



ATLANTIC


National Service Training Conference

Baltimore, Maryland
June 4 - 7, 2017

hosted by the Maryland Governor's
Office on Service and Volunteerism

#AtlanticService #NationalServiceinBaltimore



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



June 2017

Dear Conference Attendee:

On behalf of Governor Larry Hogan, we welcome you to Baltimore and Maryland! We are pleased that you chose to spend time with us here in Maryland's largest city. It's a lovely time of year and we are just steps from the Inner Harbor. Be sure to take advantage of where the conference is located – you can walk, bicycle, take a free Circulator bus, and more, to explore neighborhoods and venues that welcome new visitors. Whether it's a crab feast, an Orioles game, one of our many museums, or a stroll around the harbor, do get out and enjoy.

This conference is part of an annual tradition that brings together colleagues from the Corporation for National and Community Service, AmeriCorps and Senior Corps programs, and America's Service Commissions by region to engage in intensive learning, resource-sharing, and networking. You'll be able to attend scores of workshops and hands-on trainings, roundtables, panels, breakfast discussions, and more. We hope you will use this time with your peers to learn, connect, and share information as we work to advance national service – the passion that brings us all together.

Use this conference program to navigate the three full days of events. We look forward to seeing you in sessions and at extracurricular events. Be sure to stop by the registration tables in the Grand Ballroom Foyer if you have any questions. And don't forget to use our event hashtags, **#AtlanticService** and **#NationalServiceinBaltimore**, on social media.

Yours in service,

Jeffrey Griffin, Director
Governor's Office on
Service and Volunteerism

Stacey Ullrich, Chair
Governor's Commission on
Service and Volunteerism

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How to Participate in the Conference

Sessions for All Participants	Sessions for AmeriCorps Participants	Sessions for Senior Corps Participants
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Your program schedule is color-coded, as you can see above, indicating which sessions are most likely to be of interest to you, whether you represent AmeriCorps (peach) or Senior Corps (lavender). Please note that many of our sessions are of general interest to those managing volunteer programs (blue). Session titles listed with an asterisk (*) are recommended for new program staff, but are not required.

A few sessions will be offered twice during the conference so that more participants may attend, and a few sessions have parts 1 and 2. In that case, please check with the presenter to see whether she or he requires you to attend both parts.

If you are a morning person, don't overlook the Breakfast Table Topics offered on Tuesday and Wednesday mornings before sessions begin. These informal networking opportunities will have guiding questions at each table on various topics. You never know whom you will meet and what new practice you will learn about.

The program also includes roundtables, town halls, and some cohort meetings that your group may have arranged. In all, there are dozens of formal and informal sessions to choose from and we are sure that you will come away inspired and energized. If you have questions, please stop at conference registration in the Grand Ballroom Foyer.

Don't forget to visit our exhibitors and check out the member/participant poster competition entries in the University Ballroom, just across from the Grand Ballroom.



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Sessions for All Participants	Sessions for AmeriCorps Participants	Sessions for Senior Corps Participants
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Please Note: Sessions listed with an asterisk (*) are recommended for new staff, but are not required.

Date	Time	Session Title
Sunday, June 4	5:00 PM - 8:00 PM Grand Ballroom Foyer	Registration Opens – Grand Ballroom Foyer
Monday, June 5	8:00 AM - 12:00 PM Stadium 3	*New AmeriCorps Staff Boot Camp
Monday, June 5	9:00 AM - 12:00 PM B&O Railroad	State Service Commission Staff Pre-Conference
Monday, June 5	9:00 AM - 12:00 PM Promenade	*New Senior Corps Staff Orientation
Monday, June 5	10:00 AM - 11:30 AM Stadium 1	FGP Bold Visions 2017
Monday, June 5	12:15 PM - 1:45 PM Grand Ballroom	Opening Lunch Keynote – Kim Mansaray, CNCS CEO Details on pp. 15-16
Monday, June 5	2:00 PM - 3:30 PM Stadium 1	*Grants Management Boot Camp
Monday, June 5	2:00 PM - 3:30 PM Stadium 2	*AmeriCorps Prohibited Activities
Monday, June 5	2:00 PM - 3:30 PM B&O Railroad	School House Rocks: The Nuts and Bolts of National Service Policy
Monday, June 5	2:00 PM - 3:30 PM Stadium 3	Social Media: Can't Live With It, Can't Live Without It
Monday, June 5	2:00 PM - 3:30 PM Stadium 4	*Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All Its Forms
Monday, June 5	2:00 PM - 3:30 PM Stadium 5	Building a National Service Vision for Collective Impact in Your City/County/State
Monday, June 5	2:00 PM - 3:30 PM Harbor 1	Creating a Retention and Engagement Program
Monday, June 5	2:00 PM - 3:30 PM Harbor 2	Effective Targeted Recruitment
Monday, June 5	2:00 PM - 3:30 PM Orioles Boardroom	Civic Reflection as a Practice

Monday, June 5	2:00 PM - 3:30 PM Camden Room	Research on the Senior Corps Volunteer Experience: So What?
Monday, June 5	4:00 PM - 5:30 PM Promenade	Meet the Sharks - Funders Roundtable
Monday, June 5	6:00 PM - 7:30 PM Pratt Street Ale House	Welcome Reception: Pratt Street Ale House 206 West Pratt St – Meet Volunteer Guides in Marriott Lobby
Tuesday, June 6	7:30 AM - 8:30 AM Grand Ballroom	Breakfast Table Topics
Tuesday, June 6	9:00 AM - 10:30 AM Promenade	*Financial Monitoring of AmeriCorps Subgrantees
Tuesday, June 6	9:00 AM - 10:30 AM Stadium 1	Recruiting Older Volunteers Using a Health and Wellness Benefits Campaign
Tuesday, June 6	9:00 AM - 10:30 AM Stadium 2	National Performance Measure Data Collection Strategies for Senior Corps Grantees - Education Focus
Tuesday, June 6	9:00 AM - 10:30 AM Stadium 3	Social Media: Can't Live With It, Can't Live Without It
Tuesday, June 6	9:00 AM - 10:30 AM Stadium 4	National Service Disaster Response Part 1
Tuesday, June 6	9:00 AM - 10:30 AM Stadium 5	Research on the AmeriCorps Member Experience: So What?
Tuesday, June 6	9:00 AM - 10:30 AM Harbor 1	*The Art and Practice of Evaluating Impact
Tuesday, June 6	9:00 AM - 10:30 AM Harbor 2	Recruiting on a Shoestring
Tuesday, June 6	9:00 AM - 10:30 AM Chesapeake	*Selling Your Program with Little or No Budget Part 1
Tuesday, June 6	9:00 AM - 10:30 AM Orioles Boardroom	*Principles of Successful Boards, Advisory Boards and Commissions
Tuesday, June 6	11:00 AM - 12:30 PM Grand Ballroom	Lunch Plenary – Keynote Speaker Cal Ripken, Jr. Details on pp. 15-16
Tuesday, June 6	12:45 PM - 2:15 PM B&O Railroad	*Budget Management for Senior Corps Programs
Tuesday, June 6	12:45 PM - 2:15 PM Camden Room	Laying the Groundwork for Your First Evaluation
Tuesday, June 6	12:45 PM - 2:15 PM Chesapeake	*Selling Your Program with Little or No Budget Part 2
Tuesday, June 6	12:45 PM - 2:15 PM Stadium 4	National Service Disaster Response Part 2
Tuesday, June 6	12:45 PM - 2:15 PM Harbor 2	Common OIG Findings and Safeguarding Program Funds
Tuesday, June 6	12:45 PM - 2:15 PM Stadium 1	Mental Health First Aid: Improving Resiliency and Health Literacy in the National Service Network

Tuesday, June 6	12:45 PM - 2:15 PM Stadium 2	Asset Based Volunteerism - Building on the Skills of Our Volunteers and Those You Serve
Tuesday, June 6	12:45 PM - 2:15 PM Stadium 3	Reinvigoration: Building a Foundation for a Successful Year
Tuesday, June 6	12:45 PM - 2:15 PM Harbor 1	The Art and Practice of Evaluating Impact
Tuesday, June 6	12:45 PM - 2:15 PM Stadium 5	Oh, You Can Just Write a Grant for That Part 1
Tuesday, June 6	2:30 PM - 4:00 PM Stadium 1	*Grants Management Boot Camp (repeated)
Tuesday, June 6	2:30 PM - 4:00 PM Stadium 2	Moving Down the Evidence Continuum for Senior Corps Grantees
Tuesday, June 6	2:30 PM - 4:00 PM Stadium 3	National Service and Education
Tuesday, June 6	2:30 PM - 4:00 PM Stadium 4	Preparing Your Members for Life After AmeriCorps
Tuesday, June 6	2:30 PM - 4:00 PM Harbor 1	Marketing to Members, Volunteers, and Donors
Tuesday, June 6	2:30 PM - 4:00 PM Harbor 2	Common OIG Findings and Safeguarding Program Funds
Tuesday, June 6	2:30 PM - 4:00 PM Orioles Boardroom	Teamwork Makes the Dream Work: Engaging Partners in Your Year of Service
Tuesday, June 6	2:30 PM - 4:00 PM B&O Railroad	IPERIA Office Hours
Tuesday, June 6	2:30 PM - 4:00 PM Camden Room	National Performance Measure Data Collection Strategies for Senior Corps Grantees - Healthy Futures Focus
Tuesday, June 6	2:30 PM - 4:00 PM Stadium 5	Oh, You Can Just Write a Grant for That Part 2
Tuesday, June 6	4:30 PM - 5:30 PM Promenade	AmeriCorps Roundtables
Tuesday, June 6	4:30 PM - 5:30 PM Chesapeake	Senior Corps Roundtables
Wednesday, June 7	7:30 AM - 8:30 AM Grand Ballroom	Breakfast Table Topics
Wednesday, June 7	9:00 AM - 10:30 AM Promenade	AmeriCorps Town Hall
Wednesday, June 7	9:00 AM - 10:30 AM Stadium 1	Senior Corps Town Hall
Wednesday, June 7	11:00 AM - 12:30 PM Stadium 2	*Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All Its Forms (repeated)
Wednesday, June 7	11:00 AM - 12:30 PM Stadium 3	Performance Measurement 201 for AmeriCorps

Wednesday, June 7	11:00 AM - 12:30 PM Stadium 4	Reflective Practice in Volunteerism
Wednesday, June 7	11:00 AM - 12:30 PM Stadium 5	Getting What They Came For: Creating an Engaging Year of Service
Wednesday, June 7	11:00 AM - 12:30 PM Harbor 1	*Senior Corps Budget Analysis
Wednesday, June 7	11:00 AM - 12:30 PM Harbor 2	Partnering for Student Success: A Practical Guide for Building Effective School-Based Partnerships
Wednesday, June 7	11:00 AM - 12:30 PM Chesapeake Room	Leveling Up Your Evaluation: Addressing Challenges in Evaluation Design, Performance Measurement, and Reporting Part 1
Wednesday, June 7	11:00 AM - 12:30 PM Orioles Boardroom	Providing Feedback on Performance to Volunteers
Wednesday, June 7	11:00 AM - 12:30 PM B&O Railroad	The Power of the Stories of Service
Wednesday, June 7	11:00 AM - 12:30 PM Camden Room	*National Service Criminal History Checks Compliance for AmeriCorps - On Time, Every Time!
Wednesday, June 7	12:45 PM - 2:15 PM Grand Ballroom	Lunch & Plenary: AmeriCorps Program Demonstrations Details on p. 15
Wednesday, June 7	2:30 PM - 4:00 PM Camden Room	*National Service Criminal History Checks Compliance for Senior Corps - On Time, Every Time!
Wednesday, June 7	2:30 PM - 4:00 PM Harbor 1	*Data Quality Review Best Practices for AmeriCorps
Wednesday, June 7	2:30 PM - 4:00 PM Promenade	Roundtable: Tackling Prescription Drug and Opioid Crisis through National Service Programs
Wednesday, June 7	2:30 PM - 4:00 PM Stadium 1	Service Year Exchange
Wednesday, June 7	2:30 PM - 4:00 PM Stadium Foyer	*Budget Management for AmeriCorps Programs
Wednesday, June 7	2:30 PM - 4:00 PM Stadium 3	Practical Strategies for Conducting Your Safety Stand-Down
Wednesday, June 7	2:30 PM - 4:00 PM Chesapeake	Leveling Up Your Evaluation: Addressing Challenges in Evaluation Design, Performance Measurement, and Reporting Part 2
Wednesday, June 7	2:30 PM - 4:00 PM Stadium 4	Educating Elected Officials and Cultivating Service Champions: Strategies to Share Program Impact and Build Bipartisan Support
Wednesday, June 7	2:30 PM - 4:00 PM Stadium 5	Rethinking Recognition: Acknowledging Exemplary Volunteer Performance
Wednesday, June 7	2:30 PM - 4:00 PM Harbor 2	Reinvigoration: Building a Foundation for a Successful Year

Session Descriptions

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 Roundtables

Peer Facilitators

Roundtables will provide an opportunity for program staff to share best practices on different topics related to program management.

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.

The Art and Practice of Evaluating Impact

Steve Patty, Founder and Principal, 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.

Asset-Based Volunteerism

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.

Breakfast Table Topics

Participants will have the opportunity to network and share ideas and best practices with their colleagues over continental breakfast. Each table will have a variety of discussion questions to get the conversations started. Questions may include topics such as recruitment, retention, member/volunteer development, volunteer engagement, program evaluation, National Service Criminal History Checks, and more.

Budget Management for AmeriCorps Programs

Andrea House, CNCS and Rachel Turner, 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

Andrea House, CNCS and Rachel Turner, 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.

Building a National Service Vision for Collective Impact in Your City/County/State

Aaron Miner, Service Year Expansion Director, NYC Service, Office of the Mayor, and Christy Venable, National Service Program Director, NYC Service, Office of the Mayor

Participants will learn from the work that NYC is doing to bring together all 70+ AmeriCorps programs in a leadership council to build a shared vision for growth and collective impact and will brainstorm and discuss ways that they can build such councils in their city/county/state.

Civic Reflection as a Practice

Jennifer Cowart, Consultant, On3Learn

This session will introduce state commission, AmeriCorps program, Senior Corps staff, and other participants to civic reflection: a member, staff, and stakeholder development practice of reflective discussion for organizations that are using service and volunteerism to make change. The session will include a brief “taste” of a civic reflection discussion; describe the elements of a civic reflection discussion; talk about how it can be used as a critical tool to build individual, organization and community capacity; identify the growing number of programs and organizations that have implemented civic reflection; point to the demonstrated impacts of civic reflection; and lay out ways in which new organizations can take advantage of it.

Common Office of the Inspector General (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

Nicole Vera, Senior AmeriCorps Program Manager, Partnerships 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 members’ experience. Participants will also complete an action plan to take back to their site.

Data Quality Review Best Practices for AmeriCorps

Arminda Pappas and Sarah Yue, 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.

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.

Financial Monitoring of AmeriCorps Subgrantees

Andrea House, CNCS, and Rachel Turner, 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 Improper Payments Elimination and Recovery Improvement Act (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.

Getting What They Came For: Creating an Engaging Year of Service

Marquise Guzman, Assistant Program Manager, New Jersey Community Development Corporation/Paterson Community Schools Corps – AmeriCorps Program

Participants will learn how to develop a member-focused program model, using evidence-based practices, to develop a strong alumni base. Focusing on program staff professional development and member engagement, participants will gain the skills needed to build member retention and training programs, alumni networks, and program operation manuals.

Grants Management Boot Camp

Andrea House, CNCS, Rachel Turner, CNCS, Sarah Wood, CNCS, and Yvonne Walker, 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.

IPERIA Office Hours

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.

Laying the Groundwork for Your First Evaluation

Armina Pappas and Sarah Yue, 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.

Leveling Up Your Evaluation: Addressing Challenges in Evaluation Design, Performance Measurement, and Reporting Part 1 and Part 2

Taj Carson, PhD, CEO, and Sheila Matano, Carson Research Consulting, Inc.

This session will focus on the fundamentals of conducting evaluations. Attendees will learn how to assess their logic models and performance measures to ensure they map to long-term outcomes. Strategies for performance measurement, data collection and storage, ensuring data quality, and data analysis and visualization will also be discussed. Participants will have the opportunity to discuss program issues and problem-solve with the presenters. By the end of the training, participants will have a better understanding of evaluation design and what steps they need to take to have a more robust and rigorous evaluation.

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 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.

Moving Down the Evidence Continuum for Senior Corps Grantees

Brian Cognato, Program Officer for Training and Knowledge Management, Senior Corps

This session will help Senior Corps 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 - Education Focus

Kenia Colon-Torres, Program Officer, CNCS Puerto Rico, and Brian Cognato, Program Officer for Training and Knowledge Management, Senior Corps

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 - Healthy Futures Focus

Kenia Colon-Torres, Program Officer, CNCS Puerto Rico, and Briana Lawson, Program Officer, CNCS Maryland

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 Student 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 Criminal History Checks Compliance for AmeriCorps - On Time, Every Time!

Cindy Galyen 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.

National Service Criminal History Checks Compliance for Senior Corps - On Time, Every Time!

Cindy Galyen 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.

National Service Disaster Response Part 1 and Part 2

Katrina French, 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

Kenia Colon-Torres, Program Officer, CNCS Puerto Rico, Briana Lawson, Program Officer, CNCS Maryland, Brian Cognato, Program Officer for Training and Knowledge Management, Senior Corps

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

Oh, You Can Just Write a Grant for That Part 1 and Part 2

Crystal Meier, Director of National Service Programs, United Ways of Iowa

Part 1: Participants will learn how to determine viable grant opportunities through the use of a scoring tool to develop internal, collaborative grant writing processes and to hone program budget preparation skills. Workshop processes will feature small group discussion of various scenarios as well as team learning activities. Part 2: Focus will include budget small group discussion and role play and post-award implementation ... We got the grant! Now what? Dealing specifically with budget management and grant-related program delivery/management challenges.

Partnering for Student Success: A Practical Guide for Building Effective School-Based Partnerships

Sarah Costelloe, Senior Associate, Abt Associates, and Hillary Kainer, Director, Philadelphia Higher Education Network for Neighborhood Development

This session will include a presentation of the new toolkit, “Partnering for Student Success: A Practical Guide to Building Effective School-Based Partnerships.” This guide is designed to support district staff, school leaders, partnership coordinators, teachers and school staff, and partnering organizations in their efforts to strengthen partnerships. The co-presenters will discuss the research that led to the creation of this guide, as well as provide a practical case study of a VISTA project that is focused on building successful school-based partnerships in an urban school district.

Performance Measurement 201 for AmeriCorps

Arminda Pappas and Sarah Yue, 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.

The Power of the Stories of Service

Paul Costello, Director, AmeriCorps Project CHANGE, and Pablo Blank, Director, New Americans Initiative, CASA de Maryland

The session will show participants that the greatest asset that their members and those they serve have are the stories that come from the experience. We are meaning-making creatures, and what has meaning has value. Our service work inspires, but much is lost because we are not wise to the stories that every member is creating and could be passing on. The workshop will be interactive, inviting the participants to share their stories and the stories of members and beneficiaries. You will learn how to tell, and what makes, a powerful story of service.

Practical Strategies for Conducting Your Safety Stand-Down

Pamela Weinberg, National Service Program Director, Serve DC, and Willie McElroy, CERT Trainer/Manager, Serve DC

Member safety is an important part of ensuring members have a positive and rewarding National Service experience. This workshop will provide participants with practical strategies for conducting a “Safety Stand-Down.” Topics covered will include the types of disasters such as natural, technological and intentional and how to train members in terrorism recognition and response. This workshop will use hands-on activities to demonstrate training methods that will make your safety stand-down a success.

Preparing Your Members for Life After AmeriCorps

Aaron Gray, Assistant Director, KEYS Service Corps – AmeriCorps, and Helen Wachter, Program Director, KEYS Service Corps - AmeriCorps

The emphasis of this session will be the technical aspects of Life After AmeriCorps, covering such topics as the exit interview, accessing the education award, what the education award can be used for, finding matching schools, transferring the award (for those 55+ at the time of enrollment), submitting an interest accrual request, preparing for education award taxes, and AmeriCorps and the FAFSA.

Principles of Successful Boards, Advisory Boards and Commissions

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

This session will allow 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 model 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 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

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).

Reflective Practice in Volunteerism

Brandi P. Roberts, Program Director/Academic Tutoring Partner, AARP Foundation Experience Corps

This session will provide participants with options for convening effective and reflective practice discussion circles. Participants will engage in sample exercises to demonstrate key elements of a successful reflective discussion. Workshop exercises will help participants determine the best approach to reflective practice for their program. Participants will complete a planning outline to identify ways they can begin to initiate reflective discussions at their site.

Reinvigoration: Building a Foundation for a Successful Year

Cole McMahon, Principal, McMahon Consulting Group, and Drew Carberry, McMahon Consulting Group

Across organizations, staff at every level experience similar challenges: each year they have to secure funds, build partnerships, achieve outcomes, and demonstrate their impact. And then, do it all over again. Even at our best, it is a struggle to run a great national service program, keep the staff motivated, and achieve the balance we all deserve. While the time between program years is busy, it is also an ideal moment to take stock. The purpose of this conversation is to challenge assumptions, reject broken systems, share ideas and recharge your batteries. Participants will also hear about ideas from other organizations to keep the workplace vibrant.

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 will be 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 members in an interactive format. This session will be 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.

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.

Roundtable: Meet the Sharks

Stacey Ullrich, Chair, Global Giving, Under Armour and Chair, Governor's Commission on Service and Volunteerism

Representatives from BGE, Kaiser Permanente, T. Rowe Price, and Under Armour will talk about how best to work with their corporate philanthropy and community relations programs, and will take questions as well.

Roundtable: Tackling the Prescription Drug and Opioid Crisis through National Service Programs

Deanna Dunn, PharmD, Special Initiatives Coordinator, Maryland Governor's Office on Service and Volunteerism

In 2016, over 33,000 deaths were caused by opiate overdose in America. Maryland has declared a state of emergency and Virginia and Massachusetts have declared public health emergencies concerning this issue. Recently, the CNCS issued a call for AmeriCorps programs that would reduce or prevent prescription drug and opioid abuse or strengthen law enforcement and community relations. Panel experts will discuss the challenges and benefits of establishing national service programs that address the opiate crisis. Panelists include representatives of Kaiser Permanente, Operation UNITE, the Maryland Department of Health and Mental Hygiene, the Maryland Governor's Office of Crime Control and Prevention, and members of non-profits in the region serving the population of those addicted to opiates.

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 with a Q&A session.

Selling Your Program with Little or No Budget Part 1 and Part 2

Peg Dzicek, RSVP Director, SERVE, Inc.

This workshop session will provide participants with the keys to a successful marketing campaign for their program and for special events. Workshop activities will include how to write a press release, designing an annual marketing plan, defining the product, selling the product.

Senior Corps Budget Analysis

Yvonne Walker, CNCS and Sarah Wood, 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

Briana Lawson, Program Officer, CNCS Maryland, and Brian Cognato, Program Officer for Training and Knowledge Management, Senior Corps

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 Act (IPERA). 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 Roundtables

Peer Facilitators

Roundtables will provide an opportunity for program staff to share best practices on different topics related to program management.

Senior Corps Town Hall

Erin McGrath, Acting Director, Senior Corps, 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.

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. Participants will be shown how to create effective posts, when is the best time to make a post, and how that post should look as well as some shortcuts to using social media. Participants will actually create or work on an existing social media account. Participants are encouraged to bring an electronic device, as they will 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.

Teamwork Makes the Dream Work: Engaging Partners in Your Year of Service

Marquise Guzman, Assistant Program Manager, New Jersey Community Development Corporation/Paterson Community Schools Corps – AmeriCorps Program

Relationships between AmeriCorps Programs, host sites, and partners vary across the country. In the sessions, participants will learn to utilize these relationships to improve program management. Participants will discover training models, program evaluation methods, and meeting formats to engage host agency and partner sites. These models help foster a team-oriented environment benefiting all entities involved with the AmeriCorps program.

Lunch Sessions

Monday, June 5th: **Opening Keynote: Welcome from Maryland First Lady Yumi Hogan**
Seeing is Believing Part 1
Keynote Address by CNCS Acting CEO Kim Mansaray

After a welcome from Maryland's First Lady Yumi Hogan, enjoy Seeing is Believing Part 1, a special presentation of Senior Corps volunteers in the Baltimore area about their work. CNCS Acting CEO Kim Mansaray will deliver the keynote address with updates from CNCS and a video.

Tuesday, June 6th: **Keynote: Welcome from Lt. Governor Boyd Rutherford**
Keynote Address by Cal Ripken, Jr.

Lieutenant Governor Boyd Rutherford will welcome attendees to Maryland and share the importance of service to state and country. Baltimore Orioles legend and international philanthropist, Cal Ripken, Jr., will then provide an inspiring keynote on the work of the Cal Ripken, Sr. Foundation, which teaches youth around the world to play baseball.



Wednesday, June 7th: **Closing Conference Luncheon**
Seeing is Believing Part 2

Members from four AmeriCorps programs in Maryland will give demonstrations, along with their beneficiaries, of their service. You will be amazed and inspired by members from Community Mediation Corps, Teach for America, Experience Corps, and Maryland Conservation Corps.

National Service Members and Volunteers Poster Competition

Please be sure to visit the posters, submitted by current members and volunteers, describing their service experiences so far, in the Exhibits Area. The posters will be displayed alongside our exhibitors in the University Ballroom on the first floor just across from the Grand Ballroom.

The first, second, and third prizes awardees will be marked with winner's ribbons.




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Keynote Speakers

Kim Mansaray (Monday, June 5th, 12:15 p.m., Grand Ballroom)

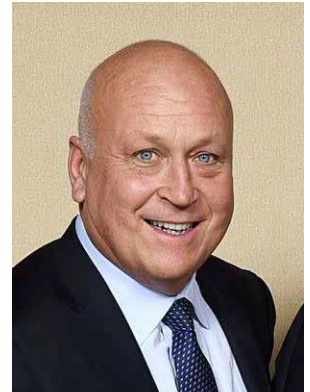


Kim Mansaray is the Acting Chief Executive Officer at the Corporation for National and Community Service (CNCS). Mansaray has held several leadership positions during her 17 years at the agency, including two previous stints as Acting Chief Operating Officer from 2011-2012 and 2013. Prior to becoming the Acting CEO at CNCS, Mansaray served as Chief of Program Operations and Deputy Chief of Staff, where she improved internal systems and operations, developed partnerships, and enhanced processes that monitor spending and program development among other duties. She has also served as Chief of Staff of the AmeriCorps State and National program and the Recruitment and Placement Manager for AmeriCorps, roles that strengthened the national service program by pursuing strategies that improved hiring, training, diversity, and retention.

Prior to her service at CNCS, Mansaray spent nine years at the Peace Corps as a Placement Officer, Division Chief in the Office of Placement, and Recruitment Manager for the Chicago Region. In those roles, she developed recruitment and training strategies, and led area-specific placement and recruitment strategies for the program. She is also a returned Peace Corps volunteer who served for two years in Sierra Leone with a focus on improving community health.

Cal Ripken, Jr. (Tuesday, June 6th, 11:00 a.m., Grand Ballroom)

Inducted into the National Baseball Hall of Fame in 2007, Cal Ripken, Jr. is baseball's all-time Iron Man. Now, Cal is using the platform of baseball to help grow the game he loves worldwide. As owner of Ripken Baseball, he owns one minor league club and three world-class youth baseball facilities. And in 2001, Cal and Bill Ripken established the Cal Ripken, Sr. Foundation in memory of their father.



Cal's role as an ambassador for the game was taken to a new level in August 2007, when he was named American Public Diplomacy Envoy by the U.S. State Department. In this role, he has traveled worldwide teaching baseball to children and representing the United States. In 2008, Cal went to Nicaragua with former Orioles teammate Dennis Martinez, to visit with kids in Managua, Leon, and Granada. And in 2011, Cal and former Major League Baseball player, Brady Anderson, traveled to Japan as sports diplomats. Currently, Cal has been named as a special senior advisor by Major League Baseball Commissioner Rob Manfred to grow youth baseball.

Over the years, Cal has also become a best-selling author. He has authored and co-authored six books and his first novel, Hothead, reached #5 on the New York Times bestseller's list. Co-authored with Baltimore Sun columnist Kevin Cowherd, this book was the first in a series of baseball-themed novels for middle school-aged kids. Today, Cal serves as a TV booth analyst for TBS Sports during the Major League Baseball season and playoffs.

We Thank the 2017 Atlantic Planning Committee

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MICHAEL ASHMORE, Program Officer, Maine Commission for Community Service, ME
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TRACY BROWN, Foster Grandparent Program Coordinator, Commission on Economic Opportunity, NY
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RUTH LINDSAY, RSVP Director, SeniorCare Inc., MA
JEANNETTE MENDEZ, Coordinator, Nutmeg Big Brothers Big Sisters/ Foster Grandparent Program, CT
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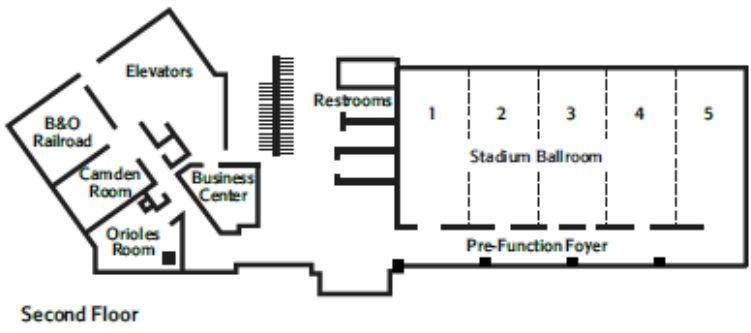
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