



NORTH CENTRAL National Service Training Conference

Columbus, Ohio
May 8 - 10, 2017

hosted by ServeOhio
#NorthCentralService



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** ★★ ★ ★

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Cassandra Argo - Volunteer West Virginia, *West Virginia*
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Lisa Guccione - Corporation for National and Community Service
Elsbeth O'Neill - Serve Indiana, *Indiana*

WELCOME TO OHIO!



JOHN R. KASICH
GOVERNOR
STATE OF OHIO

May 8, 2017

Greetings,

On behalf of the State of Ohio, it is my pleasure to welcome you to Ohio and Columbus for the 2017 North Central National Service Conference. I applaud your commitment to national service and the difference you make in your local communities every day.

The work that you do within AmeriCorps and Senior Corps programs is incredibly valuable to our region and the entire nation. Your commitment in the areas of education, economic opportunity, healthy futures, veteran and military families, disaster services, and environmental stewardship create sustainable change to improve the lives of the residents in the thirteen states you represent. National service remains a strong catalyst for effective societal change – improving the lives of thousands of individuals each and every day.

Over the next few days, you will have the opportunity to hear from world-class speakers on a wide variety of topics related to program management, volunteer engagement and service impact. I am confident that this conference will provide you with ideas and techniques that will help you grow as professionals and leaders both within your national service program and your local community.

Enjoy your time in Ohio and Columbus – take advantage of all the great experiences that our capitol city and state has to offer. Most importantly, thank you for your ongoing commitment to service and your courage to make a difference.

Sincerely,

A handwritten signature in blue ink, which appears to read "John R. Kasich", is written over a faint, larger version of the same signature.

John R. Kasich
Governor

CONFERENCE SCHEDULE – AT A GLANCE

Monday, May 8

8:00 – 12:00 PM	Pre-conference Sessions
12:00 – 1:30 PM	Lunch and Welcome Plenary
2:00 – 3:30 PM	Workshop Block A
4:00 – 5:30 PM	Workshop Block B – National Service Town Halls
6:00 – 8:00 PM	Celebrate Service Networking Reception

Tuesday, May 9

7:00 – 8:15 AM	Breakfast Networking
8:30 – 10:00 AM	Workshop Block C
10:15 – 11:45 AM	Workshop Block D
12:00 – 1:30 PM	Lunch Plenary
2:00 – 3:30 PM	Workshop Block E
4:00 – 5:30 PM	Workshop Block F – Constituency Meetings

Wednesday, May 10

7:30 – 8:45 AM	Closing Breakfast Plenary
9:00 – 10:30 AM	Workshop Block G
11:00 – 12:30 PM	Workshop Block H

CELEBRATE SERVICE NETWORKING RECEPTION

Monday, May 8 from 6:00 – 8:00 PM

Join your National Service colleagues in an evening of food, networking, and fun at Columbus' North Market! Peruse the Market, enjoy a variety of unique appetizers from local artisan chefs, and get to know your peers from the North Central Region. Pre-registration is required for this event.

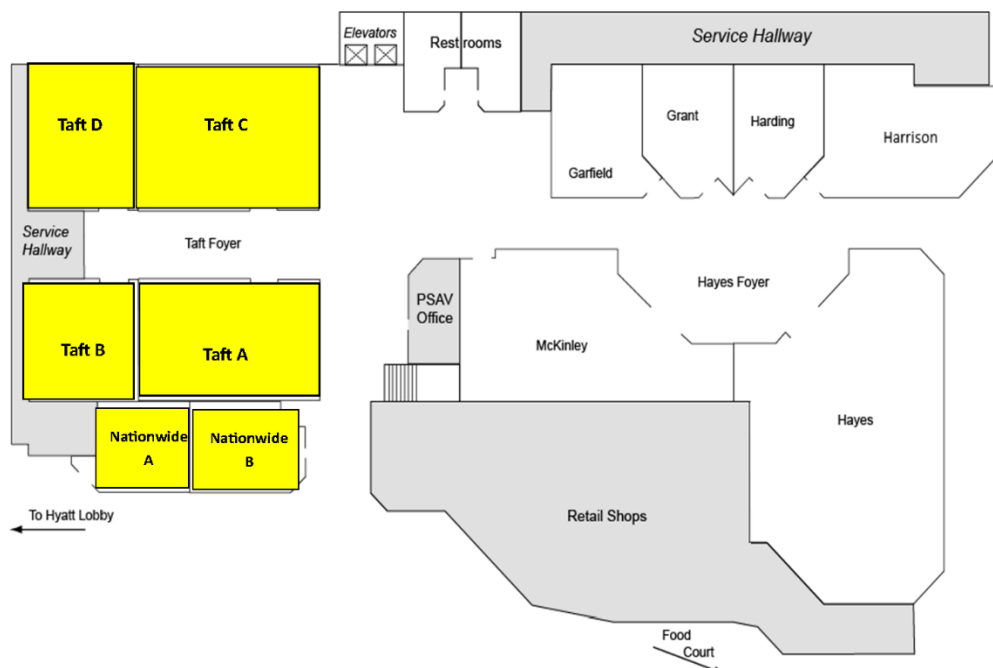


The North Market is Central Ohio's only authentic public market, home to dozens of unique, independent merchants and farmers who deliver a service experience that highlights the diversity and vibrancy of Columbus.

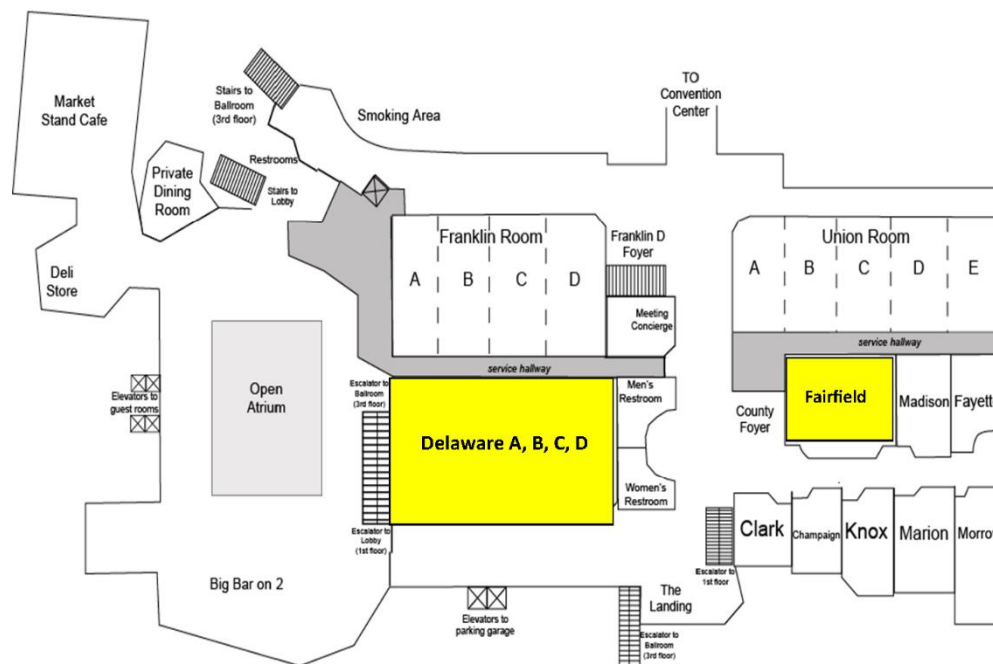
The North Market is a short walk from the Hyatt Regency. Volunteers will escort groups from the hotel lobby to the North Market every 15 minutes between 5:45 – 7:00 PM.

MAP OF HYATT REGENCY MEETING ROOMS

1st Floor



2nd Floor



All Breakfast and Lunch Plenaries will take place in the Regency Ballroom, located on the 3rd Floor.

Exhibitor booths are located in the Regency Ballroom Lobby on the 3rd Floor.

MONDAY, MAY 8TH

Senior Corps Target Session

AmeriCorps Target Session

All Audiences

Preconference	State Service Commission Pre-Conference 8:30 - 11:30 AM <i>TAFT B</i>	New Senior Corps Staff Orientation * 8:30 - 11:30 AM <i>TAFT A</i>	New AmeriCorps Boot Camp * 8:00 - 12:00 PM <i>TAFT C</i>	FGP Bold Visions 2017 10 - 11:30 AM <i>TAFT D</i>	
Lunch and Welcome Plenary: <i>With Remarks from Columbus City Councilmember Elizabeth Brown and Acting CEO of CNCS, Kim Mansaray</i> 12:00 - 1:30 PM <i>REGENCY BALLROOM</i>					
Block A 2:00 - 3:30 PM	A1 * Grants Management Boot Camp <i>TAFT C</i>	A2 * AmeriCorps Prohibited Activities <i>TAFT D</i>	A3 Innovating Health Care with Senior Companion <i>NATIONWIDE AB</i>	A4 Story Telling and the Public Narrative of Service <i>TAFT B</i>	A5 Recruiting Older Volunteers Using a Health and Wellness Benefits Campaign <i>TAFT A</i>
	A6 Developing a Regional Collaboration <i>DELAWARE D</i>	A7 Expanding our Vision of AmeriCorps Members: Creating a Supportive Service Environment for Everyone <i>DELAWARE B</i>	A8 * Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All Its Forms for RSVP <i>FAIRFIELD</i>	A9 Service is Not Simple <i>DELAWARE A</i>	A10 Research on the Senior Corps Volunteer Experience: So What? <i>DELAWARE C</i>
Block B 4:00 - 5:30 PM	B1 AmeriCorps Town Hall <i>REGENCY BALLROOM</i>	B2 Senior Corps Town Hall <i>DELAWARE A-D</i>			
Celebrate Service Networking Reception 6:00 - 8:00 PM <i>NORTH MARKET, 59 SPRUCE STREET</i>					

* Recommended for new staff

TUESDAY, MAY 9TH – MORNING SESSIONS

Senior Corps Target Session

AmeriCorps Target Session

All Audiences

Breakfast Networking

7:00 - 8:15 AM

REGENCY BALLROOM

Block C 8:30 - 10:00 AM	C1 Financial Monitoring of AmeriCorps Subgrantees <i>NATIONWIDE AB</i>	C2 * National Performance Measure Data Collection Strategies for Senior Corps Grantees - Healthy Futures Focus <i>FAIRFIELD</i>	C3 Social Media: Can't Live With It, Can't Live Without It <i>TAFT B</i>	C4 Justice Talking: A Guide to Facilitating Civic Reflection Conversations with your Members and Volunteers <i>TAFT D</i>	C5 National Service Disaster Response Part 1 <i>DELAWARE A</i>
	C6 Research on the AmeriCorps Member Experience: So What? <i>DELAWARE B</i>	C7 * Management Bootcamp: Bringing Out the Best in Volunteers, Members and Staff Part 1 <i>TAFT C</i>	C8 The Hero's Journey: Reigniting Passion to Serve and Lead <i>DELAWARE C</i>	C9 * From Recruitment to Service: How to Build Retention into your AmeriCorps Program <i>TAFT A</i>	C10 Principles of Successful Boards, Advisory Boards and Commissions <i>DELAWARE D</i>
Block D 10:15 - 11:45 AM	D1 * Budget Management for Senior Corps Programs <i>FAIRFIELD</i>	D2 * Laying the Groundwork for Your First Evaluation <i>NATIONWIDE AB</i>	D3 National Service and Education <i>TAFT D</i>	D4 National Service Disaster Response Part 2 <i>DELAWARE A</i>	D5 A Case Study for Training as a Driver for Member Engagement <i>DELAWARE B</i>
	D6 * National Service Criminal History Checks Compliance for AmeriCorps- On time, every time! <i>TAFT A</i>	D7 * IPERIA Office Hours <i>TAFT B</i>	D8 * Management Bootcamp: Bringing Out the Best in Volunteers, Members and Staff Part 2 <i>TAFT C</i>	D9 The Art and Practice of Evaluating Impact <i>DELAWARE C</i>	D10 Keeping Seasoned Volunteers Spicy Creating an Engaging Experience for Older Adults in Service <i>DELAWARE D</i>

* Recommended for new staff

TUESDAY, MAY 9TH – AFTERNOON SESSIONS

Senior Corps Target Session

AmeriCorps Target Session

All Audiences

Lunch Plenary: *Addressing the Opioid Epidemic: How Local Communities Can Provide Solutions*

12:00 - 1:30 PM

REGENCY BALLROOM

Block E 2:00 - 3:30 PM	E1 * Grants Management Bootcamp <i>TAFT A</i>	E2 * National Service Criminal History Checks Compliance for Senior Corps- On time, every time! <i>FAIRFIELD</i>	E3 Candid Conversations: Increasing Dialogue on Diversity, Social Justice, and Inclusion <i>TAFT D</i>	E4 How to Win Compliance from AmeriCorps Members and Service Sites <i>DELAWARE A</i>	E5 Asset Based Volunteerism - Building on the Skills of Our Volunteers and Those you Serve <i>DELAWARE B</i>
	E6 Moving Down the Evidence Continuum for Senior Corps Grantees - FGP/SCP <i>TAFT C</i>	E7 School House Rocks: The Nuts and Bolts of National Service Public Policy <i>DELAWARE C</i>	E8 Effective Targeted Recruitment <i>DELAWARE D</i>	E9 Addressing the Opioid Epidemic: How National Service Can Provide Community Solutions <i>TAFT B</i>	E10 Using Google Drive as a Volunteer/Member Management Tool <i>NATIONWIDE AB</i>
Block F: Constituency Meetings 4:00 - 5:30 PM *	F1 Indiana AmeriCorps <i>DELAWARE A</i>	F2 Iowa National Service Program Meeting <i>DELAWARE B</i>	F3 Minnesota Senior Corps Association <i>DELAWARE C</i>	F4 Ohio RSVP Director's Association (5:00 – 8:00 PM) <i>DELAWARE D</i>	F5 Serve Wisconsin AmeriCorps Programs <i>NATIONWIDE AB</i>
	F6 Michigan Assoc. of Foster Grandparent & Senior Companion Programs <i>TAFT B</i>	F7 National Senior Corps Association <i>TAFT D</i>	F8 Ohio AmeriCorps State Program Directors <i>TAFT A</i>		

** Recommended for new staff*

*Constituency Meetings are closed meetings for specific groups. If you don't have a meeting, your last session is Block E.

WEDNESDAY, MAY 10TH

Senior Corps Target Session

AmeriCorps Target Session

All Audiences

Closing Breakfast Plenary: *Because I said I would*

7:30 - 8:45 AM

REGENCY BALLROOM

Block G 9:00 - 10:30 AM	G1 * National Performance Measure Data Collection Strategies for Senior Corps Grantees - Education Focus <i>FAIRFIELD</i>	G2 Performance Measurement 201 for AmeriCorps <i>TAFT A</i>	G3 Selling Your Program with Little or No Budget Part 1 <i>DELAWARE A</i>	G4 * Recruiting and Retaining High Quality Members <i>DELAWARE B</i>	G5 * Senior Corps Budget Analysis <i>TAFT C</i>
	G6 Oh, You Can Just Write a Grant for That Part 1 <i>DELAWARE C</i>	G7 Service Year Exchange <i>TAFT B</i>	G8 Providing Feedback on Performance to Volunteers <i>TAFT D</i>	G9 Playing to Heal: A Trauma-Sensitive Approach to Public Service Part 1 <i>DELAWARE D</i>	G10 Common OIG Findings & Safeguarding CNCS Funds <i>NATIONWIDE AB</i>
Block H 11:00 - 12:30 PM	H1 Moving Down the Evidence Continuum for Senior Corps Grantees - RSVP <i>FAIRFIELD</i>	H2 * Data Quality Review Best Practices for AmeriCorps <i>TAFT A</i>	H3 Selling Your Program with Little or No Budget Part 2 <i>DELAWARE A</i>	H4 Supervising AmeriCorps Members Like a Boss <i>DELAWARE B</i>	H5 * Budget Management for AmeriCorps Programs <i>NATIONWIDE AB</i>
	H6 Oh, You Can Just Write a Grant for That Part 2 <i>DELAWARE C</i>	H7 Playing to Heal: A Trauma-Sensitive Approach to Public Service Part 2 <i>DELAWARE D</i>	H8 Educating Elected Officials and Cultivating Service Champions: Strategies to Share Program Impact and Build Bipartisan Support <i>TAFT C</i>	H9 Rethinking Recognition: Acknowledging Exemplary Volunteer Performance <i>TAFT D</i>	H10 Mental Health First Aid: Improving Resiliency and Health Literacy in the National Service Network <i>TAFT B</i>

* Recommended for new staff

SESSION DESCRIPTIONS

Pre-conference – Monday, May 8th

8:30 – 11:30 AM State Service Commission Staff Pre-Conference

Kaira Esgate, CEO, America's Service Commissions

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

Location: TAFT B

8:30 – 11:30 AM New Senior Corps Staff Orientation

** Recommended for new staff*

Jennifer Irwin, Program Specialist, OH CNCS State Office

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

Location: TAFT A

8:00 – 12:00 PM New AmeriCorps Staff Boot Camp

** Recommended for new staff*

Jennifer Cowart, Consultant, On3Learn

Are you new to AmeriCorps? Then this session is for you. Come sweat with us as we work hard to understand the fundamentals of AmeriCorps. This session is not for the weak at heart. Come prepared to work hard, ask questions, and walk away with more to learn!

Location: TAFT C

10:00 – 11:30 PM FGP Bold Visions Meeting

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

This session will provide FGP Directors and staff with an opportunity to review the success and challenges of the 2016 Bold Visions workshop during the National Senior Corps Conference and identify the priorities for the coming year.

Location: TAFT D

Lunch and Welcome Plenary

Monday, May 8th 12:00 – 1:30 PM

Join us as we kick off the 2017 North Central National Service Training Conference with a warm welcome from Columbus City Council Member and AmeriCorps Alum, Elizabeth Brown and Acting CEO of CNCS, Kim Mansaray.

Location: REGENCY BALLROOM

Workshop Block A

Monday, May 8th 2:00 – 3:30 PM

A1 Grants Management Boot Camp

** Recommended for new staff*

Debra Briddell, CNCS and Bonnie Janicki, CNCS

This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will present an overview of the uniform guidance, CNCS regulations and award terms and conditions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, timesheets, budget controls, financial reporting, documentation, audits, and other related financial requirements.

Location: TAFT C

A2 AmeriCorps Prohibited Activities

** Recommended for new staff*

Barbara Ellen Reynolds, CNCS

This session will help AmeriCorps program staff develop strong plans for ensuring compliance with the restrictions on program and member activities, per national service legislation and funding awards. Participants will review the prohibited activities; discuss training techniques to engage AmeriCorps program staff, members, and service site staff; and identify core techniques to strengthen program monitoring.

Location: TAFT D

A3 Innovating in Healthcare with Senior Companions

Mark Cullen, Senior Director, Senior Corps

Programs, Lutheran Social Service of Minnesota

This session will highlight recent innovations in our SCP model that incorporate Senior Companions into a healthcare context. The

lessons learned are also broadly applicable to RSVP.

Location: NATIONWIDE AB

A4 Storytelling and the Public Service Narrative

Jon Gromek, Midwest Regional Field Director, Service Year Alliance

What's your service story? Each of us has a story that can inspire others to take action and serve. When we do public work-- as public servants, program directors, corps members and volunteers-- we have a responsibility to offer an account of who we are, why we do what we do, and where we hope to lead. Join this session to learn how to tell your service story and the role that storytelling plays in building the service movement.

Location: TAFT B

A5 Recruiting Older Volunteers Using a Health and Wellness Benefits Campaign

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

In October 2016, the National Association of Area Agencies on Aging launched a campaign based on research showing a correlation between volunteering and health and wellness benefits for seniors. The campaign included a brochure, self-assessment for potential volunteers, and a toolkit to help agencies run a campaign in their communities to raise awareness and recruit volunteers. In this hands-on session, you'll learn about the results of the campaign and begin planning your own health and wellness benefits campaign to recruit volunteers.

Location: TAFT A

A6 Developing Regional Collaboration

*Tom Bobo, Michigan Education Corps
Program Director, Hope Network and Ariel
DuVal, AmeriCorps Program Coordinator,
Literacy Center of West Michigan*

This session will provide participants an opportunity to consider how developing a regional program director collaboration may help them reach their program goals. Participants will have a chance to consider who their regional partners might be, consider how and why collaboration will help to achieve program goals, and develop their own collaborative calendar. Participants are encouraged to attend with others from their region.

Location: DELAWARE D

A7 Expanding Our Vision of AmeriCorps Members: Creating a Supportive Service Environment for Everyone

*Amy Kasch, Program Manager, Minnesota
Reading Corps and Minnesota Math Corps and
Sara Nobbs, Program Manager, Minnesota
Reading Corps and Minnesota Math Corps*

As the economy improves, many of us have seen shifting demographics in who is serving in AmeriCorps. In 2009, many of our members were 22-26 year old recent college graduates but today, we are seeing a much more diverse group of applicants come through the pipeline. This session will explore answers to this question: How do we shift our program operating procedures to be more inclusive, appealing, and accessible to these “non-traditional” members? We will share strategies and ask for input from participants regarding how to make AmeriCorps programs inclusive of a wide-range of people.

Location: DELAWARE B

A8 Senior Corps Compliance Monitoring: How to Prepare for Compliance Monitoring in All Its Forms

** Recommended for new staff*

Jen Irwin, CNCS and Brian Cognato, CNCS

This session will help Senior Corps grantees prepare for compliance monitoring by CNCS in all its forms, from site visits to monitoring related to the Improper Payments Elimination and Recovery Improvement Act (IPERIA). We will review how to prepare for compliance monitoring over the course of a year and in response to a specific monitoring activity, the tools available to assist you and how to avoid common findings.

Location: FAIRFIELD

A9 Service Is Not Simple

Jennifer Cowart, Consultant, On3Learn

Service can be a powerful strategy to make change –in individuals, communities, and organizations. However, it cannot be taken lightly. As such, it is important that we take time to discuss the seriousness of service – what we are engaging ourselves and others in, how we support one another, and how we can move forward to make continued and greater impact. Participants who attend this session will be asked to read a specific article prior to attending the session. The article will serve as a starting point for discussion around national service goals, the way we work to support one another and ensure continued success and how we can survive and thrive as we continue to work for change in people, communities and organizations.

Location: DELAWARE A

A10 Research on the Senior Corps

Volunteer Experience: So What?

Adrienne DiTommaso, Research Analyst CNCS and Joseph Breems, Policy and Program Analyst, CNCS

The goal of the session will be to engage service providers in learning about and discussing the implications of the most recent research on Senior Corps volunteers in an interactive format. This session is targeted to all levels of experience, and will help participants better understand Senior Corps' potential impact on volunteers and generate ideas for improving the volunteer experience.

Location: DELAWARE C

Workshop Block B

Monday, May 8th 4:00 – 5:30 PM

B1 AmeriCorps Town Hall

Jennifer Bastress Tahmasebi, CNCS

This session will be an opportunity for all AmeriCorps grantees to interact with the Acting Director of AmeriCorps. The format for this session will be finalized in partnership with CNCS.

Location: REGENCY BALLROOM

B2 Senior Corps Town Hall

Erin McGrath, Acting Director, CNCS

This session will provide Senior Corps grantees an opportunity to engage with Senior Corps leadership. The session format will be developed in partnership with CNCS.

Location: DELAWARE A-D

Breakfast Networking

Tuesday, May 9th 7:00 – 8:15 AM

Breakfast Networking

Join us for the opportunity to network and share ideas and best practices with your

colleagues over continental breakfast. Each table will have a variety of discussion questions to get your conversations started!

Location: REGENCY BALLROOM

Workshop Block C

Tuesday, May 9th 8:30 – 10:00 AM

C1 Financial Monitoring of AmeriCorps Subgrantees

Bonnie Janicki, CNCS and Alex Delaney, CNCS

You are responsible for all unallowable costs that your subgrantees incur, but this does not need to keep you awake at night. AmeriCorps grantees benefit from staying on their toes, so they are prepared when CNCS requests subgrantee financial data. Join us to discuss best practices in subgrantee monitoring and IPERIA reviews. By following the guidance shared in this session, you'll have the tools necessary to create strong practices and avoid the need for a financial monitoring emergency plan.

Location: NATIONWIDE AB

C2 National Performance Measure Data Collection Strategies for Senior Corps Grantees- Healthy Futures Focus

** Recommended for new staff*

Tarah Maners, CNCS and Brian Cognato, CNCS

This session will help Senior Corps grantees overcome challenges in the data collection process for National Performance Measures. Attendees will identify key barriers and ways to overcome those barriers. We'll discuss engaging your stations, ensuring that your tools ask the right questions to address the National Performance Measures, and some best practices and procedures for data collection.

Location: FAIRFIELD

C3 Social Media: Can't Live With It, Can't Live Without It

Crystal Petry, Director, Golden Triangle RSVP

This session will show participants how to effectively use social media as a recruitment tool and an information dissemination tool. I show them how to make effective posts, teach them the best time to make a post and how that post should look. I will also give shortcuts to using social media. Participants are encouraged to bring an electronic device, as they will create or work on an existing social media account.

Location: TAFT B

C4 Justice Talking: A Guide to Facilitating Civic Reflection Conversations with your Members and Volunteers

*Rob Colby, Program Officer, Ohio Humanities and
Rebecca Verhoff-Kiss, Outreach & Education
Officer, ServeOhio*

Justice Talking is a civic reflection program for 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 Justice Talking conversation, describe the elements of a successful discussion, and provide tools and tips to implement Justice Talking in your own program.

Location: TAFT D

C5 National Service Disaster Response Part 1

Chad Stover, Program Officer, Planning and Training, CNCS

Through an interactive discussion and Table Top Exercise, participants will identify ways that National Service Programs and State Commissions can prepare their programs for

disasters. Participants will also identify ways to respond to community and state needs after the disaster strikes. Programs and Commissions will identify threats, hazards and risks that they face and prepare ways to respond to an ever-changing disaster landscape.

Location: Delaware A

C6 Research on the AmeriCorps Member Experience: So What?

*Adrienne DiTommaso, Research Analyst CNCS
and Joseph Breems, Policy and Program Analyst,
CNCS*

The goal of the session will be to engage service providers in learning about and discussing the implications of the most recent research on AmeriCorps members in an interactive format. This session is targeted to all levels of experience, and will help participants plan better member focused evaluations as well as generate ideas for improving member-focused programming.

Location: DELAWARE B

C7 Management Boot Camp: Bringing out the Best in Volunteers, Members and Staff Part 1

** Recommended for new staff*

Cole McMahon, Principal, McMahon Consulting Group

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

to hear what people mean, and speak so you are understood.

Location: TAFT C

C8 The Hero's Journey: Reigniting Passion to Serve and Lead

Franceria Moore, Residence Services Coordinator, NHP Foundation's Operation Pathways

This workshop will address leader burnout by proposing that leaders change their focus to being a servant of those that follow them. Servant leadership is a philosophy and set of practices that center on the leader as a servant of their constituency first, with the sole purpose of bettering the lives of those that follow them, in the hope that those served will be more likely to one day become a servant as well. The focus is not so much on leadership regarding theoretical constructs, but about leadership as a relationship and a reflective process; and about developing the understanding necessary to become an effective leader within the greater framework of their chosen field.

Location: DELAWARE C

C9 From Recruitment to Service: How to Build Retention into your AmeriCorps program

** Recommended for new staff*

Josh Kriz, Program Manager, Minnesota Reading Corps and Minnesota Math Corps and Amy Kasch-Vanek, Program Manager, Minnesota Reading Corps and Minnesota Math Corps

Faced with a strong economy, a range of college gap year options, and changing demographics of AmeriCorps members, many programs are struggling to retain members. Through storytelling and case studies, participants in this session will learn first hand how to develop, manage, and become a champion of strategies to increase retention of

AmeriCorps members. This session will look at integrating retention into your outreach efforts, interview process, and program implementation. Participants will engage in individual and group reflection, and leave this session with tangible strategies they can implement immediately.

Location: TAFT A

C10 Principles of Successful Boards, Advisory Boards and Commissions

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

This session will provide participants to participate in an interactive discussion focusing on the successes and well as challenges of working with or on a board or commission. Several simple principles will be shared that will enhance the work of boards and commissions.

Location: DELAWARE D

Workshop Block D

Tuesday, May 9th 10:15 – 11:45 AM

D1 Budget Management for Senior Corps Programs

** Recommended for new staff*

Debra Briddell, CNCS

A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. In this session, participants will review the components of a compliant and competitive budget, develop budget strategies and best practices to meet program requirements, and discuss the many factors influencing budget management.

Location: FAIRFIELD

D2 Laying the Groundwork for Your First Evaluation

** Recommended for new staff*

Olga Prokhorova and Shari Orr, CNCS

Evaluative thinking should inform AmeriCorps program design and implementation from the very beginning. In this session, participants will learn five foundational activities that programs should undertake in their first three years of funding to prepare them to conduct a successful evaluation later in their program life cycle. Formula subgrantees and competitive subgrantees in their first three years of funding will benefit most from this workshop.

Location: NATIONWIDE AB

D3 National Service and Education

Heather Rieman, Senior Education Advisor, CNCS

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

Location: TAFT D

D4 National Service Disaster Response Part 2

Chad Stover, Program Officer, Planning and Training, CNCS

Through an interactive discussion and Table Top Exercise, participants will identify ways that National Service Programs and State Commissions can prepare their programs for disasters. Participants will also identify ways

to respond to community and state needs after the disaster strikes. Programs and Commissions will identify threats, hazards and risks that they face and prepare ways to respond to an ever-changing disaster landscape

Location: DELAWARE A

D5 A Case Study for Training as Driver for Member Engagement

Caitlin Stack, Program Director, National Health Corps, Chicago Public Health Institute of Metropolitan Chicago

A driver of member engagement in the national service experience includes training and professional development. Using the National Health Corps (NHC) as a case study, this session will explore a model where member-led committees utilize core competencies to create, implement, and evaluate member training. Participants will also engage in an activity to explore application of the NHC model in other national service programs.

Location: DELAWARE B

D6 National Service Criminal History Checks Compliance for AmeriCorps - On time, every time!

** Recommended for new staff*

Kinza Ghaznavi and Liz Jung, CNCS

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will help participants gain a clear understanding of what the requirements are, to whom they apply, typical compliance challenges, and the resources and alternatives available to help grantees through the process.

Location: TAFT A

D7 IPERIA Office Hours

** Recommended for new staff*

Erica Rice, CNCS

CNCS staff will provide office hours to answer any questions you may have about its IPERIA process and how to comply. Staff are also happy to provide specific answers to questions from transactions tested for IPERIA from individual grants. Conference attendees should bring their documents to the conference and meet with CNCS staff to discuss them. In addition, CNCS staff will offer information on the law, CNCS's sampling methodology and how it works, a high view of testing criteria, and examples of tested transactions.

Location: TAFT B

D8 Management Boot Camp: Bringing out the Best in Volunteers, Members and Staff Part 2

** Recommended for new staff*

Cole McMahon, Principal, McMahon Consulting Group

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

Location: TAFT C

D9 The Art and Practice of Evaluating Impact

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

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

Location: DELAWARE C

D10 Keeping Seasoned Volunteers, Spicy!: Creating an Engaging Experience for Older Adults in Service

Thenera Bailey, President/CEO, The SISGI Group and Kemba Tamar, Partnership Lead, Senior Volunteer Programs, Reading Partners, NYC

Many organizations can benefit from older adult members in their national service program but are unsure about recruitment, expectations and structure within their existing program design. For long standing Senior Corps programs, new staff may need ideas on how to retain and support their older adult members. This workshop is tailored to programs that have a great service opportunity for older adults and want to learn best practices for retention and support.

Location: DELAWARE D

Lunch Plenary

Tuesday, May 9th 12:00 – 1:30 PM

Addressing the Opioid Epidemic: How Local Communities Can Provide Solutions

Sam Quinones, Author/Journalist

The opioid epidemic is affecting communities across the country in unprecedented ways and at alarming rates. Over the course of more than a decade, it has grown into a problem destroying lives across the nation, regardless of age, race, wealth or location. Join author, journalist, storyteller, and former LA Times reporter Sam Quinones as he provides a broad overview of the opioid epidemic - how we got here, the current state of affairs, and how local communities can come together to combat the problem.

Location: REGENCY BALLROOM

Workshop Block E

Tuesday, May 9th 2:00 – 3:30 PM

E1 Grants Management Boot Camp

** Recommended for new staff*

Brenda Powell, CNCS and Alex Delaney, CNCS

This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will present an overview of the uniform guidance, CNCS regulations and award terms and conditions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, timesheets, budget controls, financial reporting, documentation, audits, and other related financial requirements.

Location: TAFT A

E2 National Service Criminal History Checks Compliance for Senior Corps - On time, every time!

** Recommended for new staff*

Kinza Ghaznavi and Liz Jung, CNCS

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will help participants gain a clear understanding of what the requirements are, to whom they apply, typical compliance challenges, and the resources and alternatives available to help grantees through the process.

Location: FAIRFIELD

E3 Candid Conversations: Increasing Dialogue on Diversity, Social Justice, and Inclusion

Stephen Deaderick, Graduate Associate, Social Justice Engagement, The Ohio State University Student Life Multicultural Center

This interactive session will provide participants with information and skills needed to navigate the often difficult conversations about diversity in the workplace. There will be three sections of the presentation: dialogue facilitation skills, social identities and privilege, and creating inclusive spaces.

Location: TAFT D

E4 How to Win Compliance from AmeriCorps Members and Service Sites

Amy Kasch, Program Manager, Minnesota Reading Corps and Minnesota Math Corps and Sara Nobbs, Program Manager, Minnesota Reading Corps and Minnesota Math Corps

As staff of AmeriCorps programs, we've all sent emails with the subject line: "Urgent - Action Required" but there is a better way to win compliance. This session will provide participants the knowledge and skills to fold

compliance into a positive customer experience for AmeriCorps members and service Sites. Through storytelling and case studies, participants will learn first-hand how to develop, manage, and become a champion of winning compliance. This session is highly interactive.

Location: DELAWARE A

E5 Asset Based Volunteerism - Building on the skills of our volunteers and those you serve

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

This session will share stories, examples and principles that contrast asset based volunteerism vs. the traditional deficit based model. How do communities and programs build on the skills and strengths of the community? Learn how the asset based approach to volunteering will help programs create greater impact and sustainability.

Location: DELAWARE B

E6 Moving Down the Evidence Continuum for Senior Corps Grantees – FGP/SCP

Jen Irwin, CNCS and Brian Cognato, CNCS

This session will help FGP and SCP grantees move their program down CNCS's evidence continuum. We'll discuss why establishing higher levels of evidence is increasingly important and spotlight strategies to do that from the field. From developing a theory of change, to enhancing performance measurement, to implementing evidence-based programming, this session will help programs identify where they are and the specific steps they can take to enhance the evidence level in their program.

Location: TAFT C

E7 School House Rocks: The Nuts and Bolts of National Service Public Policy

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

Join America's Service Commissions as we walk you step-by-step through the ins and outs of the FY 2018 federal appropriations process for national and community service. We will offer insights on the new Presidential administration and walk you through the Congressional Budget and appropriations process. We will explore this annual process that may have some twists and turns and a few ups and downs. We will provide analysis, predictions, and priorities and introduce you to the cast of characters who have the most influence on the process, including key administration officials and members of Congress. We will also provide a preview of some promising opportunities for service legislation and funding at the state level and discuss strategies to educate governors and state legislatures about national service programs and member activities. We will wrap up the with a Q&A session.

Location: DELAWARE C

E8 Effective Targeted Recruitment

Tiffany Sanford, Volunteer Recruiter, AARP Foundation Experience Corps

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

Location: DELAWARE D

E9 Addressing the Opioid Epidemic: How National Service Can Provide Community Solutions

Mary Cannon, Director of AmeriCorps, Serve Ohio and Chip Livisay, Opioid Program Development Consultant, ServeOhio

The opioid epidemic is affecting lives in communities across the country regardless of age, race, wealth, or location. Join us for a brainstorm session on how communities can leverage national service to combat the issue at the local level. Presenters will share current opioid prevention programming in Ohio and allow participants to share and brainstorm program models to address the opioid epidemic in their community.

Location: TAFT B

E10 Using Google Drive as a Volunteer/Member Management Tool

Sean Noe, Program Coordinator, Ohio Reading Corps and Cheryl Evans, Central Ohio Coordinator, Ohio Reading Corps

Participants will learn to use Google Drive as a tool to improve Volunteer or AmeriCorps Member management. Following a brief overview of the basic functions of Google Drive, we will demonstrate how to create a Google Drive account. Then, participants will learn how to perform three functions in Google Drive that will result in more efficient management: 1) create surveys to collect and organize data, 2) share information and materials, 3) collaborate on documents. Finally, participants will have a chance to explore Google Drive and brainstorm ideas of how Google Drive can be used to help manage their program.

Location: NATIONWIDE AB

Block F: Constituency Meetings **Tuesday, May 9th 4:00 – 5:30 PM**

F1 Indiana AmeriCorps

Location: DELAWARE A

F2 Iowa National Service Program Meeting

Location: DELAWARE B

F3 Minnesota Senior Corps Association

Location: DELAWARE C

F4 Ohio RSVP Director's Association

(5:00 – 8:00 PM)

Location: DELAWARE D

F5 Serve Wisconsin AmeriCorps Programs

Location: NATIONWIDE AB

F6 Michigan Association of Foster Grandparent & Senior Companion Programs

Location: TAFT B

F7 National Senior Corps Association

Location: TAFT D

F8 Ohio AmeriCorps State Program Directors

Location: TAFT A



Closing Breakfast Plenary

Wednesday, May 10th 7:30 – 8:45 AM

Because I said I would

Amanda Messer, Co-Founder, Because I said I would

Join us as we close the 2017 North Central National Service Training Conference with a call to action from Amanda Messer, Co-Founder of *because I said I would*, a social movement and nonprofit dedicated to the betterment of humanity through promises made and kept. Amanda will share inspiring stories that highlight the importance of honoring your promises, and how simple actions can end suffering, establish peace, and build happiness.

Location: REGENCY BALLROOM

Workshop Block G

Wednesday, May 10th 9:00 – 10:30 AM

G1 National Performance Measure Data Collection Strategies for Senior Corps Grantees- Education Focus

** Recommended for new staff*

Tarah Maners, CNCS and Brian Cognato, CNCS
This session will help Senior Corps grantees overcome challenges in the data collection process for National Performance Measures. Attendees will identify key barriers and ways to overcome those barriers. We'll discuss engaging your stations, ensuring that your tools ask the right questions to address the National Performance Measures, and some best practices and procedures for data collection.

Location: FAIRFIELD

G2 Performance Measurement 201 for AmeriCorps

Olga Prokhorova and Shari Orr, CNCS

Performance measures are required for every AmeriCorps program and are intended to help grantees measure progress, recognize success, and strengthen their program activities. What makes a performance measure effective, and what are some common pitfalls that AmeriCorps grantees and State Service Commissions encounter when designing and reviewing performance measures? This workshop will explore best practices for developing and implementing strong performance measures. Workshop participants will also take an in-depth look at sample performance measures across the CNCS focus areas.

Location: TAFT A

G3 Selling Your Program with Little or No Budget Part 1

Peg Dzicek, RSVP Director, SERVE, Inc.

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

Location: DELAWARE A

G4 Recruiting and Retaining High Quality Members

** Recommended for new staff*

Cassandra Argo, AmeriCorps Program Officer, Volunteer West Virginia

This session will provide participants with best practices for increasing member enrollment and retention. Participants will review successful strategies from West Virginia that can be replicated in their own states.

Participants will also engage in an interactive discussion of options for recruiting high quality members and developing strong member development plans.

Location: DELAWARE B

G5 Senior Corps Budget Analysis

Debra Briddell, CNCS

** Recommended for new staff*

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

Location: TAFT C

G6 Oh, You Can Just Write a Grant for That Part 1

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

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

Location: DELAWARE C

G7 Service Year Exchange

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

We'll explore how programs can utilize the Service Year Exchange to recruit, grow, and

interact with their corps. This session will include an in depth live demonstration of Service Year Exchange features and an overview of strategies for leveraging the national digital and local grassroots efforts to draw candidates into their programs. We'll also draw on insight from programs across the country for a discussion of best practices and strategies.

Location: TAFT B

G8 Providing Feedback on Performance to Volunteers

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

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

Location: TAFT D

G9 Playing to Heal: A Trauma-Sensitive Approach to Public Service Part 1

Caitlin Barrett, Director of Training, Up2Us Sports and Adrienne Moore, Director of Capacity Building, Up2Us Sports

This session presents a unique approach to designing trauma-sensitive environments for youth development programs. Our approach is rooted in brain development and focused on strategies that help programs provide a safe space for young people who have experienced trauma. The session will begin with foundational discussion on trauma - how it occurs in communities and how it may impact the youth who come to programs. Participants will leave with a better understanding of the impact of trauma on behavior and will identify

trauma-sensitive strategies for better serving youth within their own program's culture, program activities, staff and external stakeholders.

Location: DELAWARE D

G10 Common OIG Findings and Safeguarding Program Funds

Robert J. Walters, Assistant Inspector General for Investigations, CNCS-OIG and Stuart Axenfeld, Assistant IG for Audits, CNCS-OIG

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

Location: NATIONWIDE AB

Workshop Block H

Wednesday, May 10th 11:00 – 12:30 PM

H1 Moving Down the Evidence Continuum for Senior Corps Grantees – RSVP

Jen Irwin, CNCS and Brian Cognato, CNCS

This session will help RSVP grantees move their program down CNCS's evidence continuum. We'll discuss why establishing higher levels of evidence is increasingly important and spotlight strategies to do that from the field. From developing a theory of change, to enhancing performance measurement, to implementing evidence-based programming, this session will help programs identify where they are and the specific steps they can take to enhance the evidence level in their program.

Location: FAIRFIELD

H2 Data Quality Review Best Practices for AmeriCorps

** Recommended for new staff*

Olga Prokhorova and Shari Orr, CNCS

Reporting on program outputs, outcomes, and demographic data is a fundamental requirement for all AmeriCorps State and National grantees. This workshop will explore the characteristics of high-quality data and ways to overcome common data quality challenges. Presenters will share best practices to help programs collect and report data that is valid, accurate and consistent.

Location: TAFT A

H3 Selling Your Program with Little or No Budget Part 2

Peg Dzicek, RSVP Director, SERVE, Inc.

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

Location: DELAWARE A

H4 Supervising AmeriCorps Members Like a Boss

Kate Schaer, Program Director, College

Possible, Erica Harwell, Program Coordinator, College Possible Milwaukee

This session will provide participants with tested strategies and best practices in providing crucial support for AmeriCorps member through their term of service. Participants will examine case studies, participate in reflection activities and leave the session with an implementable action plan for increasing AmeriCorps retention.

Location: DELAWARE B

H5 Budget Management for AmeriCorps Programs

** Recommended for new staff*

Bonnie Janicki, CNCS and Alex Delaney, CNCS

A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. In this session, participants will review the components of a compliant and competitive budget, develop budget strategies and best practices to meet program requirements, and discuss the many factors influencing budget management.

Location: NATIONWIDE AB

H6 Oh, You Can Just Write a Grant for That Part 2

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

Part 1: Participants will learn how to determine viable grant opportunities through the use of a scoring tool; to develop internal, collaborative grant writing processes and to hone program budget preparation skills.

Workshop processes will feature small group discussion of various scenarios as well as team learning activities. Part 2: Focus will include budget small group discussion and role play and post award implementation...We got the grant! Now what? Dealing specifically with budget management and grant related program delivery/management challenges.

Location: DELAWARE C

H7 Playing to Heal: A Trauma-Sensitive Approach to Public Service Part 2

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strategies that help programs provide a safe space for young people who have experienced trauma. The session will begin with foundational discussion on trauma - how it occurs in communities and how it may impact the youth who come to programs. Participants will leave with a better understanding of the impact of trauma on behavior and will identify trauma-sensitive strategies for better serving youth within their own program's culture, program activities, staff and external stakeholders.

Location: DELAWARE D

H8 Educating Elected Officials and Cultivating Service Champions: Strategies to Share Program Impact and Build Bipartisan Support

Tess Mason-Elder, Acting Director, Office of Government Relations, CNCS and Jen Ney, Managing Director, Voices for National Service

It's more important than ever to build strong bipartisan support for national service nationwide. Join us for an interactive session to discuss strategies for sharing your program's stories of impact with elected leaders at the local, state, and national level. We will share best practices for engagement through site visits, days of service and recognition, visits to Washington, DC, and other tips that will help foster relationships that will benefit your program and the entire national service community for years to come.

Location: TAFT C

H9 Rethinking Recognition: Acknowledging Exemplary Volunteer Performance

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

Participants in this session will reach beyond the traditional recognition practices that have

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

Location: TAFT D

H10 Mental Health First Aid: Improving Resiliency and Health Literacy in the National Service Network

Patricia Harrity, Executive Director, Health360

This session will provide an overview of Mental Health First Aid (MHFA) training, an evidence-based program that improves mental health literacy and provides practical strategies to assist someone experiencing a mental health challenge or illness. MHFA is an effective tool for improving mental health outcomes and destigmatizing mental illness. Session participants will engage in hands-on activities demonstrating portions of the MHFA training.

Participants will learn how MHFA training can benefit National Service members during their service commitment in local communities and beyond.

Location: TAFT B

THANK YOU TO OUR CONFERENCE EXHIBITORS!

Exhibitor booths are located in the Regency Ballroom Lobby on the 3rd Floor.

Cigna

Service Year

ALIVE

America's Service Commissions

AmeriCorps NCCC

Good Deed

Peace Corps

SISGI



KEYNOTE SPEAKERS



Elizabeth Brown, Councilmember

Columbus City Council

Elizabeth Brown was elected in November 2015 to her first term on Columbus City Council, which began January 1, 2016. Previously, Brown served as an economic development manager, where she collaborated with local businesses to add jobs and encouraged new businesses to move to Columbus. Brown has experience in nonprofit service, as a graduate of the City Year AmeriCorps program. At City Year, she worked with middle school students to improve literacy and implement service-learning projects in public schools. She has a background in state, federal, and issue politics, as well as in journalism, having been published in New York Magazine and National Public Radio affiliate WOSU.

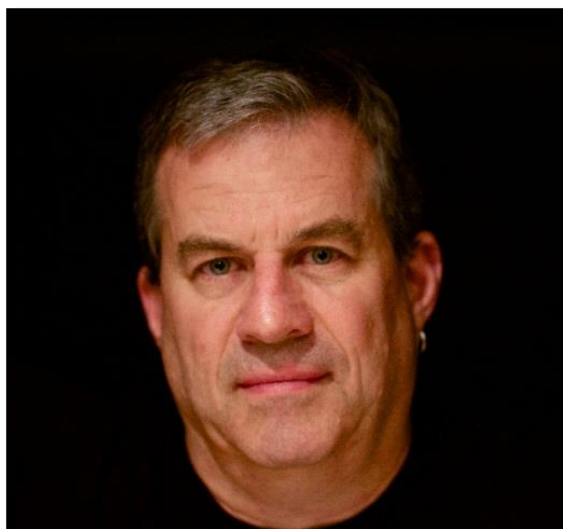


Kim Mansaray, Acting Chief Executive Officer

Corporation for National and Community Service

Kim Mansaray is the Acting Chief Executive Officer at the Corporation for National and Community Service (CNCS). Prior to becoming the Acting CEO at CNCS, Mansaray served as Chief of Program Operations and Deputy Chief of Staff, where she improved internal systems and operations, developed partnerships, and enhanced processes that monitor spending and program development among other duties. Prior to her service at CNCS, Mansaray spent nine years at Peace Corps as a Placement Officer, Division Chief in the Office of Placement, and Recruitment Manager for the Chicago Region. In those 2 roles, she developed recruitment and training strategies, and led area-specific placement and recruitment strategies for the program. She is also a returned Peace Corps volunteer who served for two years in Sierra Leone with a focus on improving community health.

KEYNOTE SPEAKERS



Sam Quinones, Author/Journalist

Sam Quinones is a Los Angeles-based freelance journalist and author of three books of narrative nonfiction. His latest book is *Dreamland: The True Tale of America's Opiate Epidemic* (Bloomsbury, 2015), for which he traveled across the United States. *Dreamland* won a National Book Critics Circle award for the Best Nonfiction Book of 2015. It was also selected as one of the Best Books of 2015 by Amazon.com, Slate.com, the Daily Beast, BuzzFeed, Seattle Times, Boston Globe, St. Louis Post-Dispatch, Entertainment Weekly, Audible, and in the Wall Street Journal and Bloomberg Business by Nobel economics laureate, Prof. Angus Deaton, of Princeton University.

Sam Quinones is formerly a reporter with the L.A. Times, where he worked for 10 years (2004-2014). He is a veteran reporter on immigration, gangs, drug trafficking, and the border.



Amanda Messer, Co-Founder & Chief Technology Officer

because I said I would

Amanda Messer is the Co-Founder and Chief Technology Officer at *because I said I would*, a social movement and nonprofit dedicated to the betterment of humanity through promises made and kept. At a young age Amanda learned the affect that promises broken have on relationships. Her father struggled with addiction and was not good with keeping his commitments to his little girl. Amanda was drawn to helping start *because I said I would* knowing that there are other children whose lives are deeply affected by broken promises. As the youngest of five children,

Amanda grew up in Lorain, OH. Prior to co-founding *because I said I would*, she worked at Hyland Software - one of Fortune magazine's top 100 places to work in the United States. Amanda has also served as the Vice President for the Cleveland User Experience Professionals Association.

DOWNTOWN RESTAURANTS IN THE VICINITY OF THE CONVENTION CENTER



SHORT NORTH ARTS DISTRICT

1. Brothers Drake (Meadery), \$.
2. Condado Tacos, \$\$, L D.
3. North High Brewing, \$, L D.
4. Paulie Gee's Short North, \$\$, D. Closed Mon.
5. Standard Hall, \$\$, D., Mon-Thurs. L D Fri.-Sun.
6. Fox in the Snow Cafe, \$, B L.
7. Seventh Son Brewing, \$, Closed Mon.
8. The Market Italian Village, \$\$, B L D.
9. Katalina's Cafe Corner, \$, B L.
10. Bodega, \$, L D.
11. Julep, \$\$, L D Fri.-Sun. D Mon.-Thurs.
12. Pies + Pints, \$\$, L D
13. Late Night Slice/Quick Slice, \$, D.
14. Oats & Barley, \$, B L D.
15. Tastings – A Wine Experience, \$\$, L D.
16. Zest Juice Co., \$, B L D.
17. Donatos Pizza/Black Brick Bar, \$, L D.
18. Mission Coffee Company, \$.
19. The Rossi Bar + Kitchen, \$\$\$, D.
20. Ram Restaurant & Brewery, \$\$, L D
21. Wine on High, \$.
22. Short North Pint House and Beer Garden, \$\$, L D
Fri.-Sun. D Mon.-Thurs.
23. Hoof Hearted Brewing Co., \$\$, L D, Sat-Sun., D Wed.-Fri.,
Closed Mon.-Tue.
24. Hubbard Grille, \$\$\$, D. Open L on Sat.-Sun.
25. Homefare, \$\$, L D Sat-Sun, D T-F, Closed Mon.
26. Native Cold Pressed, \$, B L D.
27. Philco Bar + Diner, \$\$, B L D.
28. Press Grill, \$\$, L D.
29. One Line Coffee, \$.
30. Jeni's Splendid Ice Creams, \$.
31. Union Cafe, \$\$, L D Brunch Sun.
32. Forno Kitchen and Bar, \$\$\$, D Lunch Sat.-Sun.
33. Basi Italia, \$\$\$, L D Fri.-Sat., D Tues-Thurs., Closed Sun.-Mon.
34. Boston Stoker, \$.
35. Spinelli's Deli, \$, B L D.
36. Lemongrass Fusion Bistro, \$\$\$, L D.
37. The Guild House, \$\$\$, B L D.
38. The Pearl, \$\$\$, D Brunch Sat.-Sun.
39. Marcella's, \$\$\$, D.
40. Eleven, \$, D Closed Sun.
41. Hyde Park Prime Steakhouse, \$\$\$\$, D.
42. Black Point, \$\$\$\$, D.
43. Convention Center, All American Hamburgers; Charley's
Grilled Subs; Chicken 'n Eggs; Donatos Pizza; Einstein Bros
Bagels; Fame's Diner; Goodrich Ice Cream; Mykonos
Gyros; Siam; Subway; Tony J's Mexican Grill. \$, B L D.
44. Platform Beer Co., \$ D.

ARENA DISTRICT

45. Callahan's Irish Tavern, \$, D Mon.-Sat., Closed Sun.
46. Bar Louie, \$\$, L D.
47. Park Street Cantina, \$, D Lunch Fri-Sun.
48. North Market, Public market with food vendors including
Bubbles tea and juice company; Dos Hermanos; Hot
Chicken Takeover; Jeni's Splendid Ice Creams; Little Eater;
Pistacia Vera; Stauf's; and Taste of Belgium. \$, B L D.
49. Novak's Tavern & Patio, \$, D
50. Barley's Brewing Company, \$\$, L D.

51. Denmark, \$\$, D Closed Sun.
52. Bareburger, \$\$ L D.
53. Martini Modern Italian, \$\$\$, D.
54. Brewcadia, \$\$, D
55. Gallerie Bar & Bistro, Inside Hilton Columbus Downtown, \$\$\$\$, B L D.
56. MMELO Boutique Confections, \$
57. Granero, \$\$, D
58. Gordon Biersch Brewery Restaurant, \$\$\$, L D.
59. R Bar Arena, \$, L D.
60. Buca di Beppo, \$\$, L D.
61. Three-Legged Mare, \$\$, L D.
62. BBR Columbus, \$\$, L D.
63. Dahlia, \$\$, D. Closed Sun.-Mon.
64. Nada, \$\$, L D.
65. Sunny Street Cafe, \$, B L (Dinner on event nights at Nationwide Arena).
66. Boston's The Gourmet Pizza, \$\$, L D.
67. Rodizio Grill, \$\$\$\$, L D.
68. bd's Mongolian Grill, \$\$, L D.

DOWNTOWN

69. Max & Erma's, \$\$, B L D.
70. Wolf's Ridge Brewing, \$\$\$, B L D. Closed Mon.



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