



SOUTHERN

National Service Training Conference

Orlando, Florida
March 27 - 29, 2017

hosted by Volunteer Florida



volunteerflorida

Corporation for
NATIONAL &
COMMUNITY
SERVICE 



RICK SCOTT
GOVERNOR

March 27, 2017

Dear Friends:

As Governor, it is my pleasure to welcome the Southern National Service Training Conference to Florida. The people of Florida are proud to be your host, and we look forward to showcasing the hospitality that makes the Sunshine State the world's travel destination of choice. Florida has experienced record numbers of visitors during each of the past six years, which is great news for Florida families.

The community involvement of Floridians is essential to the continued success of our state. Our goal is to make Florida the global destination for jobs so Floridians can continue to have great opportunities to live their dreams. Florida businesses have created more than 1.26 million jobs in six years because of our efforts to diversify our economy and cut taxes. We have made great progress in growing jobs and investing in education, and we'll keep working to fight for Florida's future.

As you enjoy Florida's friendly businesses, numerous attractions, and scenic beauty, I invite you to learn more about what we are doing to make Florida first for business and job creation.

You have my best wishes for a memorable and enjoyable conference, and I hope each of you will visit Florida often.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rick Scott".

Rick Scott
Governor



Dear Southern Regional Training Conference Attendees,

It is my pleasure to welcome you to the City of Orlando and the Southern Regional Training conference! Our city is proud to be internationally known as the top vacation destination in the world and as one of the fastest growing cities in the nation. Because we believe that “service is a solution” we are pleased to partner with Volunteer Florida and the Corporation for National and Community Service to make our city all it can be. We are also a proud member of the Cities of Service Coalition, so we celebrate service and learning with you.

The work you do with national service and volunteerism is incredibly important to our city, state, region and nation. AmeriCorps members and Senior Corps volunteers serve as powerful catalysts for change in some of our most challenged schools, neighborhoods and communities. Additionally, we know that volunteerism is often a pathway to jobs – multiplying the positive effect. I appreciate your commitment to national service and volunteerism. Thank you for the difference you make in your communities every day. In Orlando, we value the many contributions of our AmeriCorps, VISTA and Senior Corps members. It is one of the many things that make us Orlando United and A City for Everyone!

During the next few days you will have the opportunity to hear from leading experts on topics such as volunteer engagement, finance and emergency management. You’ll also hear from leaders from the Corporation for National and Community Service. Volunteer Florida has made sure that this is a valuable educational opportunity, but I hope you will take some time to enjoy our spectacular attractions, vibrant culture and dining options. From our new Dr. Phillips Center for the Performing Arts to the Amway Center and our world-class downtown restaurants and entertainment venues, Orlando has something for everyone.

Thank you for visiting our City. I know you will leave the Southern Regional Training with new tools and resources to make your programs stronger. On behalf of the citizens of Orlando, I welcome you to Orlando and the Southern Regional Training!

Sincerely,

Mayor



National Service Training Conference SOUTHERN

Agenda at a Glance

Sunday, March 26, 2017

6:00 PM - 8:00 PM Registration Open
Grand Sierra Registration South

Monday, March 27, 2017

8:00 AM - 11:00 AM Registration Open
Grand Sierra Registration South

1:30 PM - 3:00 PM **Opening Plenary: Welcome to Florida!**
Grand Sierra D

3:00 PM - 5:00 PM **Concurrent Sessions**

- Grand Sierra A Grants Management Boot Camp
- Grand Sierra B Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All its Forms for RSVP
- Grand Sierra C AmeriCorps National Service Criminal History Checks Compliance – On Time, Every Time!
- Antigua 3 Facilitating a Meaningful Life After AmeriCorps Training
- Antigua 4 Recruiting Older Volunteers Using a Health and Wellness Benefits Campaign
- Bonaire 1 Rural Programming and Recruiting: Opportunities and Challenges
- Bonaire 2 Building the Most Dynamic Volunteer Team Ever! (True Colors)
- Bonaire 3 Educating Elected Officials and Cultivating Service Champions: Strategies to Share Program Impact and Build Bipartisan Support
- Bonaire 4 Service Year Exchange
- Bonaire 7 Leadership Track Session: Strong Collaboration - Accessing Your Organization's Strengths to Support Collaboration and Partnerships
- Bonaire 8 Moving Down the Evidence Continuum for Senior Corps Grantees for RSVP

State Meet and Greets

5:30 PM - 6:30 PM
Antigua 3 Florida AmeriCorps Meet and Greet
Bonaire 2 Georgia Meet and Greet
Bonaire 7 Mississippi Senior Corps Meet and Greet
Bonaire 8 North Carolina Meet and Greet

5:30 PM - 7:00 PM
Antigua 4 Florida Senior Corps Association
Bonaire 4 Tennessee Meet and Greet
Grand Sierra A South Carolina Senior Corps Meet and Greet

5:30 PM - 7:30 PM
Antigua 2 South Carolina Commission
Bonaire 1 Mississippi AmeriCorps Meet and Greet
Bonaire 3 West Virginia Meet and Greet

6:00 PM - 7:00 PM
Grand Sierra B Louisiana Senior Corps Association



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Agenda at a Glance

Tuesday, March 28, 2017

7:00 AM – 8:00 AM

Grand Sierra Registration South

Registration Open

8:30 AM – 9:30 AM

Grand Sierra D

Grand Sierra B

Antigua 2

Town Hall Meetings

AmeriCorps Town Hall

Senior Corps Town Hall

Volunteer Management Town Hall

10:00 AM - 11:30 AM

Grand Sierra A

Grand Sierra B

Grand Sierra C

Antigua 3

Bonaire 1

Bonaire 2

Concurrent Sessions

Financial Monitoring of AmeriCorps Subgrantees

Budget Management for Senior Corps Programs

AmeriCorps National Service Criminal History Checks Compliance – On Time, Every Time!

Recruiting on a Shoestring

Laying the Groundwork for Your First Evaluation

National Performance Measures Data Collection Strategies for

Senior Corps Grantees – Education Focus

Common OIG Findings and Safeguarding Program Funds

Developing Senior Volunteer Leadership Through Self-Directed Teams

Leadership Track Session: Strategic Planning Comes Alive for Your Agency

Leadership Track Session: Principles of Successful Boards, Advisory Boards and Commissions

Tale of Two Cities Emergency Response

Bonaire 3

Bonaire 4

Bonaire 6

Bonaire 7

Bonaire 8

12:00 PM - 1:30 PM

Grand Sierra D

Lunch Plenary: Pulse Nightclub Shooting: A Case Study in Emergency Response

2:00 PM – 3:30 PM

Grand Sierra A

Grand Sierra C

Antigua 2

Antigua 3

Antigua 4

Bonaire 1

Bonaire 2

Bonaire 3

Bonaire 4

Bonaire 6

Bonaire 7

Bonaire 8

Concurrent Sessions

Grants Management Boot Camp

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

Common OIG Findings and Safeguarding Program Funds

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

Moving Down the Evidence Continuum for Senior Corps Grantees for RSVP

Laying the Groundwork for Your First Evaluation

IPERA Office Hours

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

A Case Study: Marketing AmeriCorps in South Carolina

Leadership Track Session: Strategic Planning Comes Alive for Your Agency

Asset Based Volunteerism – Building on the Skills of Our Volunteers and Those You Serve

Creating an Engaging Experience for Older Adults in Service

4:00 PM – 5:30 PM

Grand Sierra B

Group Service Project: Clean the World

5:30 PM – 7:00 PM

Caribe Royal Poolside

Evening Networking Reception



National Service Training Conference SOUTHERN

Agenda at a Glance

Wednesday, March 29, 2017

8:00 AM – 9:00 AM

Grand Sierra Registration South

Registration Open

9:00 AM – 10:30 AM

Grand Sierra A

Grand Sierra B

Grand Sierra C

Antigua 2

Antigua 3

Antigua 4

Bonaire 1

Bonaire 2

Bonaire 3

Bonaire 4

Bonaire 6

Bonaire 7

Bonaire 8

Concurrent Sessions

Budget Management for AmeriCorps Programs

National Performance Measure Data Collection Strategies for Senior Corps Grantees –

Healthy Futures Focus

Senior Corps National Service Criminal History Checks Compliance – On

Time, Every Time!

Leadership Track Session: Success in the Storm

Research on the AmeriCorps Member Experience: So What?

Creating Work Plans – Breaking It Down (Part 1 of 2)

Performance Measurement 201 for AmeriCorps

Senior Corps Budget Analysis

Top 10 Tips and Tricks for Successful Grant Writers

Leadership Track Session: Let's Hook Up...Partnership Building is Key to Successful Leadership

On Boarding New Grantees

National Service Disaster Response (Part 1 of 2)

IPERA Office Hours

11:00 AM – 12:30 PM

Grand Sierra A

Grand Sierra B

Grand Sierra C

Antigua 2

Antigua 3

Antigua 4

Bonaire 1

Bonaire 2

Bonaire 3

Bonaire 4

Bonaire 6

Bonaire 7

Bonaire 8

Concurrent Sessions

Grants Management Boot Camp

Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in

All its Forms for FGP/SCP

AmeriCorps Prohibited Activities

Demystifying AmeriCorps NCCC

Research on the Senior Corps Member Experience: So What?

Creating Work Plans – Breaking It Down (Part 2 of 2)

Data Quality Review Best Practices for AmeriCorps

Leadership Track Session: Corporate Social Responsibility and Community Impact

Top 10 Tips and Tricks for Successful Grant Writers

No Budget Tech: Leveraging Technology for Your Program with Little to No Budget

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

National Service Disaster Response (Part 2 of 2)

Creating a Retention and Engagement Program

12:30 PM - 2:00 PM

Grand Sierra D

Closing Plenary: Celebrating Service



National Service Training Conference SOUTHERN

Agenda at a Glance

Special Group Trainings (pre-selected participants only)

Monday, March 27, 2017

8:00 AM - 11:00 AM

Antigua 4

9:00 AM - 12:00 PM

Antigua 2

9:00 AM - 12:00 PM

Antigua 3

10:00 AM - 1:00 PM

Bonaire 1 & 2

10:30 AM - 11:30 AM

Bonaire 3 & 4

11:00 AM - 12:30 PM

Bonaire 7

1:30 PM - 6:00 PM

Antigua 1

Pre-Conference Sessions

New AmeriCorps Boot Camp

State Service Commission Pre-Conference

New Senior Corps Staff Orientation/Networking

Volunteer Florida Executive Director Convening

Closed Session

AARSVP Directors and NARSVPD Meeting/Alabama Meet and Greet

FGP Bold Visions 2017

Volunteer Florida LeaderCorps

Closed Session

Tuesday, March 28, 2017

8:00 AM - 5:00 PM

Antigua 1

9:30 AM - 10:30 AM

Grand Sierra D

Volunteer Florida LeaderCorps

Closed Session

State Commission Meeting with CNCS Acting AmeriCorps Director

Closed Session

Wednesday, March 29, 2017

8:00 AM - 2:00 PM

Antigua 1

Volunteer Florida LeaderCorps

Closed Session



National Service Training Conference SOUTHERN

Plenary Session Descriptions

Monday, March 27, 2017

1:30 PM – 3:00 PM

Grand Sierra D

Opening Plenary: Welcome to Florida!

Chester W. Spellman, Chief Executive Officer – Volunteer Florida

Kim Mansaray, Acting Chief Executive Officer – Corporation for National & Community Service

Whitney Harris, Special Projects Coordinator & Assistant to the Executive Vice President - Florida Chamber of Commerce Foundation

The opening lunch plenary will bring together all streams of national service from across the Southern region for an inspirational opening event. The event will include personal stories of national service and service as a pathway to career success, closing with an uplifting performance by nationally-recognized artist QJ.

Tuesday, March 28, 2017

12:00 PM – 1:30 PM

Grand Sierra D

Lunch Plenary: Pulse Nightclub Shooting: A Case Study in Emergency Response

Ken Skalitzy, Emergency Management Director – Volunteer Florida

Chief Deputy Larry Zwieg – Orange County Sheriff's Office

Joseph Ibrahim, M.D., Trauma Medical Director – Orlando Regional Medical Center

This plenary session will focus on the Pulse Nightclub shooting in 2016, the immediate response, and the role that national service and volunteers played in serving impacted individuals, families, and the community in the days following the event.

Wednesday, March 29, 2017

12:30 PM – 2:00 PM

Grand Sierra D

Closing Plenary: Celebrating Service

Chester W. Spellman, Chief Executive Officer – Volunteer Florida

Saif Ishoof, Vice President for Engagement – Florida International University

The closing plenary will focus on the individual accomplishments of some of national service's brightest stars and will include recognition awards for Senior Corps, AmeriCorps and LeaderCorps. The event will feature keynote speaker Saif Ishoof, Vice President for Engagement for Florida International University and former Executive Director of City Year Miami. This event will tie together all of the lessons learned throughout the training and celebrate national service and volunteerism as a critical way to meet the needs of people across the nation.



National Service Training Conference SOUTHERN

Session Descriptions

Day 1 – Monday, March 27, 2017

**PRE-CONFERENCE
8:00 AM – 12:00PM**

Antigua 4

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!

9:00 AM – 12:00 PM

Antigua 2

State Service Commission Staff Pre-Conference

Kaira Esgate, Chief Executive Officer – America's Service Commissions

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

Antigua 3

New Senior Corps Staff Orientation

Renee Johnson, Program Officer – Corporation for National & Community Service Florida State Office

Brian Cognato, Senior Corps Training and Knowledge Management Program Officer - Corporation for National & Community Service

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

3:30 PM – 5:00 PM

Grand Sierra A

Grants Management Boot Camp

Christine Bagley, Grant Officer – Corporation for National & Community Service

Tracey Seabolt, Grants Management Specialist – Corporation for National & Community Service

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.

Grand Sierra B

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

Betsheell (Billie) Louis, Program Officer – Corporation for National & Community Service Florida State Office

Robin Corindo, State Program Officer – Corporation for National & Community Service Tennessee State Office

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 how to avoid common findings.



National Service Training Conference SOUTHERN

Session Descriptions

Day 1 – Monday, March 27, 2017

3:30 PM – 5:00 PM (Continued)

Grand Sierra C

AmeriCorps National Service Criminal History Checks Compliance - On Time, Every Time!

Kinza Ghaznavi, Managing Director of the Portfolio Risk & Compliance Team – Corporation for National & Community Service's Office of Chief Risk Officer

Liz Jung, Financial and Management Analyst – Corporation for National & Community Service's Office of Chief Risk Officer

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.

Antigua 3

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.

Antigua 4

Recruiting Older Volunteers Using a Health and Wellness Benefits Campaign

Peter Lane, Director of 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, participants will learn about the results of the campaign and begin planning their own health and wellness benefits campaign to recruit volunteers.

Bonaire 1

Rural Programming and Recruiting: Opportunities and Challenges

Kathryn Qualls, Program Director – Reading Partners

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.

Bonaire 2

Building the Most Dynamic Volunteer Team Ever!

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

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. Participants will identify their volunteers' communication styles, behaviors, and preferences and recognize how to use this information to resolve conflicts, increase respect, and bring out the best in others.



National Service Training Conference SOUTHERN

Session Descriptions

Day 1 – Monday, March 27, 2017

3:30 PM – 5:00 PM (Continued)

Bonaire 3

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 – Corporation for National & Community Service
Tom Branen, Chief Policy Officer – America's Service Commissions

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 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, D.C., and other tips that will help foster relationships that will benefit programs and the entire national service community for years to come.

Bonaire 4

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 members. 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.

Bonaire 7

Leadership Track Session: Strong Collaboration - Accessing your Organization's Strengths to Support Collaboration and Partnerships

Thenera Bailey, President/CEO – The SISGI Group

Heather Mercer, Consultant/Team Lead – The SISGI Group

Partnerships and collaborations are required to meet large goals. In this interactive session, we'll share best practices to assess the strengths and capacity of organizations to meet long-term goals. We will then provide a guided strategy to help 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.

Bonaire 8

Moving Down the Evidence Continuum for SCP/FGP

Brian Cognato, Program Officer for Training and Knowledge Management – Corporation for National & Community Service

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 the specific steps they can take to enhance the evidence level in their program.



National Service Training Conference SOUTHERN

Session Descriptions

Day 2 – Tuesday, March 28, 2017

10:00 AM – 11:30 AM

Grand Sierra A

Financial Monitoring of AmeriCorps Subgrantees

Nicole Hawkins, Grants Management Specialist – Corporation for National and Community Service’s Office of Grants Management;
Erica Rice, Improper Payments Program Manager – Corporation for National & Community Service;

Tracey Seabolt, Grants Management Specialist – Corporation for National & Community Service’s Office of Grants Management

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.

Grand Sierra B

Budget Management for Senior Corps Programs

Yvonne Walker, Grants Officer – Corporation for National & Community Service Field Financial Management Center

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.

Grand Sierra C

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

Kinza Ghaznavi, Managing Director of the Portfolio Risk & Compliance Team – Corporation for National & Community Service’s Office of Chief Risk Officer

Liz Jung, Financial and Management Analyst, - Corporation for National & Community Service’s Office of Chief Risk Officer

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.

Antigua 3

Recruiting on a Shoestring

Jennifer Harwood, Executive Director – National Service Reading Partners

Brittany Prince, Senior AmeriCorps Manager & Training Specialist – Reading Partners

This session will show participants how to recruit a national AmeriCorps and VISTA cohort through a distribution organizational model, based on the 2016 Reading Partners’ 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).



National Service Training Conference SOUTHERN

Session Descriptions

Day 2 – Tuesday, March 28, 2017

10:00 AM – 11:30 AM (Continued)

Bonaire 1

Laying the Groundwork for Your First Evaluation

Lora Pollari-Welbes, AmeriCorps Program Officer – Corporation for National & Community Service

Jamie Welch, AmeriCorps Program Officer – Corporation for National & Community Service

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.

Bonaire 2

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

Brian Cognato, Program Officer for Training and Knowledge Management – Corporation for National & Community Service

Robin Corindo, State Program Officer – Corporation for National & Community Service Tennessee State Office

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 participant stations, ensuring that participant tools ask the right questions to address the national performance measures, and some best practices and procedures for data collection.

Bonaire 3

Common OIG Findings and Safeguarding Program Funds

Robert J. Walters, Assistant Inspector General for Investigations – Corporation for National & Community Service Office of the Inspector General

Stuart Axenfeld, Assistant Inspector General for Audit – Corporation for National & Community Service Office of the Inspector General

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

Bonaire 4

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. Developing volunteer leadership through self-directed teams--n4a's transformative PowerUP! approach to engagement--gives organizations strategies to tap into the skills and passions of older adult volunteers without increasing the need for additional resources and staff time.

Bonaire 6

Leadership Track Session: Strategic Planning Comes Alive For Your Agency

Eric Rowles, CEO/President – Leading to Change

Fred Baker, Training Associate – Leading to Change

This session will showcase multiple strategies, techniques, and examples of how (and why) strategic planning can keep organizations healthy and moving forward.



National Service Training Conference SOUTHERN

Session Descriptions

Day 2 – Tuesday, March 28, 2017

10:00 AM – 11:30 AM (Continued)

Bonaire 7

Leadership Track Session: Principles of Successful Boards, Advisory Boards and Commissions

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

This session will provide participants the opportunity to participate in an interactive discussion focusing on the successes and 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.

Bonaire 8

Tale of Two Cities Emergency Response

Ken Skalitzky, Emergency Management Director – Volunteer Florida

Carson Carroll, Director – United Way Association of South Carolina

Zanquetta Gray, Deputy Director of Programs – Volunteer Tennessee

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

2:00 PM – 3:30 PM

Grand Sierra A

Grants Management Boot Camp

Steven Mazzola, Senior Grants Officer – Corporation for National & Community Service

Brenda Powell, State Program Officer & Grants Management Specialist – Corporation for National & Community Service

Tracey Seabolt, Grants Management Specialist – Corporation for National & Community Service

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.

Grand Sierra C

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

Kinza Ghaznavi, Managing Director of the Portfolio Risk & Compliance Team – Corporation for National & Community Service's Office of Chief Risk Officer

Liz Jung, Financial and Management Analyst, - Corporation for National & Community Service's Office of Chief Risk Officer

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 Training Conference SOUTHERN

Session Descriptions

Day 2 – Tuesday, March 28, 2017

2:00 PM – 3:30 PM (Continued)

Antigua 2

Common OIG Findings and Safeguarding Program Funds

Robert J. Walters, Assistant Inspector General for Investigations – Corporation for National & Community Service Office of the Inspector General

Stuart Axenfeld, Assistant Inspector General for Audit – Corporation for National & Community Service Office of the Inspector General

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

Antigua 3

Mental Health First Aid: Improving Resiliency & 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.

Antigua 4

Moving Down the Evidence Continuum for RSVP

Brian Cognato, Program Officer for Training and Knowledge Management – Corporation for National & Community Service and Robin Corindo, State Program Officer – Corporation for National & Community Service Tennessee State Office

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 implementing evidence-based programming, this session will help programs identify the specific steps they can take to enhance the evidence level in their program.

Bonaire 1

Laying the Groundwork for Your First Evaluation

Lora Pollari-Welbes, AmeriCorps Program Officer – Corporation for National & Community Service

Jamie Welch, AmeriCorps Program Officer – Corporation for National & Community Service

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.



National Service Training Conference SOUTHERN

Session Descriptions

Day 2 – Tuesday, March 28, 2017

2:00 PM – 3:30 PM (Continued)

Bonaire 2

IPERIA Office Hours (CNCS Optional Session)

Erica Rice, Improper Payments Program Manager – Corporation for National & Community Service

CNCS staff will provide office hours to answer questions 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.

Bonaire 3

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 insight on strategically placed trainings, celebrations and methods of motivation to help with retention.

Bonaire 4

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.

Bonaire 6

Leadership Track Session: Strategic Planning Comes Alive For Your Agency

Eric Rowles, CEO/President – Leading to Change

Fred Baker, Training Associate – Leading to Change

This session will showcase multiple strategies, techniques, and examples of how (and why) strategic planning can keep the organizations healthy and moving forward.

Bonaire 7

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.



National Service Training Conference SOUTHERN

Session Descriptions

Day 2 – Tuesday, March 28, 2017

2:00 PM – 3:30 PM (Continued)

Bonaire 8

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

Thenera Bailey, President/CEO – The SISGI Group

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.

Day 3 – Wednesday, March 29, 2017

9:00 AM – 10:30 AM

Grand Sierra A

Budget Management for AmeriCorps Programs (CNCS Optional Session)

Steven Mazzola, Senior Grants Officer – Corporation for National & Community Service

Tracey Seabolt, Grants Management Specialist – Corporation for National & Community Service

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.

Grand Sierra B

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

Brian Cognato, Program Officer for Training and Knowledge Management – Corporation for National & Community Service

Robin Corindo, State Program Officer – Corporation for National & Community Service Tennessee State Office

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.

Grand Sierra C

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

Kinza Ghaznavi, Managing Director of the Portfolio Risk & Compliance Team – Corporation for National & Community Service's Office of Chief Risk Officer

Liz Jung, Financial and Management Analyst, - Corporation for National & Community Service's Office of Chief Risk Officer

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 Training Conference SOUTHERN

Session Descriptions

Day 3 – Wednesday, March 29, 2017

9:00 AM – 10:30 AM (Continued)

Antigua 2

Leadership Track Session: Success in the Storm

Sam Verghese, Vice President, Business Development – Acreage Consulting

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

Antigua 3

Research on the AmeriCorps Member Experience: So What?

Adrienne DiTommaso, Research Analyst – Corporation for National & Community Service

Joseph Breems, Policy and Program Analyst – Corporation for National & Community Service

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.

Antigua 4

Creating Senior Corps Work Plans- Breaking It Down Part 1 of 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 three 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.

Bonaire 1

Performance Measurement 201 for AmeriCorps

Lora Pollari-Welbes, AmeriCorps Program Officer – Corporation for National & Community Service

Jamie Welch, AmeriCorps Program Officer – Corporation for National & Community Service

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.

Bonaire 2

Senior Corps Budget Analysis (CNCS Optional Session)

Yvonne Walker, Grants Officer – Corporation for National & Community Service

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



National Service Training Conference SOUTHERN

Session Descriptions

Day 3 – Wednesday, March 29, 2017

9:00 AM – 10:30 AM (Continued)

Bonaire 3

Top 10 Tips and 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.

Bonaire 4

Leadership Track Session: Let's Hook Up...Partnership Building is Key to Successful Leadership

Saif Ishoof, Vice President for Engagement – Florida International University

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

Bonaire 6

On Boarding New Grantees

Kristina Tecce, Principal – Tecce Consulting

This session will provide participants with 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.

Bonaire 7

National Service Disaster Response Part 1 of 2

Chad Stover, Program Officer, Planning and Training – Corporation for National & Community Service

Through an interactive discussion 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.

Bonaire 8

IPERIA Office Hours (CNCS Optional Session)

Erica Rice, Improper Payments Program Manager – Corporation for National & Community Service

CNCS staff will provide office hours to answer questions 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.



National Service Training Conference SOUTHERN

Session Descriptions

Day 3 – Wednesday, March 29, 2017

11:00 AM – 12:30 PM

Grand Sierra A

Grants Management Boot Camp

Nicole Hawkins, Grants Management Specialist – Corporation for National & Community Service

Brenda Powell – Grants Management Specialist – Corporation for National & Community Service

Tracey Seabolt, Grants Management Specialist – Corporation for National & Community Service

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.

Grand Sierra B

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

Betsheell (Billie) Louis, Program Officer – Corporation for National & Community Service Florida State Office

Robin Corindo, State Program Officer – Corporation for National & Community Service Tennessee State Office

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.

Grand Sierra C

AmeriCorps Prohibited Activities

Barbara Ellen Reynolds, AmeriCorps State & National Training Specialist – Corporation for National & Community Service

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.

Antigua 2

Demystifying AmeriCorps NCCC

Stephanie Chan, Assistant Program Director – AmeriCorps NCCC Southern Region

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



National Service Training Conference SOUTHERN

Session Descriptions

Day 3 – Wednesday, March 29, 2017

11:00 AM – 12:30 PM (Continued)

Antigua 3

Research on the Senior Corps Volunteer Experience: So What?

Adrienne DiTommaso, Research Analyst – Corporation for National & Community Service

Joseph Breems, Policy and Program Analyst – Corporation for National & Community Service

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.

Antigua 4

Creating Senior Corps Work Plans- Breaking It Down Part 2 of 2

Cheryl Freeman, Director – RSVP of St. Johns County

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 three 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.

Bonaire 1

Data Quality Review Best Practices for AmeriCorps

Lora Pollari-Welbes, AmeriCorps Program Officer – Corporation for National & Community Service

Jamie Welch, AmeriCorps Program Officer – Corporation for National & Community Service

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.

Bonaire 2

Leadership Track Session: Corporate Social Responsibility & Community Impact

Susan Towler, Vice President – Florida Blue Foundation

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.

Bonaire 3

Top 10 Tips and 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.



National Service Training Conference SOUTHERN

Session Descriptions

Day 3 – Wednesday, March 29, 2017

11:00 AM – 12:30 PM (Continued)

Bonaire 4

No Budget Tech: Leveraging Technology for Your Program with Little to No Budget

Thenera Bailey, President/CEO – The SISGI Group

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 organizations' 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.

Bonaire 6

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, the Congressional budget, and appropriations process. We will provide analysis, predictions, and priorities and introduce participants 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.

Bonaire 7

National Service Disaster Response Part 2 of 2

Chad Stover, Program Officer, Planning and Training – Corporation for National & Community Service

Through an interactive discussion 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.

Bonaire 8

Creating a Retention and Engagement Program

Jennifer Harwood, Executive Director, National Service, Reading Partners

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 members' experience. Participants will also complete an action plan to take back to their site.



National Service Training Conference SOUTHERN

Speaker Bios

Jennifer Bastress Tahmasebi, Acting Director of AmeriCorps - Corporation for National & Community Service

Jennifer Bastress Tahmasebi is the Deputy Director of AmeriCorps State and National at CNCS. Jennifer has worked in national and community service for over 20 years. Before her appointment at CNCS in 2010, she was the Vice President at YouthBuild USA, where she oversaw all of the agency's AmeriCorps programming.

Whitney Harris, Special Projects Coordinator and Assistant to the Executive Vice President – Florida Chamber of Commerce Foundation

Whitney Harris serves as Special Projects Coordinator and Assistant to the Executive Vice President for the Florida Chamber Foundation, the research and solutions development arm of the Florida Chamber of Commerce. In her position, Whitney leads the Florida Chamber Foundation's Internship Program to place qualified Floridians with disabilities into temporary employment. She also coordinates Florida 2030 Town Hall Meetings to engage business and community leaders in each of Florida's 67 counties in identifying key trends and factors that drive their economies.

Mikel Herrington, Acting Chief of Staff – Corporation for National & Community Service

Mikel Herrington has worked at CNCS for 16 years with AmeriCorps NCCC and as Deputy Director of AmeriCorps State and National. After a four year hiatus with Peace Corps, he returned to CNCS in June 2015 as Director of the Office of Field Liaison. Since then he has also served as Acting Director of Senior Corps and is currently Acting Chief of Staff.

Joseph Ibrahim, M.D., FACS, Medical Director of Trauma – Orlando Health's Level 1 Trauma Center

Joseph Ibrahim, M.D., FACS, is board certified in both General Surgery and Surgical Critical Care. Dr. Ibrahim received his medical degree from the James H. Quillen College of Medicine of East Tennessee State University in 2003. He joined Orlando Health's Department of Surgical Education in January 2012 as Associate Program Director of the General Surgery Residency. In August 2015, Dr. Ibrahim was appointed as the Medical Director of Trauma at Orlando Health's Level 1 Trauma Center in Orlando, Florida.

Saif Y. Ishaof, Esq., Vice President for Engagement – Florida International University

Saif Y. Ishaof, Esq. serves as Vice President for Engagement at Florida International University. He was appointed in May 2015 by President Mark B. Rosenberg and leads the office in incubating transformational partnerships. Previously, Saif served as founding Executive Director at City Year Miami, which provides 17-24 year olds an opportunity to serve one year in high-need schools as tutors, mentors, and role models to address the opportunity gap. Saif earned his bachelor's degree in Foreign Service from Georgetown University and his Juris Doctorate from the University of Miami School of Law.

Kim Mansaray, Acting Chief Executive Officer – Corporation for National & Community Service

Kim Mansaray is the Acting Chief Executive Officer at the Corporation for National and Community Service (CNCS). Kim has held several leadership positions during her 17 years at the agency, including Acting Chief Operating Officer. Prior to becoming the Acting CEO, Kim served as Chief of Program Operations and Deputy Chief of Staff. She has also served as Chief of Staff of the AmeriCorps State and National program and as AmeriCorps Recruitment and Placement Manager. Prior to her service at CNCS, Kim spent nine years working at the Peace Corps.

Erin McGrath, Acting Director of Senior Corps - Corporation for National & Community Service

As Acting Director of Senior Corps, Erin is responsible for the management and implementation of the Foster Grandparent, Senior Companion, and RSVP programs, three national volunteer programs for adults age 55+. Prior to joining the team at Senior Corps headquarters, she was the CNCS New Jersey State Director, administering \$5.2 million in AmeriCorps VISTA and Senior Corps funding and mobilizing nearly 9,000 volunteers. She is a former AmeriCorps member, serving two terms in New Jersey.



National Service Training Conference SOUTHERN

Speaker Bios

Chester Spellman, Chief Executive Officer – Volunteer Florida

Chester Spellman was appointed Chief Executive Officer of Volunteer Florida in 2012 by Governor Rick Scott. At Volunteer Florida, Spellman oversees over \$32 million in federal, state and local funds supporting AmeriCorps and volunteer programs to meet critical needs in Florida's communities. Spellman also leads the statewide coordination for volunteers and donations before, during, and after disasters. Additionally, Spellman is the Executive Director of the Volunteer Florida Foundation, a nonprofit charity that serves as a direct support organization to Volunteer Florida.

Bureau Chief Deputy Larry Zwiig – Orange County Sheriff's Office

Chief Deputy Larry Zwiig has been a member of the Orange County Sheriff's Office since 2012. He currently serves as the Chief Deputy of the Administrative Services Bureau, which includes the Court Services and Communications Division, the Support Service Division and the Human Resources Division. He is also the High Risk Incident Commander with overall command of the special teams, including the SWAT Team, Emergency Response Team, Hostage Negotiation Team, Special Response Team, Hazardous Devis Team, and the Critical Incident Management Team. Prior to serving with the Sheriff's Office, Chief Deputy Zwiig served with the Orlando Police Department for 25 years.



National Service Training Conference SOUTHERN

Presenter Bios

Stuart Axenfeld, Assistant Inspector General for Audit – Corporation for National & Community Service’s Office of the Inspector General

Stuart G. Axenfeld was appointed Assistant Inspector General for Audit in August 2008. He oversees the OIG Audit Section and supervises the work of OIG audit managers, auditors, and contractors. Axenfeld, who joined the OIG in 2004 as an audit manager, began his federal career with the Defense Contract Audit Agency, where he led a team of auditors charged with reviewing Pentagon contracts. He is a Certified Public Accountant and a member of the American Institute of Certified Public Accountants.

Christine Bagley, Grants Officer – Corporation for National & Community Service’s Field Management Center

Christine Bagley has more than 40 years’ experience working with non-profit and educational institutions. She became a grant officer at the CNCS Field Financial Management Center after serving as a program officer in the Pennsylvania State Office. Prior to joining the Corporation in 2005, she was the Assistant Director of a self-sponsored RSVP.

Thenera Bailey, President and CEO – The SISGI Group

Thenera Bailey is the President and CEO of the SISGI Group, a consulting and research organization dedicated to providing strategic resources to mission-driven work led by individuals, groups, and organizations. She has also served as a technical assistance consultant for multi-state national planning and implementation grantees with CNCS.

Fred Baker, Training Associate – Leading for Change

Fred Baker, a disabled veteran of the United States Air Force, has served his country for over ten years. Fred has provided presentations to over 10,000 people, including the New York Mayors Alliance, National Youth At Risk Conference, National Habitat For Humanity, and many other organizations.

Kristen Bennett, Managing Director – Service Year Exchange

Kristen Bennett has worked in national service for almost ten years. She is an AmeriCorps VISTA alum, previously served as a senior program officer with CaliforniaVolunteers, and currently serves as the managing director of the Service Year Exchange at Service Year Alliance.

Tom Branen, Chief Policy Officer – America’s Service Commissions

Tom Branen is Chief Policy Officer with America’s Service Commissions, which represents the 52 governor – supported state service commissions that administer 75% of AmeriCorps funding. Tom has served as an AmeriCorps VISTA member, helped to establish the Oklahoma Service Commission, and has served as an AmeriCorps program officer and government relations officer at CNCS.

Joseph Breems, Policy and Program Analyst – Corporation for National & Community Service

Joseph is a policy analyst with the Office of Research and Evaluation at CNCS. He received his Master’s in public policy and management from Carnegie Mellon University and is an AmeriCorps alum.

Carson Carroll, Director – South Carolina Commission

Carson Carroll is the Director of the South Carolina Service Commission. She is an AmeriCorps alum who previously managed a statewide VISTA program.



National Service Training Conference SOUTHERN

Presenter Bios

Stephanie Chan, Assistant Program Director – AmeriCorps NCCC Southern Region

Stephanie Chan has served in the national service field for almost ten years. In her role at AmeriCorps NCCC, she oversees short-term team-based projects across six states. She previously served three terms as a VISTA before joining AmeriCorps NCCC in 2013 as an assistant program director.

Brian Cognato, Senior Corps Training and Knowledge Management Program Officer – Corporation for National & Community Service

Brian joined the Senior Corps team as Program Officer for Training and Knowledge Management in July 2016. Previously, he served as a grants management specialist for the National Service Criminal History Check team at CNCS. He has also worked at the U.S. Agency for International Development and PeacePlayers International, an international nonprofit that builds peace in divided communities through sports.

Derek Cooper, Vice President of Government Affairs and Community Investment – Comcast

As Vice President of Government Affairs and Community Investment for the Florida Region, Derek develops and implements strategic relationships with government officials and community leaders to support Comcast's business goals and strengthen the community. His team is directly responsible for Comcast's regulatory compliance, operations support, and community investment across the state of Florida, spanning from the Keys up to the Panhandle and southern portions of Alabama and Georgia. Derek has over 14 years of experience in his position.

Robin Corindo, State Program Officer – Corporation for National & Community Service Tennessee State Office

Robin has served with CNCS since 2014, serving in three CNCS State Offices. During her time with CNCS, Robin has partnered with organizations of all sizes to bring national service programs to their communities. She served as an AmeriCorps VISTA in Texas and as a VISTA Leader in Kentucky, as well as serving in the Peace Corps.

Jennifer Cowart, Consultant – On3Learn

Jennifer Cowart has been involved with AmeriCorps for over 15 years. She began as a Teach For America AmeriCorps member teaching middle school special education students in the Rio Grande Valley. Previously Jennifer served as the director of two AmeriCorps programs in Texas.

Laurie Diestler, RSVP Director – Nature Coast Volunteer Center

Laurie has served as the RSVP Director for the Nature Coast Volunteer Center in Lecanto, Florida since 2011, working with over 550 volunteers at 61 stations.

Adrienne DiTommaso, Research Analyst – Corporation for National & Community Service

Adrienne supports ongoing research at CNCS and reporting on national service, member experience, and civic engagement. In addition to managing a portfolio of research projects and program evaluations, Adrienne regularly delivers small and large group evaluation training and technical assistance on behalf of the Office of Research and Evaluation.

Becky J. Eason, Founder – WordCraft LLC

Becky Eason is the Founder of WordCraft LLC, which provides individualized strategic services to arts organizations and other non-profits to encourage their viability and growth. WordCraft is currently providing evaluation and project facilitation services to the US Department of Education, the GRAMMY Foundation, and Harvesters Community Food Network, among others.



National Service Training Conference SOUTHERN

Presenter Bios

Kaira Esgate, Chief Executive Officer – America's Service Commissions

Kaira Esgate has served as the CEO of America's Service Commissions (ASC) since 2015. As part of her nearly 20-year career in national service, Kaira has held leadership roles in a number of statewide and national service and volunteering organizations. Prior to serving at ASC, Kaira served as Executive Director of Reimagining Service, national multi-sector coalition dedicated to increasing social impact through effective volunteer engagement. Kaira was a member of the staff at CaliforniaVolunteers, the state service commission in California, for more than 13 years.

Cheryl Freeman, RSVP Director – RSVP of St. Johns County

Cheryl Freeman serves as the RSVP Director at the RSVP of St. Johns County in Florida. She also serves as president of the Florida Senior Corps Association.

Kinza Ghaznavi, Managing Director of the Portfolio Risk and Compliance Team – Corporation for National & Community Service Office of Chief Risk Officer

Kinza Ghaznavi is the Managing Director of the Portfolio Risk and Compliance team in the Office of Chief Risk Officer. Prior to joining CNCS in 2010, Kinza was the program lead for international interfaith youth cooperation at Religions for Peace International in New York City. She has over 12 years of program, grants, and compliance experience in the public sector.

Zanquetta Gray, Deputy Director of Programs – Volunteer Tennessee

Zanquetta Gray currently serves as Volunteer Tennessee's Deputy Director of Programs, providing grants management expertise to the state of Tennessee's portfolio of AmeriCorps, Volunteer Generation Fund and Volunteer Center sub-grantees. She previously worked for Habitat For Humanity and the National Association of Child Care Resource and Referral Agencies in federal grant management capacities. Gray served two terms as an AmeriCorps member in Alabama.

Jennifer Harwood, Executive Director – National Service Reading Partners

Jennifer has worked in the non-profit sector for over 13 years. She has served with AmeriCorps organizations, including City Year and Reading Partners in Oakland, CA for the last six years.

Patricia Harrity, Executive Director – Health360

Patricia serves as Executive Director of Health360. She has served in various roles in the nonprofit community for 18 years.

Nicole Hawkins, Grants Management Specialist – Corporation for National & Community Service

Nicole Hawkins joined CNCS in November 2015 as a grants management specialist in the Office of Grants Management, where she manages a portfolio of AmeriCorps awards. She has over 11 years of experience managing grants. Prior to joining CNCS, Nicole served as a manager of grants for United Way Worldwide.

Evelyn Henry, Senior Companion Program Project Director - Sunflower-Humphreys Counties Progress, Inc.

Evelyn Henry serves as the Senior Companion Program project director in Indianola, Mississippi. She also serves on the Board of Trustees for the West Bolivar Consolidated School District.

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

Bill Hulterstrom serves as President and CEO of the United Way of Utah County. He has worked and trained in the nonprofit sector for 35 years. He participates on numerous civic organization councils and serves as a consultant for nonprofits nationwide.



National Service Training Conference SOUTHERN

Presenter Bios

Saif Y. Ishaof, Esp., Vice President for Engagement – Florida International University

Saif Y. Ishaof, Esq. serves as Vice President for Engagement at Florida International University. He was appointed in May 2015 by President Mark B. Rosenberg and leads the office in incubating transformational partnerships. Previously, Saif served as founding Executive Director at City Year Miami, which provides 17-24 year olds an opportunity to serve one year in high-need schools as tutors, mentors and role models to address the opportunity gap. Saif earned his bachelor's degree in Foreign Service from Georgetown University and his Juris Doctorate from the University of Miami School of Law.

Renee Johnson, Program Officer – Corporation for National & Community Service Florida State Office

Renee Johnson is a program officer in the CNCS Florida State Office, located in Orlando. In this capacity, she manages a diverse portfolio of grantees, including Senior Corps (RSVP, FGP, SCP) and AmeriCorps VISTA. Prior to joining CNCS in 2011, Renee served with the Pennsylvania and New York state commissions, where she managed AmeriCorps State programs for 15 years.

Liz Jung, Financial and Management Analyst – Corporation for National & Community Service's Office of the Chief Risk Officer

Liz Jung is a financial and management analyst in the Office of the Chief Risk Officer at CNCS. She previously served as an AmeriCorps VISTA recruitment specialist and a New Jersey State Office program officer. She served as a VISTA with the Billings, Montana Metro VISTA Project.

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

Peter Lane is Director of Leadership and Volunteer Development at the National Association of Area Agencies on Aging (n4a) where he directs n4a's Aging Network Volunteer Resource Center. Previously, Peter served as Director of Programs at the Institute for Conservation Leadership.

Betsheell (Billie) Louis, Program Officer – Corporation for National & Community Service Florida State Office

Billie Louis has served as a program officer with CNCS for seven years in Alabama and Florida. Billie served as an AmeriCorps VISTA member and supervisor with Communities in Schools of Florida, where she managed a portfolio of over 90 members. Billie previously worked with PricewaterhouseCoopers.

Tess Mason-Elder, Acting Director – Corporation for National & Community Service's Office of Government Relations

Tess is the acting director of government relations for CNCS and has presented at numerous conferences, including national services trainings and local government association meetings.

Steven Mazzola, Senior Grants Officer – Corporation for National & Community Service

Steven Mazzola serves as a senior grants officer with CNCS. Prior to joining CNCS, he served as grants director at the D.C. Commission on the Arts and Humanities, where he managed an annual grants competition of over \$10 million.

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

Priscilla McFadden is a community facilitator at the Juvenile Welfare Board of Pinellas County, Florida and has served as a facilitator for more than 15 years.

Heather Mercer, Consultant & Team Lead – The SISGI Group

For nearly 20 years, Heather Mercer has focused on helping those with developmental disabilities, serving as a case manager, behavioral therapist, direct care provider, volunteer, and advocate.



National Service Training Conference SOUTHERN

Presenter Bios

Angela Moore, Assistant Director of AmeriCorps – YWCA Central Alabama

Angela Moore is a former broadcast journalist, a trained motivational speaker, an avid blogger, fundraiser and PR expert. She is also a philanthropic community supporter who has served more than 25 Birmingham-based and national organizations over her 20-year career. Since 2010, she's worked as assistant director of AmeriCorps with YWCA Central Alabama.

Jeanine Nemitz, Vice President – National Association of Foster Grandparent Program Directors

Jeanine Nemitz serves as Vice President of the National Association of Foster Grandparent Program Directors and as the Director of the Fort Dodge Iowa Foster Grandparent Program.

Lora Pollari-Welbes, AmeriCorps Program Officer - Corporation for National & Community Service

Lora Pollari-Welbes is a program officer with AmeriCorps at the Corporation for National and Community Service, providing portfolio management to state, national and tribal grantees. Lora has served with CNCS since 2009 and helped to launch the CNCS national performance measures following the implementation of the Serve America Act.

Brenda Powell, Grants Management Specialist – Corporation for National & Community Service

Brenda Powell joined the CNCS in 2004 as a state program specialist, joining the Philadelphia-based Field Financial Management Center in 2014 as a grants management specialist. Before joining CNCS, Brenda served as an AmeriCorps VISTA member, as a program coordinator and grant writer. In her current role, Brenda supports the states of Kentucky, Tennessee, Virginia, and West Virginia.

Brittney Prince, Senior AmeriCorps Manager and Training Specialist – Reading Partners

Brittney serves as a Reading Partners training specialist in Oakland, CA, facilitating the activities of over 350 AmeriCorps members.

Kathryn Qualls, Program Director – Reading Partners

Katie serves as program director with Reading Partners in Oakland, CA. Previously, Katie worked as an instructional coach, lead teacher, literacy interventionist, and first grade teacher in Charleston County School District.

Barbara Reynolds, AmeriCorps State & National Training Specialist – Corporation for National & Community Service

Barbara Reynolds is a training specialist for AmeriCorps State and National at CNCS. She joined CNCS in September 2013. In her role, Barbara works with CNCS staff, AmeriCorps programs, and State Service Commissions to design and deliver training and technical assistance. Barbara has worked in the national service field for over 20 years as the Director of the Maryland State Service Commission, Director of Volunteer Maryland, and Program Manager at Youth Service America.

Erica Rice, Improper Payments Program Manager – Corporation for National & Community Service

Erica Rice is the improper payments program manager at CNCS. She joined CNCS in 2014. Erica has a JD from the University Of Louisville School Of Law and is an AmeriCorps alum.

Eric Rowles, CEO and President – Leading to Change

Eric Rowles, the founder of Leading to Change, is a nationally-recognized trainer and speaker who has worked with over 150,000 youth, adults, administrators, volunteers, and policymakers over the past 15 years. Among others, he previously served as senior director of training with the Youth Leadership Institute in California, director of leadership development at Rutgers University in New Jersey.



National Service Training Conference SOUTHERN

Presenter Bios

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

Dawna Sarmiento is a community facilitator at the Juvenile Welfare Board in Pinellas County, Florida. She is responsible for community engagement activities that increase awareness of individual and group strengths.

Tracey Seabolt, Grants Management Specialist – Corporation for National & Community Service's Office of Grants Management

Tracey Seabolt is a grants management specialist with the CNCS Office of Grants Management, where she manages a portfolio of AmeriCorps awards and leads the unit's training efforts. She has served as a Learn and Serve America program coordinator and a state program specialist for Senior Corps and VISTA programs in the District of Columbia and Maryland.

Ken Skalitzky, Emergency Management Director – Volunteer Florida

Ken Skalitzky has served as Volunteer Florida's Emergency Management Director since 2014. Previously, Ken served as the voluntary agency liaison for FEMA Region IV (Atlanta). He has served in over 100 disaster operations, including tornadoes, floods, hurricanes, earthquakes, and terrorist attacks.

Chad Stover, Planning and Training Program Officer – Corporation for National & Community Service

Chad Stover has over ten years of training experience in human resources and emergency management/homeland security, including Community Emergency Response Team management, and public information.

Kemba Tamar, Partnership Lead of Senior Volunteer Programs – Reading Partners NYC

For the past 15 years, Kemba has served as the program director for the Community Service Society NYC Experience Corps Program.

Kristina Tecce, Principal – Tecce Consulting

Kristina Tecce has extensive experience providing financial management and grants compliance training for all national service grantees, AmeriCorps, Senior Corps and SIF. She has provided training since 2001 and actively works with several grantees, providing coaching on compliance issues.

Susan B. Towler, APR, Vice President – Florida Blue Foundation

Susan B. Towler, APR, is vice president of the Florida Blue Foundation, established in 2001 as the philanthropic affiliate of Florida Blue. She is also executive director of corporate social responsibility for Florida Blue and has responsibility for the company's philanthropic strategy. Towler previously had responsibility for coordinating and implementing Florida Blue's public relations programs and providing strategic communications counsel on critical business issues. Prior to joining Florida Blue in 1996, Towler served as client services manager at Robin Shepherd Public Relations. She's also held public relations roles with Gulf Life Insurance Company, BancBoston Mortgage Corp. and was president of SEB Communications. Towler is actively involved in the philanthropic and social responsibility sector. Susan serves as a Volunteer Florida Commissioner and previously served as Chair.

Sam Verghese, Vice President of Business Development – Acreage Consulting

Sam Verghese serves as Vice President of Business Development for Acreage Consulting. Sam previously served as Director of the Florida Department of Elder Affairs, becoming the youngest agency head in Florida history. Previously, he served as Chief of Staff and Senior Staff Director for the Florida House of Representatives and Director of External Affairs for Governor Rick Scott.



National Service Training Conference SOUTHERN

Presenter Bios

Robert J. Walters, Assistant Inspector General for Investigations – Corporation for National & Community Service’s Office of the Inspector General

Robert J. Walters has served as Assistant Inspector General for Investigations at CNCS since 2011. Previously, he served as Acting Deputy Inspector General. He has served in the U.S. Army, including serving as a special agent with the United States Army Criminal Investigation Division. In 1999, Walters joined the OIG as a senior special agent. He was named Assistant Inspector General for Investigations in December 2004.

Yvonne Walker, Grants Officer – Corporation for National & Community Service’s Field Financial Management Center

Yvonne Walker has been a grants officer at the CNCS Field Financial Management Center in Philadelphia for the past nine years. As a grants officer, she oversees the financial administration of grant awards, negotiation, termination, and closeout of federal grants. She has 15 years’ experience in budget management, developing and monitoring patterns of expenditures. In her current position, she manages Senior Corps and VISTA Support grants supporting the states of Florida, Mississippi, and Alabama.

Jamie Welch, AmeriCorps Program Officer – Corporation for National & Community Service

Jamie Welch is a program officer with AmeriCorps State and National, where she manages a portfolio of state, national, and tribal AmeriCorps grants. Jamie has over five years of program management experience, including grant administration, program design, and volunteer management. Prior to joining CNCS, Jamie worked with Migration and Refugee Services, where she provided program oversight for domestic refugee resettlement programs and training and technical assistance for anti-human trafficking.

Tanya Witlen, AmeriCorps Program Development Manager – South Carolina State Service Commission

Tanya serves as the AmeriCorps program development manager for the South Carolina State Service Commission and is an AmeriCorps alumna.



National Service Training Conference SOUTHERN

Special Thanks

Planning Committee

Tamara Anthony – Elizabeth P. Blackwell – Caitlin Brooking – Rachel Bruns – Mary Beth Galbraith – Bonnie Gibson – Kim Good – Brenda Green – Angela Hayes – Marilyn Henderson – Darryl James – Teresa Judd – Ted Kizziar – Natalie Lozano – Sierra Newhouse-Ragoonanan – Paige Pitts – Suzanne Richards – Betty M. Ruth – Kristie Sharp – Anitra Thomas – Ashley Tiedt – Michael Stevens – Lisa C. Wallace – Susan White – Tanya Witlen

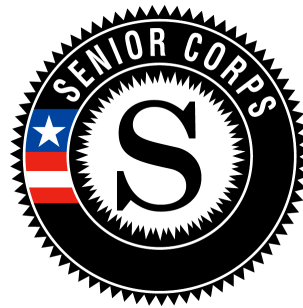
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