Inspiring Change, Delivering Results
Mission
To use the transformative power of education and research to foster a more aware, healthy, compassionate, and equitable world.
About CAI

For nearly 40 years, CAI has built workforce capacity in organizations committed to improving health care and serving the underserved. CAI is a versatile agency, capable of tackling a range of public health issues across local, state, national, and international contexts.

We have always stayed true to our nonprofit roots and why we created this organization. We see ourselves as a conduit for our clients—never overshadowing or dictating to them, but always helping to elevate their work, performance, and practices to the next level. Because when they do good work, we all win.

We are passionate about what we do. This excitement shines through in our work, resources, and trainings and pushes us to stay on the cutting edge of the latest technologies, the newest resources, and the best and most promising practices. Our team brings real-world experience from the communities we serve. We haven’t just read about what works—we’ve lived it, we’ve measured it, and we’ve refined it. And that’s what makes us second to none.
**CAI by the Numbers**

- **40 YEARS OF EXPERIENCE**
- **80+ STAFF**
- **4 OFFICES**

On average, CAI provides training to 20,000 people annually, including:

- **700 in-person trainings**
- **123 group TA sessions to 873 participants**
- **471 individual TA sessions**
- **100 remote webinar trainings**
Our Reach

CAI has provided services in all 50 states, the District of Columbia, Puerto Rico, the Virgin Islands, and 25 countries around the world.

Our work has wide reach. We engage clients on multiple levels: in person, online, via webinars, through e-learning, and beyond.

Our Team + Approach

At CAI, we have a multicultural, multilingual workforce. We prioritize cultural sensitivity and cultural humility trainings to ensure our work is both culturally relevant and responsive to community and population needs.

Our staff is multidisciplinary as is the lens we use in developing and assessing the work we do. And we provide custom-tailored teams and partnerships to optimize performance and match every project’s unique needs.
Core Competencies

Everything we do at CAI is strategic and purposeful to ensure an effective fit and maximum results. We provide seamless support from planning to execution and analysis. Our core competencies include:

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<th>Capacity Building</th>
<th>Research, monitoring, and evaluation</th>
<th>Training and technical assistance</th>
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<td>Organizational, leadership, and workforce development</td>
<td>Performance measurement</td>
<td>Quality management and quality improvement</td>
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<td>Curricula and materials development</td>
<td>Data and information visualization &amp; Database development</td>
<td>Continuous quality improvement (CQI)</td>
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<td>Knowledge management</td>
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<td>Health systems change</td>
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<td>Grants management and grantmaking</td>
<td>E-learning courses</td>
<td>Events/conference planning and rental space</td>
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Our Areas of Expertise

**Population-specific health**
- Women and maternal health
- Adolescent, child, and infant health
- Male health
- LGBTQ health
- International health
- School-based health
- Foster care health

**Evaluation and Continuous Quality Improvement**
- Kirkpatrick Model
- IHI learning collaboratives
- Bio-behavioral studies
- Qualitative research
- Statistical models and testing
- Database development and reporting (e.g. Ryan White Services Report (RSR))
- Implementation science
- Performance management and continuous quality improvement

**Chronic diseases**
- Diabetes, obesity, hypertension, tobacco prevention, and treatment

**Sexual health**
- Sexual and reproductive health
- Contraceptive access
- Family planning
- HIV/AIDS and STIs

**Behavioral health and substance abuse**
- Medication-assisted treatment
- Behavioral health
- Mental health
- Trauma-informed care
- Tobacco control

**Health insurance and healthcare financing**
- Claims processing
- Enrollment training
- Billing and contracting support
- Health navigator/care coordinator training
- Medicaid/Medicare/health homes
- Healthcare financing

**Food and nutrition**
- Nutritional education
- Supplemental food programs (including WIC)

**Specialized Topics**
- Leadership, management, and supervision
- Peer certification and integration into service settings
- Community engagement, mobilization, and collective impact
The CAI Difference

“There is no one out there like CAI. They are true facilitators. They could come in and leave a big footprint but, instead, they train local people and organizations in order to create real, meaningful, and sustainable change. That’s what I believe funders want: cost effective, impactful, and sustainable solutions. And that’s what CAI delivers.”

—Joan Holloway
Former Vice President of Global Health Initiatives, International Association of Physicians in AIDS Care (IAPAC);
Former U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA) Project Officer
Current

The world is rapidly changing. CAI is here to help.

At CAI, we do more than just staff training, we work to change entire systems to improve quality and outcomes. We keep pace with new science, emerging technologies, best practices, and evidence-informed interventions.

For example, in partnership with the National Association of County and City Health Officials, CAI is working with four jurisdictions across the U.S. with high HIV prevalence rates to implement and evaluate evidence-based interventions (EBIs) to improve services and health outcomes. CAI is providing technical support to these jurisdictions on implementation to address gaps in staffing to promote retention, adherence, and viral suppression.
CAI believes in creating long-term partnerships with clients. When training ends, our commitment doesn’t.

For example, using the Collective Impact framework, CAI works with 40+ diverse community organizations in Buffalo to implement coordinated, community-led action to improve adolescent health and wellness and prevent teen pregnancy. These include the implementation of evidence-based interventions within Buffalo public schools, clinics, and community-based organizations, the development of comprehensive resources to link adolescents to youth-friendly services, and providing seed funds to community-based demonstrations to promote adolescent health and wellness.

“The Erie County Department of Health has benefitted tremendously from CAI’s expertise, leadership, and collaborative spirit. CAI molded the HOPE Buffalo into a comprehensive, community-based adolescent sexual health initiative that engages a robust group of diverse community members.”

— Dr. Gale Burstein
Commissioner of Health
Erie County Department of Health
Practical

CAI creates tailored and practical learning programs. We give participants the tools to apply what they’ve learned back in the workplace.

For example, CAI partnered with the New York State Department of Health AIDS Institute to develop a certification program for peers living with HIV, hepatitis C, and/or substance use issues to equip them with the technical and workforce skills needed to be fully employed and integrated into an HIV care team.

“[CAI] has a long history of working in the field of HIV/AIDS, and have an invaluable blend of expertise, including successful partnerships with local, state, national, and international stakeholders in responding to the HIV/AIDS epidemic. Their unique portfolio of services includes building leadership capacity among people living with HIV/AIDS (PLWHA). They value delivering trainings by and for PLWHA who are in a unique position to engage, communicate, and share successful strategies for promoting wellness.”

–Daniel E. Tietz
Director of Consumer Affairs
New York State Department of Health AIDS Institute
Impactful

CAI delivers.
Our seasoned staff have a breadth of knowledge and expertise across subject areas and are true problem solvers, ensuring a measurable return on investment.
Access our Trainings
To access our trainings, go to: caiglobal.org/contact or email info@caiglobal.org

Contract or Partner with CAI
To contract with or partner with CAI, email Sarah Silliman, Director of Development and Strategic Operations: SSilliman@caiglobal.org

Use our Event/Training Space
To rent CAI's Conference Center, email Esad Krcic, CAI Conference Center and Facilities Manager: Esad@caiglobal.org

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Across the country, across the globe, CAI empowers communities and inspires change to build a better workforce for a better future.