco, Applied Research Institute  
*The Senior Research Engineer and Weatherization Training Center Director from the Applied Research Institute will be conducting sessions related to Indoor Air Quality, Ventilation, Radon, and Pressure Diagnostics. All North Dakota Weatherization staff are encouraged to attend the appropriate sessions.*

**Fundraising 101: Building Your Case, Making the Asks and Being Awesome At It! | Room 2130**

Patrick Kirby, Do Good Better Consulting  
*Sometimes the fundraising world can seem like an overwhelming place with unreasonable expectations and donor dead ends. Patrick has been there too. He is your confidant and solution making machine behind the scenes to give you the confidence to have crucial conversations and crush those fundraising goals. Attendees will review planning and documenting fundraising efforts, learn how to make donors interested in your mission, and delve into non-verbal cues, what to listen for and what to remember for next meetings.*

Wednesday, October 2 | 8:45am - 10:00am

**The Ugly Reality of Fraud and How to Protect Your Organization | Governor's Room**

Kevin Myren, NASCSP

*Fraud is often assumed as something that only impacts large for-profit organizations. The reality is that fraud occurs in all organizations. Many non-profit organizations, especially Community Action Agencies, are vulnerable to loss from fraud. This session focuses on the specific risks that Community Action Agencies are prone to from fraud and what steps can be taken to minimize your organizations exposure to the risks of fraud.*

**Motivational Interviewing and Ethics in Case Management | Grand Pacific Room**

Chris Aman and Kristen Getzlaff, Inspired Life Wellness Clinic

*This session is geared toward case managers and front-line staff. Attendees will learn about motivational interviewing techniques to help increase a client's willingness to share information and be engaged in their case management process. Ethics in case management will also be reviewed because ethics have critical relevance to ensure that respecting the rights and inherent dignity of all of clients.*

**Community Level Work and Community Action Agencies | Patterson Room**

Denise Harlow, National Community Action Partnership and Katy Kujawski, National Association for State Community Services Program

*Attendees will receive an introduction to Community Level Work in Community Action Agencies. Direct services providers are encouraged to attend. Community level works involves gathering partners, defining strategies, establishing outcomes, and much more. Local community action agencies are encouraged to attend to learn about how they can be involved in this exciting effort; be part of the important discussion how to identify, highlight, and support community efforts that move individuals and families out of poverty.*

**Safety in the Workplace | Lamborn Ballroom**

Bismarck Police Department

*Attendees will review safe practices for social workers/case managers, front-line staff, and administration to put into practice to ensure safety for all clients, staff, and the community.*

**Weatherization Training Center: Radon | Heart Room**

Paul Francisco, Applied Research Institute

*The Senior Research Engineer and Weatherization Training Center Director from the Applied Research Institute will be conducting sessions related to Indoor Air Quality, Ventilation, Radon, and Pressure Diagnostics. All North Dakota Weatherization staff are encouraged to attend the appropriate sessions.*

**The Leadership Advantage | Room 2130**

Jay Peltier, Dale Carnegie of North Dakota and Northwest Minnesota

*One of the most significant competitive advantages of successful companies is the strength of its leaders. This program opens attendees eyes to the foundations of leadership. You will maximize your own performance, become a stronger leader, and add more value to the organization. Become a champion leader who strategically aligns organizational objectives with individual development goals so that both roads lead to breakthrough performance.*



Wednesday, October 2 | 10:15am - 11:45am

**OMB Uniform Guidance (Part 1) | Governor's Room**

Kevin Myren, NASCSP

*This two-part session provides an overview of the Office of Management and Budget's (OMB) Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, commonly referred to as "Uniform Guidance". The intent of the Uniform Guidance is to establish a consistent set of guidelines for financial and program management that applies to all forms of organizations. As a recipient or sub-recipient of Federal funds, Community Action Agencies are required to comply with these guidelines.*

**Dealing with Manipulative Behavior | Grand Pacific Room**

Chris Aman and Kristen Getzlaff, Inspired Life Wellness Clinic

*Attendees will learn about handling manipulative behavior exhibited by clients such as lying, distorting, dominating, gaslighting or other behaviors that prohibit the positive relationship between a casework and their clients. Manipulative characteristics and their root causes will be reviewed for the purpose of attendees learning how to successfully manage the situations. This discussion is intended to promote consideration and prompt discussion regarding effectively dealing with manipulative behavior and various techniques that can be utilized.*

**CSBG Data and Analysis | Patterson Room**

Jarle Crocker, National Community Action Partnership

*The Community Action Network moves families out of poverty every day across this country and needs to produce data that reflect the collective impact of these efforts. Individual stories are compelling when combined with quantitative data: no data without stories and no stories without data. Community Action needs to better document the outcomes families, agencies, and communities achieve. This session will be an introductory opportunity for community action agencies to learn more about using their data beyond just the submission process.*

**People are Getting On My Nerves! | Lamborn Ballroom**

Amy Phillips, North Dakota State University

*What does it mean to be a human service professional in a time of political polarization? According to a 2018 report, the root of America's polarization are divergent sets of values and worldviews, or "core beliefs," and that these core beliefs shape the ways individuals interpret the world around them. As a human service professional, do you sometimes feel that your core personal and professional beliefs are in conflict with each other? Do you feel your beliefs becoming more intensified in today's political climate? How do your core beliefs shape the way you see the people you work with and serve? This session will explore the answers to these and other questions and to use the NASW Code of Ethics as a guiding framework for understanding who we are called to be in the context of difficult work in difficult times.*

**Weatherization Training Center: Pressure Diagnostics | Heart Room**

Paul Francisco, Applied Research Institute

*The Senior Research Engineer and Weatherization Training Center Director from the Applied Research Institute will be conducting sessions related to Indoor Air Quality, Ventilation, Radon, and Pressure Diagnostics. All North Dakota Weatherization staff are encouraged to attend the appropriate sessions.*

**Workplace Conflict and How to Handle It | Room 2130**

Jay Peltier, Dale Carnegie of North Dakota and Northwest Minnesota

*In a perfect world, unicorns would roam the woods, rainbows would cover the skies, chocolate would have no calories and there would be no conflict. Sadly, the world is not perfect, and managers are required to resolve conflicts between associates, subordinates, and even their own peers. This session will teach attendees to diagnose conflict before it intensifies, apply appropriate conflict resolution techniques to specific situations, and remain calm under fire.*

Wednesday, October 2 | 1:30pm - 3:30pm

**OMB Uniform Guidance (Part 2) | Governor's Room**

Kevin Myren, NASCSP

*This two-part session provides an overview of the Office of Management and Budget's (OMB) Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, commonly referred to as "Uniform Guidance".*

**Bridges Out of Poverty | Dakota Ballroom**

Nicole Baptiste, Aha Process!

*Reducing the social costs of poverty, strengthening the workforce, and building a more prosperous and sustainable community are goals on which most communities agree. aha! Process's Bridges Out of Poverty community support program provides a family of concepts, workshops, and products to help employers, community organizations, social service agencies, and individuals address and reduce poverty in a comprehensive way. Bridges brings people from all sectors and economic classes together to improve job retention rates, build resources, improve outcomes, and support those who are moving out of poverty.*

**Chris Aman**, Inspired Life Wellness Clinic, PLLC | Chris is a family nurse practitioner specializing in mental health. She is also the co-owner at Inspired Life Wellness Clinic, PLLC. Chris was born in Rapid City, SD, and raised in Bismarck. She began her university education at UND and then moved home to Bismarck where she completed her degree programs at the University of Mary. She holds a Bachelor's degree in nursing, a Master's degree in Business Administration and a Master's degree in Nursing as an advanced practice registered nurse (APRN). She is involved in various opportunities with the ND Board of Nursing, serves on the boards advisory panel and is a guest lecturer educating NP students on psychiatric medications.

**David Bradley**, National Community Action Foundation (NCAF) | For more than 30 years, David Bradley has been one of Washington's leading advocates on behalf of low-income programs. In 1981, David helped found NCAF and as a private non-profit organization funded solely by non-governmental contributions, NCAF represents funding and policy interests of the nation's community action agencies. In an age in which partisan gridlock is too often the norm, David has an uncanny ability to make poverty issues a concern to both parties.

**Nicole Baptise, LMSW**, Aha! Process | Nicole J. Baptiste was born and raised in Brooklyn, New York. As a dedicated licensed social worker, Nicole has more than 10 years of experience working in health and human services. Nicole's expertise is in program development, community building, and community engagement. She adopts a creative and strategic approach to linking and leveraging community resources. Nicole is the founder of Uproot and Build and consults with nonprofit and healthcare organizations in developing innovative community engagement strategies.

**Jarle Crocker, Ph.D.**, National Community Action Partnership | Jarle is the Director of Training and Technical Assistance at the Community Action Partnership. Dr. Crocker is responsible for developing, planning, implementing, and directing training and technical support for the national network of Community Action Agencies. Dr. Crocker also serves as adjunct faculty, teaching graduate classes on organizational change and design and facilitation of public policy consensus-building processes. His expertise includes strategic planning, performance measurement, community involvement, education reform, and early childhood systems and services.

**Shannon Doyle**, LSS Financial Counseling | Shannon is a Certified Financial Counselor at LSS Financial Counseling with over a decade of experience, and in 2015 was named one of Nerd Wallet's "30 Credit Counselors Who Made a Difference." Since 2009 Shannon has worked as a Relationship Specialist as well as providing one-on-one Financial Counseling. As a Relationship Specialist she works with Financial Choice customers to implement, create, and promote Financial Wellness programs for employees and members. In 2012 she expanded her position to include Financial Education and to specialize in Student Loan Repayment Counseling. She is now Team Lead for Financial Choice, which is LSS Financial Counseling's financial wellness initiative for employers, benefit brokers, and credit unions.

**Clint Fuller**, Bismarck Police Department | Detective Fuller of the Bismarck Police Department will review safe practices for social workers/case managers, front-line staff, and administration to put into practice to ensure safety for all clients, staff, and the community.

**Paul Francisco**, Applied Research Institute | Paul is the Senior Coordinator of the Indoor Climate Research & Training group at the Illinois Applied Research Institute at the University of Illinois at Urbana-Champaign. His role is focused on conducting research and directing the ICRT Weatherization Training Center. His research focuses on the intersection of energy efficiency and indoor air quality. His projects are primarily conducted in field environments, and includes indoor air quality sampling, energy use logging, and airflow and insulation characterization of buildings. The ICRT Weatherization Training Center provides training services for the Illinois Home Weatherization Assistance Program. The training program provides field practitioners with the tools needed to identify the most cost-effective measures while maintaining health and safety of the residents. Francisco has a BSME from the University of Delaware and an MSME from the University of Washington.

**Kristen Getzlaff**, Inspired Life Wellness Clinic, PLLC | Kristen is a registered nurse who has worked her entire career in mental health. In her time outside the office she enjoys continued learning through reading and classes, experiencing the outdoors, and spending time with her family. Kristen was born and raised in Minot ND, where she graduated from high school. She attended nursing school at both Jamestown College and Minot State University, graduating from MSU in 2008 with a bachelor of science in nursing degree. She worked at both Trinity Hospital in Minot and at the North Dakota State Penitentiary in Bismarck before opening Inspired Life Wellness Clinic, PLLC with in 2013.

**Sarah Hasbargen**, SouthEastern North Dakota Community Action Agency (SENDCAA) | Sarah is a Licensed Clinical Social Worker with over 15 years of experience in providing direct client service. She is the Chair of the CoC Steering Committee and is championing efforts across the state to enhance North Dakota CARES system; a statewide approach to enforce the housing first model for North Dakota's most vulnerable citizens. She is also the Program Coordinator for Self Sufficiency programs at SENDCAA.

**Denise Harlow, CCAP**, National Community Action Partnership | Denise Harlow is Chief Executive Officer of the Community Action Partnership, a national hub that links the nation's 1,000+ Community Action Agencies to each other and to federal, state and local leaders looking to connect Americans to greater opportunity. She has been with the National Partnership since 2011 and served as Senior Director of Training and Technical Assistance and Interim CEO. Prior to her tenure at the Partnership, she was the CEO of the New York State Community Action Association and Sr. Vice President for Capacity Building for the New York Council of Nonprofits. Ms. Harlow has more than 27 years of experience in the nonprofit sector, served on several nonprofit boards of directors, and was an appointee to the Governor's Early Childhood Advisory Council in New York State. She started her Community Action career as a social worker with the Schenectady Community Action Program.

**Jennifer Henderson**, North Dakota Housing Finance Agency | Jennifer oversees the planning and housing development division's work for North Dakota Housing Finance Agency. She promotes collaboration between housing and service providers to better identify and support the state's special needs populations. She is a member of the North Dakota Behavioral Health Council, Statewide Supportive Housing Collaborative and Statewide Aging Collaborative and works closely with the Department of Human Services.

**Amy Jacobson**, Youthworks | Amy is a Licensed Social Worker and Mediator/Facilitator who has worked with individuals experiencing homelessness and runaway issues for the past fourteen years. Prior to working at Youthworks, she was a facilitator with Family Group Decision Making, a crisis response to youth at risk of or experiencing abuse or neglect. As a Human Trafficking Navigator, Amy coordinates a multi-disciplinary response process to identified or suspected cases of human trafficking and provides case management services to both domestic and international clients. She is a member of the North Dakota Human Trafficking Task Force, where she works extensively with the US Department of Homeland Security and the ND Bureau of Criminal Investigation.

**Patrick Kirby**, Do Good Better Consulting | Patrick is the Founder of Do Good Better Consulting and a believer that "we've always done it this way" is the most dangerous phrase in the English language. Patrick has spent over a decade working in nearly every capacity in the nonprofit industry, for organizations of all shapes and sizes, and strives to 'Do Good Better' every day. From organizing \$10,000 cure walks to \$1 million galas, Patrick's passion lies in creating creative solutions to make fundraising less boring. He cut his donor relations/fundraising teeth as the Alumni Coordinator at the Academy of Holy Angels in Richfield, MN, before trying his hand as a manufacturing sales rep to companies such as Target and Best Buy. Tired of being yelled at for uncontrollable international shipping issues in both English and Chinese, Patrick re-joined the world of nonprofit work as the Sr. Development Director at the Cystic Fibrosis Foundation MN/Dakotas Chapter before taking the Chief Development Officer position at the Anne Carlsen Center.



**Katy Kujawski**, National Association for State Community Services Programs | Katy is the Research Director at National Association for State Community Services Programs. Katy has over 12 years of experience in the Community Action network and previously worked with NASCSP as a consultant providing training and technical assistance to states, support to NASCSP on the CSBG IS Survey, and assistance with implementation of the new Annual Report.

**Lindsay Marsh**, National Community Action Partnership | Lindsay came to the Partnership from the Office of Community Service at the US Department of Health and Human Services. Her previous work has taken her across the country working issue and political campaigns, organizing, doing data research, and fundraising. Lindsay co-founded a social media company specializing in online fundraising and social justice work. She holds a Bachelor's degree in International Affairs and a Master's degree in Political Management, both from the George Washington University.

**Kevin Myren**, CommonBond Communities | Kevin is a certified public accountant and currently serves as CEO and Vice President of Administration at CommonBond Communities – the largest non-profit provider of affordable housing in the upper Midwest, headquartered in St. Paul, Minnesota. He also has his own business providing finance and administrative services and consulting for non-profit organizations. Kevin has worked with various regional public accounting and consulting firms specializing in service to non-profit and government clients. He is a frequent presenter on topics related to Federal regulations for grant funded organizations, change management, cooperative ventures and organizational sustainability and accountability.

**Jay Peltier**, Dale Carnegie of North Dakota and Northwest Minnesota | Jay owns Dale Carnegie of North Dakota and Northwest Minnesota. Jay is a graduate of North Dakota State University with degrees in Business Administration and Mass Communications. Jay's energy is focused on serving others through transformation and developing communities by creating cultures of high productivity partnered with high engagement. He spent many years as a teacher, coach, and entrepreneur in Colorado Springs, Colorado. As a coach he was named CHSAA 4A Track and Field Coach of the Year, Adidas Runners Roost Coach of the Year, and a Sasson Sharify Award winner. Jay enjoys outdoor adventures, relaxing with friends and family, and reading.

**Amy Phillips**, North Dakota State University (NDSU) | Amy has been a licensed social worker for 25 years. She started her career as a family therapist in home-based crisis intervention services and later moved into program development, human services administration, and social work education. She has taught social work courses at the undergraduate and graduate levels and currently teaches in the Minot State Social Work and NDSU Human Development & Family Science dual degree program at NDSU in Fargo. Dr. Phillips holds graduate degrees from Vanderbilt University, Columbia University, Union Theological Seminary, and the University of North Dakota.

**Michelle Rydz**, High Plains Fair Housing Center | Michelle is the Founder and Executive Director at High Plains Fair Housing Center, and one of the founding members of North Dakota United Against Hate. Michelle studied fair housing law, testing practices, and the complaint process at the John Marshall Fair Housing Legal Support Center in Chicago and studied with the National Fair Housing Alliance. She advocates for victims of housing discrimination. Michelle began her career as a community organizer in Chicago and later worked with the National Democratic Institute on developing advocacy projects in Romania after the fall of communism.

**Jerry Stein**, Bismarck Police Department | Detective Stein Graduated from North Dakota State University in 1992. He has worked for the state of Nevada until 2002. Since then he has been working at the Bismarck Police department, first as a patrol officer and then as an investigator. His current assignment is investigating narcotics, money laundering, human trafficking, and intelligence analysis. Detective Stein is an instructor in the areas of Drug Recognition, the Effects of Drugs on Human Physiology, Narcotic Investigations, Impaired Driving Interdiction, Firearm Skills, Less Lethal Weapons, and Report Writing.

**Veronica Zhang, Esq.**, Community Action Program Legal Services, Inc. (CAPLAW) | Veronica is Deputy Director and Senior Counsel at CAPLAW. She advises community action agencies nationwide on strategic, operational, and legal matters, including tax-exempt law, employment law, Head Start and other government grant compliance, and corporate governance. Prior to joining CAPLAW, Veronica was a business law associate at Goodwin Procter LLP, where she represented public and private companies in mergers and acquisitions and other strategic collaborations. She also helped nonprofit organizations operate and maintain tax-exempt status. Veronica is a graduate of Yale University and Boston University School of Law.

# Welcome to Bismarck!

The original keepers of the land around Bismarck-Mandan were North Dakota's Indian people. They were the Mandan, Hidatsa, Arikara, the Yanktonai, Sisseton, Wahpeton, Hunkpapa and other Dakotah/Lakotah (commonly known as the Sioux) tribes, along with the Pembine Chippewa, Cree and Metis. This genuine Dakota spirit lives on in Bismarck-Mandan. Both were established with the arrival of the transcontinental railroad. Bismarck sprang up first when the Northern Pacific Railway reached the east bank of the Missouri River in 1873. As an inducement to have German capital invested in the railroad's construction program, the North Pacific named Bismarck for German's "Iron Chancellor," Prince Otto Von Bismarck. Today, Bismarck is the center of government in North Dakota. Once the capital of Dakota Territory, Bismarck serves as the capital city of our state.

Mandan, named for the Mantani Indians, was founded as the center for western expansion for the iron rail. Today, the sister cities of Bismarck and Mandan (area population 125,296) continue as a trade and transportation hub. Normal services available here are comparable to cities with a population of 300,000. We have also become a thriving medical center. Energy has played an important role in the growth of Bismarck-Mandan. North Dakota's number one industry is agriculture followed by energy, then tourism.

But what sets these two cities apart is the attitude of the residents you will encounter. North Dakota is known for its friendly people, and Bismarck-Mandan is no exception. You'll experience that famous western hospitality firsthand, from hotel staffs to store clerks to passersby you meet on the street.



## Getting Around

### Car Rental

Bismarck Airport has a variety of ground transportation options, conveniently located within the airport terminal for easy in and out service.

### Ride Share

No phone calls to make, no pick-ups to schedule - just 24/7 availability that gives you the ability to request a ride any time of day, any day of the year.

Uber and Lyft are available in the Bismarck-Mandan area - you can find them on the App Store or Google Play.

### Taxicabs

Taxi 9000 701.223.9000

Dakota Taxi 701.989.8888

# Explore with No Boundaries

## Breweries, Wineries, Distilleries

### **Bismarck Brewing** 1100 Canada Ave - Suite 1

You can choose to enjoy a pint or flight in the taproom or try more seasonal and one-off beers paired with delicious food at the Ale Works.

### **Edwinton Brewing Company** 403 E Main Street

Bismarck's newest Brewery in the Historic Depot Building. You can be sure they've got the craft brew to lighten up your taste buds.

### **Anima Cucina** 101 N 5th Street

An Italian eatery and wine bar set in downtown Bismarck. Anima Cucina is inspired by the soul of "la bella vita", the good life that connects us all.

## Cultural & Historical

### **The Capital Gallery** 109 N 4th St

### **United Tribes Art Gallery** 3315 University Dr

### **Dakota Stage Ltd.** 412 E Main

### **Gallery 522** 200 W Main

### **Gateway to Science Center** 1810 Schafer St

## Nightlife

### **Pirogue Grille** 121 N 4th St

Attainable elegance in Downtown Bismarck offering a rich, flavorful experience.

### **Blarney Stone - Irish Pub** 408 E Main Ave

The area's only authentic Irish pub, set in beautiful downtown Bismarck.

### **Mandan Depot & Bier Hall** 401 W Main St, Mandan

Featuring 30 beers on tap, the German-style beer hall also specializes in German fare.

## Outdoor & Recreation

### **Trapped in Bismarck** 3333 E Broadway Ave, Suite 1219

Uncover clues, make connections and find the right solution to escape the room.

### **Golf Etc.** 511 Airport Rd

An indoor virtual golf facility with a bar food and brews.

### **Dakota Zoo** 602 River Rd in Sertoma Park

A 90-acre zoo home to 600 animals, birds, reptiles and fish.

## Shopping

Visit some of Bismarck-Mandan's unique shops for gifts, handmade and uniquely local items.

**Kirkwood Mall** *visit their website for events & promotions every day of the week*

**Boutique 23** *apparel for the family & home decor*

**BREA** *affordable, on-trend women's apparel*

**Stella's** *combination of vintage and new to create an eclectic collection of home decor and gifts*

**Pinch & Pour** *fresh extra virgin olive oils and balsamic with a sampling bar to made one that fits*







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