

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

MONDAY, April 27, 2015		
TIME	SESSION DESCRIPTION AND AUDIENCE	ROOM
7:30 AM – 5:00 PM	Registration Open	Atrium Entrance
<i>Pre-Event Opportunities – OPTIONAL</i>		
8:00 AM – 12:00 PM	Volunteer Training for Wisconsin	Salon EF
9:00 AM – 12:00 PM	New Staff AmeriCorps Programmatic Orientation – Programmatic 101	Thornapple
10:00 AM – 11:30 AM	MARSVP Director’s Meeting	Cheboygan
10:00 AM – 12:00 PM	New Staff Senior Corps Programmatic Orientation – Programmatic 101	Petoskey/Mackinac
10:30 AM – 12:00 PM	Iowa AmeriCorps Program Meeting	Traverse City
11:00 AM – 12:00 PM	Peace Corps / State Service Commissions Meeting	Harbor Springs
12:30 PM – 2:00 PM	Lunch and Welcome Plenary (Grand Rapids Mayor George Heartwell, Wendy Spencer, CEO, CNCS)	Grand Centennial
2:00 PM – 2:15 PM	Break	
2:15 PM – 3:45 PM	<i>Facilitated Networking</i>	
	AmeriCorps (S/N, VISTA, NCCC, SIF)	Huron/Erie/Ontario (Grand Centennial)
	Senior Corps (SCP, RSVP, FGP, State Office Staff)	Michigan/Superior (Grand Centennial)
	State Commission Staff	Thornapple
3:45 PM – 4:00 PM	Break	
4:00 PM – 5:30 PM	<i>Workshop Block A – 7 sessions offered concurrently</i>	
	Getting to What Matters: The Art and Practice of Evaluating your Impact (All Streams) <i>Steve Patty</i> Every leader needs a way to see impact clearly. Every leader needs not only to prove the value of an effort to stakeholders, but also to improve its effect among those it is intended to serve. Evaluation, if it is done well, 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 tiresome and inert. This session will show us how to design meaningful and elegant approaches to evaluate and communicate impact.	Thornapple

North Central National Service Training – April 27-29, 2015
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	<p>Giving and Receiving Feedback (All Streams) <i>Sharon Tewksbury-Bloom</i> Being able to effectively give and receive feedback is essential to leadership and volunteer engagement. This will be a hands-on training where we practice how to give & receive feedback. We will discuss the value of feedback and techniques for providing feedback and making the most of the feedback you are given.</p>	Petoskey/Mackinac
	<p>Meeting Match Requirement: Using Technology to Collect In-Kind (AC) <i>Josh Lambrecht, Lauren Buckentine</i> This session will provide participants with a brief overview of match and a more in-depth discussion on collecting In-Kind. Participants will be shown various technology tools and softwares that will assist them in gathering and tracking In-Kind donations, including basic, intermediate and advanced ways to collect the data. Each participant will leave with a handout of information on the various tools discussed and ideas of how they can implement technology to make meeting their match requirement easier.</p>	Cheboygan
	<p>Professional Development Resources for Your Members (AC) <i>Mary Bruce</i> AmeriCorps Alums is the only national network for the nearly one million alumni of all AmeriCorps programs (including the estimated 80,000 members graduating each year). Alums' mission is to connect alumni to the people, ideas, and resources that help them reach their full potential as engaged citizens and civic leaders. AmeriCorps members and alumni are hungry for professional development support – and a career of impact – but few resources exist. Our session will introduce program/commission leadership and staff to the AmeriCorps Alums professional development offerings including career newsletter, monthly professional development webinars, virtual grad school fairs, career center and more!</p>	Harbor Springs
	<p>Starting Off Right: AmeriCorps Pre-Service Orientation (AC) <i>Erin Cooperman, Rebecca James</i> This session will provide participants with the tools to create an effective pre-service orientation for AmeriCorps members. Presenters will review the requirements for pre-service orientation, share tips & best practices from their own experience, and lead an interactive discussion to share ideas that work.</p>	Saugatuck
	<p>Performance Measurement – Healthy Futures Focus Area (SC – SCP/RSVP)* <i>Emily Kubiszewski, Cathy Sharp</i> This session reviews Healthy Futures focus performance measure requirements appropriate for SCP/RSVP, with an emphasis on the Independent Living objectives, & highlights the role of understanding quality data, data collection, & reporting. Participants will practice key learnings through an interactive exercise & discussion.</p>	Traverse City
	<p>Keys to Effective Financial Grants Management (All Streams)* <i>Bonnie Janicki, Yvonne Walker</i> This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will cover Office of Management and Budget (OMB) circulars related to cost principles, CNCS regulations and award provisions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, timesheets, budget controls, financial reporting, documentation, audits, and other related financial requirements.</p>	Salon EF
5:30 PM - 6:00 PM	NAFGPD Meeting (Iowa)	Petoskey/Mackinac
6:30 PM – 9:30 PM	Celebrate Service! Networking Reception – Grand Rapids Public Museum (off-site)	

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

TUESDAY, April 28, 2015		
TIME	SESSION DESCRIPTION AND AUDIENCE	ROOM
7:15 AM – 8:15 AM	Breakfast Plenary: <i>Counting on National Service in Times of Disaster</i>	Grand Centennial
8:15 AM – 8:30 AM	Break	
8:30 AM – 10:30 AM	<i>Workshop Block B – 7 sessions offered concurrently</i>	
	<p>Difficult Conversations (All Streams)* <i>Sharon Tewksbury-Bloom</i> Everyone has them, those conversations that make your stomach churn and your headache just considering having them. Well, this training will give you the tools to know when to have those conversations and how to structure them to accomplish your objectives. Had a fight with a friend and still aren't speaking? Want to ask your supervisor for a raise, but don't know how to even start? Supervising a volunteer that has gone rogue? Please come prepared to discuss the challenges of discussion.</p>	Thornapple
	<p>Inside the Corner Office and the Corner Store (All Streams) <i>Linda Brown Rivellis</i> To be successful in soliciting charitable funds from business leaders, imagine yourself sitting behind their desks or standing behind their counters. Since all businesses are incorporated - whether small or large - this session is designed to help you think “corporately” in your communication and cultivation techniques to attract business support. This session works to expand your business solicitation insight in order to communicate – using their reasoning as you present your proposal. You can expect to gain more perspective for why businesses support charity and how you can match their corporate goals with your program needs.</p>	Petoskey/Mackinac
	<p>Telling Your National Service Story (All Streams)* <i>Ted Miller</i> This session will focus on:</p> <ul style="list-style-type: none"> • The “Fours R of Branding”: Reasons, Requirements, Resources, & Recommendations • Examples of best practices when engaging with key audiences (media, corporate supporters, elected officials) – grantee/project sponsor participation • Tying performance measures to outreach (translating the technical to compelling narrative) • Overview of the engagement calendar for the year (opportunity to get additional feedback from the field) CNCS Elective. 	Cheboygan
	<p>Developing a Case Statement for Your Volunteer Program (All Streams) <i>Kaira Esgate</i> Are you looking to secure additional resources or build greater internal support for your organization’s volunteer engagement strategy? If so, building a compelling case statement is an important next step. In this workshop, we will discuss the key elements of a case statement: ways in which to quantify your</p>	Harbor Springs

North Central National Service Training – April 27-29, 2015
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	organization's return on investment, how to leverage existing research to bolster your case, and effective strategies for sharing your case statement with executive leadership.	
	<p>Leaders & Followers: Looking at the Ins & Outs of Motivation & Membership (All Streams) <i>Jay Johnson</i></p> <p>Modern leaders come in a variety of forms, from business to nonprofit, from organizational to political. Unfortunately, many of them are boring... In this instructional module, attendees will learn to motivate members and volunteers, create a unique and compelling experience, and invoke the best out of their followers. Tools and strategies will be provided for immediate use and impact in the attendees' interactions. This training also explores leadership traits and effective team management skills essential for success in today's cross-generational workplace.</p>	Saugatuck
	<p>Documenting Cash, In-Kind, and Time (All Streams) <i>Bonnie Janicki, Yvonne Walker</i></p> <p>Do you need to track and record cash and in-kind donations? In this session you will learn how to properly calculate and value in-kind donations, record match expenses in the accounting system, avoid match-related findings, and more!</p>	Traverse City
	<p>Performance Measurement Session I: Theory of Change & Evidence (AC–State/National) <i>Oksana Jensen</i></p> <p>This session introduces key concepts from CNCS's Performance Measurement Core Curriculum. Participants will explore how a theory of change strengthens program design and how evidence is used to support a theory of change. This interactive session will include case studies and other activities to practice evaluating theories of change and evidence. CNCS Core Content. <i>Participants are recommended (but not required) to take both PM 1 & PM 2 sessions.</i></p>	Salon A
10:30 AM – 10:45 AM	Break	
10:45 AM – 12:15 AM	Workshop Block C – 7 sessions offered concurrently	
	<p>Building Strong and Effective Senior Corps Associations (SC) <i>Lynnetta Kopp, Dave Layton, Ceil Sperzel, Mary Steele, Rich Zeck</i></p> <p>Senior Corps Associations can play a key role in leading the advocacy for local programs, providing assistance to new directors, coordinating statewide impact, marketing the Senior Corps brand and providing valuable training and networking for directors. The most effective associations have structure, goals and ongoing communications among members. However, no two associations are the same and sharing best practices and ideas in this session will lead to better associations overall.</p>	Thornapple
	<p>Engaging AmeriCorps Members in Volunteer Recruitment and Management (AC) <i>Katelyn Dokken, Lizzie Morris</i></p> <p>This session will focus on how to engage AmeriCorps members in volunteer mobilization, even if volunteer management is not the focus of their service. Participants will be introduced to concrete examples of tools they can use, including the "Volunteer Engagement Toolkit." This toolkit of resources will include informational handouts Minnesota Reading Corps and Minnesota Math Corps have created to help our members successfully engage volunteers from the recruitment process, volunteer onboarding and training, to volunteer recognition and reporting. Participants will take an active part in the training by partaking in group activities and reflection, leaving the session with a broader understanding of how all AmeriCorps</p>	Petoskey/Mackinac

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

	members can help contribute to volunteer mobilization.	
	<p>Performance Measurement: Education Focus Area for FGP/RSVP (SC – FGP/RSVP)* <i>Emily Kubiszewski, Cathy Sharp</i></p> <p>This session reviews Education Focus performance measures requirements appropriate for FGP/RSVP and highlights the role of understanding quality data, data collection, and reporting. Participants will practice key learnings through an interactive exercise and discussion.</p>	Cheboygan
	<p>Elevating National Service Disaster Engagement in Your State (All Streams) <i>Katrina French</i></p> <p>This session will provide participants with a greater understanding of national service capabilities and functions in times of disaster. In addition to learning about the National Service Disaster Scale, participants will explore how to promote closer partnerships between national service programs & their local emergency management agencies (EMA) & Voluntary Organizations Active in Disaster (VOAD).</p>	Harbor Springs
	<p>Developing & Managing Your Budget – AmeriCorps (AC–State/National only)* <i>Bonnie Janicki</i></p> <p>A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. This session will provide participants with techniques, tools, & tips to effectively review, monitor, and manage a good program budget. Participants will also review and discuss CNCS regulations and award provisions, written policies and procedures, member management, document management and retention, reporting requirements, and unallowable activities.</p>	Saugatuck
	<p>Developing & Managing Your Budget – Senior Corps (SC)* <i>Yvonne Walker</i></p> <p>A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. This session will provide participants with techniques, tools, & tips to effectively review, monitor, and manage a good program budget. Participants will also review and discuss CNCS regulations and award provisions, written policies and procedures, volunteer management, document management and retention, reporting requirements, and unallowable activities.</p>	Traverse City
	<p>AmeriCorps Member Healthcare: Examining the Landscape and Trends Since the Affordable Care Act (AC) <i>Chris Rooney, Ben Gulker</i></p> <p>The Affordable Care Act is changing the landscape for AmeriCorps member healthcare. In this session, you will learn how the Affordable Care Act is impacting AmeriCorps programs and members, important information about being compliant with both AmeriCorps provisions and the ACA, and how trends in the healthcare field and claim data can help you offer high-quality options for members.</p>	Salon A
12:15 PM – 12:30 PM	Break	
12:30 PM – 2:00 PM	Lunch Plenary: <i>Service, My Way of Life</i> (Mark Lindquist, CEO/Co-Founder, Breath Is Limited)	Grand Centennial
2:00 PM – 2:15 PM	Break	
2:15 PM – 4:15 PM	Workshop Block D – 7 sessions offered concurrently	

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

	<p>Difficult Conversations (All Streams)* <i>Sharon Tewksbury-Bloom</i></p> <p>Everyone has them, those conversations that make your stomach churn and your headache just considering having them. Well, this training will give you the tools to know when to have those conversations and how to structure them to accomplish your objectives. Had a fight with a friend and still aren't speaking? Want to ask your supervisor for a raise, but don't know how to even start? Supervising a volunteer that has gone rogue? Please come prepared to discuss the challenges of discussion.</p>	Thornapple
	<p>Developing Major Donors – Moving Modest Gifts to Major Support (All Streams) <i>Linda Brown Rivelis</i></p> <p>Fact: According to Giving USA, more than 80% of all giving comes from individuals. Individual support is the only dependable key to access growing, unrestricted annual support, sorely needed in nonprofit operations. During this session, you will focus on databases, donor segmentation for targeted solicitation, fundraising methodologies cultivation cues, etc. These tips & other fundraising techniques will be explored to help you develop modest givers into major, committed donors.</p>	Petoskey/Mackinac
	<p>Telling Your National Service Story (All Streams)* <i>Ted Miller</i></p> <p>This session will focus on:</p> <ul style="list-style-type: none"> • The “Fours R of Branding”: Reasons, Requirements, Resources, & Recommendations • Examples of best practices when engaging with key audiences (media, corporate supporters, elected officials) – grantee/project sponsor participation • Tying performance measures to outreach (translating the technical to compelling narrative) • Overview of the engagement calendar for the year (opportunity to get additional feedback from the field) CNCS Elective. 	Cheboygan
	<p>National Service Criminal History Checks (All Streams)* <i>Brian Cognato</i></p> <p>Establishing timely and correctly conducted National Service Criminal History Checks is a crucial compliance requirement. This session will help participants gain a clear understanding to whom these requirements apply, the procedures that must be followed, typical compliance challenges, Alternate Search Procedures (ASPs), and the resources available for guidance.</p>	Harbor Springs
	<p>COLORS Personality Assessment (All Streams) <i>Mike Stehlin</i></p> <p>Ever had a day or even a week's time where it would have been extremely helpful to have a complete psychological workup done on those around you to help you keep your sanity? You know, something that would give you an edge, a little insight into the 'why's' of others' behaviors and actions. I'm talking something that would be easy for you to understand and apply in a real world setting – not theories and tools that only trained professionals can use & interpret. If so, you are not alone. How we communicate, motivate, and problem solve with others plays a major role in our success or, too often, lack of success. What complicates this even further is that we are all wired differently. What motivates one does nothing for someone else. There is not one style of communication that works with everyone. So how do you gain some insight that will help you be more effective? You have the opportunity to invest two hours in this fast-paced, & yes, even fun session that will introduce you to such a tool. After taking a self-scoring tool to determine</p>	Saugatuck

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

	your personality tendency, you will then take part in a structured group exercise to learn more about yourself, and more importantly, about others. You will walk away with a better understanding and appreciation for how others learn, communicate, problem solve, and work best.	
	Keys to Effective Financial Grants Management (All Streams)* <i>Bonnie Janicki, Yvonne Walker</i> This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will cover Office of Management and Budget (OMB) circulars related to cost principles, CNCS regulations and award provisions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, timesheets, budget controls, financial reporting, documentation, audits, and other related financial requirements.	Traverse City
	Performance Measurement Session 2: High Quality Performance Measures (AC–State/National) <i>Oksana Jensen</i> This session introduces key concepts from CNCS’s Performance Measurement Core Curriculum and builds on concepts introduced in the Theory of Change and Evidence session. Participants will learn how to develop high quality performance measures. This interactive session includes opportunities to practice critiquing performance measures. CNCS Core Content. <i>Participants are recommended (but not required) to take both PM 1 & PM 2 sessions.</i>	Salon A
4:15 PM – 4:30 PM	Break (snack available in the Atrium)	
4:30 PM – 5:30 PM	Town Hall Meetings	
	AmeriCorps (With Bill Basl, Director of AmeriCorps)	Huron/Erie/Ontario (Grand Centennial)
	Senior Corps (With Dr. Erwin Tan, Director of Senior Corps)	Michigan/Superior (Grand Centennial)
5:30 PM	Adjourn / Dinner on Own	
5:30 PM – 6:30 PM	Senior Corps and VISTA 50th Anniversary Reception (optional – open to all conference attendees)	Atrium

WEDNESDAY, April 29, 2015		
TIME	SESSION DESCRIPTION AND AUDIENCE	ROOM
7:30 AM – 8:30 AM	Breakfast Plenary: <i>Building Champions for Programs that Make a Difference</i> (Bridget Clark Whitney, Kids’ Food Basket & Matthew Downey, Johnson Center for Philanthropy)	Grand Centennial
8:30 AM – 8:45 AM	Break	
8:45 AM – 10:15 AM	Workshop Block E – 7 sessions offered concurrently	

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

	<p>Cross-Stream Partnerships: Strengthening National Service through Collaboration (All Streams) <i>Marsha Hazen, Josh Lambrecht, Dave Layton</i></p> <p>This interactive presentation will show ways programs have come together to increase impact in the communities served and foster a stronger sense of the national service movement for their volunteers and members. It will also demonstrate how cross-stream collaborations make programs more visible in the communities served, and will provide tools and tips to enable members from various teams to plan, serve, network, and build friendships while strengthening the national service identity.</p>	Thornapple
	<p>Finding the Right Volunteers: Targeted Volunteer Recruitment (All Streams) <i>Lisa Bottomley, Jennifer Weichel</i></p> <p>Do you have all the volunteers you need? Most programs struggle to recruit enough volunteers to meet the needs of the program. In this session, we will explore the concept of targeted volunteer recruitment and how you can use it to find volunteers who are likely to stay with your program long term. You will leave this interactive session with ideas to maximize your recruitment efforts and a template for a recruitment plan that can be used by individual staff or a team.</p>	Petoskey/Mackinac
	<p>Performance Measurement: Healthy Futures Focus Area for SCP/RSVP (SC – SCP/RSVP)* <i>Emily Kubiszewski, Cathy Sharp</i></p> <p>This session reviews Healthy Futures Focus performance measures requirements appropriate for SCP/RSVP, with an emphasis on the Independent Living objectives, and highlights the role of understanding quality data, data collection, and reporting. Participants will practice key learnings through an interactive exercise and discussion.</p>	Cheboygan
	<p>National Service Criminal History Checks (All Streams) <i>Brian Cognato</i></p> <p>Establishing timely and correctly conducted National Service Criminal History Checks is a crucial compliance requirement. This session will help participants gain a clear understanding to whom these requirements apply, the procedures that must be followed, typical compliance challenges, Alternate Search Procedures (ASPs), and the resources available for guidance.</p>	Harbor Springs
	<p>Safeguarding Corporation Funds (All Streams) <i>Stuart Axenfeld, Thomas Chin, Robert Walters</i></p> <p>The Office of Inspector General (OIG) is the independent investigative, audit and evaluation arm of the Corporation for National and Community Service (Corporation). It conducts investigations, audits and evaluations of Corporation programs and grantees to detect and prevent fraud, waste and abuse. The OIG strives to ensure that every tax dollar allocated to national service programs is used efficiently and effectively.</p>	Saugatuck
	<p>Developing & Managing Your Budget – AmeriCorps (AC–State/National/VISTA)* <i>Bonnie Janicki, Yvonne Walker</i></p> <p>A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. This session will provide participants with techniques, tools, and tips to effectively review, monitor, and manage a good program budget. Participants will also review and discuss CNCS regulations and award provisions, written policies and procedures, volunteer management, document management and retention, reporting requirements, and unallowable activities.</p>	Traverse City

North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

	<p>Reframing Service as a Post-Secondary Learning Institution (AC) <i>Shirley Sagawa</i></p> <p>During this workshop, the group will explore opportunities for technology to support the learning journey AmeriCorps members embark on before, during, and after their service year. We know that the competencies and skills developed from the service year experience are valuable to higher education institutions and employers. This group will help shape the development of the upcoming Service Year Learning exchange (Fall 2016) that aims to ensure skills learned through service are captured and translated as corps members move into their next chapter.</p>	Salon EF
10:15 AM – 10:30 AM	Break	
10:30 AM – 12:00 PM	Workshop Block F – 7 sessions offered concurrently	
	<p>Building Champions of National Service and Volunteering (All Streams) <i>Tom Branen, Adam Lounsbury</i></p> <p>This session will present a policy update on national service legislation, congressional appropriations, and pertinent policy updates relevant to the national service community. In addition, speakers will provide strategies to engage and embolden your elected officials & community leaders in support of national service.</p>	Thornapple
	<p>Crossing the Gap: Understanding Generational Differences (All Streams) <i>Lisa Bottomley, Jennifer Weichel</i></p> <p>Values and experiences vary between generations and this can impact the way we work and relate to others. This interactive workshop will begin with activities and discussion to better understand the different perspectives of various generations and how these differences impact work style, communication, goals, and outlooks. Participants will have an opportunity to share their experiences and learn from members of each generation.</p>	Petoskey/Mackinac
	<p>Performance Measurement: Education Focus Area for FGP/RSVP (SC – FGP/RSVP) <i>Emily Kubiszewski, Cathy Sharp</i></p> <p>This session reviews Education Focus performance measures requirements appropriate for FGP/RSVP and highlights the role of understanding quality data, data collection, and reporting. Participants will practice key learnings through an interactive exercise and discussion.</p>	Cheboygan
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North Central National Service Training – April 27-29, 2015
Connect, Collaborate, Celebrate

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	<p>Harnessing the Power of Individual Giving through Crowdfunding (All Streams) <i>Shirley Sagawa</i> In this session, we will introduce participants to crowdfunding and how it can complement existing individual giving strategies. We will cover important dos and don'ts when planning, launching, and supporting crowdfunding campaigns to support your organization.</p>	Salon EF
12:00 PM – 12:15 PM	Break	
12:15 PM – 1:30 PM	<p>Lunch and Closing Plenary (Tony Campbell, Director of Missional Engagement and Global Mission, Reformed Church in America)</p>	Grand Centennial
1:30 PM	Adjourn	
Post-Event Opportunities – OPTIONAL (State Meetings, Affinity Groups, Association Meetings, etc.)		
1:30 PM – 3:30 PM	Senior Corps Office Hours (for general questions)	Cheboygan
1:30 PM – 4:00 PM	Indiana AmeriCorps State Meeting	Petoskey/Mackinac
	America's Service Commission (ASC) Meeting	Thornapple