

Agenda

Day 1 | Wednesday, April 24

8:00am Registration Opens

Third Floor

9:00-9:45am Special Meetings

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|---------------|---|
| Marquette I | Alaskan Attendee Meet and Greet |
| Marquette II | Oklahoma AmeriCorps Programs Roundup |
| Marquette III | VolunteerNC AmeriCorps Programs Gathering |
| Marquette V | AmeriCorps Utah Meet-Up |
| Marquette VI | New Jersey's AmeriCorps Meet-Up |
| Marquette VII | EngageAR Program Directors |
-

9:00-10:00am Sponsor Showcase

Directors
Row 4 **Training Tips for Service Commissions with Do Good, Be Good**

America Learns
Do Good, Be Good

America Learns and Do Good, Be Good have partnered to bring virtual training events to AmeriCorps members and staff from programs and commissions. In this session, we will share lessons learned from facilitating

over 20 virtual workshops for thousands of attendees.

9:30-10:45am **Special Meetings**

Marquette IV Open Discussion with AmeriCorps ORE on Evaluation Requirements and Plans

10:00-10:45am **Special Meetings**

Marquette I Michigan's AmeriCorps Program Staff Gathering

Marquette II Florida Meet-Up

Marquette III Arizona AmeriCorps Meet-Up

Marquette V Colorado Portfolio of Programs Networking

Marquette VI Washington State AmeriCorps Program Gathering

Marquette VII ServeMontana State Huddle

Marquette VIII Vermont Networking

Marquette IX ServeWyoming Program Directors Meeting

10:00-11:00am **Sponsor Showcase**

Directors **For Service Commissions: AmeriCorps**
 Row 4 **Grants Management with Ease**
 America Learns

Learn how commissions nationwide are using the America Learns Impact Suite for progress

reporting and financial monitoring. Experience the ease of remotely auditing member files and timesheets. And all that time you're spending preparing for AmeriCorps agency monitoring visits and OIG audits? What if you could cut that time in half? What about cutting it by 75%? (We're not exaggerating here!) Come by and test drive the platform to evaluate whether it might be helpful to you and your staff.

11:00-11:45am
Marquette III & IV

First Time Attendee Meet-Up

Alli Zuel, ASC

Is this your first time attending National Service Training, or maybe just your first in-person NST in a while? Join us for an informal welcome session to help you get comfortable before the event fully kicks off. We'll review the agenda, cover best practices and protips for making the most of your time at NST, and answer all your questions. We'll even have a little bit of time for mingling, so you can meet other first-time attendees.

11:00am-Noon

Sponsor Showcase

Directors
Row 4

Just for Programs & Commissions Already Using the Impact Suite: Let's Dream & Design New Features Together!
America Learns

Already using the Impact Suite as a program staff member, an AmeriCorps member, or a service commission staff member? Let's spend time dreaming up ideas for how the Impact Suite needs to evolve to make your life better for you. We'll bring the art supplies and dream facilitation, you bring your beautiful heart, brain, and ideas.

11:45am-1:00pm

Break / Lunch on Your Own

Noon-1:00pm

Sponsor Showcase

Directors
Row 4

Beyond the Conference Room: Real-World Strategies for Community Change
America Learns

It is tough to discuss community change in a conference room. This session offers three real life community engagement situations: overcoming opposition, increasing participation, and meeting people where they are. Using an abundance focused, asset-

based lens, participants will grapple with common situations brought to life by video vignettes featuring McMahon Consulting Group associates (and community heroes) Bakari Atiba, Shara Penermon and Antoin Quarles.

1:00-1:45pm

Minneapolis Grand Ballroom

Opening Plenary | SERVE

Julia Quanrud, ServeMinnesota Chief Executive Officer
Jacob Frey, Mayor of Minneapolis
Kaira Esgate, ASC Chief Executive Officer
Sonali Nijhawan, Director of AmeriCorps State and National
Phil Rutherford, ServeMinnesota Board Chair
Seth Liv, NYLC Youth Advisory Board Member

Join us as we officially kick off 2024 National Service Training! The opening plenary will begin with welcome remarks from Julia Quanrud and Mayor Frey, welcoming all to Minneapolis. Then, Kaira Esgate will moderate a panel discussion with Phil Rutherford, Sonali Nijhawan, and Seth Liv. Intended to inspire our time together this week, the panel participants will share what motivates them to serve and give back. In addition, we will celebrate the 30th anniversary of AmeriCorps and consider how we as leaders of volunteers and AmeriCorps members can continue to serve for the next 30 years.

1:45-2:00pm

Break

**2:00-
3:15pm**

Block A — Workshops

Marquette I

**Serving More Veterans, More Veterans
Serving**

John J. Lira, AmeriCorps

Veterans have proven to be tremendous assets to AmeriCorps projects. This session will equip participants with valuable strategies and tactics in engaging veteran-serving organizations, forming strategic partnerships, and developing recruitment pathways for veterans and military families into impactful national service roles. Participants will receive updated resource info and share their insights through interactive discussions that strengthen their ability to increase awareness of AmeriCorps funding opportunities in the VSO community and connect veterans with meaningful service opportunities, contributing to a more inclusive and impactful national service landscape.

Marquette II

**Build the Bench: Creating Meaningful
Service Development Opportunities to Set
Your Members Up for Success**

Erin McGrath Susman, West Virginia
Community Development Hub
Olivia McConnell, West Virginia Community
Development Hub

This session will discuss ways to create meaningful and intentional pathways for members to pursue meaningful opportunities after their service year, starting as soon as day one. Participants will engage in interactive discussions with other attendees and learn practices and strategies they can take back to their members.

Marquette III **Expanding Youth Service through Student Leadership**

Danielle Sampson, Iowa College Aid
Elizabeth Yaddof, Iowa College Aid

This session will provide an overview of how the AmeriCorps Student Leader Program came to be in Iowa. This program utilizes members under the age of 18 (high school seniors) to assist their peers with the college-going process. Presenters will discuss the reasons behind expanding the program to under-18 members, positive impacts resulting from change, and challenges to

implementation. Participants will have the opportunity to explore through a brief SWOT (strengths, weaknesses, opportunities, threats) whether expanding their AmeriCorps program to include members under 18 would be feasible/beneficial, given the unique considerations of their program community.

Marquette IV **Aligning Enrollment Practices with Recruitment Strategies**

Tawney Schreier, Volunteer Iowa
Ashley Tenney, Volunteer Iowa

While recruitment activities should be happening year-round, enrollment dates don't have to be never ending! This session will provide attendees with the tools to create an enrollment plan that sets programs and members up for success. That enrollment plan will be used to construct a 12-month Recruitment Plan that prioritizes recruiting members with a retention lens.

Marquette V **Sneak Peek to Strategic Volunteer Engagement and Service in Action**

Kayla Paulson, ALIVE

This session will include peer learning and sharing that highlights AmeriCorps-funded

programs that have successfully used Service Enterprise and research-backed characteristics, data-driven action planning, and cohort-based training and professional development to achieve strategic volunteer engagement for over a decade. Hear from peers and learn about tangible and accessible ways they transformed their organizations and engaged the community in service, the national peer network for Service Enterprise participants, and how ALIVE is offering a tiered approach to make Service Enterprise more accessible for orgs to help transform how volunteers and AmeriCorps serve.

Marquette VI **Crafting Inclusive Recruitment Messages for Volunteers and AmeriCorps Members**

Michael Nguyen, MAVA (Minnesota Alliance for Volunteer Advancement)

Maureen Bourgeois, MAVA (Minnesota Alliance for Volunteer Advancement)

Language matters! Are the words you are using in your recruitment messages excluding identities and experiences? Join this session to learn how you can update your volunteer and AmeriCorps member recruitment messaging to be more inclusive to

communities of color. We will discuss elements of inclusive language and look at a case study of an organization that assessed and transformed their recruitment messaging. Participants are encouraged to bring their recruitment messages (for various audiences) to share and edit in small groups during the session.

Marquette VII **The Power of Values and Creating Organizational Culture**

Jeanne Duffy, Serve Wisconsin

Through a guided exercise, this session will help participants identify and narrow down their values to a key two to five. Once values are identified, participants will reflect on how their values are aligned with their actions by determining if their current actions match their identified values. Participants will have the opportunity to develop a plan to align their values to actions and to form a positive organizational work culture.

Marquette VIII **Navigating the Member Life Cycle for Managers and Members**

Danyel "Crutch" Crutcher, Playworks

This session will provide participants with an opportunity to explore the life cycle from both the member and manager experience. Participants will discuss topics including training, support tips, and best practices to successfully start and end the service year to support member retention. We will engage with activities that will allow collaboration with other programs and bring home best practices, tips, and ideas to implement into your programming.

Marquette IX **PLAYING WITH FIRE: Conflict, Communication, and Our TRUE COLORS of Leadership**

Eric Rowles, Leading To Change

What is YOUR leadership style? How can your style work in conjunction with the different leadership styles of your volunteers and coworkers? Skilled service-learning professionals can utilize a tool like True Colors to not only forecast the different approaches used in the workplace, but also bridge the divide that often exists between coworkers and volunteers utilizing their own leadership styles and strategies. Join us for this highly interactive, FUN, and enlightening

training that you can put to IMMEDIATE application in your program settings and beyond!

Orchestra A

Recruitment Wake-Up Call

Thenera Bailey, The SISGI Group

A candid presentation and conversation on the realities of recruitment for national service programs. Attendees will be challenged to look at their recruitment through an inclusion lens and to build a recruitment plan that captures interest and creates opportunities for everyone who wants to serve. We will analyze the strategies that don't match the current recruitment landscape and how programs need to evolve their messaging, representation, and opportunities to create space and opportunity for new members.

Orchestra B

C6 Leadership: Unleashing the Six Core Pillars of Effective Leadership

Tray T.S. Deadwyler, Think For Good

Dive deep into the transformative C6 Leadership framework, a cutting-edge approach that encapsulates the six pivotal pillars of leadership: Clarity, Competence,

Confidence, Consistency, Courage, and Connection. This immersive session will challenge your perceptions, refine your skills, and ignite your leadership potential. Engage in dynamic discussions, real-world simulations, and introspective exercises that promise not just knowledge, but profound leadership transformation.

Orchestra C

Climate Corps: Where We Are and Where We Can Go

Kif Scheuer, Farallon Strategies
John Kelly, Serve Colorado

This session will offer a forum for exploring the “climate corps” landscape — both how existing commission initiatives are addressing state climate needs and how existing and future state programs might integrate with the American Climate Corps. Three panelists — two from service commissions and one from ASC — will share programmatic and policy developments as well as discuss the outlook for state and federal coordination. Following panelist comments, the moderator will engage the audience in an open conversation about opportunities for and challenges with

elevating national service as a core climate action strategy both locally and nationally.

Orchestra D

Allowable Costs: Navigating the Cost Principles within AmeriCorps

Scott Sheffler, Feldsman LLP

This session will provide an overview of key considerations relevant to allowable and unallowable costs under the federal cost principles, focusing on cost items and circumstances common to AmeriCorps program management.

Duluth

Building Better Surveys

Gretchen Biesecker, Bee's Knees Consulting

For a range of purposes in service, you may need to design or collaborate on creating a survey. There are some tips that can help anyone write better surveys and feel more confident in weighing in on their design. This interactive session will help you write or refine survey questions to measure what matters; better engage people taking your survey; and collect higher quality data. Participants will learn best practices in survey design and work together to write and improve some example survey questions.

Have some survey questions that you want to get some feedback on or revise? — Bring them!

Directors
Row 4

Simplify Member Enrollment and Files with the Impact Suite

America Learns

Tired of juggling member enrollment paperwork? Wish you could spend minutes instead of hours preparing for desk audits? Come get hands-on with the America Learns Impact Suite's member management module.

- Streamline Onboarding: Enroll members, collect files, get t-shirt sizes, dietary needs, and anything else quickly and easily.
- Simplify Desk Audits and Federal Audits: Make life easy for you and the person reviewing your files!
- Effortless Performance Evaluations: Conduct mid- and end-of-year evaluations so that supervisor time is always respected.

Plus, the Impact Suite can be customized to fit your program's unique needs — all without custom coding or customization fees. Come

personalize the platform to your program's needs and see how it can revolutionize your member management. Already used by 200+ programs!

Directors
Row 3

**Leveraging the Segal Education Award
Toward a Degree with Social Impact**
Claremont Lincoln University

At Claremont Lincoln University, we envision a world transformed by ethical leaders and engaged communities. Our 100% online programs are flexible and designed with busy professionals in mind, allowing you to balance educational goals with real-life commitments. We have longstanding partnerships with AmeriCorps-powered organizations, and our dedicated team can explain how utilizing your Segal Education Award with CLU makes our degrees and certificates some of the most financially accessible options in higher education. Plus, as an AmeriCorps School of National Service, exclusive scholarships and discounts make that educational goal even more within reach. Ready to unlock your potential as a socially conscious leader? Join us and discover the next step in your journey.

Directors

Timesheet Enhancements

Row 2

OnCorps Reports

Come join OnCorps Reports to discuss new enhancements to all things timesheets. Bring your ideas to make the timesheet process even better!

3:15-

3:45pm

Break

**3:45-
5:00pm**

Block B — Workshops

Marquette I

Bridging Divides + National Service

Maureen Eccleston, Service Year Alliance
Jennifer O. Leshnower, AmeriCorps

What might national service look like if bridge building — coming together across divides to listen and understand, find common ground, build relationships, and make collaboration the norm — more intentionally informed the AmeriCorps experience? Service Year Alliance, AmeriCorps, and the Greater Good Science Center are supporting programs across the country in developing AmeriCorps members as life-long bridgers. Alongside bridging experts, service commissions, and AmeriCorps programs, we're aiming to bring the right resources, perspectives, and practices to inform the national service ecosystem. Come find out what we're learning, access bridging resources for your program, and get engaged in this national effort.

Marquette II

One Size Doesn't Fit All: Developing Policies and Procedures That Work for You

Colleen Holohan, AmeriCorps

John Paul Snead, AmeriCorps

Developing policies and procedures is an important part of setting up your AmeriCorps program for success. This session will give participants best practices to develop compliant policies and procedures that fit their program, organization, and members' needs. Participants will engage in real-life program management scenarios and discuss how creating policies and procedures can support accountability and navigating challenging situations. Participants will walk away energized to create policies and procedures that work, confident in their creative decision-making skills, and excited to use their policies and procedures to support program staff and member training.

Marquette III **Centering Equity and Anti-Racism to Increase Service Member Attraction and Retention**

Aja Goode, The Literacy Lab

Raissa Singleton, The Literacy Lab

This session will provide participants with a foundational understanding of workforce equity and anti-racism topics. Participants

will have the opportunity to discuss the methods, best practices, and benefits of implementing a robust equity and anti-racism strategy that centers the service member experience, while holding all organizational participants accountable for the success and retention of service members annually.

*Prior experience discussing and unpacking white supremacy culture and anti-Blackness is recommended.

Marquette IV

Leveraging Philanthropy: Building the Momentum for National Climate Corps Expansion

Kaitlin Meyer, California Volunteers Fund

Dave Smith, California Volunteers Fund

Josh Fryday, California Volunteers Fund

Pete Nelson, ServeMinnesota

Temis Taylor, Utah State University

Briles Johnson, VolunteerNC

Russ Dickerson, Northern Arizona University

Robert Godfried, Maryland Department of
Service and Civic Innovation

Climate change challenges communities worldwide, leaving many to look for

innovative solutions to mitigate its harshest impacts. As momentum builds across the country to develop state-led climate corps, leveraging national service to tackle the climate crisis, the California Volunteers Fund will moderate a panel of six partner states to discuss the diversity of programs and the importance of collaboration and supporting the development of a national learning community. The panel will present discussions on best practices, national service efforts to build climate corps, the power of public private partnerships, and the future of philanthropy in the development of climate corps.

Marquette V

Successful Supervisor–Member Relationships (and What to Do When Things Go Wrong): Foundational Tools for Success and Strategies for Common Challenges

Laura Gilbert, Napa County Office of Education

Aeryn Jungerman, Napa County Office of Education

A successful supervisor–member relationship is the key to a meaningful service experience

for your members and essential for meeting both your member retention and performance goals. Learn from our many years of success working with both site supervisors and members to develop meaningful and functional working relationships for a thriving service year. This training will provide example materials, training topics, and a foundational framework to set site supervisors and members up for success. Participants will receive information and example documents on how to build program infrastructure that sets expectations and reduces challenges for the supervisor-member relationship. Often, despite our best efforts, things go wrong! This session will provide a step-by-step approach of how to handle common challenges, from the initial discovery of the issue through successful resolution, with an emphasis on how to facilitate tough conversations through an applied coaching and mediation approach. Takeaways from this training include how to support members and partners during difficult situations and pave the way for the best possible outcomes for all.

Marquette VI **Together We Thrive: Fostering a Culture of Trust from the Inside Out**

Justine Murray, Justine Murray Consulting

Trust is the bedrock of impactful organizations and thriving communities. In an era of economic turbulence, global uncertainty, misinformation, and growing mistrust, how do we cultivate this vital asset? In this interactive workshop, we'll explore tangible ways to build a culture of trust from the inside out. We'll define trust as strategic capital, identify behaviors that foster trust, and assess the trust level in our organizations. Through small group collaboration and reflective discussion, we'll gain insight into bridging divides and empowering trust between colleagues and communities. Join us to learn how trust can transform our organizations, our society, and ourselves.

Marquette VII **Best Practices for Communicating AmeriCorps' Impact to Elected Officials and Policymakers**

Shanelle Oliver, Voices for National Service
Robbie Warming, FGS Global

Voices for National Service and FGS Global will present strategies for engaging elected officials and other stakeholders to build champions for AmeriCorps, using messaging to highlight its community impact derived from a bipartisan focus group. Attendees will gain access to a communications toolkit of customizable resources to help convey the value of investing in AmeriCorps. Participants will also learn tactics for honing messaging to reach various audiences and tips for handling challenging inquiries through practice exercises.

Marquette
VIII

Are You Ready for Equity? Self-Reflections on the Way to Becoming Advocates for All

Faiza Venzant, Council for Certification in Volunteer Administration
Jennifer Bennett, VolunteerMatch

The desire to help others can be a powerful motivation to volunteer, but when that desire is rooted in pity and paternalism, or a need to save someone seen as less fortunate, it can do more harm than good. Too often, organizations use language based in saviorism to recruit and motivate volunteers, especially volunteers coming from outside

the community being served. Jennifer Bennett, CVA from VolunteerMatch, along with Faiza Venzant, CVA from the Council for Certification in Volunteer Administration, will lead a dynamic conversation exploring how the principles of white supremacy culture show up in our work leading volunteers and how we can disrupt them in order to ensure more equitable access to volunteerism.

Attendees will be encouraged to reflect on how they and their organizations currently recruit, motivate, and deploy volunteers, and they will be introduced to the principles and characteristics of white supremacy culture and how they show up in volunteerism. They will also have the opportunity to investigate how volunteer engagement is currently limiting who is invited to volunteer and how the intent to “do good” does not always create a positive impact. Attendees will leave with tools and language to move forward with compassion.

Marquette IX **Nurturing Teachers for the Future:
Leveraging AmeriCorps to Support Grow
Your Own (GYO) Educator Programs**
Robert Crawford, The Education Alliance
Andrew Means, The Education Alliance

Leslie Farmer, Mercer County Schools

Teacher shortages are at an all-time high, particularly in rural communities. This session will enable participants to learn about an AmeriCorps mentor program that is connected to a statewide Grow Your Own Teacher initiative for the purpose of building a robust educator talent pipeline.

Participants will reflect upon the presented partnership model and identify opportunities to adapt the process to expand their program services while addressing a unique challenge within their own context or community.

Orchestra A

Community Creates Stronger AmeriCorps Partners

Sarah Haber, Arizona Serve

Andrew Facemire, NAU Center for Service and Volunteerism

This session will provide participants the opportunity to learn how to better engage with the community to build strong partnerships/positions. There is great work already happening around us. How can AmeriCorps better support those opportunities that already exist and help

alleviate barriers to education or workforce development?

Orchestra B

**Planning Powerful Planning Grants:
Leveraging the Planning Grant Opportunity
to Cultivate Strong AmeriCorps Program**

Samantha Lukasiewicz, Serve Virginia

Analise Gammel, Serve Virginia

Unlock the potential of planning grants as catalysts for organizational success in this interactive workshop. Join Serve Virginia for a dynamic discussion on creating planning grant opportunities that help grantees design programs using data-driven, impact-focused, and compliance-minded approaches. Serve Virginia will share how using tools like the Virginia Community Engagement Index, state service plan, and other best practices strengthen the planning grant process and help lead to stronger programs. Whether you're designing a planning grant opportunity yourself or leading a different organizational planning process, discover how these approaches can strengthen your strategic foundation and ensure future success.

Orchestra C **Interviewing, Selecting, and Onboarding
with an Eye on Member Retention**

Jennifer Cowart, On3Learn LLC

Choosing the right AmeriCorps members and providing strong onboarding is imperative to ensuring a strong team, a successful program year, and high member retention.

Participants will leave with practical, field-tested methods to ensure a strong interview and selection process and onboarding systems.

Orchestra D **The Mystery of Motivation**

Shannon Stober, Jump Start Training and Development

Delivering upon the promise of national service requires a high level of engagement from everyone involved. We know that it takes a motivated body of commissioners, staff, supervisors, and members to make the magic happen, but often struggle to transfer this “knowing” into “doing” because of overwhelming complexity involved in personal motivation. In this session, we will use Herzberg’s Two-Factor Theory of Motivation as a framework to consider where

our organizational design supports motivation, where it detracts from motivation, and where we can incorporate practices from other motivational theories to increase engagement across the board.

Duluth

Building Better Surveys

Gretchen Biesecker, Bee’s Knees Consulting

For a range of purposes in service, you may need to design or collaborate on creating a survey. There are some tips that can help anyone write better surveys and feel more confident in weighing in on their design. This interactive session will help you write or refine survey questions to measure what matters; better engage people taking your survey; and collect higher quality data. Participants will learn best practices in survey design and work together to write and improve some example survey questions. Have some survey questions that you want to get some feedback on or revise? — Bring them!

Directors
Row 4

The One-Stop-Shop for AmeriCorps Programs (Even If You’re Required to Use Another System for Timesheets)

America Learns

Learn why hundreds of programs choose to use the America Learns Impact Suite. This will be a high-level overview of how the Impact Suite handles:

- Member, supervisor, and host site management
- Performance tracking and telling a powerful story about your program
- Timesheets with the latest version of our mobile app
- Alumni engagement
- How we've made the platform friendly for members with diverse internet access needs, including those who use screen readers

Learn how the Impact Suite can benefit you and your program so you can direct more energy on your soul-filling mission, not admin and compliance tasks.

Accessibility note: The Impact Suite is 100% mobile-friendly for members. It's also friendly for members with visual impairments and non-traditional Internet access needs.

Directors
Row 2

State Commissions: Financials and Grantee Progress Report Enhancements

OnCorps Reports

All state commissions are invited to join OnCorps Reports for a discussion of what's new in financials and GPR set-up. Come with your feedback on how we can make your life even easier!

5:00-5:30pm

Break

5:30-7:00pm

ASC Welcome Social

Orchestra Hall

Join ASC for a fun evening at our Welcome Social. There will be appetizers, a cash bar, a 360-degree photo booth, and the musical stylings of Giggle Water. Please wear your NST name badge for admittance into Orchestra Hall.

Day 2 | Thursday, April 25

**8:00-
9:00am**

Sponsor Showcase

Directors Row

4

**Simplify Member Enrollment and Files
with the Impact Suite**

America Learns

Tired of juggling member enrollment paperwork? Wish you could spend minutes instead of hours preparing for desk audits? Come get hands-on with the America Learns Impact Suite's member management module.

- Streamline Onboarding: Enroll members, collect files, get t-shirt sizes, dietary needs, and anything else quickly and easily.
- Simplify Desk Audits and Federal Audits: Make life easy for you and the person reviewing your files!
- Effortless Performance Evaluations: Conduct mid- and end-of-year evaluations so that supervisor time is always respected.

Plus, the Impact Suite can be customized to fit your program's unique needs — all without custom coding or customization fees. Come personalize the platform to your program's needs and see how it can

revolutionize your member management.
Already used by 200+ programs!

**9:00-
10:15am**

Block C — Workshops

Marquette I

Disaster Resilience in a Climate Change World: How National Service Can Be Ready!

Kate Klitgaard, AmeriCorps DSU
Rita Pratte, AmeriCorps DSU

With climate change upon us, it's time to act. During this session, participants will learn about the rising number of disaster events and how they can support their program, staff, members, and their communities with disaster preparedness and resilience efforts. This session will focus on basic disaster preparation and resilience principles, outline how these principles function, and provide examples on how any national service organization can engage in this space. Finally, the Disaster Services Unit will provide resources that can support an organization's disaster preparedness and resilience initiatives.

Marquette II

Recruitment Design | The Future of Recruiting and How to Prepare for a Successful Event

Ra'Shaun Shaw, Baltimore Corps
Nina Duzhikhin, Baltimore Corps

This session will provide participants with strategies in the recruitment process to engage equity-based community partners and recruit BIPOC community residents as AmeriCorps members who have traditionally experienced barriers to access to sustainable career pathways. Participants will learn about how to build an effective recruitment team aligned with your organization mission and will engage in an interactive discussion to determine best practices for partner and member recruitment and onboarding.

Marquette III

Building Capacity and Developing Partnerships as a Rural Intermediary Program

Laura Seals, West Texas AmeriCorps

Lessons learned as a first-year rural intermediary organization: what we've tried, what we've learned, and how our

partnerships are developed and supported. Participants will engage in discussion about service in rural areas and working with partners. Ideas for building partnerships with local nonprofits, institutions, and governments. Finding and encouraging “local champion” advocates and recognizing resources available in your area. Identifying best practices and pitfalls when covering a large area and/or multiple focus areas and/or multigenerational members.

Marquette IV

Service Speaks: A Guide to Facilitating Civic Reflection Conversations with Your Members and Volunteers

Rebecca Verhoff-Kiss, ServeOhio

Service Speaks is a civic reflection program for AmeriCorps members and volunteers which uses literary texts, images, videos, and news articles on the nature of justice, service, and related themes to facilitate thought-provoking conversations on the meaning of service. This session will include a brief Service Speaks dialogue, describe the elements of a successful discussion, and provide tools and tips to implement Service Speaks in your own program.

Marquette V

Land of 10,000 Talents: How to Build Tailored Recruitment Tactics for Diverse Audiences

Amy Albert, AmeriCorps

Caleb Torres, AmeriCorps

Join the AmeriCorps Centralized Recruitment Unit for an interactive workshop on exploring unique tactics for creating personalized outreach strategies for diverse potential AmeriCorps applicants. During this session we will:

- Explore the diverse personal and professional backgrounds, as well as the motivations for service, for AmeriCorps applicants
 - Learn how to create personalized outreach techniques and messages based upon determined marketing personas, as well as how to leverage various recruitment platforms effectively
 - Highlight case studies from the field in which AmeriCorps programs and commissions have successfully tailored recruitment efforts for a unique candidate experience, resulting in diverse AmeriCorps applicants
-

Marquette VI **Managing AmeriCorps Members: Stages of Group Development**

Amanda Forget, ServeRI

Participants will understand Bruce Tuckman's Stages of Group Development and how to implement their understanding of his model. They will be able to identify the needs of their members throughout the year and provide ways to support them. They will leave with a list of ways to support AmeriCorps members through various stages of development through the member's service year.

Marquette VII **Regional Collaboration: How to Move from Working NEAR Each Other to Working WITH Each Other**

Natalie Gray, AmeriCorps Central Texas

This session will explore how AmeriCorps organizations can collaborate regionally... and why they should. Leveraging AmeriCorps Central Texas as one model, participants will explore the advantages of working across multiple organizations in their local community to add up to more than the sum of their parts. Want to

maximize efficiencies, eliminate redundancies, make the most of limited resources, and have an even more meaningful impact? Come start thinking about how to make it happen by working with each other and not just near each other.

Marquette VIII **Unconscious Bias and Belonging**

LaKiesha Cotton, KC West and Associates

This session will provide an overview of unconscious biases, how they show up, and the impact biases have in the workspace and in the communities we serve. The workshop will include large and small discussion groups and scenarios to assist participants in processing and applying strategies to combat unconscious bias.

Marquette IX **Fuel and Friction: A Framework for Building Better Partnerships with Higher Education**

Janna Pennington, Janna Pennington LLC

When partnerships don't work, we often try to fix them by adding "fuel" in the form of additional resources, benefits, and value. While fuel is necessary, it is often underlying

“frictions” that keep partnerships from thriving. In this session, we’ll explore how a project sponsored by ASC helped to unearth some of these partnership frictions and develop tools that can help strengthen relationships between AmeriCorps and higher education. Participants will leave this session with innovative ideas and practical resources they can use to develop partnerships with colleges and universities in their states.

Orchestra A

Allowable Costs: Navigating the Cost Principles within AmeriCorps

Scott Sheffler, Feldsman LLP

This session will provide an overview of key considerations relevant to allowable and unallowable costs under the federal cost principles, focusing on cost items and circumstances common to AmeriCorps program management.

Orchestra B

Don’t Break the Bank for Impact: Tips for Conducting a Low-Cost Impact Evaluation

Patrick Kaiser, ServeMinnesota
David Parker, ServeMinnesota

Large AmeriCorps National or State Competitive grantees are required to complete independent impact evaluations. These evaluations can easily cost tens of thousands of dollars or more, making them a financial burden for many programs. The presenters have extensive experience supporting AmeriCorps grantees and replicators in completing low-cost impact evals that meet moderate or strong levels of evidence. This session will provide participants with tips for completing impact evaluations without breaking the bank, including identifying external evaluators and designing evaluation plans. Most examples will be from education programs, though applicable to other focus areas.

Orchestra C

Service-Learning as a Statewide Strategy for Engagement

Pam Siebert, National Youth Leadership Council (NYLC)

Service-learning is a teaching and learning strategy that strengthens youth voice and empowers youth to make real-world change. Over the course of 40 years, NYLC has partnered with state afterschool

networks, service commissions, and departments of education to integrate service-learning into programming. This session will consider how to leverage service-learning as a strategy to increase member and youth engagement by examining readiness factors, case studies, & recommendations from the field.

Orchestra D

Asset Mapping Individual: A Strengths-Based and Equity Approach

Alyson Kenney, Teach Western Mass Inc.
Lisl Hacker, Massachusetts Service Alliance

Participants will learn and reflect on the value of asset mapping individuals as a strengths based and equitable approach towards working with and empowering others. Participants will engage in an interactive and replicable activity to identify an individual's strengths and assets, which they can then bring back to their program to use in a variety of settings: from members, to program participants, to volunteers and program staff! Participants will also leave with a list of national service participants' assets, whom they might connect further with.

Duluth

Let's Get Social: Leveraging Social Media for Member Recruitment and Engagement

Josh Mullins, Hindman Settlement School
Justin Brown, Hindman Settlement School

Social media is one of the most powerful (and affordable) ways for recruiting members and engaging your community. While staying on top of the evolving platforms, trends, and algorithms can sound like a chore, there are ways to make social media work without taking up all your time. This session will provide participants with an understanding of how to best utilize social media to meet the individual needs and objectives of their program. Attendees will leave with a framework plan filled with strategies on how to streamline social media management, including practical tips on incorporating AI in content generation.

Directors Row
4

Test Drive the Timesheet App Built Just for AmeriCorps (Ver. 3)!

America Learns

Get hands-on with the Spring '24 version of the only built-for-AmeriCorps timesheet app, featuring:

- 100% alignment with AmeriCorps agency recommendations
- Accessibility for All: Works for visually-impaired members and members with diverse access needs
- Offline Functionality: Great for remote areas and members who only connect to the internet with wifi
- Proven Success: Used by 200+ programs of all sizes (five to 4,000+ members)

This interactive workshop lets you test-drive the app to see how it can help you and your members spend far less time on sheets and way more time on mission.

Directors Row **Trailblazers of Tomorrow: AmeriCorps**
3 **Alums in Community Leadership**
New Politics Leadership Academy

Join New Politics Leadership Academy for a sponsor showcase.

Directors Row **Communication Enhancements and**
2 **Texting**
OnCorps Reports

Come and join OnCorps Reports for a review of all our communication tools including our

new texting feature. Come with your feedback on how we can improve your communication even more!

10:15-10:45am

Break

10:45am-Noon

Block D — Workshops

Marquette I

Build Young People's Social Capital by Increasing Youth Participation in Your Community

Michael Minks, Youth Service America

Discover the reciprocal relationship between youth social capital and youth community participation within the context of AmeriCorps's new civic bridgebuilding priority area. Explore the four most common barriers to youth participation in volunteering and service, voting and civic engagement, and joining and leadership as well as the results of two national prevalence surveys (one of K-12 school principals and one of afterschool, youth development, community-based, and faith based organization staff). Learn how to identify barriers to youth participation in your program, community, or state; develop

a plan to address them; and access resources in YSA's new Youth Participation Clearinghouse.

Marquette II

Preparing the Workforce of the Future through ACC

Sandy Scott, AmeriCorps

Joey Heavner, US Department of Labor

Rosa Moreno, US Department of Agriculture

The American Climate Corps presents new opportunities to collaborate on training AmeriCorps members in the skills they need in clean energy, conservation, and climate resiliency for the jobs of the future. Join AmeriCorps, DOL, and USDA to discuss how the American Climate Corps will approach workforce development, the sectors that the Administration and agencies are developing relationships with, the necessary skills that corps members will need to enter those careers, and how to help them develop those skills.

Marquette III

Keep 'em Coming Back: Transforming Days of Service into Deeper Commitments

Beth Steinhorn, VQ Volunteer Strategies

How do you parlay service days into longer term commitments? Learn how to design days of service so that you not only deliver valued assistance but also connect participants to future opportunities for impactful volunteering. This session will explore how to design roles, get the right people on board, set expectations, and capture and report impact. Learn how to leverage employee engagement, community service requirements, and free agent volunteers to increase your impact.

Marquette IV

Building Leaders through Service

LaDawn Stoddard, JustServe
Jacob Johnson, JustServe

Service can be a powerful catalyst for developing leaders. As participants gain different perspectives, build relationships, and master new skills, it can build the foundation for a lifetime of service and translate into leadership abilities that can benefit professional advancement. Join us to explore focused and creative ways to build leaders through national and community service.

Marquette V

Using Career Surveys to Measure Member Career Data and Inform Workforce Development Programming

Julie McLeod, ServeMinnesota

Learn how to effectively collect member and alumni career outcome data and use this data to inform future workforce development programming. Using presentation and discussion methods, this session will cover strategies for identifying what data to collect, ensuring high participation rate on longitudinal surveys, and how to use this data to better support the career development and building of career pathway opportunities for members.

Marquette VI

Best Practices of State Service Commissions

Chester W. Spellman, CW Spellman Consulting

This workshop will provide participants with a detailed overview of innovative and effective service commission best practices. The purpose of this workshop is to strengthen commissions by sharing proven best practices, from a national perspective,

that can be implemented to strengthen and grow their impact. The workshop will include a presentation on best practices, a small group exercise, and the opportunity for Q&A and discussion at the end.

Marquette VII

Connection in CommUNITY

Penelope Larsen, DIA Consulting Group

The word community defined means coming together as one with something in common. This session aims to address ways we can unite people from differing backgrounds and lived experiences to share in a common purpose. Participants will examine strengths in differences through a facilitated discussion and leave with tools to teach and replicate this training at their organization level.

Marquette VIII

Native American Affairs: Bridging Gaps and Building Understanding

Brooke Crosby, AmeriCorps

In this session, participants will receive an overview of AmeriCorps partnerships across Indian Country and the internal cross-departmental Committee on Native American Affairs. Culturally competent

resources will be shared, and breakout discussions will focus on strategies for cultivating relationships with Tribal Nations and Urban Indian Communities.

Marquette IX

Leveraging Marketing Secrets to Enhance Recruitment and Fundraising Efforts

Bill Hulterstrom, United Way of Central and Southern Utah

Discover the power of utilizing effective yet straightforward marketing principles to attract the ideal members, volunteers, or donors for your cause. Gain insights into the art of recruiting and retaining individuals who align with your mission. Uncover valuable tips employed by leading companies in America to enhance your outreach strategies. Elevate your organization's impact by mastering these essential marketing strategies.

Orchestra A

State Service Commissions' Unique and Important Role in Safeguarding the Integrity of AmeriCorps Programs and Federal Funds

Eric Tarnovsky, AmeriCorps OIG

The AmeriCorps OIG will highlight state commissions' unique and important role in safeguarding the integrity of AmeriCorps programs and federal funds by emphasizing tone at the top and expectations. Participants will learn best practices in grant accounting and engage in an interactive discussion regarding common deficiencies and whistleblower protections.

Orchestra B

Navigating Member Issues – Discipline, Suspensions, Exits, and Grievances

Jennifer Cowart, On3Learn LLC

In this session, participants will delve into the intricacies of managing AmeriCorps member-related challenges in the areas of discipline, suspensions, exits, and grievances. Participants will gain valuable insights, practical strategies, and tools to effectively handle and navigate these critical areas.

Orchestra C

Experiential Coaching

Shannon Stober, Jump Start Training and Development

No amount of formal training can fully prepare our members, supervisors, and

directors for the complexity of successfully administering an AmeriCorps program or completing a term of service. Meeting the ongoing learning needs of our communities requires us to embrace our role as coach, with the goal of supporting others in identifying themes and patterns within their experience and guiding them in identifying actionable ways to incorporate their learning. In this session, we will define the relationship between experiential learning theory and developmental coaching in order to support participants in developing an experiential coaching practice.

Orchestra D

Someone Like Me... Using Storytelling and Relationships to Recruit Diverse AmeriCorps Members

Matthew Hudson-Fledge, Trailside Publishing

Janna Pennington, Janna Pennington LLC

In this workshop, the presenters will share results of their research on effective strategies for recruiting and supporting AmeriCorps members from diverse walks of life. Workshop participants will have an opportunity to practice tailoring their

AmeriCorps recruiting pitch to diverse members, will learn about a concrete resource for member recruiting and support, and will develop a preliminary strategy for using storytelling and relationships to recruit young adult AmeriCorps members from all walks of life.

Duluth

Orientation and Ongoing Training – First Impressions and Standards

Brian Blahnik, The Service Xchange by BLAHNIK, LLC

Orientation is your first opportunity to make an impression. What does an orientation schedule look like? What training should your members receive? How do you train them? Join us to learn about the basics of setting up an orientation as well as new innovative ideas and strategies to make your orientation top-notch. We will provide tips, techniques, and best practices to build your knowledge and strengthen your orientation and ongoing training program.

Directors Row
4

Just for Programs & Commissions Already Using the Impact Suite: Let's Dream & Design New Features Together!

America Learns

Already using the Impact Suite as a program staff member, an AmeriCorps member, or a service commission staff member? Let's spend time dreaming up ideas for how the Impact Suite needs to evolve to make your life better for you. We'll bring the art supplies and dream facilitation, you bring your beautiful heart, brain, and ideas.

Directors Row **Can You Stump the Chump?**
3 Feldesman Leifer LLP

Join Feldesman attorney Scott Sheffler for an entertaining hour of posing your most complicated (and not-so-complicated) federal grants compliance questions. Come prepared with your real-life scenarios that may seem unbelievable to others. And if you're able to stump the attorney or an ASC expert — you win a prize!

Directors Row **OnCorps Open Forum**
2 OnCorps Reports

Come join us for a free-flowing discussion of what's working for you in OnCorps and your ideas for improvement. We are here to make

your lives easier so let's talk about how we can do that!

Noon-12:30pm

Break

12:30-2:00pm
Minneapolis Grand Ballroom

Keynote Plenary | CONNECT

Sharon McMahon, "America's Government Teacher"
Judd Jeansonne, Volunteer Louisiana Executive Director

Lunch provided

Join us for an engaging keynote presentation from Sharon McMahon! She will share how we connect our work to inspire others to do good. Judd Jeansonne will provide opening remarks.

2:00-2:15pm

Break

2:15-3:30pm

Block E — Workshops

Marquette I

Volunteer Advocacy: How to Advance Your Budget and Leverage Funding for Volunteerism

Sam Fankuchen, Golden
Chris Woods, Golden

This session will provide participants with strategies nonprofits can use to advocate for

funding for volunteer programs. Participants will leave equipped with a better understanding of data points that funders want to see when making grants. We will explore how volunteer satisfaction can help catalyze funding opportunities, and discuss how best-in-class volunteer programs aren't a cost center, but actually a source of funding for an organization (through strategically designed initiatives which convert volunteers to donors in real time).

Marquette II

Innovative Program Development

Alexis Matthews, Serve Kentucky

Matthew Branter, WisCorps

Emily Post, WisCorps

This session will provide participants a real-life example of WisCorps, who started their organization's AmeriCorps partnership with 7 EAP AmeriCorps members as a sub grantee of The Corps Network. In 2023, less than a decade later, they now have an AmeriCorps State program with an award of over \$1.5 million and 100 members annually with a consistent 95%+ enrollment level. Learn how WisCorps took risks, how they worked

with their commission, and what lessons were learned through the process.

Marquette III

Equipping Staff for Success: Training Colleague to Engage Volunteers

Beth Steinhorn, VQ Volunteer Strategies

With staff turnover at an all-time high, you likely have colleagues who are new to engaging volunteers. How can you provide training and inspiration so they can effectively support volunteers? Hear how successful organizations have implemented strategies to train staff to engage, support, and provide feedback to volunteers. Then, map out your own training plan, whether for formal workshops, mini sessions during meetings, or in-the-moment coaching to address issues as they emerge. Build your training skills and coaching competence to become an effective influencer.

Marquette IV

Anti-Oppressive Recruitment and Retention: Ensuring Our Programs Are Reflecting the Communities We Serve

Alayna Shaw, Colorado Youth for a Change
Cassie Dubov, Colorado Youth for a Change

Join us for a session on applying an anti-oppressive lens to AmeriCorps member and staff recruitment and retention. We will be discussing the challenges related to AmeriCorps hiring, including low stipends/salaries, underrepresentation of historically oppressed communities, and white saviorism. Discover strategies and gain tools to assess your organization's practices, empowering you to create more equitable processes. This session will include individual reflection, small group discussion, and large group share outs, along with facilitator presented information. Leave with actionable plans for meaningful improvement.

Marquette V

Onboarding for Success: Removing Barriers to Entry and Service

Kyle Kline, Minnesota Alliance With Youth

Pablo Sequeiros, Minnesota Alliance With Youth

Elena Medeiros, Minnesota Alliance With Youth

A comprehensive and equitable approach to member onboarding and support has numerous benefits for both the member

experience and program outcomes. The AmeriCorps Promise Fellow program has intentionally focused on developing a member experience driven model of support that removes barriers to entry and increases our capacity for member support. Learn more about our work to build and enhance these policies and practices and how you can start implementing them in your own programming.

Marquette VI

**Keeping a Service Mindset without
Developing a Culture of Burnout**

Suzanne Pearlman, dePearl and Associates
LLC

More than ever programs are responding to staff and members' concerns about work-life balance, burnout, and stress. It is common to feel as though it is impossible to have the flexibility to address these concerns and effectively meet program goals and expectations. In this session, we will explore strategies and tools to decrease stress and burnout and increase balance and a culture of wellbeing.

Marquette VII

**Innovate and Serve: Tech Solutions for
Efficiency and Equity**

Sharon Tewksbury-Bloom, Do Good Be Good

Discover with Sharon how new tech can streamline AmeriCorps operations and promote equity. We'll explore tools that save you time and improve equity, from Microsoft Outlook enhancements to AI innovations. Sharon will offer valuable real-time, tangible suggestions for incorporating these tools into your daily operations for recruitment and retention. Designed to be a collaborative and judgment free zone, this workshop is open to all whether you are concerned about robot overlords destroying humanity or whether you are an avid early adopter.

Marquette VIII **A Fresh Approach to Prove and Improve Your Impact: Qualitative that Works**
Steve Patty, Dialogues in Action

When we think about data, we think in terms of numbers or we tell a few anecdotes and use those as evidence of impact. But what if there's another way? What if there is a way to do credible, deep-dive qualitative at a scale that is meaningful and manageable that helps you see and communicate the

features of human transformation that you really care about? This session will provide you with the tools to approach evaluation with human-centered, narrative-based, highly interactive approaches to get the quality of data that illuminates your impact in new and fresh ways.

Marquette IX

Neurodiversity in Volunteerism

Sarah Philippe

The terms neurodiversity and neurodivergent have gained prominence in the current zeitgeist, with new HR hiring trends emphasizing their significance. This presentation explores the benefits of fostering effective volunteer programs by embracing and celebrating neurodiversity within organizations. We'll discuss how to create inclusive volunteer environments that promote the idea of grace and meeting each of us where we are at. Throughout this session, we will delve into key aspects of neurodiversity, including defining the terms neurodiversity and neurodivergent. Explore strategies for creating an environment that fosters belonging, crafting comprehensive position descriptions, and ways to secure

staff buy-in. This presentation encourages organizations to embrace diverse perspectives, challenging conventional notions of “normal.”

Orchestra A

The Grantee's Role in Safeguarding the Integrity of AmeriCorps Programs and Federal Funds

Eric Tarnovsky, AmeriCorps OIG

The AmeriCorps OIG will highlight the grantee’s role in safeguarding the integrity of AmeriCorps programs and federal funds. Participants will learn best practices in grant accounting and engage in an interactive discussion regarding common deficiencies and whistleblower protections.

Orchestra B

Dimensions of Successful Site Management

Amy Salinas, On3Learn LLC

This session will explore what it takes to manage a diversity of sites that are spread out across distances. The question that will guide our work is “How do we build a team of sites that are high performing, buy in to the bigger picture of AmeriCorps and the program, are committed for a period of

time, and support one another and their members, despite the challenges that never go away?”

Orchestra C

**Career Pathways + AmeriCorps:
Embedding Quality Credentials**

John Kelly, Serve Colorado

Fiona Yung, Schultz Family Foundation

Discover how Serve Colorado is transforming career pathways within AmeriCorps through the strategic integration of quality credentials. In this session, Serve Colorado will discuss their innovative approach and showcase successful partnerships that have enhanced their portfolio programs. Gain valuable insights on defining quality, in-demand, non-degree credentials. Learn how to replicate this model in your own state, empowering your commission to create robust, credential-embedded opportunities for AmeriCorps members. Join us to explore the future of service-based career development and leave with the knowledge and tools to drive change in your community.

Orchestra D

Risky Business: Creating Authentic and Psychologically Safe Spaces

Thenera Bailey, The SISGI Group

Psychological safety is a condition in which you feel (1) included, (2) safe to learn, (3) safe to contribute, and (4) safe to challenge the status quo — all without fear of being embarrassed, marginalized, or punished in some way. Everyone is taking a risk when navigating an authentic and psychologically safe space. Before we can work on issues related to justice, equity, diversity, and inclusion in our work and organizations, we must address the cultural dynamics that do not allow for psychological safety in spaces. In this session, we will frame authentic and psychologically safe spaces. Additionally, we'll explore risks from the perspective of leaders and subordinates and how to include psychological safety in your professional journey.

Duluth

Orientation and Ongoing Training — First Impressions and StandardsBrian Blahnik, The Service Xchange by BLAHLNIK, LLC

Orientation is your first opportunity to make an impression. What does an orientation schedule look like? What training should your members receive? How do you train them? Join us to learn about the basics of setting up an orientation as well as new innovative ideas and strategies to make your orientation top-notch. We will provide tips, techniques, and best practices to build your knowledge and strengthen your orientation and ongoing training program.

Directors Row
4

**For Service Commissions: AmeriCorps
Grants Management with Ease**

America Learns

Learn how commissions nationwide are using the America Learns Impact Suite for progress reporting and financial monitoring. Experience the ease of remotely auditing member files and timesheets.

And all that time you're spending preparing for AmeriCorps agency monitoring visits and OIG audits? What if you could cut that time in half? What about cutting it by 75%? (We're not exaggerating here!) Come by and test

drive the platform to evaluate whether it might be helpful to you and your staff.

Directors Row 3 **Looking for Ways to Modernize the Corps Member Experience? Let's Chat!**
Service Year Alliance

Join Service Year Alliance for a sponsor showcase.

Directors Row 2 **VISTA and AmeriCorps Seniors Overview**
OnCorps Reports

Come join OnCorps Reports for an overview of our software specifically designed for VISTA and AmeriCorps Seniors Programs. We've got you covered!

3:30-4:00pm Break

4:00-5:00pm Block F — Networking Rooms

Marquette I Rural AmeriCorps Programs

Marquette II AmeriCorps Trivia

Marquette III Volunteer Engagement

Marquette IV AmeriCorps Alums

Marquette V Commission Staff (6+ Years of Experience)

Marquette VI Intermediary AmeriCorps Programs

Marquette VII	Commission Staff (5 Years of Experience or Less)
Marquette VIII	National Direct AmeriCorps Programs
Marquette IX	Native Nations AmeriCorps Programs
Orchestra A	AmeriCorps Program Staff (3+ Years of Experience)
Orchestra B	AmeriCorps Program Staff (2 Years of Experience or Less)
Orchestra C	AmeriCorps Seniors and AmeriCorps VISTA
Orchestra D	AmeriCorps Focus Areas (PHA, ACC, Education)
Duluth	States for Service Meet and Greet
4:00-5:00pm	Block F — Sponsor Showcases
Directors Row 4	<p>Deep Dive: Unleash the Power of Performance Measurement and Impact Tracking with the Impact Suite</p> <p>America Learns</p> <p>Want to make data collection a breeze? Ready to tell even more powerful stories about your program’s benefits to funders and stakeholders? Join us for an in-depth exploration of the America Learns Impact Suite's performance measurement and impact tracking tools. This includes the ability to track individual clients, volunteers,</p>

and projects, but never involves custom programming or customization fees.

Accessibility note: The Impact Suite is 100% mobile-friendly for members. It's also friendly for members with visual impairments and non-traditional internet access needs.

Directors Row **OnCorps Open Forum**
2 OnCorps Reports

Come join us for a free-flowing discussion of what's working for you in OnCorps and your ideas for improvement. We are here to make your lives easier so let's talk about how we can do that!

5:30-6:30pm

Symphony I, II, III

Affinity Group Meet-Ups

ASC’s affinity groups are excited to welcome colleagues to fun and informal meet-ups. Don’t miss this chance to meet your peers from across the country and enjoy snacks and drinks (cash bar) with new and old friends. ASC currently supports Black, Indigenous, and People of Color (BIPOC), LGBTQIA+, and disabilities affinity groups. Each group will have an independent space to convene, but all meet-ups will be conveniently located to allow individuals to rotate among the groups if they identify with more than one. You do not need to currently be a member of one of ASC's affinity groups to attend a meet-up, but we do kindly ask that you only attend a meet-up if you identify with the associated affinity group.

Day 3 | Friday, April 26

8:00-8:45am

Special Meetings

Marquette II

Ohio AmeriCorps Program Staff Meeting

Marquette III

Volunteer Iowa AmeriCorps State Program Meet-Up

**8:00-
9:00am**

Sponsor Showcase

Directors Row
4

Test Drive the Timesheet App Built Just for AmeriCorps (Ver. 3)!

America Learns

Get hands-on with the Spring '24 version of the only built-for-AmeriCorps timesheet app, featuring:

- 100% alignment with AmeriCorps agency recommendations
- Accessibility for All: Works for visually-impaired members and members with diverse access needs
- Offline Functionality: Great for remote areas and members who only connect to the internet with wifi
- Proven Success: Used by 200+ programs of all sizes (five to 4,000+ members)

This interactive workshop lets you test-drive the app to see how it can help you and your members spend far less time on sheets and way more time on mission.

**9:00-
10:15am**

Block G — Workshops

Marquette II

Reviewing Subrecipient Source Documentation

Anna Eberhardt, Kaleidoscope Fiscal
Consulting LLC

In this session, we will discuss the various types of source documentation needed by subrecipients including match documentation. We will discuss common findings in subrecipient monitoring related to missing or incorrect source documentation. Finally, we will walk through an example of a fiscal monitoring tool that may help you to track fiscal monitoring actions.

Marquette III

Apprenticeships in Clean Energy: Opportunities for National Service Programs

Richard Lawrence, Interstate Renewable
Energy Council
Brent Kossick, Service Year Alliance

The workshop will provide attendees with an opportunity to gain further

understanding of the apprenticeships landscape, which will include highlighting career paths related to both trade industries as well as office-based positions. Presenters will highlight the partnership between the Interstate Renewable Energy Council and Service Year Alliance under the DOL-funded Apprenticeships in Clean Energy Network and discuss ways AmeriCorps programs can connect to this initiative. Participants will be provided with tools, resources, and access to industry experts to assist them in further exploring workforce development & apprenticeship opportunities.

Marquette IV

The Positive Power of Media to Promote Volunteerism

Cathy Melfi, Greater Good Media

Nancy Greene, Delaware State Office of Volunteerism

The proposed workshop educates participants on strategies to create forward-thinking multi-media and outreach campaigns to advance the health and well-being of individuals, families, and communities. Be a Force for the Greater Good, a Delaware-based project, highlights

the power of volunteerism. The campaign brings to light and life stories of AmeriCorps and VISTA members and programs and the causes they promote, increasing public awareness and inspiring altruism. Key elements of the training will include cause marketing, community and philanthropic engagement, cultivating strategic partnerships, fund development, media and public relations, and volunteer recruitment & retention.

Marquette V

Walking the Talk: Nurturing Talent and Forging Success Paths in the National Service Profession

Kerry Ose, Kerry Ose Consulting

Marnie Oakes Kenefick, Maryland Governor's Office on Service and Volunteerism

Over the past three decades, national service has become a profession in its own right. Like any profession, we need credentialing and career pathways that protect us from talent and knowledge loss. During this session, we will look at what already exists and what remains to be done, with a focus on training, recruiting, and retaining talent at the AmeriCorps grantee

and subgrantee levels. Participants will learn about larger phenomena that affect our growth as a discipline and will draw on lived experience, identifying steps we can take to strengthen our profession and forge success paths for ourselves and others.

Marquette VI

Get Clear on What Your Data Means

Sue Hyatt, Big Purpose Big Impact Ltd.

Unlock the power of your data for clarity and meaning. In this interactive workshop, we'll explore going beyond reporting to extracting actionable insights. We'll explore best practices for making sense of PM and evaluation findings, from involving stakeholders to illuminating "a-ha" moments. Get tips for spotting trends, patterns, and gaps that point to improvements. Learn how to host a Data Party to broaden perspectives and spark creative interpretations. Join us to dig into what your data is trying to tell you — and how to listen. Leave equipped to extract and apply learnings to drive real change.

Marquette VII

Leading to Inspire Great Service

DeeDee Raap, JourneyWorks

This session will provide participants a simple, proven framework for inspiring staff and volunteers to provide the level of service promised by their organizations. Supervisors, leaders, and team leaders will learn how to use six keys — communication, character, culture, communication, contribution, and celebration — to inspire great service every day.

Marquette VIII **Unleashing the Power of Generations
Serving Together**

Eunice Lin Nichols, CoGenerate
Shawonna Coleman, Ampact
David Parker, ServeMinnesota

What if older and younger national service members had more chances to work together to solve problems and bridge divides? This session will help programs understand the value proposition associated with intergenerational service, including how to design programs in an intentional way that leads to stronger outcomes. Ampact's Reading and Math Corps will share how intergenerational pairings made service members better tutors and helped them establish stronger

relationships with their students. Ampact will present data that demonstrates the profound potential for intergenerational service for members & communities they serve.

Orchestra A

Identifying New Sources of People Power to Support P-12 Students

Jennifer Boyce, City Year
Terra Wallin, AmeriCorps

This session will provide participants with strategies and tools to identify and reach out to “untapped people power” in their communities (i.e., college students, former recipients of AmeriCorps services, retirees, etc.) to support academic acceleration and student well-being. It will highlight examples, tools, and support available to AmeriCorps grantees and their partners to create, implement, and sustain these efforts. Participants will engage in an interactive discussion, hear from their peers, and identify specific actions they can utilize at home.

Orchestra B

Warning: Contagious Enthusiasm

Tiffany Block, Miami University Service+
Stacey Frazho, Miami University Service+

Have you ever been to a workshop you weren't excited about, but the presenter was so exciting you walked away energized? This session will show participants how energy and enthusiasm is contagious. Participants will learn how to engage their members, get them excited about service, and how enthusiasm is healthy and helps retention. Participants will engage with each other to practice the skill of enthusiasm and will walk away energized and ready to take the "fire" back to their programs.

Orchestra C

Affinity Groups in AmeriCorps: Building Space for Inclusion and Belonging

Danielle Maser, Ampact

This session will provide participants with insight into how to set up affinity groups and how they are alike and different from ERGS, along with real life examples from member and staff affinity groups in AmeriCorps programs. We will also explore research, case studies, & insight from multiple leaders in this space. Participants will have a chance to analyze potential challenges and benefits

to establishing affinity spaces in their programs.

Orchestra D

Dimensions of Successful Site Management

Amy Salinas, On3Learn LLC

This session will explore what it takes to manage a diversity of sites that are spread out across distances. This question will guide our work: “How do we build a team of sites that are high performing, buy in to the bigger picture of AmeriCorps and the program, are committed for a period of time, and support one another and their members, despite the challenges that never go away?”

Duluth

National Service Public Policy Briefing

Kaira Esgate, ASC

Join America’s Service Commissions as we walk you through funding for national service programs in the FY 2024 federal budget, our priorities for the FY 2025 federal budget, the state-level legislation we’re seeing around the country, and how you can appropriately engage with it all.

Directors Row **Deep Dive: Evaluate the Impact Suite's**
4 **Member Files, Host Site Management, &**
Timesheet Modules!

America Learns

Evaluate and get hands on with some of the Impact Suite's most popular modules: timesheets, member files, and host site management!

- Timesheets + Mobile App!: Make timesheets easy for everyone, even for members with spotty Internet access or without data plans.
- Member Enrollment & Files with Document Signing: You have far more important things to do than sort through paper and cloud folders. What if you could handle this work 50% faster?
- Host Site Management: Ever dream of having host site MOUs signed and stored in the same place as member files and all other key info you need to manage your program? That reality is here.

Directors Row **The Ins and Outs of Program**
2 **Configuration/Documentation**

OnCorps Reports

Come join OnCorps Reports for a discussion of updated features in program configuration and documentation. Bring your ideas for what you would like to see in the future!

10:15-10:45am

Break

10:45am-Noon

Block H — Workshops

Marquette II

Reviewing Subrecipient Source Documentation

Anna Eberhardt, Kaleidoscope Fiscal Consulting LLC

In this session, we will discuss the various types of source documentation needed by subrecipients including match documentation. We will also discuss common findings in subrecipient monitoring related to missing or incorrect source documentation. Finally, we will briefly walk through an example of a fiscal monitoring tool that may help you to track fiscal monitoring actions.

Marquette III

Planning for Success

Carie Kizziar, Serve Kentucky

Caitlin Bottoms, Serve Kentucky

Being a program officer is a great deal of work, but with careful planning and written policy, staff can ease their burden. In this session, we will share policies, templates, and other tools we developed that help with monitoring while lightening the load for both programs and the commission. Attendees will also have time during the session to share best practices with others.

Marquette IV

Artificial Intelligence: What Is It and What Will It Mean to Us?

Joseph A. Konstan, University of Minnesota
Stevie Chancellor, University of Minnesota
Harmanpreet Kaur, University of Minnesota
Catherine Zhao, University of Minnesota

Artificial intelligence is changing workplaces and the way organizations deliver on their missions. This session will provide participants with an introduction to artificial intelligence — a basic understanding of what today’s technologies can do, what risks they entail, and how they are likely to change workplaces and practices. We are bringing together a panel of AI experts from

the University of Minnesota to provide this introduction and to engage in interactive discussion with participants around their opportunities and concerns.

Marquette V

Techniques for “Flipping” the Training Classroom and Enhancing Recruitment: Using Videos and Podcasts for Program/Member Trainings and Promoting Service

Kyle Clower, Serve Wisconsin

This session will provide participants with information on creating and using video & audio recordings for conducting training and for promotional purposes to spread awareness and assist in AmeriCorps recruitment. Participants will learn ways to structure trainings for AmeriCorps members or program staff that combine prerecorded materials with reflection and Q&A sessions, including easy ideas for creating the recordings. Participants will gain knowledge about the steps for creating their own video or podcast series of AmeriCorps or volunteer service stories, based on The S-Files podcast by Serve Wisconsin. Participants will discuss

how they can apply these strategies to support their organizations.

Marquette VI

Ripple Effects Mapping: Evaluate Your Programming with Your Members, Sites, and Community

Dylan Kelly, Ampact

Isa Kibira, ServeMinnesota

Do you hear stories about your program’s impact that your evaluations are not fully capturing? Try Ripple Effects Mapping to elevate and capture the voice of AmeriCorps members and community members in your evaluation process. Let’s learn by doing! In this session, you will help create a Ripple Effects Map of National Service Training. You will engage with your peers, identify the positive impacts of the event, and work with others to group or “theme” your findings. You will also learn how Ampact and ServeMinnesota are using Ripple Effects Mapping to evaluate Climate Impact Corps.

Marquette VII

The Opportunity Youth On-Ramp: Building the Pathway into Your Program

Summer Rogers, iFoster

Opportunity Youth (those not working or in school) comprise 17% of the population, but few find AmeriCorps. iFoster surveyed hundreds of programs to learn how they support Opportunity Youth as members. This research informs how to recruit, train, retain, and FUND Opportunity Youth to serve in programs like yours. With support from the AmeriCorps agency, iFoster is building these on-ramps. Learn more about the best practices in the field, and join our efforts to place diverse, driven young people in transformational AmeriCorps programs around the nation.

Marquette VIII **Exploring the Cutting Edge of Service
Commission Recruitment Efforts**

Kerry Whitacre, BloomED Group

Since 2022, state and territorial service commissions are now required to support the recruitment of AmeriCorps members in their state or territory. Kerry Whitacre served as the ASC Recruitment Consultant for 2021, 2022, and 2023. For the last two years, she surveyed service commissions about their recruitment efforts. This session will provide

an overview of what commissions are doing to support recruitment.

Orchestra A

Designing Inclusive AmeriCorps Programs: Strategies for Success from Programs Embracing Diversity and Disabilities

Hannah Peach, Every Body Works
AmeriCorps, ReSOURCE

Susan Uthmann, Every Body Works
AmeriCorps, ReSOURCE

Scott Mullins, TRIAD AmeriCorps, University
of Southern Mississippi

Bethany Johnson, Overbrook School for the
Blind

Hear from a panel of AmeriCorps programs that intentionally enroll members with disabilities. They'll discuss what it takes to successfully design & deliver a program; share stories of balancing accommodations with AmeriCorps requirements; & share tips, strategies, & support for running inclusive AmeriCorps programs.

Orchestra B

Strategies for Peer Reviewers in Grantmaking: A Panel Discussion for Commissions

Mary Cannon, ServeOhio

Paul Brown, Serve Colorado

Katie Koski, Massachusetts Service Alliance

Join commission colleagues from Colorado, Ohio, and Massachusetts as they discuss the perspective they each take on utilizing community reviewers for their planning grant, formula, and competitive AmeriCorps grantmaking processes. We will discuss pros and cons of utilizing external reviewers at different phases of the process and share options for various ways individuals can be included to have the most impact on your grantmaking efforts. Tools and policies used for community review will be discussed and shared by the presenters.

Orchestra C

2 CFR § 200.321 Compliance – Meeting the Letter and Intent of Contracting with Minority and Women Owned Firms

Michael Ashmore, Volunteer Maine

Are you compliant? Policy in place? Are you able to do meaningful outreach to marginalized populations? Let's take the opportunity together to turn a compliance need into a pathway to moving AmeriCorps into communities that haven't benefited in

the past. Through a case study in the creation of Maine’s 2 CFR § 200.321 Policy and some crowdsourcing of attendees’ knowledge, we will look beyond correcting a compliance finding, and travel a road of discovery leading to real inclusion — making AmeriCorps accessible to those that haven’t had a path in the past.

Orchestra D

Training Your Talent: Taking Member Training and Development to the Next Level

Ashley Coffin, Green Iowa AmeriCorps

This session will engage participants in an interactive discussion surrounding member training and professional development, including a professional development toolkit that can be customized to their program. Participants will complete their own program training assessment and get to discuss training best practices with their peers.

Duluth

Uplifting Commissioner Engagement

Cole McMahon, McMahon Consulting Group

We all know great commissioners. They use their talents and networks to increase the

field’s influence, capacity, and funding. But why are active commissioners the exception? In this workshop, we’ll work together on specific ideas to adopt in your commission, to supercharge “attenders” into contributors and good commissioners into great ones. If you seek to ratchet up the effort and impact of your commissioners, this session is for you.

Directors Row
4

**For Service Commissions: AmeriCorps
Grants Management with Ease**
America Learns

Learn how commissions nationwide are using the America Learns Impact Suite for progress reporting and financial monitoring. Experience the ease of remotely auditing member files and timesheets. And all that time you’re spending preparing for AmeriCorps agency monitoring visits and OIG audits? What if you could cut that time in half? What about cutting it by 75%? (We’re not exaggerating here!) Come by and test drive the platform to evaluate whether it might be helpful to you and your staff.

Directors Row
2

OnCorps Open Forum
OnCorps Reports

Come join us for a free-flowing discussion of what’s working for you in OnCorps and your ideas for improvement. We are here to make your lives easier so let’s talk about how we can do that!

Noon-12:15pm

Break

12:15-1:30pm
Minneapolis Grand Ballroom

Closing Plenary | BUILD

Mark J. Lindquist, AmeriCorps alum and US Air Force veteran
Kaira Esgate, ASC Chief Executive Officer
Michael D. Smith, AmeriCorps Chief Executive Officer

Lunch provided

As we close out 2024 National Service Training, our final plenary will help us reflect on our learnings this week and find ways to continuing building a lifetime of service and volunteerism in our communities. We will hear from Mark Lindquist, Michael Smith, and Kaira Esgate.

1:45-2:30pm

Sponsor Showcase

Directors Row 4

Recruitment Refresh — A Deeper Dive with Do Good, Be Good
America Learns

Do Good, Be Good

A few weeks ago, America Learns sponsored the Recruitment Refresh workshop, facilitated by Sharon Tewksbury-Bloom of Do Good, Be Good. This session will be a follow up for those who want to dig deeper into methods for repurposing and updating recruitment materials.
