

2017 Souther National Service Training Conference
Workshop Descriptions For Pre-Event Viewing
Workshops are listed in alphabetical order.

A Case Study: Marketing AmeriCorps in South Carolina

Carson Carroll, Director, United Way Association of South Carolina

This session will use South Carolina as a case study for lessons learned during our recent emphasis on using social media and marketing to increase AmeriCorps awareness in the state. Our presentation will review free tech tools used, highlight our "Brand Ambassador" program, and review our year of experimentation. Through this focus on AmeriCorps marketing, we aim to achieve simultaneous goals of increasing our recruitment pool, retaining members through increased recognition, and providing an opportunity for members to have a leadership experience. We will share insider information from our own experiences, with practical takeaways for anyone in National Service.

AmeriCorps National Service Criminal History Checks Compliance - On time, every time!

Kinza Ghaznavi and Liz Jung, CNCS

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will help participants gain a clear understanding of what the requirements are, to whom they apply, typical compliance challenges, and the resources and alternatives available to help grantees through the process.

AmeriCorps Prohibited Activities

Barbara Ellen Reynolds, CNCS

This session will help AmeriCorps program staff develop strong plans for ensuring compliance with the restrictions on program and member activities, per national service legislation and funding awards. Participants will review the prohibited activities; discuss training techniques to engage AmeriCorps program staff, members, and service site staff; and identify core techniques to strengthen program monitoring.

AmeriCorps Town Hall

Jennifer Bastress Tahmasebi, CNCS

This session will be an opportunity for all AmeriCorps grantees to interact with the Acting Director of AmeriCorps. The format for this session will be finalized in partnership with CNCS.

Asset Based Volunteerism - Building on the skills of our volunteers and those you serve

Bill Hulterstrom, President and CEO, United Way of Utah County

This session will share stories, examples and principles that contrast asset based volunteerism vs. the traditional deficit based model. How do communities and programs build on the skills and strengths of the community? Learn how the asset based approach to volunteering will help programs create greater impact and sustainability.

Budget Management for AmeriCorps Programs (CNCS Optional Session)

TBD, CNCS

A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. In this session, participants will review the components of a compliant and competitive budget, develop budget strategies and best practices to meet program requirements, and discuss the many factors influencing budget management.

Budget Management for Senior Corps Programs

TBD, CNCS

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Building the Most Dynamic Volunteer Team Ever!

Dawna Sarmiento, Community Facilitator, Juvenile Welfare Board of Pinellas County and

Priscilla McFadden, Community Facilitator, Juvenile Welfare Board of Pinellas County

This session will help participants know their True Colors, and how to discover the True Colors of others. It helps Volunteers Coordinators to effectively recruit, retain, and recognize their volunteers' communication styles, behaviors, and preferences and how to use this information to resolve conflicts, increase respect, and bring out the best in others.

Common OIG Findings and Safeguarding Program Funds

Robert J. Walters, Assistant Inspector General for Investigations, CNCS-OIG and Stuart

Axenfeld, Assistant IG for Audits, CNCS-OIG

This session will assist grantees in identifying fraud indicators; common investigative and the investigative processes; how grantee can deter fraud, waste and abuse; how to report fraud, waste and abuse; and understanding the Whistleblower Protection Act for grantees.

Creating Senior Corps Work Plans- Breaking It Down Part 1 and Part 2

Cheryl Freeman, Director, RSVP of St. Johns County and Laurie Diestler, Director, RSVP of Citrus County

This session will give participants opportunities to learn the mechanics of effective outcome measurement work plans, as well as practice writing work plans that are relevant for their community and organization. With changing dynamics in both federal requirements and local needs, what worked even 3 years ago may need to be drastically changed. Participants will leave with possible work plan templates, as well as information needed to construct high impact work plans for the future.

Corporate Social Responsibility & Community Impact

Susan Towler, Vice President, Florida Blue Foundation and Derek Cooper, Vice President of Government Affairs and Community Investment, Comcast

This session will focus on strategies to engage the private sector to increase community impact.

Creating a Retention and Engagement Program

Jennifer Harwood, Executive Director, National Service, Reading Partners and Brittany Prince, Senior AmeriCorps Manager, Training Specialist, Reading Partners

This session will provide participants with an overview of, and options for, engaging and retaining Corps members. Promising practices that have been successful for Reading Partners in retaining over 90% of all AmeriCorps Members and a return rate of over 30% of AmeriCorps for a second year will be presented. Participants will interact in small groups to discuss ideas

and implementation tactics for retaining AmeriCorps members and enhancing returning Corps member's experience. Participants will also complete an action plan to take back to their site.

Data Quality Review Best Practices for AmeriCorps

Lora Pollari-Welbes and Jamie Welch, CNCS

Data Quality Review Best Practices: Reporting on program outputs, outcomes, and demographic data is a fundamental requirement for all AmeriCorps State and National grantees. This workshop will explore the characteristics of high-quality data and ways to overcome common data quality challenges. Presenters will share best practices to help programs collect and report data that is valid, accurate and consistent.

Demystifying AmeriCorps NCCC

Stephanie Gittinger, Assistant Program Director, AmeriCorps NCCC, Southern Region

Learn how the National Civilian Community Corps differs from other AmeriCorps programs, and how your nonprofit organization can sponsor a team – with no matching funds needed and no reporting requirements! – to bolster your mission. Attendees will also learn the basics of FEMA Corps, a branch of NCCC sponsored exclusively by FEMA, and how to help 18- to 24-year-olds in their community join NCCC.

Developing Senior Volunteer Leadership Through Self-Directed Teams

Peter Lane, Director, Leadership and Volunteer Development, National Association of Area Agencies on Aging

By 2030, more than 70 million Americans will be 65 and older. As they age, they will need services that allow them to stay independent and healthy. They are looking for ways to stay active and to have a lasting impact in their communities. Developing volunteer leadership through self-directed teams--n4a's transformative PowerUP! approach to engagement--gives agency's strategies for tools for tapping the skills and passions of older adult volunteers in addressing community challenges without increasing the need for additional resources and staff time. The PowerUP! approach is aligned with the expectations of today's older volunteers and can be adapted to your needs.

Educating Elected Officials and Cultivating Service Champions: Strategies to Share Program Impact and Build Bipartisan Support

Tess Mason-Elder, Acting Director, Office of Government Relations, CNCS and Jen Ney, Managing Director, Voices for National Service

It's more important than ever to build strong bipartisan support for national service nationwide. Join us for an interactive session to discuss strategies for sharing your program's stories of impact with elected leaders at the local, state, and national level. We will share best practices for engagement through site visits, days of service and recognition, visits to Washington, DC, and other tips that will help foster relationships that will benefit your program and the entire national service community for years to come.

Facilitating a Meaningful "Life After AmeriCorps" Training

Tanya Witlen, Program Development Manager, United Way Association of South Carolina

This session is a train-the-trainer model, and it will provide attendees with skills and resources to facilitate a Life After AmeriCorps training for their own members or to bring back to AmeriCorps Program Directors. Participants will partake in many interactive components of this session to learn about resume and cover letter tips and tricks, civic engagement and networking, interview skills, accessing Education Awards, Public Service Loan Forgiveness, Employers of National Service, and more

Financial Monitoring of AmeriCorps Subgrantees

TBD, CNCS

You are responsible for all unallowable costs that your subgrantees incur, but this does not need to keep you awake at night. AmeriCorps grantees benefit from staying on their toes, so they are prepared when CNCS requests subgrantee financial data. Join us to discuss best practices in subgrantee monitoring and IPERIA reviews. By following the guidance shared in this session, you'll have the tools necessary to create strong practices and avoid the need for a financial monitoring emergency plan.

Grants Management Boot Camp

TBD, CNCS

This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will present an overview of the uniform guidance, CNCS regulations and award terms and conditions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, timesheets, budget controls, financial reporting, documentation, audits, and other related financial requirements.

Group Service Project

Join national service colleagues for an energizing service experience to provide care kits for seniors and at risk children in the Orlando area.

IPERIA Office Hours (CNCS Optional Session)

Erica Rice, CNCS

CNCS staff will provide office hours to answer any questions you may have about its IPERIA process and how to comply. Staff are also happy to provide specific answers to questions from transactions tested for IPERIA from individual grants. Conference attendees should bring their documents to the conference and meet with CNCS staff to discuss them. In addition, CNCS staff will offer information on the law, CNCS's sampling methodology and how it works, a high view of testing criteria, and examples of tested transactions.

Keeping Seasoned Volunteers, Spicy!: Creating an Engaging Experience for Older Adults in Service

Thenera Bailey, President/CEO, The SISGI Group and Kemba Tamar, Partnership Lead, Senior Volunteer Programs, Reading Partners, NYC

Many organizations can benefit from older adult members in their national service program but are unsure about recruitment, expectations and structure within their existing program design. For long standing Senior Corps programs, new staff may need ideas on how to retain and support their older adult members. This workshop is tailored to programs that have a great service opportunity for older adults and want to learn best practices for retention and support.

Leveraging Relationships to Build Strategic Alliances

Saif Ishoof, Vice President for Engagement, Florida International University

This session will engage individuals in strategies to build transformational partnerships to elevate organizational impact.

Laying the Groundwork for Your First Evaluation

Lora Pollari-Welbes and Jamie Welch, CNCS

Evaluative thinking should inform AmeriCorps program design and implementation from the very beginning. In this session, participants will learn five foundational activities that programs should undertake in their first three years of funding to prepare them to conduct a successful

evaluation later in their program life cycle. Formula subgrantees and competitive subgrantees in their first three years of funding will benefit most from this workshop.

Lunch: Disaster Response and Recovery

Florida Attorney General Pam Bondi (invited), Orlando Police Chief John Mina (invited), Dr. Joseph Ibrahim, trauma medical director at Orlando Regional Medical Center (invited)
The lunch plenary will focus on the impact of volunteers and national service members in response to disaster including the Pulse nightclub shooting.

Lunch Closing Plenary

Chester Spellman, CEO, Volunteer Florida; Governor Rick Scott, State of Florida (invited); Champion of Service Award, AmeriCorps Member of the Year Award, LeaderCorps Graduation, National Service member talent
The closing plenary will celebrate national service members and impact.

Mental Health First Aid: Improving Resiliency and Health Literacy in the National Service Network

Patricia Harrity, Executive Director, Health360

This session will provide an overview of Mental Health First Aid (MHFA) training, an evidence-based program that improves mental health literacy and provides practical strategies to assist someone experiencing a mental health challenge or illness. MHFA is an effective tool for improving mental health outcomes and destigmatizing mental illness. Session participants will engage in hands-on activities demonstrating portions of the MHFA training. Participants will learn how MHFA training can benefit National Service members during their service commitment in local communities and beyond.

Moving Down the Evidence Continuum for RSVP

TBD, CNCS

This session will help RSVP grantees move their program down CNCS's evidence continuum. We'll discuss why establishing higher levels of evidence is increasingly important and spotlight strategies to do that from the field. From developing a theory of change, to enhancing performance measurement, to implementing evidence-based programming, this session will help programs identify where they are and the specific steps they can take to enhance the evidence level in their program.

Moving Down the Evidence Continuum for SCP/FGP

TBD, CNCS

This session will help FGP and SCP grantees move their program down CNCS's evidence continuum. We'll discuss why establishing higher levels of evidence is increasingly important and spotlight strategies to do that from the field. From developing a theory of change, to enhancing performance measurement, to implementing evidence-based programming, this session will help programs identify where they are and the specific steps they can take to enhance the evidence level in their program.

National Performance Measure Data Collection Strategies for Senior Corps Grantees (Focus on Education)

TBD, CNCS

This session will help Senior Corps grantees overcome challenges in the data collection process for National Performance Measures. Attendees will identify key barriers and ways to overcome those barriers. We'll discuss engaging your stations, ensuring that your tools ask the

right questions to address the National Performance Measures, and some best practices and procedures for data collection.

National Performance Measure Data Collection Strategies for Senior Corps Grantees (Focus on Healthy Futures)

TBD, CNCS

This session will help Senior Corps grantees overcome challenges in the data collection process for National Performance Measures. Attendees will identify key barriers and ways to overcome those barriers. We'll discuss engaging your stations, ensuring that your tools ask the right questions to address the National Performance Measures, and some best practices and procedures for data collection.

National Service Disaster Response Part 1 and Part 2

Chad Stover, Program Officer, Planning and Training, CNCS

Through an interactive discussion and Table Top Exercise, participants will identify ways that National Service Programs and State Commissions can prepare their programs for disasters. Participants will also identify ways to respond to community and state needs after the disaster strikes. Programs and Commissions will identify threats, hazards and risks that they face and prepare ways to respond to an ever-changing disaster landscape.

Networking Event

Chester Spellman, CEO, Volunteer Florida and CNCS Leadership (invited)

This will be an opportunity for the Volunteer Florida CEO and CNCS Leadership to address the commission of the Southern Region. This is also an opportunity for the commissions to network with each other and with CNCS staff.

New AmeriCorps Staff Boot Camp

Jennifer Cowart, Consultant, On3Learn

Are you new to AmeriCorps? Then this session is for you. Come sweat with us as we work hard to understand the fundamentals of AmeriCorps. This session is not for the weak at heart. Come prepared to work hard, ask questions, and walk away with more to learn!

New Senior Corps Staff Orientation

Suzanne Richards, FL CNCS State Office

This session will provide new Senior Corps staff with an introduction to managing your Senior Corps grant and provide opportunities for Q&A.

No Budget Tech: Leveraging Technology for your program with little to no budget

Thenera Bailey, President/CEO, The SISGI Group and Heather Mercer, Consultant/Team Lead, The SISGI Group

In this session, we will share best practices to leverage free and low cost technologies to support your mission and operations. We will also share strategies and methods that organizations can use to increase awareness and connections around their social change efforts with strategies for technology, social media and virtual networks. Attendees will leave with practical steps to implement technology and digital mobilization strategies for any size organization on any budget.

On Boarding New Grantees

Kristina Tecce, Principal, Tecce Consulting

This session will provide participants knowledge on on-boarding subgrantees, whether they are bringing on one new program or a whole cohort of new subgrantees. The individual components of program readiness, elements in onboarding and creating a training plan will be

reviewed. Participants will have an opportunity to share experiences and concerns to leave with increased knowledge and develop a plan for onboarding their new subgrantees.

Opening Plenary

Chester Spellman, CEO, Volunteer Florida; Kim Mansaray, Acting CEO, CNCS; Mayor Buddy Dyer, City of Orlando (invited); Governor Rick Scott, State of Florida (invited); Tony Carvajal, Executive Vice President, Florida Chamber Foundation and Whitney Harris, Special Projects Coordinator and Executive Assistant, Florida Chamber Foundation

The opening plenary will welcome attendees to Orlando and set the stage for a meaningful and successful training.

Performance Measurement 201 for AmeriCorps

Lora Pollari-Welbes and Jamie Welch, CNCS

Performance measures are required for every AmeriCorps program and are intended to help grantees measure progress, recognize success, and strengthen their program activities. What makes a performance measure effective, and what are some common pitfalls that AmeriCorps grantees and State Service Commissions encounter when designing and reviewing performance measures? This workshop will explore best practices for developing and implementing strong performance measures. Workshop participants will also take an in-depth look at sample performance measures across the CNCS focus areas.

Principles of Successful Boards, Advisory Boards and Commissions

Bill Hulterstrom, President and CEO, United Way of Utah County

This session will provide participants to participate in an interactive discussion focusing on the successes and well as challenges of working with or on a board or commission. Several simple principles will be shared that will enhance the work of boards and commissions.

Recruiting Older Volunteers Using a Health and Wellness Benefits Campaign

Peter Lane, Director, Leadership and Volunteer Development, National Association of Area Agencies on Aging

In October 2016, the National Association of Area Agencies on Aging launched a campaign based on research showing a correlation between volunteering and health and wellness benefits for seniors. The campaign included a brochure, self-assessment for potential volunteers, and a toolkit to help agencies run a campaign in their communities to raise awareness and recruit volunteers. In this hands-on session, you'll learn about the results of the campaign and begin planning your own health and wellness benefits campaign to recruit volunteers.

Recruiting on a Shoestring

Jennifer Harwood, Executive Director, National Service, Reading Partners and Brittany Prince, Senior AmeriCorps Manager, Training Specialist, Reading Partners

Recruiting a national AmeriCorps and VISTA cohort through a distribution organizational model. In 2016 Reading Partners recruited their largest AmeriCorps and VISTA cohort of 375 members (predominantly emerging professionals), based in 14 cities across the US. This was done with only one full-time national resource and supportive local resources (not full-time).

Research on the AmeriCorps Member Experience: So What?

Adrienne DiTommaso, Research Analyst CNCS and Joseph Breems, Policy and Program Analyst, CNCS

The goal of the session will be to engage service providers in learning about and discussing the implications of the most recent research on AmeriCorps members in an interactive format. This

session is targeted to all levels of experience, and will help participants plan better member focused evaluations as well as generate ideas for improving member-focused programming.

Research on the Senior Corps Volunteer Experience: So What?

Adrienne DiTommaso, Research Analyst CNCS and Joseph Breems, Policy and Program Analyst, CNCS

The goal of the session will be to engage service providers in learning about and discussing the implications of the most recent research on Senior Corps volunteers in an interactive format. This session is targeted to all levels of experience, and will help participants better understand Senior Corps' potential impact on volunteers and generate ideas for improving the volunteer experience.

Rural Programming and Recruiting: Opportunities and Challenges

Kecia Greenho, Executive Director, Reading Partners SC and Evelyn Henry, Senior Companion Project Director, Sunflower-Humphreys Co. Progress, Inc.

This session will provide participants with information about offering AmeriCorps and Senior Corps programs to more rural areas. We will cover the specific challenges and opportunities that are experienced in rural programs.

School House Rocks: The Nuts and Bolts of National Service Public Policy

Tom Branan, Chief Policy Officer, America's Service Commissions

Join America's Service Commissions as we walk you step-by- step through the ins and outs of the FY 2018 federal appropriations process for national and community service. We will offer insights on the new Presidential administration and walk you through the Congressional Budget and appropriations process. We will explore this annual process that may have some twists and turns and a few ups and downs. We will provide analysis, predictions, and priorities and introduce you to the cast of characters who have the most influence on the process, including key administration officials and members of Congress. We will also provide a preview of some promising opportunities for service legislation and funding at the state level and discuss strategies to educate governors and state legislatures about national service programs and member activities. We will wrap up the with a Q&A session.

Senior Corps National Service Criminal History Checks Compliance - On time, every time!

Kinza Ghaznavi and Liz Jung, CNCS

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will help participants gain a clear understanding of what the requirements are, to whom they apply, typical compliance challenges, and the resources and alternatives available to help grantees through the process.

Senior Corps Budget Analysis (CNCS Optional Session)

TBD, CNCS

This interactive session takes participants on a line-by-line walk through of a Senior Corps budget. Join us and learn strategies to strengthen your narrative and provide opportunities for improvement. Participants are encouraged to attend *Budget Management for Senior Corps Programs* prior to this session.

Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All Its Forms for FGP/SCP

TBD, CNCS

This session will help Senior Corps grantees prepare for compliance monitoring by CNCS in all its forms, from site visits to monitoring related to the Improper Payments Elimination and Recovery Improvement Act (IPERIA). We will review how to prepare for compliance monitoring over the course of a year and in response to a specific monitoring activity, the tools available to assist you and how to avoid common findings.

Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All Its Forms for RSVP

TBD, CNCS

This session will help Senior Corps grantees prepare for compliance monitoring by CNCS in all its forms, from site visits to monitoring related to the Improper Payments Elimination and Recovery Improvement Act (IPERIA). We will review how to prepare for compliance monitoring over the course of a year and in response to a specific monitoring activity, the tools available to assist you and how to avoid common findings.

Senior Corps Town Hall

Senior Corps Leadership, CNCS

This session will provide Senior Corps grantees an opportunity to engage with Senior Corps leadership. The session format will be developed in partnership with CNCS.

Service Year Exchange

Kristen Bennett, Managing Director, Service Year Exchange, Service Year Alliance

We'll explore how programs can utilize the Service Year Exchange to recruit, grow, and interact with their corps. This session will include an in depth live demonstration of Service Year Exchange features and an overview of strategies for leveraging the national digital and local grassroots efforts to draw candidates into their programs. We'll also draw on insight from programs across the country for a discussion of best practices and strategies.

State Service Commission Staff Pre-Conference

Kaira Esgate, CEO, America's Service Commissions

This session will provide state service commission staff an opportunity to network and share best practices.

Strategic Planning Comes Alive For Your Agency

Eric Rowles, CEO/President, Leading to Change and Fred Baker, Training Associate, Leading to Change

Mission. Core Values. Goal Setting. If these words make you cringe, then you likely have yet to experience a strategic planning process that should be enlightening, illuminating, and rewarding – but NEVER painful! Don't miss this showcase of multiple strategies, techniques, and examples of how (and why) strategic planning can be the SPARK to keep the organization healthy and moving forward.

Strong Collaboration - Accessing your Organization's Strengths to Support Collaboration & Partnerships

Thenera Bailey, President/CEO, The SISGI Group and Heather Mercer, Consultant/Team Lead, The SISGI Group

Partnerships and collaborations are required to meet large goals. In this interactive session, we share best practices to assess the strengths and capacity of your organization to meet your

long- term goals. We will then provide a guided strategy to help you assess potential partners that could help you reach your goals. Attendees will leave with a model to determine their goals, current reality, opportunities, and the willingness of partners and stakeholders to assist in achieving their mission.

Success in the Storm

Sam Verghese, Vice President, Business Development, Acreage Consulting

This session will provide participants an opportunity to grow in their leadership and management, retain volunteers and walk away being able to inspire and do the most good.

Tale of Two Cities Emergency Response

Ken Skalitzky, Emergency Management Director, Volunteer Florida

This session will increase participant knowledge related to the role of national service and volunteerism as articulated by two unique disaster response stories representing West Virginia and Tennessee.

Top 10 Tips & Tricks for Successful Grant Writers

Becky Eason, Founder, WordCraft LLC

This session, presented in a lighthearted and interactive style, will address key factors in writing successful grant applications. Participants will have opportunities to practice skills during the session, and will have applicable techniques to use in their next application.

You Deserve Some R&R: Tips on Recruiting and Retention

Angela Moore, Assistant Director of AmeriCorps, YWCA Central Alabama

This interactive session will provide participants with tips, best practices and hidden secrets to Recruitment and Retention. Attendees will engage in grassroots "get to know you techniques" which can translate into relationship building tools for recruitment, and clever insight on strategically placed trainings, celebrations and methods of motivation to help with retention.

Volunteer Management Town Hall

Jovita Woodrich, Volunteer Service Director, Volunteer Florida

This session provides conference attendees with an opportunity to learn about critical best practices for any organization enlisting volunteers.

Participants will connect with one another in a smaller environment, working together to apply those practices to real-world volunteer management issues.