

**MAY 22-24** BOISE, ID

2019 NATIONAL SERVICE TRAINING CONFERENCES

# BREAKING DOWN BARRIERS

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#PACIFICSOUTHWESTSERVICE

**AMERICA'S  
SERVICE  
COMMISSIONS**



**\* serve  
IDAHO**  
The Governor's Commission on  
Service and Volunteerism



GOVERNOR BRAD LITTLE

May 22, 2019

Dear Conference Attendees,

On behalf of the State of Idaho, it is my pleasure to welcome you to Boise for the 2019 Pacific/Southwest National Service Training Conference. The people of Idaho and our friends at Serve Idaho, the Governor's Commission on Service and Volunteerism, are proud to host you.

AmeriCorps and Senior Corps programs have a huge impact on Idaho communities. Each year, more than 3,100 AmeriCorps and Senior Corps members serve at 300 local service sites across our state. They are helping children, families, veterans, and residents live better lives and find opportunity. We appreciate and recognize these national service members and community volunteers for their efforts.

I am particularly proud of the work Serve Idaho is doing to advance service and volunteerism throughout the state through collaborative efforts among private and nonprofit organizations, schools, and state and local government agencies. Because of their work, AmeriCorps Idaho members are helping tutor children how to read, restoring our public lands, and supporting rural communities.

I would also like to congratulate you on the AmeriCorps 25<sup>th</sup> Anniversary this year. Since the very first AmeriCorps members took their oath of service on September 12, 1994, AmeriCorps has been a force for good and community impact across our nation.

I applaud your commitment to national and community service efforts as well as to your own training and development as a professional. The work you do every day to improve people's lives, recruit volunteers to give back, and get things done for America is of great importance.

Thank you for visiting the great State of Idaho, and for the work you continue to do! Enjoy your time in Boise at the 2019 Pacific/Southwest National Service Training Conference.

Sincerely,

Brad Little  
Governor



OFFICE OF THE MAYOR

MAYOR: David H. Bieter

May 22, 2019

Dear Friends,

On behalf of the people of the City of Boise, I am pleased and proud to extend warmest greetings to everyone gathered for the 2019 Pacific/Southwest National Service Training Conference.

I am a big supporter of the work you do with AmeriCorps, Senior Corps, and service-related programming to help improve communities and neighborhoods. In fact, I'm proud to say that the City of Boise even hosts our very own AmeriCorps VISTA project. Every day, our AmeriCorps VISTA members are working on community development projects toward our goal of improving housing and ending homelessness.

With the help of AmeriCorps and national service, we are working to make Boise the most livable city in the country and building Boise's reputation as a center for business, culture, education and outdoor recreation. I know that you all are doing the same in your work to strengthen hundreds of cities across America as well.

This week's conference will bring together more than 350 nonprofit and national service professionals to participate in thoughtful keynote lectures, hands-on workshops, exciting exhibits, evening receptions, and service projects.

I hope you will take time to also have fun and explore everything Boise has to offer. Make sure to check out our lively downtown of shops, restaurants, and nightlife; our vibrant arts community; our abundance of mountains, rivers, and lakes; and of course, our beautiful and historic State Capitol.

Here's to an enjoyable and productive conference, and please accept my best wishes for your continued success.

Sincerely,

David H. Bieter  
Mayor





THANK YOU TO OUR SPONSORS!

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Change Maker Sponsors



Community Builder Sponsors

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- Dialogues in Action
- On3Learn, LLC
- Head, Heart and Hands Engagement Collective
- The SISGI Group

Additional Support Provided By

- Boise State University
- DF Meetings & Events
- Sarah Joan Lawrie
- Serve Idaho

CONFERENCE SCHEDULE AT-A-GLANCE

Tuesday, May 21

3:00–6:00 PM  
Registration Check-In  
(Grove Hotel Lobby)

Wednesday, May 22

7:30–9:00 AM  
Registration Check-In / Coffee

9:00–10:00 AM  
Welcome and Kick-Off Plenary

10:00–10:30 AM  
Snack Break/Coffee

10:30 AM – 12:00 PM  
Workshop Block A

12:15–1:45 PM  
Lunch Plenary – Steve Patty

2:00–3:30 PM  
Workshop Block B

3:45–5:00 PM  
Special Meetings

4:00–5:00 PM  
Yoga on the Lawn (optional)

Thursday, May 23

8:00 AM  
Continental Breakfast

8:30–10:00 AM  
Workshop Block C

10:00–10:15 AM  
Mid-Morning Snack Break

10:15–11:45 AM  
Workshop Block D

12:00–1:30 PM  
Lunch Plenary–CNCS Leadership

2:00–3:30 PM  
Workshop Block E

3:30–4:00 PM  
Afternoon Snack Break

4:00–5:30 PM  
Workshop Block F

5:30–8:00 PM  
Networking Reception –Basque Block

Friday, May 24

WEAR YOUR NATIONAL SERVICE GEAR DAY!

8:00 AM  
Continental Breakfast

8:30–9:30 AM  
Closing Plenary–Ann Mei Chang

9:45–11:15 AM  
Workshop Block G

11:15–11:30  
Mid-Morning Snack Break

11:30 AM–1:00 PM  
Workshop Block H

1:00 PM  
Conference Adjourns;  
Boxed Lunches Available To Go



BASQUE BLOCK  
NETWORKING RECEPTION

Thursday, May 23 from 5:30–8:00 PM (program at 6:00)  
Basque Center, 601 W. Grove Street, Boise 83702

Join your national service colleagues for an evening of delicious street food, networking, and an introduction to Boise’s unique Basque cultural heritage. Cash bar; appetizers provided.

The Basque Block occupies only one block in downtown Boise, but is one of Idaho’s most compelling examples of conservation and documentation of a living ethnic neighborhood. Located between Capitol Boulevard and 6th Street on Grove, The Basque Block is home to the Basque Museum and Cultural Center, The Basque Center, the Basque Market and landmarks like the Cyrus Jacobs-Uberuaga House and the Fronton (Anduiza) building. Come try Basque cuisine and enjoy entertainment by local Basque dancers!

The Basque Block is a 3-minute walk from the Grove Hotel. Meet us there!



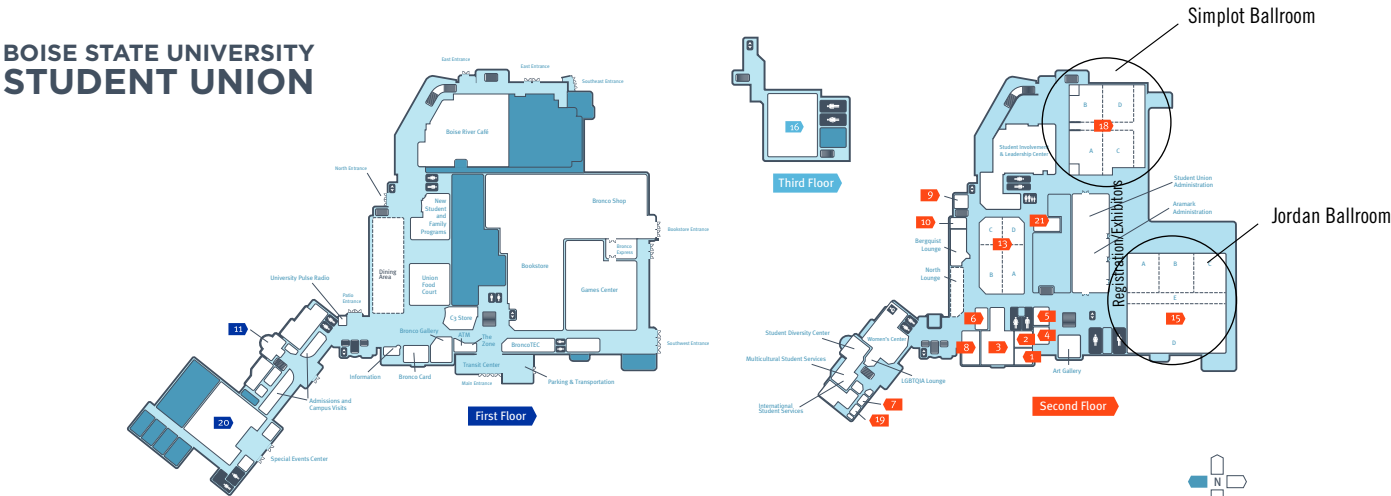
BOISE STATE UNIVERSITY FLOOR PLANS



All conference sessions will take place on the Boise State University (BSU) campus in the Student Union building, a 10-minute drive from the downtown area.

Registration Desk and Exhibit Hall will be located on the Second Floor of the Student Union between the Simplot and Jordan Ballrooms.

All plenary sessions will take place in the Simplot Ballroom.



First Floor	Second Floor	Third Floor
Admissions and Campus Visits ATM Boise River Café Bookstore Bronco Card Office Bronco Gallery Bronco Shop Bronco TEC	Alh Fong Room 1 Alexander Room 2 Art Gallery Barnwell Room 3 Bergquist Lounge 4 Boyington Room 5 Brink Room 6 Cataldo Room 7 Chief Joseph Room 8 Farnsworth Room 9 Fisher Room 10 Foote Room 11 Hatch Ballroom 12 International Student Services Jordan Ballroom 13 Multicultural Student Services Shipman Room 14 Simplot Ballroom 15 Student Diversity Center Student Involvement & Leadership Center Student Union Administration Trueblood Room 16 Women's Center 17	Lookout Room 18

WI-FI:  
LOG IN USING BSU'S GUEST NETWORK



Wear Your Gear Day!

FRIDAY,  
MAY 24

Sad it's the last day of the conference? Cheer up ... by suiting up in your finest AmeriCorps gear and national service attire! The more visible, the better. Be proud, be branded!

Bonus points for the Scavenger Hunt will be awarded at Registration if you stop by Friday morning before the final Plenary begins.

VISIT OUR CONFERENCE EXHIBITORS!

Exhibitor Booths are located outside the Simplot Ballroom.



WORKSHOP SCHEDULE

AmeriCorps Financial/ Grants Management Workshops (Room: Trueblood)	State Service Commission Workshops (Room: Farnsworth)	Special Topics I Workshops (Room: Jordan A)	AmeriCorps 101 Program Workshops (Room: Jordan B)
AmeriCorps 201+ Program Workshops (Room: Bishop Barnwell)	Volunteer Engagement Workshops (Room: Hatch B)	Special Topics II Workshops (Room: Jordan C)	Special Meetings (Room: Hatch A)

Workshops are first-come, first-served based on the availability of space in each room. Participants are encouraged to participate in different tracks as appropriate.

AmeriCorps Financial/ Grants Management Workshops (Room: Trueblood)	State Service Commission Workshops (Room: Farnsworth)	Special Topics I Workshops (Room: Jordan A)	AmeriCorps 101 Program Workshops (Room: Jordan B)
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TRAVEL DAY—TUESDAY, MAY 21								
3:00–6:00 p.m. Registration Check-In (The Grove Hotel Lobby)								
DAY 1—WEDNESDAY, MAY 22								
7:30–9:00 a.m. Registration Check-In and Coffee (Boise State University—Student Union)								
9:00 - 10:00 a.m Welcome and Kick-Off Keynote (Simplot Ballroom)								
10:00 - 10:30 a.m Morning Snack Break and Coffee								
Block A 10:30 a.m. –12:00 p.m.	<b>A1</b> Where Are The Answers? (Ralph Morales, RJM Consulting International and Susan Hyatt, Big Purpose Big Impact)	<b>A2</b> State Service Commission Updates (Kaira Esgate, America’s Service Commissions)	<b>A3</b> Learn Design Thinking: Innovating to Uncover New Solutions (Ben Duda, Service Year Alliance)	<b>A4</b> National Service Criminal History Check 101: On Time, Every Time (Liz Jung, CNCS)	<b>A5</b> Advanced AmeriCorps: Getting from Good to Great (Cole McMahon, McMahon Consulting Group)	<b>A6</b> Measuring and Communicating Volunteer Impact (Beth Steinhorn, VQ Strategies)	<b>A7</b> Recruitment 201: What Is Working in the Field That Builds Brand Awareness and a Corps Member Pipeline (Kristen Bennett, Service Year Alliance)	
12:15 - 1:45pm Lunch Plenary: The Art and Practice of Developing People - Steve Patty, Founder & Principal, Dialogues in Action (Simplot Ballroom)								
Block B 2:00–3:30 p.m.	<b>B1</b> Basics of Uniform Grant Guidance (Kristina Tecce, Tecce Consulting)	<b>B2</b> Commissioner Engagement: Increasing Influence, Capacity, and \$ (Cole McMahon, McMahon Consulting Group)	<b>B3</b> Communications 201 I Beyond the Basics— Graduating from AmeriSchool (Samantha Jo Warfield, CNCS)	<b>B4</b> Where Are The Answers? (Ralph Morales, RJM Consulting International and Susan Hyatt, Big Purpose Big Impact)	<b>B5</b> NSCHC 201: Open Q & A (Liz Jung, CNCS)	<b>B6</b> Rethinking Recognition (Beth Steinhorn, VQ Strategies)	<b>B7</b> Getting to What Matters: The Art and Practice of Meaningful Evaluation (Steve Patty, Dialogues in Action)	
Special Meetings 3:45–5:00 p.m.	States for Service Coalition— Hatch B	Nevada AmeriCorps Programs— Hatch A						
4:00–5:00 p.m. Yoga On the Lawn (BSU Intramural Field)								

DAY 2—THURSDAY, MAY 23								
8:00 a.m. Continental Breakfast (BSU Student Union)								
Block C 8:30–10:00 a.m.	<b>C1</b> Stay Strong and Avoid the Pitfalls (Susan Meche, Meche Consulting)	<b>C2</b> Establishing a Program in Your State Responding to the Opioid Crisis (John J. Coppola, New York Association of Alcoholism and Substance Abuse Providers)	<b>C3</b> The Life and Times of a Data Point: Design Thinking to Improve Data Quality (Gretchen Biesecker, Bee’s Knees Consulting LLC and Lisl Hacker, Massachusetts Service Alliance)	<b>C4</b> Allowable, Unallowable and Prohibited Activities (Amy Salinas, On3Learn)	<b>C5</b> NSCHC: Truescreen, Fieldprint, and Exemption Period (Liz Jung, CNCS)	<b>C6</b> Asset-Based Volunteerism: Building on the Skills of our Volunteers and Communities (Bill Hulterstrom, United Way of Utah County)	<b>C7</b> Advanced AmeriCorps: Getting from Good to Great (Cole McMahon, McMahon Consulting Group)	
10:00 - 10:15 a.m Morning Snack Break and Coffee								
Block D 10:15–11:45 a.m.	<b>D1</b> How to Create and Effectively Manage Your Budget (Kristina Tecce, Tecce Consulting)	<b>D2</b> ASC Afterschool Program Development: Lessons Learned (Rachel Bruns, America’s Service Commissions)	<b>D3</b> Choose Your Own Disaster Adventure: National Service in Disaster and How You Can Make A Difference (Jennifer Murphy, CNCS)	<b>D4</b> Learning Your ABC’s: Getting Started with AmeriCorps, Branding, and Communication (Samantha Jo Warfield, CNCS)	<b>D5</b> Advancing Quality & Program Effectiveness: Striving for Better Outcomes (Rosa Moreno, Service Year Alliance)	<b>D6</b> Inspiring Peak Performance From Your Volunteers (Barry Atland, HHH Engagement)	<b>D7</b> Corps that Reflect Our Communities: Racial Equity and National Service (Ben Duda, Service Year Alliance)	
12:00–1:30 p.m. Lunch Plenary: CNCS Leadership (Simplot Ballroom)								

Continued on next page ...





WORKSHOP SCHEDULE

AmeriCorps Financial/ Grants Management Workshops (Room: Trueblood)	State Service Commission Workshops (Room: Farnsworth)	Special Topics I Workshops (Room: Jordan A)	AmeriCorps 101 Program Workshops (Room: Jordan B)
AmeriCorps 201+ Program Workshops (Room: Bishop Barnwell)	Volunteer Engagement Workshops (Room: Hatch B)	Special Topics II Workshops (Room: Jordan C)	Special Meetings (Room: Hatch A)

Workshops are first-come, first-served based on the availability of space in each room. Participants are encouraged to participate in different tracks as appropriate.

AmeriCorps Financial/ Grants Management Workshops (Room: Trueblood)	State Service Commission Workshops (Room: Farnsworth)	Special Topics I Workshops (Room: Jordan A)	AmeriCorps 101 Program Workshops (Room: Jordan B)
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DAY 2—THURSDAY, MAY 23 <i>(continued from previous page)</i>								
Block E 2:00–3:30 p.m.	<b>E1</b> Safeguarding Federal Funds (Thomas Chin, Jeff Morales, Jessica Nelson, CNCS Office of Inspector General)	<b>E2</b> Subgrant Awards Issued? Take a Siesta! (Susan Meche, Meche Consulting)	<b>E3</b> Flexing our Elected Official Engagement Muscles in Support of National Service (Amanda Hooper and Nate Treffeisen, Voices for National Service)	<b>E4</b> AmeriCorps Basics: Excellence, Compliance and Accountability (Cole McMahon, McMahon Consulting Group)	<b>E5</b> The Life and Times of a Data Point: Design Thinking to Improve Data Quality (Gretchen Biesecker, Bee's Knees Consulting LLC and Lisl Hacker, Massachusetts Service Alliance)	<b>E6</b> Marketing to Members, Volunteers and Donors (Bill Hulterstrom, United Way of Utah County)	<b>E7</b> NSCHC: Truescreen, Fieldprint, and Exemption Period (Liz Jung, CNCS)	
3:30–4:00 p.m. Afternoon Snack Break (BSU Student Union)								
Block F 4:00–5:30 p.m.	<b>F1</b> Roundtable for Fiscal Staff (Kristina Tecce, Tecce Consulting)	<b>F2</b> Chutes and Ladders: The Ins and Outs of National Service Public Policy (Tom Branen, America's Service Commissions)	<b>F3</b> Engaging and Retaining Members Using Reflection (Katie Brym, Super Stars Literacy)	<b>F4</b> Site Management 101 – Ensuring Compliant Sites (Amy Salinas, On3Learn)	<b>F5</b> Corps that Reflect Our Communities: Racial Equity and National Service (Ben Duda, Service Year Alliance)	<b>F6</b> Engaging High-Level Executives In Your Volunteer-Supported Organization (Barry Atland, HHH Engagement)	<b>F7</b> Beyond Diversity: Creating a Culture of Acceptance and Inclusion (Thenera Bailey, The SISGI Group)	<b>F8</b> CNCS Office Hours - Communications, Engagement, and Disaster
5:30-8:00 p.m. Networking Reception at The Basque Block (Basque Center, 601 W. Grove Street, Boise, Idaho 83702)								

DAY 3—FRIDAY, MAY 24								
8:00 a.m. Continental Breakfast (BSU Student Union)								
8:30–9:30 a.m. Closing Plenary: Lean Impact: How to Innovate for Radically Greater Social Good—Ann Mei Chang (Simplot Ballroom)								
Block G 9:45–11:15 a.m.	<b>G1</b> Managing Multiple Budgets (Jerry Bertrand, Independent Consultant)	<b>G2</b> Proposed Changes for National Service Grantees in the Community Reinvestment Act (Bill Basl, Former Director of AmeriCorps)	<b>G3</b> Making Space for Disability (Elizabeth Allen, C.O.O.K Alliance)	<b>G4</b> Files, Files, Files! (Jennifer Cowart, On3Learn)	<b>G5</b> The Magic of Managing Partner Sites (Tara Baltzley, California Volunteers and Tali Palmrose, Child Abuse Prevention Center)	<b>G6</b> Points of Light's Service Enterprise: Capacity Building Transformation (Emily Litchfield, AZ GOYFF)	<b>G7</b> Lean Impact—How to Innovate for Radically Greater Social Good (Ann Mei Chang)	<b>G8</b> Office Hours with Service Year Alliance - What's Ahead
11:15–11:30 a.m. Morning Snack Break and Coffee								
Block H 11:30 a.m. – 1:00 p.m.	<b>H1</b> Federal Grant Matching Requirements (Jerry Bertrand, Independent Consultant)	<b>H2</b> Advancing Service and Volunteerism (Karen Baker, California Volunteers)	<b>H3</b> Serve America Together: Joining the Campaign for Universal National Service (Rosa Moreno, Service Year Alliance)	<b>H4</b> Staying On Top of It All: Using Technology for Member Management (Katie Brym, Super Stars Literacy)	<b>H5</b> The Corps Member Experience: Engagement from Acceptance to Completion (Ben Duda, Service Year Alliance)	<b>H6</b> Becoming a Learning Leader for Your Volunteers (Barry Atland, HHH Engagement)	<b>H7</b> Supervising for Success (Jennifer Cowart, On3Learn)	
12:30-1:30 p.m. Boxed Lunches Available To Go								

SESSION DESCRIPTIONS

Wednesday, May 22

Welcome to Boise and Kick-Off Keynote: 9:00 – 10:00 a.m.

Hear from Boise City Councilwoman Lisa Sánchez and Director of Community Partnerships Wyatt Schroeder as local leaders and national service champions as we welcome you to Idaho!

Room: Simplot Ballroom

Block A:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Where Are the Answers?

Ralph Morales, Consultant, RJM Consulting International and Susan Hyatt, CEO, Big Purpose Big Impact

Do you have program compliance or operations questions you need answers to? Are you confused where to start looking because there are so many federal documents providing critical information for AmeriCorps programs and state service commissions? This session will provide you with a brief overview of the eight primary guiding documents and what each includes. Then work with your peers to find answers to commonly asked questions while you get hands-on experience that will save you time later.

Room: Trueblood

TRACK: STATE SERVICE COMMISSIONS

State Service Commission Updates

Kaira Esgate, CEO, America’s Service Commissions

Join your fellow state service commission staff for updates from your national association and peer networking.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Learn Design Thinking: Innovating to Uncover New Solutions

Ben Duda, Managing Director, Corps Members and Alumni, Service Year Alliance

Does your organization or community have problems that seem unsolvable? In this session we will walk through the model Design Thinking and teach the audience how to

use it to find solutions to big unsolvable problems. We will use a prevalent issue in the service year field to help learn the model. Come ready to learn new things, be silly, and find ways to keep your users in the forefront of designing solutions.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

National Service Criminal History Check 101: On Time, Every Time

Liz Jung, Financial Management Analyst, Corporation for National and Community Service

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 101 session will help participants gain a clear understanding of what the requirements are, to whom they apply, and the resources and alternatives available to help grantees through the process.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

Advanced AmeriCorps: Getting from Good to Great

Cole McMahon, Principal, McMahon Consulting Group, LLC

Engagement=retention=capacity, and together they drive results. Before a program can succeed with its commission and CNCS, it must have a great reputation with its parent organization, its partners, and members. This session highlights the foundations of organizational excellence, with AmeriCorps examples that can be implemented right away. We’ll emphasize operating with speed in the midst of bureaucracy and bringing out the best in members and partners despite pressures and deadlines.

Room: Bishop Barnwell

TRACK: VOLUNTEER ENGAGEMENT

Measuring and Communicating Volunteer Impact

Beth Steinhorn, President, VQ Volunteer Strategies

Demonstrating results goes beyond counting the number of volunteers in your program and the hours of service they provide. This interactive workshop will explore trends and

emerging tools designed to demonstrate quantitative and, more importantly, qualitative results that position volunteer engagement as a valuable and effective resource within your organization. Learn some of the latest metrics to track volunteer impact and gain tools to make the case for volunteer engagement as a vital resource.

Room: Hatch B

TRACK: SPECIAL TOPICS II

Recruitment 201: What is Working in the Field That Builds Brand Awareness and a Corps Member Pipeline

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

Service Year Alliance has learned a lot from our marketplace ServiceYear.org, our national ‘My Office Campaign,’ on-site campus and service year fairs, and our work with several state commissions and their grantees. This session will review these learnings and hear from you about ongoing pain points in recruitment. Come ready to dive into our data and brainstorm the next recruitment solutions for us all to try moving forward.

Room: Jordan C

Lunch Plenary: 12:15 – 1:45 p.m.

The Art and Practice of Developing People

Steve Patty, Founder & Principal, Dialogues in Action

The potential of people is extraordinary. At the heart of what it means to lead is the idea that people can be developed to their full potential. This is the promise of our sector, that through strategic and skillful leadership we might take part in the growth and development of people, families, and communities. But how is that done? How do we exercise the kind of engagement that will both catalyze and hold space for people to reach into their best possible futures? This session will show us how.

Room: Simplot Ballroom

Block B:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Basics of Uniform Grant Guidance

Kristina Tecce, Principal, Tecce Consulting

This session will provide participants with a basic understanding of Uniform Grant Guidance (UGG). The UGG contains critical compliance information to operate both commissions and AmeriCorps programs. Participants

will be introduced to what information is contained in the UGG and how to use the document as a tool.

Room: Trueblood

TRACK: STATE SERVICE COMMISSIONS

Commissioner Engagement: Increasing Influence, Capacity, and \$

Cole McMahon, Principal, McMahon Consulting Group, LLC

Good commissioners show up to meetings and know their stuff. Great commissioners deploy their time, talent, and networks to advance the state service plan. To do this, they require basic things: 1) Strategic focus on specific tasks (not just blanket expectations). 2) One-minute tasks, or the means to “be a commissioner every day.” 3) Coordinated efforts to transfer their passion into results. In this workshop we’ll share examples from across the nation and work together on specific ideas to adopt in your commission. If you seek to ratchet up the effort and impact of your commissioners, this session is for you.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Communications 201: Beyond the Basics— Graduation from AmeriSchool

Samantha Jo Warfield, Press Secretary, Corporation for National and Community Service

This session will provide participants with a road map to transform their communications and engagement strategy beyond basic branding to support programmatic and organizational goals. Attendees will learn how to identify and harness the power of existing and potential audiences and discuss best practices for engaging targeted groups such as media, elected officials, or corporate supporters. Examples of successful tactics for crafting newsworthy announcements, stories, and events along with upcoming engagement opportunities. Participants will put these newly learned skills to the test through group exercises and brainstorm sessions.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

Where Are the Answers?

Ralph Morales, Consultant, RJM Consulting International and Susan Hyatt, CEO, Big Purpose Big Impact

Do you have program compliance or operations questions you need answers to? Are you confused where to start looking because there are so many federal documents providing critical information for AmeriCorps programs and state service commissions? This session will provide you with a brief overview of the eight primary guiding



SESSION DESCRIPTIONS

documents and what each includes. Then work with your peers to find answers to commonly asked questions while you get hands-on experience that will save you time later.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

NSCHC 201: Open Q & A  
Liz Jung, Financial Management Analyst, Corporation for National and Community Service

This will be an opportunity for open office hours for programs to ask specific questions related to NSCHC.

Room: Bishop Barnwell

TRACK: SPECIAL TOPICS II

Getting to What Matters: The Art and Practice of Meaningful Evaluation  
Steve Patty, Founder, Dialogues in Action

National service programs need a way to both prove and improve our impact in the lives of those we serve. Too often, however, evaluation fails to give us a crisp and clear picture of impact. It is frequently burdensome, perfunctory, and unwieldy – a chore to perform, not an exciting and incisive discovery into the keys to causing human impact.

Thursday, May 23

Block C:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Stay Strong and Avoid the Pitfalls  
Susan Meche, Consultant, Meche Consulting, LLC

This session focuses on avoiding common financial-related compliance findings. The day-to-day pressure of managing an AmeriCorps program with little time and few resources often causes people to cut corners and ignore certain issues that can significantly affect your program’s long-term success. But learning from others’ blunders and mistakes can help make your program stronger. When you know the common financial compliance findings, you’ll know what pitfalls to avoid and what corrective steps to take to help reduce their possible negative impacts.

Room: Trueblood

We tend to measure the wrong things in the wrong ways, making our evaluation inert and uninspiring. How do we evaluate what really matters? This workshop will offer an approach to evaluation that answers this question.

Room: Jordan C

TRACK: VOLUNTEER ENGAGEMENT

Rethinking Recognition  
Beth Steinhorn, President, VQ Volunteer Strategies

The recent surge of passionate leaders and dedicated volunteers stepping forward to meet community needs presents the social sector with a consistent need to invest in sustainable infrastructures for effective volunteer engagement. Based on nearly ten years of implementing the Service Enterprise Initiative, Points of Light has helped over 500 organizations develop the systems and cultures needed to strategically integrate volunteers throughout their operations and effectively engage volunteers. Learn how State Commissions can become leaders of capacity building transformations that help organizations better meet their missions through strategic volunteer engagement.

Room: Hatch B

TRACK: STATE SERVICE COMMISSIONS

Establishing a Program in Your State Responding to the Opioid Crisis  
John J. Coppola, Executive Director, New York Association of Alcoholism and Substance Abuse Providers

This session will provide an overview of the genesis and dimensions of the opioid crisis across the country and propose a variety of approaches that State Commissions and AmeriCorps programs can undertake to help address this crisis in their state. The presentation will include emphasis on prevention, treatment, and harm reduction with special emphasis on recruiting AmeriCorps members who are in recovery and would welcome the opportunity to apply their lived experience in a manner that advances attainment of AmeriCorps opioid program goals. Participants will be familiarized with national and state resources available to assist them with their opioid program development.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

The Life and Times of a Data Point: Design Thinking to Improve Data Quality  
Gretchen Biesecker, Principal Consultant, Bee’s Knees Consulting, LLC and Lisl Hacker, Director of Training and Technical Assistance, Massachusetts Service Alliance

Collecting valid, accurate, and consistent data is critical for all AmeriCorps programs. There are multiple places on even a single data point’s journey – before, during, or after data collection – where things can go awry. Design thinking offers some helpful tools and approaches, such as journey mapping, to improve processes and engagement. Journey mapping is a way to visually represent a process from the perspective of multiple roles (e.g., AmeriCorps members, staff, and service partners) and gain new insights that can lead to innovation. In this interactive session, we’ll learn and practice concrete ways to improve data quality through journey mapping.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

Allowable, Unallowable, and Prohibited Activities  
Amy Salinas, Managing Partner, On3Learn

Participants will explore, discuss, and diagnose real life program scenarios that have them think more critically about allowable, unallowable and prohibited activities – their meanings, how they show up, and their implications.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

NSCHC: Truescreen, Fieldprint, and Exemption Period  
Liz Jung, Financial Management Analyst, Corporation for National and Community Service

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 cover CNCS approved vendors Truescreen and Fieldprint and address common questions related to the Exemption Period.

Room: Bishop Barnwell

TRACK: VOLUNTEER ENGAGEMENT

Asset-Based Volunteerism: Building on the Skills of our Volunteers and Communities  
Bill Hulterstrom, President and CEO, United Way of Utah County

This session will share stories, examples, and principles that contrast asset-based volunteerism with 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.

Room: Hatch B

TRACK: SPECIAL TOPICS II

Advanced AmeriCorps: Getting from Good to Great  
Cole McMahon, Principal, McMahon Consulting Group, LLC

Engagement=retention=capacity, and together they drive results. Before a program can succeed with its commission and CNCS, it must have a great reputation with its parent organization, its partners, and members. This session highlights the foundations of organizational excellence, with AmeriCorps examples that can be implemented right away. We’ll emphasize operating with speed in the midst of bureaucracy and bringing out the best in members and partners despite pressures and deadlines.

Room: Jordan C

Block D:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

How to Create and Effectively Manage Your Budget  
Kristina Tecce, Principal, Tecce Consulting

In this session, participants will understand the key concepts of creating a budget. We will then ensure understanding organization financial performance, which is essential to effectively managing funds. Finally, forecasting tips will be discussed for effective planning and spending maximization.

Room: Trueblood



SESSION DESCRIPTIONS

TRACK: STATE SERVICE COMMISSIONS

ASC Afterschool Program Development: Lessons Learned

Rachel Bruns, Deputy Director, America’s Service Commissions

America’s Service Commissions (ASC) received a grant from the Mott Foundation to expand the quality and quantity of afterschool programs through national service. ASC awarded eight sub-grants to state service commissions to partner with their statewide afterschool network to identify need and opportunities for afterschool national service programming. Join us to hear the challenges and successes from the first year and what your state service commission can learn from the grant.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Choose Your Own Disaster Adventure: National Service in Disaster and How You Can Make A Difference

Jennifer Murphy, Disaster Services Specialist, Corporation for National and Community Service

This session will provide participants with an interactive understanding of common service support functions that National Service provides using real world examples from recent disasters. Participants will decide which service support functions are discussed and will be able to have robust discussions about how their programs may provide effective engagement in disaster services.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

Learning Your ABC’s: Getting Started with AmeriCorps, Branding, and Communication

Samantha Jo Warfield, Press Secretary, Corporation for National and Community Service

Designed for new AmeriCorps programs or those without dedicated communications or outreach staff, this session will outline the basic strategies for including AmeriCorps in your organization’s external engagement efforts. Attendees will learn about tools and resources available to grantees for branding, recruitment, government relations, and marketing purposes and leave having perfected their own elevator speech.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

Advancing Quality and Program Effectiveness: Striving for Better Outcomes

Rosa Moreno, Chief Program Officer, Service Year Alliance

Does your organization strive to improve program quality and effectiveness? In this session we will walk through common program quality indicators and assess where your program may have challenges. We will then use one or more challenges in the audience to work through solutions. We will use an interactive game to come up with new insights and strategies that organizations can take to address issues within their programs.

Room: Bishop Barnwell

TRACK: VOLUNTEER ENGAGEMENT

Inspiring Peak Performance From Your Volunteers

Barry Altland, Author, Speaker, Non-Profit Executive, HHHEngagement

An important part of leadership in a Volunteer-supported organization is guiding the performance of Volunteers. Feedback is critical to sustaining the passion of a Volunteer! Participants will define the many components of feedback and their importance to its use in the Volunteer environment. Participants will be introduced to The R-B-I/B-I-F Feedback Model, a guide for offering targeted, specific, meaningful feedback for recognition and improvement. Leaders will practice using the Feedback Model in scenarios to guide Volunteer performance toward desired outcomes.

Room: Hatch B

TRACK: SPECIAL TOPICS II

Corps that Reflect Our Communities: Racial Equity and National Service

Ben Duda, Managing Director, Corps Members and Alumni, Service Year Alliance

How are you creating a more diverse, inclusive, equitable corps? How does your program and your organization reflect the communities you engage and serve? Join with colleagues also interested in advancing equity in national service for a conversation, examination of relevant data, and introduction to new research and tools to help increase diversity and equity in national service.

Room: Jordan C

Lunch Plenary: 12:00 - 1:30 p.m.

A Dialogue with Chester Spellman, Director of AmeriCorps, Corporation for National and Community Service

Room: Simplot Ballroom

Block E:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Safeguarding Federal Funds

Thomas Chin, Jeff Morales, and Jessica Nelson, CNCS Office of Inspector General

As CNCS grantees, commissions and programs are responsible for all aspects of grant management – and for being good stewards of public resources. The Office of Inspector General (OIG) is a key partner in the safeguarding of the public trust. The OIG provides agency oversight to ensure adequate internal controls are in place to safeguard program and taxpayer dollars, executes an annual audit plan, and conducts investigations of CNCS programs and personnel.

Room: Trueblood

TRACK: STATE SERVICE COMMISSIONS

Subgrant Awards Issued? Take a Siesta!

Susan Meche, Consultant, Meche Consulting, LLC

This session focuses on the role of the state commission or national direct parent and their responsibility to monitor its subrecipients. You’ve chosen what you think are the best programs to operate an AmeriCorps program in their communities, but what should you do to help them stay successful? Understanding your oversight role as the prime grantee is important. In this session you will learn about your financial monitoring responsibilities, consider risk-based assessments, and understand how various monitoring methods and tools can be applied.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Flexing our Elected Official Engagement Muscles in Support of National Service

Amanda Hooper, Senior Director, Advocacy and Outreach and Nate Treffeisen, Associate Director of Advocacy and Outreach, Voices for National Service

In 2019, it is more important than ever to cultivate strong bipartisan support for national service—but elected official engagement is a marathon, not a sprint, and in order to cross the finish line we need to train those muscles! This interactive session will cover how to effectively build relationships with legislators and their staff in order to share the impact of national service in your community. Whether they’re brand new or a long-time elected official, we will share best practices for educating and engaging legislators through site visits, in-district meetings, and messaging that will strengthen the national service community for the long run.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

AmeriCorps Basics: Excellence, Compliance, and Accountability

Cole McMahon, Principal, McMahon Consulting Group

National service programs are complicated hybrids with unique pressures. The stakes are high and the spotlight is always on. From fragmented branding to never-ending reporting and compliance obligations, it is easy for program staff to lose sight of the key details that can derail a program. This session covers the basics of program management in engaging and interactive ways.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

The Life and Times of a Data Point: Design Thinking to Improve Data Quality

Gretchen Biesecker, Principal Consultant, Bee’s Knees Consulting, LLC and Lisl Hacker, Director of Training and Technical Assistance, Massachusetts Service Alliance

Collecting valid, accurate, and consistent data is critical for all AmeriCorps programs. There are multiple places on even a single data point’s journey – before, during, or after data collection – where things can go awry. Design thinking offers some helpful tools and approaches, such as journey mapping, to improve processes and engagement. Journey mapping is a way to visually represent a process from the perspective of multiple roles (e.g., AmeriCorps members, staff, and service partners) and gain new insights that can lead to innovation. In this interactive session, we’ll learn

SESSION DESCRIPTIONS

and practice concrete ways to improve data quality through journey mapping.

Room: Bishop Barnwell

TRACK: SPECIAL TOPICS II

NSCHC Truescreen, Fieldprint, and Exemption Period

Liz Jung, Financial Management Analyst, Corporation for National and Community Service

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 cover CNCS-approved vendors, Truescreen and Fieldprint, and address common questions related to the Exemption Period.

Room: Jordan C

TRACK: VOLUNTEER ENGAGEMENT

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.

Room: Hatch B

Block F:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Roundtable for Fiscal Staff

Kristina Tecce, Principal, Tecce Consulting

This roundtable workshop is an opportunity for finance staff to share information and raise issues and trends for discussion across state lines, and to learn from each other. This “learning community” will take up critical common issues, challenges, successes, and plans including: Accounting Updates 2018; new financial policy issues; preparing clear and concise financial reports and budget management; budget practices to keep senior management involved with their budgets; financial sustainability; Indirect Cost Rate; and how to move towards a paperless environment (i.e., approvals, billing, remote offices, and more).

Room: Trueblood

TRACK: STATE SERVICE COMMISSIONS

Chutes and Ladders: The Ins and Outs of National Service Public Policy

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

Join America’s Service Commissions as we walk you through the ins and outs of the Congressional Budget and FY 2020 federal appropriations process for national and community service. 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. We will also highlight recent successes of the States for Service Coalition and provide a preview of promising opportunities for service legislation at the state level. We will wrap up with a Q&A session.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Engaging and Retaining Members Using Reflection

Katie Brym, AmeriCorps Manager, Super Stars Literacy

AmeriCorps members who have opportunities to reflect on their service are able to provide higher quality service and are more likely to successfully complete their service term. In this session participants will learn how to facilitate reflection activities and how to use reflection materials (readings, videos, photos, etc.) to help members see their service in new ways and stay committed throughout their term of service. Participants will receive sample reflection materials and walk away with ideas on ways to incorporate reflection best practices at their organization.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

Site Management 101: Ensuring Compliant Sites

Amy Salinas, Managing Partner, On3Learn

This session will explore the applicable rules and regulations, documents, systems, policies and procedures that ensure that sites where members are placed adhere to compliance requirements. Additionally, we will discuss the tools and support needed to help sites make informed decisions and ask critical questions so appropriate decisions are made throughout the year in terms of member management.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

Corps that Reflect Our Communities: Racial Equity and National Service

Ben Duda, Managing Director, Corps Members and Alumni, Service Year Alliance

How are you creating a more diverse, inclusive, equitable corps? How does your program and your organization reflect the communities you engage and serve? Join with colleagues also interested in advancing equity in national service for a conversation, examination of relevant data, and introduction to new research and tools to help increase diversity and equity in national service.

Room: Bishop Barnwell

TRACK: VOLUNTEER ENGAGEMENT

Engaging High-Level Executives In Your Volunteer-Supported Organization

Barry Altland, Author, Speaker, Non-Profit Executive, HHHEngagement

As a Leader of Volunteer Engagement, you may have the opportunity to work closely with executive-level or highly skilled professionals who choose to serve alongside your organization. They may be Board members, group leaders, liaisons, virtual volunteers, and even front-line, hands-on volunteers. What unique strategies are required to engage this category of volunteer? Of what do you need to be aware to ensure their contributions are meaningful and mutually beneficial? What should you do differently to ensure a seasoned professional who is volunteering sustains their engagement? The answers to these questions may not be what you have been led to believe.

Room: Hatch B

TRACK: SPECIAL TOPICS II

Beyond Diversity: Creating a Culture of Acceptance and Inclusion

Thenera Bailey, President/CEO, The SISGI Group and Lakeya Cherry, CEO, The Network for Social Work Management

Many organizations provide a general diversity or harassment training to build a foundation of awareness for their staff and volunteers. But how do you create a culture where all individuals feel safe and inclusion is prioritized? This workshop will provide comprehensive strategies to think beyond a simple training and transition to culture shift that creates an environment of inclusion, acceptance and a safe space for all.

Room: Jordan C

TRACK: SPECIAL MEETINGS

CNCS Office Hours: Communications, Engagement, and Disaster

Samantha Jo Warfield, Press Secretary, Corporation for National and Community Service

This is an opportunity to meet with the CNCS Office of External Affairs to discuss individual strategies, challenges, or opportunities. In this setting, CNCS will provide customized feedback for unique challenges or workshop any upcoming opportunities.

Room: Hatch A

Networking Reception: 5:30 - 8:00 p.m.

Join us at Boise’s Basque Block downtown for an evening of food, fun, networking, and cultural activities. Program begins at 6:00 p.m. See page 5 for more details.

aspect of our lives, Lean Impact puts the focus on a new purpose—radically great social good.

Room: Simplot Ballroom

Friday, May 24

Closing Plenary: 8:30 - 9:30 a.m.

Lean Impact: How to Innovate for Radically Greater Social Good with Ann Mei Chang

Lean Impact is a hands-on guide designed to exponentially increase the impact of our time and money. Building on the modern innovation practices that have fueled the technological breakthroughs that have touched every



SESSION DESCRIPTIONS

Block G:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Managing Multiple Budgets  
Jerry Bertrand, Consultant, Independent Consultant

One of the challenges of financial and grants management is ensuring funds from various sources covering multiple periods of time are utilized effectively and allowably. We'll explore principles and tips to make this happen and engage with various scenarios to reinforce our learning.

Room: Trueblood

TRACK: STATE SERVICE COMMISSIONS

Proposed Changes for National Service Grantees in the Community Reinvestment Act  
Bill Basl, Former Director of AmeriCorps

This session will provide attendees with information on the Community Reinvestment Act (CRA) and offer details on how programs can partner with banks and financial institutions in needy areas. Banks are reviewed on how they make investments in CRA areas. Banks that offer financial support to programs working in needy areas can also receive CRA credit that is an essential part of retaining their banking charter from the Comptroller of the Currency.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Making Space for Disability  
Elizabeth Allen, Legislative Counsel, C.O.O.K. Alliance

This session will provide participants with greater understanding of working with and managing people with disabilities, with special emphasis on those with invisible disabilities. Participants will engage in an interactive discussion, reflective writing, and role playing to determine the best ways to talk about, accommodate, and engage peers, colleagues, and participants with disabilities. Participants will walk away with tools for inclusivity and best practices for the workplace and beyond.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

Files, Files, Files!  
Jennifer Cowart, Managing Partner, On3Learn

Member files are the bedrock of compliant programs. Additionally, well organized, complete, and compliant files help to make a Program Director/Coordinator's life easier. Come learn about the essential and high quality elements

of member files and walk away with the tools you need to implement amazing files back at your program!

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

The Magic of Managing Partner Sites  
Tara Baltzley, Senior Program Officer and Training & Technical Assistance, California Volunteers and Tali Palmrose, Collaboration and AmeriCorps Compliance Program Manager, Child Abuse Prevention Center

From monitoring and communications to partner training and MOU development, we'll explore best practices for managing partner sites. This joint presentation offers both commission perspective and the wisdom of a program managing four large programs with diverse sites and partners. Both commission and program staff will find practical tips, engage in active problem-solving, and leave with several quality tools.

Room: Bishop Barnwell

TRACK: VOLUNTEER ENGAGEMENT

Points of Light's Service Enterprise: Capacity Building Transformation  
Emily Litchfield, Program Administrator, Arizona Governor's Office of Youth, Faith, and Family

The recent surge of passionate leaders and dedicated volunteers stepping forward to meet community needs presents the social sector with a consistent need to invest in sustainable infrastructures for effective volunteer engagement. Based on nearly ten years of implementing the Service Enterprise Initiative, Points of Light has helped over 500 organizations develop the systems and cultures needed to strategically integrate volunteers throughout their operations and effectively engage volunteers. Learn how state commissions can become leaders of capacity building transformations that help organizations better meet their missions through strategic volunteer engagement.

Room: Hatch B

TRACK: SPECIAL TOPICS II

Lean Impact Workshop: How to Innovate for Radically Greater Social Good  
Ann Mei Chang, Executive Director, Lean Impact

Lean Impact is a hands-on guide designed to exponentially increase the impact of our time and money. Building on the modern innovation practices that have fueled the technological breakthroughs that have touched every

aspect of our lives, Lean Impact puts the focus on a new purpose—radically great social good.

Room: Jordan C

TRACK: SPECIAL MEETINGS

Office Hours with Service Year Alliance—What's Ahead

This session is for Commissioners and Commission staff. Join us to hear about Service Year Alliance's current programs and strategies we are developing for 2019 and beyond. We will review our offerings and services for Commissions and service year programs. Come learn about out initiatives to amplify recruitment efforts and service years as a strategy for solving America's most pressing needs.

Room: Hatch A

Block H:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Federal Grant Matching Requirements  
Jerry Bertrand, Consultant, Independent Consultant

When we manage or oversee grants with matching requirements, it is important to understand the myriad federal requirements we are held to. Understanding and applying these requirements will help us maximize the amount of match we can report and give us confidence that the amounts we reported won't be questioned later. In this session, we'll learn these requirements and practice utilizing them in various scenarios.

Room: Trueblood

TRACK: STATE SERVICE COMMISSIONS

Advancing Service and Volunteerism  
Karen Baker, Chief Service Officer, California Volunteers

State Service Commissions are at the forefront of advancing service and volunteerism in their state, while addressing critical community needs. This session will share key elements of success for building a commission's political relevance and capacity to deliver a broader engagement strategy and state vision for service.

Room: Farnsworth

TRACK: SPECIAL TOPICS I

Serve America Together: Joining the Campaign for Universal National Service  
Rosa Moreno, Chief Program Officer, Service Year Alliance

Service can transform the lives of those who serve, the communities they serve in, and the country. In 2019, Service Year Alliance is launching Serve America Together, a campaign to make national service part of growing up in America. We all have a role to play in making service a cultural expectation! Join us to learn how you can get involved, create your own brain trust and action network, and uncover ways to engage cross sector stakeholders in this effort—nonprofits, schools, governments, employers, parents, teachers, and corps members alike.

Room: Jordan A

TRACK: AMERICORPS PROGRAM 101

Staying On Top of It All: Using Technology for Member Management  
Katie Brym, AmeriCorps Manager, Super Stars Literacy

This session will cover free and low-cost technology options for managing members and increasing member confidence and commitment. No previous technology experience is required for this session! We will talk about using Google Apps, JotForm, and Zoho Creator to develop a member enrollment dashboard, a member resource page, and an "hours tracker" for monitoring members' hours completion and time off requests. Participants walk away with some example tools and an understanding of what to look for when "shopping" for a data management system.

Room: Jordan B

TRACK: AMERICORPS PROGRAM 201+

The Corps Member Experience: Engagement from Acceptance to Completion  
Ben Duda, Managing Director, Corps Members and Alumni, Service Year Alliance

"The Member Experience" is a catch-all for all the non-mission delivery elements of a members' year that we aspire to deliver—but ultimately run out of time, money, and expertise to provide. This session focuses on tips, strategies, and resources to support accepted candidates showing up and corps members engaged all year so they finish their service and feel supported for life after service. We'll lift up best practices from the field, highlight new partnerships in workforce development and tech careers, and preview online tools we're building to support all corps members.

Room: Bishop Barnwell

SESSION DESCRIPTIONS

TRACK: VOLUNTEER ENGAGEMENT

Becoming a Learning Leader for Your Volunteers

Barry Altland, Author, Speaker, Non-Profit Executive, HHHEngagement

Many Leaders of Volunteer Engagement are called upon to serve as a leader of learning sessions of all types for their Volunteers, but most have been ill-equipped with the leading-edge knowledge, skill and acumen required to leverage adult learning theory and enhance the way their Volunteers grasp and apply new knowledge. Participants will embrace the importance of interactive learning that employs self-discovery and social learning principles, while relying less on traditional, didactic approaches to Volunteer learning. Participants will learn about and be able to apply The Learner Engagement Model, a proprietary tool designed to guide the design and facilitation of interactive learning, build skill around using Open-Ended Questions to generate learning conversation, and explore The Task Competency Model and use of On-boarding Specialists to elevate task learning for their organizations.

Room: Hatch B

TRACK: SPECIAL TOPICS II

Supervising for Success

Jennifer Cowart, Managing Partner, On3Learn

Supervision is a key piece of the AmeriCorps Member Experience. This session will explore the guiding principles that supervision plays a key role in and the programmatic foundational pieces that must be in place, along with strong practices that support getting things done, member development, and a focus on member next steps.

Room: Jordan C

DOWNLOAD THE MOBILE APP!



- Visit [bit.ly/ascmobileapp](https://bit.ly/ascmobileapp) or search your device's App Store for the "ASC Events" app.
- Build a custom schedule, start a discussion, stay connected to #PacificSouthwestService on social, and view resources and speakers!



KEYNOTE SPEAKER BIOS



@LisaforBoise  
@CityofBoise

Lisa E. Sánchez, City Councilwoman

CITY OF BOISE

Lisa Sánchez is the first Latina to campaign for and win a seat on the Boise City Council. Lisa's new role as a Boise City Councilwoman is providing her the opportunity to bridge the City of Boise to the diverse community it serves.

Since 2015, Lisa has worked for the Idaho Volunteer Lawyers Program as the bilingual paralegal/case coordinator, where she assists people living in poverty to escape abusive living situations. Prior to 2015, Lisa worked for the Idaho Human Rights Commission for five years as a bilingual civil rights investigator. From 1999 to 2007, Lisa worked for the Girl Scouts of Silver Sage Council (GSSSC) in development, membership and marketing. Lisa currently serves on the GSSSC Board of Directors, and this year she was appointed to Serve Idaho, the Governor's Commission on Service and Volunteerism. Lisa was also recognized by the Women's and Children Alliance as one of 49 Tribute to Women and Industry honorees for 2018.

Lisa holds a bachelor's degree in communication from Boise State University, where she was the first Latina elected student body vice -president and president. Lisa is a member of the newly-founded Latino Chapter of the Boise State University Alumni Association.

Lisa credits her mother, former Idaho Commission on Hispanic Affairs Commissioner, Janie Espinosa Ortiz, with nurturing her passion for public service work.

Follow her on Twitter at @LisaforBoise and @CityofBoise.



@wvschroeder  
@CityofBoise

Wyatt Schroeder, Director of Community Partnerships

CITY OF BOISE

Wyatt Schroeder serves as Director of Community Partnerships for the City of Boise. Previously he served as the Executive Director for CATCH (Charitable Assistance To Community's Homeless).

Wyatt previously served as an AmeriCorps member with Rebuilding Together, where he found the passion of his life — ending homelessness. Since then he has worked with Doorways for Women and Families, a re-housing and domestic violence shelter organization in Arlington, Virginia, and Project HOME, a housing and services agency in Philadelphia, Pennsylvania. Wyatt is committed to building sustainable organizations around innovative housing models, such as Housing First, while never forgetting to share the powerful stories of those we serve. He has a Bachelor of Arts from Allegheny College and a Master of Business Administration from Villanova University.

Follow him on Twitter at @wvshroeder and @CityofBoise.





@DialoguesImpact

Steve Patty, Ph.D., Founder & Principal

DIALOGUES IN ACTION

Steve Patty is dedicated to helping high-impact organizations rethink the development of people through evaluation, strategy and leadership. He is passionate about national service and has led evaluation projects with AmeriCorps programs in California, Iowa, Nevada, Oregon, Utah, and Washington.

Steve has also consulted in leadership development and impact evaluation for national organizations such as the YMCA of the USA and the National Council of Juvenile and Family Court Judges, international organizations like MEND Central and Josiah Venture, and regional organizations like the nonprofit sector Labor Management Partnership of British Columbia.

He has designed and delivered regional leadership development programs for senior executives in nonprofit leadership (such as the Fellowship in Developmental leadership in Portland, OR and Vancouver, BC), leadership training for management teams (such as the City of Surrey), and leadership courses for young executives (University Club of Portland), among others.

He holds a Ph.D. in Educational Leadership from Trinity in Chicago, IL and was trained at Harvard’s Kennedy School of Government in Performance Measurement and Evaluation and The Art and Practice of Teaching Leadership. He was formerly department chair and Associate Director of Doctoral Programs in Business at the International University of Monaco. He is a published author of several books and a frequent conference speaker.

Follow his work at [www.dialoguesinaction.com](http://www.dialoguesinaction.com) and [www.stevepatty.com](http://www.stevepatty.com).



@Dir\_AmeriCorps  
@AmeriCorps

Chester W. Spellman,  
Director of AmeriCorps

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

Chester W. Spellman was appointed by the White House to serve as the Director of AmeriCorps at the Corporation for National and Community Service (CNCS) on August 1, 2017. CNCS, the federal agency for volunteering, service, and civic engagement, engages millions of Americans in result-driven citizen service through AmeriCorps and Senior Corps.

Chester leads AmeriCorps State and National and its network of Governor-appointed State Service Commissions and national nonprofits, which engage 70,000 Americans annually across the nation to solve local problems, expand economic opportunity, strengthen the nonprofit sector, and provide workforce skills and educational opportunities for those who serve.

Chester has more than 15 years of experience in the nonprofit sector, including serving at several faith-based organizations. He believes that there is no greater calling than serving others and has devoted his career to nonprofit and public service.

Chester previously served as the Chief Executive Officer of Volunteer Florida from April 2012 to August 2017. At Volunteer Florida he administered more than \$32 million annually in federal, state, and local funds supporting AmeriCorps and statewide volunteer programs to meet critical needs in Florida’s communities. Chester also led statewide coordination for volunteers and donations before, during, and after disasters in partnership with the Florida Division of Emergency Management.



@annmei  
@leanimpact

Ann Mei Chang,  
Executive Director and Author

LEAN IMPACT STARTUP CO.

Ann Mei Chang is a leading advocate for social innovation and author of the critically acclaimed book *Lean Impact: How to Innovate for Radically Greater Social Good*. She brings together unique insights from her extensive work across the tech industry, nonprofits, and the US government. As Chief Innovation Officer at USAID, Ann Mei served as the first Executive Director of the US Global Development Lab, engaging the best practices for innovation from Silicon Valley to accelerate the impact and scale of solutions to the world’s most intractable challenges. She was previously the Chief Innovation Officer at Mercy Corps and served the US Department of State as Senior Advisor for Women and Technology in the Secretary’s Office of Global Women’s Issues.

Prior to her pivot to the public and social sector, Ann Mei was a seasoned technology executive, with more than 20 years’ experience at such leading companies as Google, Apple, and Intuit, as well as at a range of startups. As Senior Engineering Director at Google, she led worldwide engineering for mobile applications and services, delivering 20x growth to \$1 billion in annual revenues in just three years.

Ann Mei currently serves on the boards of BRAC USA and IREX. She earned a Bachelor of Science degree in Computer Science from Stanford University, is a member of the Aspen Institute’s Henry Crown Fellows’ class of 2011, and was recognized as one of the “Women In the World: 125 Women of Impact” by Newsweek/The Daily Beast in 2013. She is a keynote speaker who has been featured at TEDx MidAtlantic, SxSW, Social Good Summit, SOCAP, and Lean Startup Week, as well as numerous nonprofits, foundations, and government agencies.

Follow Ann Mei on Twitter at @annmei and @leanimpact or visit [www.annmei.com](http://www.annmei.com).

SPECIAL ACTIVITY

# Yoga on the Lawn

WEDNESDAY, MAY 22 FROM 4:00 – 5:00 P.M.



You deserve some self-care. Join us Monday afternoon for Yoga on the Lawn outside at BSU’s Intramural Field next to the Student Union Building to unwind at the end of the first conference day! This special session is best for those with a foundational knowledge of yoga and will be led by fellow AmeriCorps Program Director and Experienced Registered Yoga Teacher (E-RYT) Sarah Joan Lawrie. Bring comfortable clothes to participate and change into as needed. Yoga mats will be provided; other props not available.

COLLECTION DRIVE

## We are collecting donated items for a local nonprofit.

Throughout the conference we will be collecting first aid items and other health products for Genesis Community Health, a local nonprofit in Idaho that provides quality, comprehensive healthcare to all regardless of ability to pay. Wish list items include: Alcohol Swabs, Antiseptic Towelettes, Band-Aids, Band-Aid Tape, Blood Pressure Cuffs, Cotton Balls, Exam Gloves (all sizes), Gauze, Hand Sanitizer, Hand Soap, Hemocult Tests and Solutions, Kleenex, Lancets (Disposable), Lubricating Jelly, Pill Bottles (all sizes), Rapid Influenza Diagnostic Tests, Rapid Strep Tests, Sani-Wipes, Stethoscopes, Syringes, Table Paper, Thermometers, Tongue Depressors, Fingernail Clippers, and Deodorant. Unused hotel toiletries may also be donated.

Stop by the information desk to drop off donated items by Friday, May 24!

EXHIBITOR BINGO

Visit each of the conference exhibitors below and have them initial next to their logo, plus complete the additional action steps listed. Once completed, turn this BINGO card into the Registration Desk throughout the conference (May 22– 24) to receive **5 extra raffle tickets** to increase your chances of winning prizes during the plenary sessions! Must be present to win.

	<b>Download our Conference App!</b> Search for “ASC Events” on the iTunes or Google Play Store or visit <a href="https://bit.ly/ascmobileapp">bit.ly/ascmobileapp</a>	
<b>AMERICA LEARNS</b>		
		 SHOW our card found in the registration packet!
	<b>POST</b> about the conference on Social Media with the hashtag <b>#PacificSouthwestService</b>	<b>STATES for SERVICE</b> AN INITIATIVE OF AMERICA'S SERVICE COMMISSIONS

**NOTE:** If you visit a booth when an exhibitor is not present, please bring a brochure or other proof that you visited the booth to the Registration Desk and an ASC representative will sign for you.

Printed Name \_\_\_\_\_ Organization \_\_\_\_\_



## CONFERENCE PLANNING COMMITTEE

# THANK YOU!

We are grateful to our 2019 Planning Committee for making this event possible!



### Hospitality Committee

Renee Bade, Executive Director, Serve Idaho (Host/State Service Commission)

Kirstin Mann, Project Coordinator, Serve Idaho (Host/State Service Commission)

Lisa Dorrington, Training Specialist, Montana Governor's Office of Community Service, Montana (State Service Commission)

Danny Fisher, Training Officer, Serve Colorado (State Service Commission)

Hawley Harrigan, Director of AmeriCorps, Nevada Volunteers (State Service Commission)

Kris Jedlicki, Grants Administrator, Serve Alaska (State Service Commission)

Jaclyn Kolar, Manager, AmeriCorps\*Texas, OneStar Foundation, Texas (State Service Commission)

Jackie Rader, Program Officer, Serve Colorado (State Service Commission)

Greg Bates, National Service Program Manager, UServeUtah (State Service Commission)

Anne Smith, Program Development Officer, OK AmeriCorps, Oklahoma (State Service Commission)

Laura Thompson, Performance Management Analyst, Serve Washington (State Service Commission)

Charlene Clark, Program Director, BYU FHSS AmeriCorps (AmeriCorps State)

Kayla Fielder, Project Coordinator Intern, IHCF AmeriCorps, Idaho (AmeriCorps State)

Melinda Macpherson, AmeriCorps Program Manager, Colorado State University Extension 4-H STEM Initiative (AmeriCorps State)

Abigail Parnell, Jennings Public Schools AmeriCorps (AmeriCorps State)

Meghan Scott, AmeriCorps Program Manager, Justice for Montanans - Montana Legal Services Associations (AmeriCorps State)

Lonni Starcevich, Program Director, Energy Corps Montana (AmeriCorps State)

Rachel Bruns, Deputy Director, America's Service Commissions (Organizer)

Emily Steinberg, Director, External Affairs, America's Service Commissions (Organizer)

### Agenda Development Committee

Renee Bade, Executive Director, Serve Idaho, ID (Host/State Service Commission)

Kirstin Mann, Project Coordinator, Serve Idaho, ID (Host/State Service Commission)

Janet Johnson, Vice President of Operations, ServeMinnesota, MN (Host/State Service Commission)

Maureen Eccleston, Executive Director, PennSERVE: The Governor's Office of Citizen Service, PA (Host/State Service Commission)

Aaron Gray, Assistant Director, PennSERVE: The Governor's Office of Citizen Service, PA (Host/State Service Commission)

Scott McFarland, Executive Director, Serve Illinois Commission on Volunteerism and Community Service, IL (Past Host/State Service Commission)

Tamara Anthony, Program Officer, Georgia Commission on Service and Volunteerism, GA (State Service Commission)

Tara Baltzley, Program Officer, CaliforniaVolunteers, CA (State Service Commission)

Carie Bauer, Executive Director, Oregon Volunteers, OR (State Service Commission)

Chad Driscoll, Program Officer, Volunteer Iowa, IA (State Service Commission)

Alexis Matthews, Program Officer, Serve Wisconsin, WI (State Service Commission)

Krista Estes, Volunteer Network Officer, Volunteer Mississippi, MS (State Service Commission)

Kathy Gatteringer, Monitoring and Compliance Officer, Arkansas Service Commission, AR (State Service Commission)

Randy George, AmeriCorps Training Administrator, Arizona Governor's Office on Youth, Faith, and Family, AZ (State Service Commission)

Hawley Harrigan, Director of AmeriCorps, Nevada Volunteers, NV (State Service Commission)

Marsha Hazen, AmeriCorps Partnerships Coordinator, Michigan Community Service Commission, MI (State Service Commission)

Marie Humenik, Program Officer, NJ Commission on National and Community Service, NJ (State Service Commission)

Carie Kizziar, Program Officer, Serve Kentucky, KY (State Service Commission)

Shelly McAlpin, Executive Director, ServeWyoming, WY (State Service Commission)

Cesily Means, Senior Program Officer, Alabama Governor's Office of Volunteer Services, AL (State Service Commission)

Kerry Ose, Senior Program Officer, Maryland Governor's Office on Service & Volunteerism, MD (State Service Commission)

Anne Smith, Program Development Officer, Oklahoma AmeriCorps, OK (State Service Commission)

Jackie Rader, Program Officer, Serve Colorado, CO (State Service Commission)

Abigail Parnell, Lead to Read AmeriCorps, Jennings Public Schools, OK (AmeriCorps State)

Madeleine Sheinfeld, Manager, Grow Ohio Valley, OH (AmeriCorps State)

Trish Worley, AmeriCorps Program Director, Wyoming Coalition Against Domestic Violence and Sexual Assault, WY (AmeriCorps State)

Nicole Zvyoloski, Data Systems Administrator, Conservation Corps - Minnesota & Iowa, MN (AmeriCorps State)

Rachel Bruns, Deputy Director, America's Service Commissions

Emily Steinberg, Director, External Affairs, America's Service Commissions

Pam Zeutenhorst, Consultant, Envision Prosperity



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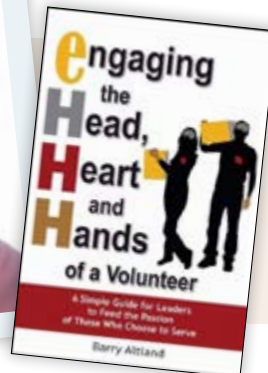
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# JOIN S4S TODAY!

Become an advocate for national service policy at the state and local level. Join States for Service (S4S), a public policy coalition made up of state service commissions, state and local service programs, and other individual champions who believe in the power of service at the local level.

**Join now: [states4service.org](http://states4service.org)**

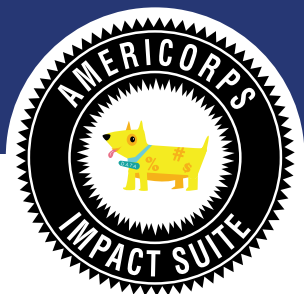
Join us for a Meet & Greet this Wednesday, May 22 from 3:45 - 4:45 PM in the Hatch B Room of the BSU Student Union to learn more and meet other S4S members.

The States for Service coalition's work is funded by non-federal dollars in compliance with federal rules and regulations.

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# DISCOVER BOISE SCAVENGER HUNT

**MAY 22–24, 2019** : Instructions: Turn into the Registration Desk by 8:30 AM on Friday, May 24 to be eligible. Winner will be announced during the Closing Plenary that morning around 9:15 AM. Must be present to win!

Ready to explore Boise and meet your fellow conference goers? Create a team name and hashtag and then complete as many of the items as you can, either on your own or with a group. Check off the locations you find and note that there are also some opportunities for extra points. You **do not** need to find ALL of the locations to participate.

For every 5 points, you will earn a spot in a special drawing to be announced during the final plenary on Friday morning.

In order for points to count, a photo of each item must be posted to Twitter, Instagram, or Facebook and have both **#PacificSouthwestService** and your team name hashtag (#).

**GRAND PRIZE:** \$150 GIFT CARD TO AN AIRLINE OF YOUR CHOICE!  
(can be split between team members)



### MIX & MINGLE: 2 POINTS EACH

- ☐ Meet someone new from another state and write down their name, program, and state:
- ☐ Meet an **AmeriCorps Alum**. Where did they serve?
- ☐ Post on social media using **#PacificSouthwestService** about **something new you learned** at this conference
- ☐ Post a message to other attendees on the **ASC Events Mobile App** under "Discussion"
- ☐ Complete **Exhibitor BINGO** on page 27
- ☐ Meet someone that loves national service at the **Welcome Reception**
- ☐ **Grab dinner** with someone you just met at this conference



### CLOSE TO THE HOTEL: 3 POINTS EACH

- ☐ Discover the history of Idaho at the **State Capitol Building** (700 W Jefferson St)
- ☐ Share some famous potatoes at **Boise Fry Company** (204 North Capitol Boulevard)
- ☐ Take a walk down **Freak Alley** (210 N 9th St or another opening by Juniper on 8th St)
- ☐ Indulge in an Ice Cream Cone (or flight) at **The STIL** (786 W Broad St)
- ☐ Reach the top of **"The Climber"** at **JUMP** (1000 W Myrtle St)
- ☐ Ride the bull at **Dirty Little Roddy's** (100 S 6th St)
- ☐ Go get some croquettes in the Basque District and visit the **Basque Museum** (611 Grove St)



### CHOOSE YOUR OWN ADVENTURE: 5 POINTS

- ☐ Sample some local wine at **Bodovino Wine Bar** (404 S 8th St)
- ☐ Ask to see the **"Urban Worms"** at Bittercreek Alehouse and Restaurant (246 N 8th St) - *call ahead!*
- ☐ Visit the Idaho **Anne Frank Human Rights Memorial** (777 S 8th St)
- ☐ Take a selfie with **Abe Lincoln's Statue** (Julie Davis Dr)
- ☐ Hike to the top of **Camel's Back** (1200 Heron St)



### CHOOSE YOUR OWN ADVENTURE: 5 POINTS

- ☐ Bike or walk down the **Boise Greenbelt**
- ☐ Hike (or drive) to the top of **Table Rock** (Bonus 2 points if your photo contains the AmeriCorps A!)
- ☐ Catch the view at the **Boise Train Depot**
- ☐ Delight in some finger steaks and an ice cream potato at **Westside Drive-In**
- ☐ Learn about Idaho's prison history at the **Idaho Penitentiary**
- ☐ Stop and smell the roses at the **Idaho Botanical Garden**
- ☐ Take in local art at the **Boise Art Museum**
- ☐ Visit the **Boise River Diversion Dam** (Bonus 2 points if you keep driving for scenic views of Idaho on the way to the **Lucky Peak State Park!**)

Total Points \_\_\_\_\_ Team Leader Signature to Certify: \_\_\_\_\_

### Contact Information for Team Leader:

Team Name: \_\_\_\_\_ Team Hashtag: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Preferred Airline: \_\_\_\_\_

Social Media Channels Used (please circle):      Facebook      Instagram      Twitter

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# DOWNTOWN MAP



- |                         |                        |                              |   |
|-------------------------|------------------------|------------------------------|---|
| 1 The Anniversary Inn   | 5 Hampton Inn & Suites | 9 Leku Ona Boutique Hotel    | 13 Residence Inn Boise Downtown City Center |
| 2 Boise Guest House     | 6 Hotel 43             | 10 Modern Hotel              | 14 Safari Inn                               |
| 3 Courtyard by Marriott | 7 Hyatt Place          | 11 Red Lion Hotel            | 15 TownePlace Suites                        |
| 4 The Grove Hotel       | 8 Inn at 500 Capital   | 12 Residence Inn by Marriott |   |

