

**2017 Southwest National Service Training Conference
Workshop Descriptions**

AmeriCorps: Arizona's Pipeline to Employment

Kendra L. Smith, Ph.D., Policy Analyst, Morrison Institute for Public Policy, Arizona State University

AmeriCorps is the pathway some young adults choose to build their employment skills, earn an income, and get a job. However, there is scant evidence-based qualitative data that illuminates how these experiences translate into employment outcomes. Morrison Institute for Public Policy at Arizona State University, a 2015 National Service and Civic Engagement Competition Grantee through the Office of Research and Evaluation, conducted a one-year pilot study in Arizona to investigate employment opportunities and outcomes for AmeriCorps members. Specifically, this study assessed where and how job opportunities are created for AmeriCorps members, how service affects preparation and employment, and how members are perceived by organizations. This workshop will include a brief overview of the study as well as a panel discussion on how national service contributes to employment and employability.

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.

Budgeting for Evaluation

Carla Ganiel, CNCS

This course discusses the key components of an evaluation budget and approaches for creating an evaluation budget.

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

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.

Closing Plenary

Kim Mansaray, Acting CEO, CNCS

This will be an opportunity for CNCS to provide remarks to all conference attendees.

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 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.

Cultivating a Positive Work Environment to Drive Success Part 1 and Part 2

Leah Ridge, Director of Programs, College Forward

Cultivating a positive work environment can yield immeasurable benefits for workplace morale, productivity, and student success. Have you noticed that employees with the most positive attitudes usually have the most meaningful relationships with students and colleagues and often get the best outcomes? How can we as managers create teams that see the opportunities behind every challenge? The motivations and attitudes front-line program staff bring to work can make all the difference for the students we serve. But keeping your team of young professionals - often recent college graduates and millennials - inspired and engaged brings unique challenges. This session will provide strategies for training program staff and AmeriCorps members to be wildly successful in their work.

Data Quality Review Best Practices for AmeriCorps

Shari Orr and Olga Prokhorova, 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

TBD, CNCS NCC Trainer

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.

Designing a Year Long Member Orientation and Training Plan

Jennifer Cowart, Consultant, On3Learn

This session will support both new and advanced AmeriCorps program staff. With a focus on retention, impact, and member satisfaction, programs will examine key tools that must be considered when designing member management elements such as recruitment, selection, on-boarding, orientation and training, supervision and evaluation, reflection, recognition, and end of year wrap-up. Examples of key tools that will be explored are 1) Member Hierarchy of Needs; 2) Stages of Development; 3) Dimensions of Success; and 4) Member Management High Quality Principles. As we explore each tool, we will look at practices and elements that can support members as they navigate through their year of service and encounter common Challenges.

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.

Effective Targeted Recruitment

Tiffany Sanford, Volunteer Recruiter, AARP Foundation Experience Corps

During the session participants will have an opportunity to dissect results of past recruitment efforts and use the lessons learned to create more effective recruitment strategies. Participants will engage in activities to generate new ideas about recruitment efforts they can use without increasing their program's recruitment budget. Session participants will create a take-a-way recruitment plan including a timeline and budget they can utilize to yield better recruitment outcomes.

Everyone's a Grant Writer

Jeremiah Smith, Grant Writer, Everyone Inc.

This session will provide participants with a basic understanding of grants (structure, guidelines, seeking, writing, etc.)

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.

Harnessing the Power of Older Adult Volunteers Part 1 and Part 2

Janis Glenn, CEO, Pathways Leadership Coaching

This session explores strategies to harness the power of older adults for civic engagement and volunteerism. Participants will engage in interactive dialogue to explore incentives, marketing strategies, and opportunities that capture the talents, skills, and passion of older adults for service. Participants will develop an action plan with outcomes, goals, and timeline and take home best practices from the positive aging movement.

How to Write an Evaluation Plan

Carla Ganiel, CNCS

This course explains the purpose of an evaluation plan and outlines the key sections of the plan and what should be included in each section.

Laying the Groundwork for Your First Evaluation

Shari Orr and Olga Prokhorova, 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.

Linking Generations, Changing Lives - A Formula for Success

Elizabeth Pawloski, RSVP Manager, Oasis Institute and Jeanne Foster, National Tutoring Manager, Oasis Institute

Participants will learn proven strategies for engaging, training and retaining older adult volunteers in direct service and capacity building roles in support of in-school and out of school education initiatives.

Management Boot Camp: Bringing out the Best in Volunteers, Members and Staff Part 1 and 2

Cole McMahon, Principal, McMahon Consulting Group

Volunteer and service programs require extraordinary bosses. Great supervisors create transformational opportunities for people from all walks of life. In a vibrant and fun setting, participants will build their skills in these essential areas: Inspiration. Learn what makes people love their jobs (or their term of service!). Assessment. Identify what support people need in any situation. Accountability. Know when to hug, when to bug, and how to get people to be their best. Communication. Learn to hear what people mean, and speak so you are understood.

Marketing to Members, Volunteers and Donors

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

Learn to use the best yet simple marketing principles that will help you find the right member, volunteer or donor. Learn how to recruit and retain the right people for your work and how to assess your volunteer programs through your volunteers' eyes. Discover some of the tips that that some of the biggest companies in America use.

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

Patricia Harranty, 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.

Morning Plenary

Arizona elected and appointed political leaders will present a panel discussion on the Opioid Epidemic in Arizona and will offer practical advice for how AmeriCorps and Senior Corps can engage at the community level to support the statewide response for this pervasive epidemic.

Moving Down the Evidence Continuum for Senior Corps

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

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 and Education

Heather Rieman, Senior Education Advisor

This session will provide participants with an understanding of the new federal education law, the 'Every Students Succeeds Act' and the opportunities it provides for national service. Participants will also learn about common components across effective education programs that can help inform Senior Corps and AmeriCorps programs. Finally, participants will learn more about chronic absenteeism in schools, and easy ways their members can make a big difference. There will be an opportunity for small group discussion.

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.

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

Jackie Wasick, Program Specialist, AZ 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.

Opening Welcome/Keynote

Governor (Invited), Mayor of Phoenix (invited), McCain (Invited)

Join us as we kick off the 2017 Southwest National Service Training Conference with a warm welcome to Phoenix from Arizona elected officials.

Out of the Mouths of Elders: Keys to Engaging and Retaining Senior Corps Volunteers

Deb Seng, Community Services Manager, Our Family Services

This session will provide participants with effective strategies for recruiting, training, and recognizing a diverse group of senior volunteers. Participants will engage in multi-generational and diverse cultural conversations with successful and energetic Senior Companion volunteers. The conversations will be facilitated by a Senior Companion project director who uses humor and interactive techniques to teach and inspire.

Performance Measurement 201 for AmeriCorps

Shari Orr and Olga Prokhorova, 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.

Providing Feedback on Performance to Volunteers

Barry Altland, Consultant, Head, Heart and Hands Engagement Collective/Matthew's Hope Ministries

This interactive, facilitated workshop-style session will leverage The R-B-I/B-I-F Feedback Model as an applicable for leaders of volunteers to ensure work performance and behaviors remain aligned with program objectives. Participants will practice applying The Model in a series of structured learning activities.

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?

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Rethinking Recognition: Acknowledging Exemplary Volunteer Performance

Barry Altland, Consultant, Head, Heart and Hands Engagement Collective/Matthew's Hope Ministries Participants in this session will reach beyond the traditional recognition practices that have long been used in organizations of all types to discover more significant methods for honoring the time and talents shared by volunteers. Leaders will explore the differences in the definitions for Appreciation, Recognition, Reward and Incentive, terms and concepts that often get lumped into a singular category. As leaders embrace how each of these forms of performance acknowledgement may be strategically used, they are more likely to land upon the lower cost/higher impact solution that lifts up their people for the time and talent investment they offer! After all, meaningful recognition is just like engagement . . . it happens one person at a time.

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

Tom Branen, 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 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

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 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 Town Hall

Erin McGrath, Acting Director, 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 Enterprise: Leveraging Volunteers to Meet Your Social Mission

Bob Shogren, Director, Arizona Governor's Office on Service and Volunteerism

A Service Enterprise is an organization that leverages volunteers and their skills to successfully deliver on its social mission. Research demonstrates that organizations operating as Service Enterprises outperform peer organizations on all measures of organizational capacity thereby allowing these organizations to more effectively address community needs. In this interactive and inspiring workshop, learn about how organizations will be transformed through a process that includes comprehensive assessment, training, coaching, support and certification.

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.

Social Media: Can't Live With It, Can't Live Without It

Crystal Petry, Director, Golden Triangle RSVP

This session will show participants how to effectively use social media as a recruitment tool and an information dissemination tool. The session will show them how to make effective posts, teach them when is the best time to make a post and how that post should look. It will also give them some shortcuts to using social media. Participants will actually create or work on an existing social media account.

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 for Volunteer Engagement: Your GPS to Future Success

Beth Steinhorn, President, JFFixler Group

What happens when you shift from thinking of volunteer engagement as a program to, instead, considering it a vital strategy to fulfill your mission? When organizations embrace engagement as a strategy, they harness community talent and skills to deliver more programs, lighten staff

workload, gain more ambassadors, increase donations, and, ultimately, fulfill mission. Such a shift takes commitment, leadership support, training, and a plan. This workshop features data to support the shift and a proven process to develop a volunteer engagement strategic plan. Participants will complete an assessment of their engagement to build support for a volunteer engagement strategic plan.

The AmeriCorps Collaborative Model: Creating a Community of National Service

John Stovall, Founder, Seattle AmeriCorps Collaborative

This session will provide participants a new framework to engage AmeriCorps members and improve member retention throughout each grant year. By establishing "AmeriCorps Collaboratives" in localities nationwide, AmeriCorps members can interact with members serving in other programs, strengthening solidarity around service in their geographic region. Training participants will be shown two differing AmeriCorps Collaborative models and will be provided a guide on how to create their own Collaborative. Trainers will facilitate interactive discussions to answer questions about feasibility, relative benefits/drawbacks, organizational models, and more. Trainers will also have participants complete planning worksheets for creating their own AmeriCorps Collaborative.

The Art and Practice of Evaluating Impact

Steve Patty, Founder and Principal, Dialogues in Action and Jessamyn Luiz, Senior Associate, Dialogues in Action

Meaningful evaluation not only proves the value of the program to community, funders, and stakeholders, but also improves the program effects for those it is intended to serve. It can be powerful and formative for any organization, an act of true leadership. Too often, however, evaluation fails to give us a crisp and clear picture of impact. We tend to measure the wrong things in the wrong ways, making our evaluation inert. How can we evaluate better? This session will help participants answer that question and design simple, elegant, meaningful and credible evaluation to communicate and improve their impact.

Using True Colors to Improve or Enhance Team Building

Carie Kizziar, Member Coordinator, FRYSC Corps, KY AmeriCorps

In this session participants will learn how to work with different personality types & how to use their strengths & interests to build effective teams that can work cooperatively to accomplish projects, provide services, and interact with clients or members.

Volunteer Engagement for the 21st Century: Leading Practices for Impactful Volunteer Engagement Part 1 and Part 2

Beth Steinhorn, President, JFFixler Group

With the landscape of volunteerism changing, what better way to learn about new, effective methods than to hear stories of success from across the continent? How are other organizations leveraging skilled volunteers in new ways, engaging multiple generations, and building buy-in and support for volunteer engagement from the top down? This interactive workshop will highlight selected leading practices in volunteer engagement and feature case studies of successful innovation. This is a unique opportunity to get inspired by successful innovations, learn from others' lessons and advice, and even share some of your own successful innovations.