

# *Learning Together, Serving Together*

**North Central** National Service Training Conference • Chicago, Illinois • March 19 – 21, 2018

#NorthCentralService

**AMERICA'S  
SERVICE  
COMMISSIONS**







# OFFICE OF THE GOVERNOR

207 STATE HOUSE  
SPRINGFIELD, ILLINOIS 62706

**BRUCE RAUNER**  
GOVERNOR

March 19, 2018

North Central National Service Training Conference  
The Drake Hotel  
140 East Walton Place  
Chicago, Illinois 60611

Greetings!

As Governor of the State of Illinois, I am pleased to welcome everyone gathered in the great city of Chicago for the 2018 North Central National Service Training Conference.

Illinois has a strong history of supporting volunteerism and National Service, and we are excited to share our experiences and gain from yours. For nearly 40 years, Serve Illinois has been our Commission on Volunteerism and Community Service. Serve Illinois works to improve our communities by enhancing volunteerism and instilling an ethic of service throughout our state. This year, more than 13,000 people are serving Illinois communities through AmeriCorps and Senior Corps. They are "getting things done" at more than 2,100 sites across our 102 counties. Each day, they are changing lives and making Illinois a better place to live, work, and play.

As you gain from each other's knowledge and experience, I hope you also take some time to step outside and enjoy one of the greatest cities in the world. From the historic Navy Pier to our beautiful Millennium Park, there is so much here that you will find nowhere else in the world, and we're delighted you're here to see it. You have picked an excellent time to join us, as we celebrate the Illinois Bicentennial. Throughout the year we are celebrating the many amazing people and things that are born, built, and grown every day in Illinois.

On behalf of the people of Illinois, I offer my best wishes for a memorable and enjoyable event.

Sincerely,

Bruce Rauner  
Governor, State of Illinois



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# OFFICE OF THE MAYOR CITY OF CHICAGO

**RAHM EMANUEL**  
MAYOR

March 19, 2018

Dear Friends:

As Mayor, and on behalf of the City of Chicago, I am pleased to extend warmest greetings to all those gathered for the 2018 North Central National Service Training Conference.

The North Central National Service Training Conference supports national service staff such as AmeriCorps and Senior Corps, with their professional development. Workshops on topics of grants management, budget management, financial monitoring, performance measurements, and many other topics, help to ensure that these services continue to give people the opportunity to tackle the important challenges and transform lives.

This year's event brings over 200 nonprofit and national service professionals, state service commission staff, CNCS, and volunteer management partners for an educational training conference. With an array of keynote lectures, hands-on workshops, exciting exhibits, evening receptions, and service projects, attendees will have the opportunity to learn, network, and be inspired. I commend the North Central National Service Training Conferences for their tireless work in service-related programs that help to improve our communities.

It is my hope that after learning about and discussing what's new and changing, you will take the time to explore and take advantage of everything Chicago has to offer. An exciting variety of restaurants, universities and world-class museums accented by our iconic skyline, incredible lakefront, and historic neighborhoods make Chicago one of the world's greatest cities.

I hope you have an enjoyable and informative conference and submit my wishes for much continued success.

Sincerely,

Mayor





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CONFERENCE SCHEDULE AT-A-GLANCE

Monday, March 19

- 8:00 - 10:30 AM Morning Coffee
- 9:00 - 10:00 AM Welcome Plenary & Kick-Off—Eric Weinheimer
- 10:30 - 12:00 PM Workshop Block A
- 12:00 - 1:30 PM Lunch Plenary—Jenne Myers
- 2:00 - 3:30 PM Workshop Block B
- 4:00 - 6:00 PM Networking Reception—360 CHICAGO

Tuesday, March 20

- 8:00 - 10:15 AM Morning Coffee
- 8:30 - 10:00 AM Workshop Block C
- 10:15 - 11:45 AM Workshop Block D
- 12:00 - 1:30 PM Lunch Plenary—Barbara Stewart and Chester Spellman
- 2:00 - 3:30 PM Workshop Block E
- 3:30 - 4:00 PM Afternoon Coffee Break
- 4:00 - 5:30 PM Workshop Block F
- 5:30 - 7:00 PM Service Project: Together We Rise

Wednesday, March 21

- Wear Your National Service Gear Day!*
- 8:00 - 9:30 AM Morning Coffee
- 8:30 - 9:30 AM Closing Plenary—Vu Le
- 9:30 - 11:00 AM Workshop Block G
- 11:15 - 12:45 PM Workshop Block H
- 12:45 PM Conference Adjourns

SKY HIGH CITY VIEWS NETWORKING RECEPTION



MONDAY MARCH 19

Monday, March 19 from 4:00 - 6:00 PM  
360 CHICAGO, John Hancock Building, 875 N. Michigan Avenue, 94th Floor, Skidmore Room

Drop by our networking reception on Monday evening and join your national service colleagues for an evening of food, networking, and epic views in the Skidmore Room at 360 CHICAGO, located on the 94th floor of The John Hancock Building! Cash bar; appetizers provided.

The Hancock building is more than just an architectural wonder; it has played a fascinating part in the development of modern day Chicago and is the go-to destination for visitors who want to experience the best views of the city and its historic lakefront.

Including its two antennas, the Hancock has a height of 1,500 feet, making it the fourth highest building in Chicago and the thirty-third tallest building in the world. The observatory is a member of the World Federation of Great Towers and has won various awards for its distinctive style, including the Distinguished Architects Twenty-five Year Award from the American Institute of Architects.

The Hancock Building is just a short five-minute walk from the Drake Hotel.

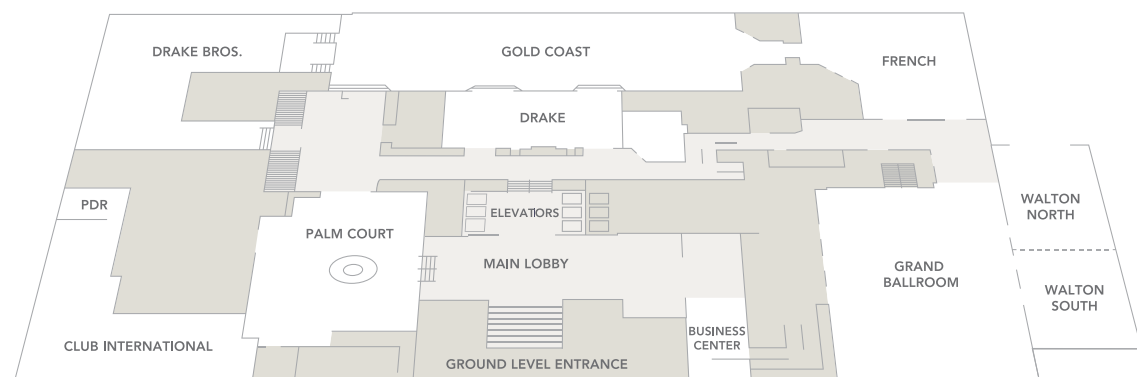
MEET US THERE!





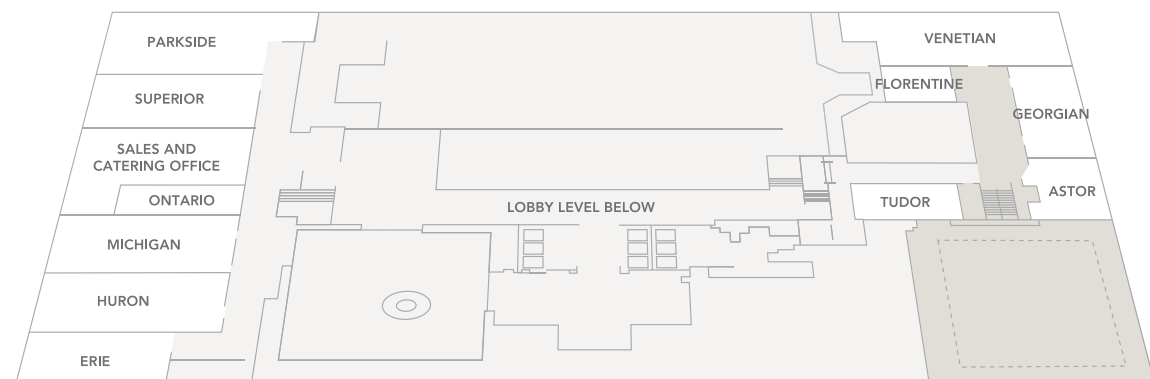
## DRAKE HOTEL MEETING ROOM FLOOR PLANS

All plenaries take place in the Gold Coast Room on the Lobby Level.  
All workshops will be held on the Mezzanine Level.



LOBBY LEVEL

Ben Marshall boardroom located on the first floor  
Lakeshore boardroom located on the tenth floor



MEZZANINE LEVEL

Ben Marshall boardroom located on the first floor  
Lakeshore boardroom located on the tenth floor

WEDNESDAY IS WEAR YOUR GEAR DAY!



# WEDNESDAY MARCH 21

Don your best AmeriCorps and other service gear duds and strut your stuff on Wednesday—the more flare, the better.

## LET'S SHOW THAT LEGENDARY NATIONAL SERVICE SPIRIT!



VISIT OUR CONFERENCE EXHIBITORS!

Exhibitor Booths are located in the Drake Room near the Gold Coast Ballroom.



WORKSHOP SCHEDULE

AmeriCorps Financial Grants Management Workshop Track: <b>Michigan Room</b>	State Service Commission Workshop Track: <b>Superior Room</b>	Service Year Workshop Track: <b>Astor Room</b>	AmeriCorps Program 101 Workshop Track: <b>Georgian Room</b>
AmeriCorps Program 201 Workshop Track: <b>Parkside Room</b>	Volunteer Management Workshop Track: <b>Huron Room</b>	Hospitality Room: <b>Ontario Room</b>	

Workshops are first-come, first-serve, based on availability of space in each room.  
Participants are encouraged to move throughout different tracks.

Sunday, March 18th						
Registration Check-In: 4:00 PM – 7:00 PM Gold Coast Foyer						
Monday, March 19th						
Registration Check-In: 7:30 AM – 8:45 AM Gold Coast Foyer						
Exhibitors and Information Table Open 8:30 AM – 3:30 PM Drake Room						
Group Meetings (Invitation Only): 8:00 AM – 8:45 AM				Volunteer Iowa AmeriCorps Meeting (Parkside Room)	Serve Wisconsin AmeriCorps Meeting (Astor Room)	
8:00 – 10:30 AM Morning Coffee						
Welcome and Kick-Off: Eric Weinheimer, President & CEO, Forefront 9:00 – 10:00 AM Gold Coast Room						
Block A 10:30 – 12:00 PM	<b>A1</b> National Service Criminal History Check 101: On Time, Every Time (Liz Jung)	<b>A2</b> The Nuts and Bolts of National Service Public Policy (Tom Branen)	<b>A3</b> Recruitment: Making a (Digital) Splash that Builds Brand and Corps Members (Kristen Bennett)	<b>A4</b> Beyond the Logo: Telling the National Service Story (Sam Warfield, Marc Young)	<b>A5</b> Making the Mix Work: Effectively Serving Communities of Diverse Populations (Tyrai Bronson-Pruitt)	<b>A6</b> Marketing to Volunteers, Members, and Donors (Bill Hulterstrom)
Lunch Plenary: Jenne Myers, CEO, Chicago Cares 12:00 – 1:30 PM Gold Coast Room						
Block B 2:00 – 3:30 PM	<b>B1</b> NSCHC: Advanced Topics and Open Q and A (Liz Jung)	<b>B2</b> Principles of Successful Boards, Advisory Boards and Commissions (Bill Hulterstrom)	<b>B3</b> Program Collaboration in Communities: Amplifying your Impact (Monique Ellington & Jennifer McArdle)	<b>B4</b> Keeping Things Relevant: Creating an Engaging Training Model (Caitlin Stack and Clare Healy)	<b>B5</b> Training Members to Work In and Be a Part of a Community (Henriette Taylor, Rachel Donegan, Kyla Liggett-Creel)	<b>C6</b> Lead Your Community to Service Success with the Service Enterprise Initiative (Yvonne Siu Turner, Brianne Fitzgerald, Rosie Drumgoole)
4:00 – 6:00 PM Sky High City Views Networking Reception at The John Hancock Building (Chicago 360—94th Floor—Skidmore Room)						

AmeriCorps Financial Grants Management Workshop Track: <b>Michigan Room</b>	State Service Commission Workshop Track: <b>Superior Room</b>	Service Year Workshop Track: <b>Astor Room</b>	AmeriCorps Program 101 Workshop Track: <b>Georgian Room</b>
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Tuesday, March 20th						
Exhibitors and Information Table Open 8:00 AM – 5:30 PM—Drake Room						
Meetings 7:15 AM – 8:15 AM					Serve Illinois AmeriCorps Meeting (Superior Room)	
8:00 – 10:15 AM Morning Coffee						
Block C 8:30 – 10:00 AM	<b>C1</b> Current Topics in Grants Managment (Kris Tecce)	<b>C2</b> Boards of a Feather: Increasing Flock Diversity for Healthier Leadership (Amy Porter)	<b>C3</b> Career Pathways: Service as the First Steps to Employment (Ben Duda and Monique Ellington)	<b>C4</b> Where Are the Answers? What are the Guiding Documents and When to Use Them? (Sue Hyatt and Ralph Morales)	<b>C5</b> Communicating the Case for National Service: Effective Messages and Strategies for Building Bipartisan Support (Amanda Hooper, Jen Ney)	<b>C6</b> Building on the Strengths of Volunteers and Community (Bill Hulterstrom)
Block D 10:15 – 11:45 AM	<b>D1</b> Financial Management for Program Directors (Jennifer Cowart)	<b>D2</b> Practical Tips and Tricks to Help you Make Time for Communications and Public Relations (Brianne Fitzgerald)	<b>D3</b> Building the Service Year Movement (Jon Gromek)	<b>D4</b> NSCHC Best Practice: Strategies, Tips, and Advice for Navigating the Maze (Sean Noe, Meredith Pugh, Amy Rohmiller, LaToya Rolle)	<b>D5</b> AmeriCorps Program Management: What Hat are You? (Chad Driscoll, Megan Foresman, Shannon Zoet)	<b>D6</b> “Voluntolds”: Best Practices for Tackling the Community Service and Service Learning Conundrum (Barry Altland)
Lunch Plenary: Barbara Stewart, CEO, Corporation for National and Community Service, Chester Spellman, Director of AmeriCorps, Corporation for National and Community Service, 12:00 – 1:30 PM Gold Coast Room						

Continued on next page ...



# #NorthCentralService

## WORKSHOP SCHEDULE

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Participants are encouraged to move throughout different tracks.

## Tuesday, March 20th *(continued from previous page...)*

Block E 2:00 – 3:30 PM	<b>E1</b> Programmatic and Fiscal Compliance as a Team Effort (Kris Tecce)	<b>E2</b> Strategies for Effective Data Quality Monitoring (Sue Hyatt)	<b>E3</b> Learn Design Thinking: Innovating to Uncover New Solutions (Bryan Hall)	<b>E4</b> Files, Files, Files! (Jennifer Cowart)	<b>E5</b> Building a Culturally Responsive Data System, Evidence Base and Evaluation Plan (Nicole Bowman and James Gleckner)	<b>E6</b> Feedback and Coaching: Two Communication Must-Haves in Your Leadership Toolkit (Barry Altland)
3:30 – 4:00 PM Afternoon Coffee Break						
Block F 4:00 – 5:30 PM	<b>F1</b> Improper Payments 201 Documentation Requirements and Best Practices (Erica Rice)	<b>F2</b> Unexpended Funds Best Practice Guide (Rachel Bruns, Elisa Gleeson)	<b>F3</b> Ready to Grow: How Will You Know How to Scale (Rose Moreno)	<b>F4</b> AmeriCorps Basics: Excellence, Compliance and Accountability (Cole McMahon)	<b>F5</b> Using Training as a Tool for Connectedness and Retention (Mike Stehlin, Lisa Peck, Ruby Camacho, Megan Rounds)	<b>F6</b> CNCS Disaster Response—Hurricane Season 2017 Review (Chad Stover)
5:30 PM Service Project: Together We Rise – Gold Coast Room						

## Wednesday, March 21st

Meetings 7:00 – 8:30 AM				States for Service (S4S) Coalition Meet-Up (Parkside Room)	ServeNebraska Meeting (Astor Room)	
Exhibitors and Information Table Open 8:30 AM - 12:30 PM—Drake Room						
8:00 – 9:30 AM Morning Coffee						
Morning Closing Plenary: Vu Le, Executive Director, Rainier Valley Corps 8:30 – 9:30 AM Gold Coast Room						
Block G 9:30 – 11:00 AM	G1 In-Kind Donations Can be Kind to Your Budget (Kris Tecce)	G2 How to Plan for the Unexpected (Chad Driscoll and Kristin Honz)	G3 Creating a Future Together (Yasmeen Shaheen-McConnell and Jon Gromek)	G4 Allowable, Unallowable, and Prohibited Activites (Amy Salinas)	G5 Improving AmeriCorps Member Recruitment and Retention Through Mentoring (C. Olivia Sonnefeld)	G6 Leadership and Management Greatest Hits: Bringing out the Best in Volunteers, Members and Staff (Cole McMahon)
Block H 11:15 – 12:45 PM	H1 Safeguarding Federal Grant Funds (Jeffrey Morales, Stuart Axenfeld, Thomas Chin, Jessica Nelson)	H2 State Service Commission Updates (Kaira Esgate)	H3 How to Engage Philanthropy (Shirley Sagawa & Rosa Moreno)	H4 Dimensions of Successful Site Management (Amy Salinas)	H5 Everyone Can Serve (Jamie Stevens)	H6 Partnerships for Progress: Working with High Schools to Create Service Opportunities and Raise Awareness (Chris Kubic)

SESSION DESCRIPTIONS

Monday, March 19th

Welcome and Kick-Off Plenary: 9:00 a.m. – 10:00 a.m.

Eric Weinheimer, President & CEO, ForeFront and Special Guests

Block A: 10:30 a.m. – 12:00 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

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

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

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This 101 session will help participants gain a clear understanding of what the requirements are, to whom they apply, and the resources and alternatives available to help grantees through the process.

Room: Michigan

TRACK: STATE SERVICE COMMISSION

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 2019 federal appropriations process for national and community service. We will offer insights on the 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 with a Q&A session

Room: Superior

TRACK: SERVICE YEAR

Recruitment: Making a (Digital) Splash that Builds Brand and Corps Members

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

Service Year Alliance has learned a lot from our marketplace ServiceYear.org and from our national ‘My Office Campaign.’ This session will review these learnings and hear from you ongoing pain points in recruitment. Come ready to dive into our data and brainstorm about what the next recruitment idea should be.

Room: Astor

TRACK: AMERICORPS PROGRAM 101

Beyond the Logo: Telling the National Service Story

Samantha Jo Warfield, Senior Public Affairs Specialist and Marc Young, Deputy Chief of External Affairs

This session will provide participants with resources and tips on how to incorporate national service in their communication plans. Presenters will also share opportunities to amplify their connection with AmeriCorps programs and how to talk about national service in a compelling way. Participants will put these newly learned skills to the test through small-group exercises.

Room: Georgian

TRACK: AMERICORPS PROGRAM 201

Making the Mix Work: Effectively Serving Communities of Diverse Populations

Tyrai Bronson-Pruitt, Diversity and Inclusion Manager, Reading and Math, Inc.

Diversity is “The Mix” of individuals and groups that bring uniqueness to our living and work spaces. This interactive workshop will provide participants an opportunity to think more intentionally about service member support and community engagement across the variety of backgrounds and experiences that National Service brings together. Learn strategies that can be applied to your organization to increase the effectiveness of supporting and serving diverse populations—Making the Mix Work!

Room: Parkside

TRACK: VOLUNTEER MANAGEMENT

Marketing to Volunteers, Members, and Donors

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

Learn some of the best yet simple marketing principles that will help you find the right member, volunteer or donor. Learn how to recruit and retain the right people for your work and how to assess your volunteer programs through your volunteers’ eyes. Discover some of the tips that some of the biggest companies in America use.

Room: Huron

Lunch Plenary: 12:00 – 1:30 PM

Jenne Myers, CEO, Chicago Cares

Block B: 2:00 p.m. – 3:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

NSCHC Advanced Topics: and Open Q and A

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

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will cover advanced topics such as ASPs (Alternative Search Procedures), Exemptions, Enforcement Guide and CNCS approved vendors. There will also be open office hours to ask specific questions.

Room: Michigan

TRACK: STATE SERVICE COMMISSION

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.

Room: Superior

TRACK: SERVICE YEAR

Program Collaboration in Communities: Amplifying your Impact

Monique Ellington Chicago Director, Service Year Alliance and Jennifer McArdle, Chief Service Officer, Flint National Service Accelerator

Programs often share a vision for the communities they work in. Working collaboratively in communities is neither easy nor fast, but it is the only surefire way to achieve improved outcomes for the long-term. Service Year Alliance is committed to supporting local communities to use service years as a strategy to improve outcomes. This session will invite Impact Communities that work with us to discuss how programs are increasing the likelihood of success by working together. Come prepared to share collaboration pain points, learn hardwon lessons from programs in other communities, and draw on your own experiences to coach other programs to success.

Room: Astor

TRACK: AMERICORPS PROGRAM 101

Keeping Things Relevant: Creating and Engaging Training Model

Caitlin Stack, Program Director, Public Health Institute of Metropolitan Chicago and Clare Healy, Program Associate, Public Health Institute of Metropolitan Chicago

This session will provide participants with resources and tips on how to incorporate national service in their communication plans. Presenters will also share opportunities to amplify their connection with AmeriCorps programs and how to talk about national service in a compelling way. Participants will put these newly learned skills to the test through small-group exercises.

Room: Georgian

TRACK: AMERICORPS PROGRAM 201

Training Members to Work in and be a Part of a Community

Henriette Taylor, Director of Community Schools; Rachel Donegan, Assistant Director; and Kyla Liggett-Creel, Clinical Assistant Professor and Director of Research & Evaluation, Promise Heights (University of Maryland School of Social Work)

This session will provide sites with information on how to train members so that they have the skills needed to work with vulnerable populations, including verbal communications,



SESSION DESCRIPTIONS

racial equity, strengths-based practice, child welfare, trauma, and community organizing.

Room: Parkside

TRACK: VOLUNTEER MANAGEMENT

Lead Your Community to Service Success with the Service Enterprise Initiative

Yvonne Siu Turner, Senior Manager, Resources and Programs, Points of Light, Brianne Fitzgerald, Communications and Engagement Officer, Volunteer Iowa, and Rosie F. Drumgoole, Director, Capacity Building & Advisory Services, Chicago Cares

Attend this workshop to learn about the Service Enterprise Initiative, a national change management program, led by Points

of Light, that has a proven track record of helping organizations better meet their missions through the power of volunteers. Through a research-based certification model, nonprofits that earn Service Enterprise certification can grow faster, manage change better and have a greater impact on the social challenges they address. The initiative is currently delivered through a national network of Service Enterprise Hubs that are equipped with the tools and technical assistance needed to train and certify organizations. Learn how your commission could take its training to the next level by becoming a Service Enterprise Hub, what that would mean for your community, and how you can participate.

Room: Huron

Tuesday, March 20th

Block C: 8:30 a.m. to 10:00 a.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Current Topics in Grants Management

Kris Tecce, Principal, Tecce Consulting

This session will provide fiscal staff an opportunity to discuss various financial and grants management topics and share information. This interactive session will allow participants that have common positions within programs and state service commissions to compare and discuss issues they address on a regular basis including: accounting software, budget management, financial reporting, and annual audits to name a few issues.

Room: Michigan

TRACK: STATE SERVICE COMMISSION

Boards of a Feather: Increasing Flock Diversity for Healthier Leadership

Amy Porter, Partner, On3Learn

This session will explore topics of leadership and diversity, working towards action steps that we can all do to create a more inclusive community. This session will explore social justice in national service topics such as the “Savior Complex”, the

importance of representation within leadership, and how we can become active participants in creating a more culturally responsive system within our programs and commissions.

Room: Superior

TRACK: SERVICE YEAR

Career Pathways: Service as the First Steps to Employment

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

Imagine a future where the private sector prioritizes hiring service year alums over other candidates because the private sector understands the role of a year of service in acquiring skills necessary for the 21st century. The timing is ripe to strategize around service years as a pathway to employment because companies are facing shortages in the United States. Session seeks to ask the questions of: How service years can be tools for in-demand skills development, how to develop programs in ways that are beneficial as career pathways, and how to translate service years benefits for employers.

Room: Astor

TRACK: AMERICORPS PROGRAM 101

Where are the Answers? What are the Guiding Documents and When to use Them?

Sue Hyatt, AmeriCorps Specialist, Big Purpose Big Impact and Ralph Morales, Consultant, RJM Consulting International

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

Room: Georgian

TRACK: AMERICORPS PROGRAM 201

Communicating the Case for National Service: Effective Messages and Strategies for Building Bipartisan Support

Amanda Hooper, Senior Director, Advocacy and Outreach, Voices for National Service, and Jen Ney, 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 how to use the most effective messages to share your program’s impact with a variety of stakeholders. Voices for National Service recently commissioned public opinion research to examine public awareness and perception of national service. The message analysis will be shared, as well as best practices for engaging elected officials 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.

Room: Parkside

TRACK: VOLUNTEER MANAGEMENT

Building on the Strengths of Volunteers and Community

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

This session will share stories, examples, and principles that contrast asset-based volunteerism vs. the traditional deficit-based model. How do communities and programs build on the skills and strengths of the community? Learn how the asset-

based approach to volunteering will help programs create greater impact and sustainability.

Room: Huron

Block D: 10:15 a.m. – 11:45 a.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Financial Management for Program Directors

Jennifer Cowart, Partner, On3Learn

This session will assist program staff in understanding basic AmeriCorps fiscal concepts and responsibilities. Review and discussion will cover CNCS regulations and award provisions, written policies and procedures, internal controls, budgets, match, timesheets, financial reporting, documentation, audits, and other related financial requirements.

Room: Michigan

TRACK: STATE SERVICE COMMISSION

Practical Tips and Tricks to Help you Make Time for Communications and Public Relations

Brianne Fitzgerald, Communications and Engagement Officer, Volunteer Iowa

Have you wondered how you can incorporate a communications strategy into your work without taking up too much time? This session is designed for participants who want help to determine when, why and how to add simple communication activities to your program or commission. You will hear tips and tricks from media professionals on what they want to hear, what’s worked for Volunteer Iowa, and what tools can help you make this a bit easier! This session is intended to be interactive - bring your questions! We will touch on public relations, media relations, social media and more!

Room: Superior

TRACK: SERVICE YEAR

Title: Building the Service Year Movement

Jon Gromek, Regional Field Director, Service Year Alliance

We know service year alumni are some of our most passionate advocates, persuasive storytellers, and inspiring recruiters. Imagine if alums from your service year program were connected to other alums and national service supporters, organized into a powerful constituency, and empowered to use their voice at the local, state, and national level. What if we built a movement



SESSION DESCRIPTIONS

that could not be ignored? What if that movement was activated to share their service stories with every young person in their community to inspire them to serve? Come ready to discuss why we’re building the service year movement and how we can be successful together.

Room: Astor

TRACK: AMERICORPS PROGRAM 101

NSCHC Best Practices: Strategies, Tips and Advice for Navigating the Maze

Sean Noe, Program Coordinator, Ohio Reading Corps, Meredith Pugh, AmeriCorps Program Officer, ServeOhio, Amy Rohmiller, Ohio History Service Corps Coordinator, Ohio History Connection, and LaToya Rolle, Program Manager, Student Success Center, Ohio Association of Community Colleges

Strong NSCHC procedures help to ensure compliance and avoid cost disallowance. Coordinators from three AmeriCorps programs and one state service commission program officer will present strategies, including multi-program collaboration, to navigate the dynamic world of NSCHC policies and procedures. Participants will develop their own guiding document and will leave with increased confidence in maintaining AmeriCorps grant compliance.

Room: Georgian

TRACK: AMERICORPS PROGRAM 201

AmeriCorps Program Management: What Hat are You?

Chad Driscoll, Program Officer, Volunteer Iowa, Megan Foresman, Program Officer, Michigan Community Service Commission, and Shannon Zoet, Program Officer, Michigan Community Service Commission

This session will provide participants a chance to think through the many “hats” you wear on a daily basis as an AmeriCorps program manager. In this role, you are faced with how to meet the regulations and stay in compliance, create a positive member experience, and keep your host sites happy so you have a place for members to serve... sometimes all in the same scenario! You will learn how to manage these expectations in this interactive session.

Room: Parkside

TRACK: VOLUNTEER MANAGEMENT

“Voluntolds”: Best Practices for Tackling the Community Service and Service Learning Conundrum

Barry Altland, Author, Speaker, Consultant, Non-Profit Executive, Head, Heart and Hands Engagement Collective/Florida Prosperity Partnership

Many organizations leverage the time and talents of community service volunteers... from middle schools, high schools, re-entry programs, court-appointed, and more. But, how do we make the most out of a volunteer who is more of a “voluntold?” This interactive, facilitated work session will bring together expert volunteer leaders who have achieved success engaging mandated volunteers, and leaders who struggle with this challenge of inspiring the heart of a person who may or may not care, or want to be there.

Room: Huron

Lunch Plenary: 12:00 p.m. – 1:30 p.m.

Barbara Stewart, CEO and Chester Spellman, Director of AmeriCorps, Corporation for National and Community Service

Block E: 2:00 p.m. – 3:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Programmatic and Fiscal Compliance as a Team Effort

Kris Tecce, Principal, Tecce Consulting

This session will review the interrelation between program and financial components of grant compliance. Participants will understand common areas where when staff work in silos, grant compliance can be put at risk. Participants will complete activities and review real life scenarios to determine the best course of actions when all staff work together towards a common goal of grant compliance.

Room: Michigan

TRACK: STATE SERVICE COMMISSION

Strategies for Effective Data Quality Monitoring

Sue Hyatt, AmeriCorps Program Specialist, Big Purpose Big Impact

Data quality is a hot topic for all CNCS funded programs. The job of monitoring data quality of your state portfolio rests

with commission staff, but you may or may not have a strong background in research methods or statistics so it can be pretty overwhelming. How will you really know data quality is high—clearly it is not just because a program tells you it is. What do you look for during site visits or desk audits? Come learn tips and strategies for monitoring your portfolio’s data quality and identifying areas in need of improvement.

Room: Superior

TRACK: SERVICE YEAR

Learn Design Thinking: Innovating to Uncover New Solutions

Bryan Hall, Associate Director, Organizational Learning, Service Year Alliance

Does your organization or community have problems that seem unsolvable? Is one of those problems corps member housing that fits their stipend? In this session we will walk through the model Design Thinking and teach the audience how to use it to find solutions to big unsolvable problems. We will use the prevalent issue of corps member housing as the example to learn the model. Come ready to learn new things, be silly, and find ways to keep your users in the forefront of designing solutions.

Room: Astor

TRACK: AMERICORPS PROGRAM 101

Files, Files, Files

Jennifer Cowart, Partner, On3Learn

Member files are the bedrock of compliant programs. Additionally, well-organized, complete, and compliant files help to make a program director/coordinator’s life easier. Come learn about the essential and high quality elements of member files and walk away with the tools you need to implement amazing files back at your program!

Room: Georgian

TRACK: AMERICORPS PROGRAM 201

Building a Culturally Responsive Data System, Evidence Base and Evaluation Plan

Nicole Bowman (Mohican/Lunaape), PhD, (Culturally Responsive & Indigenous) Evaluator/Researcher, Wisconsin Evaluation Collaborative (WEC), University of WI-Madison, and James Gleckner, Program Evaluator, Wisconsin Evaluation Collaborative (WEC), University of WI-Madison

What do culture and context have to do with data? In this interactive session participants will engage deeply with that

question and will use AmeriCorps case studies and participants’ existing projects to apply their new knowledge. Participants will learn how to design a robust, rigorous evaluation plan and to build a high-quality evidence base that takes into account community context and culture in all of its various forms. Participants will engage in discussion, gain first-hand practice, and leave with a list of resources on culturally relevant evaluation.

Room: Parkside

TRACK: VOLUNTEER MANAGEMENT

Feedback and Coaching: Two Communication Must-Haves in Your Leadership Toolkit

Barry Altland, Author, Speaker, Consultant, Non-Profit Executive, Head, Heart and Hands Engagement Collective/Florida Prosperity Partnership

Each volunteer is driven by deep-rooted needs, wants and desires. As well, every volunteer carries a unique set of gifts, knowledge, skills and experiences that accompany their passions. When brought together, this combination creates a one-of-a-kind set of intrinsic drivers that compel them to choose to do what they do, and how they do it. This session seeks to break down leadership into a series of easy-to-implement practices that help leaders to optimize their people and position them to do their best work. The session will introduce and reinforce a simple strategy, the coaching conversation, that people leaders are using to deepen the engagement of each unique individual on their team.

Room: Huron

Block F: 4:00 p.m. – 5:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Improper Payments 201: Documentation, Requirements and Best Practices

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

This session will provide participants with information on CNCS’s annual improper payments assessment. Presenters will go in depth on how to make the process least burdensome for you, required documents, how they are assessed, and common findings.

Room: Michigan

SESSION DESCRIPTIONS

TRACK: STATE SERVICE COMMISSION

**Unexpended Funds Best Practice Guide**  
*Rachel Bruns, Deputy Director, America’s Service Commissions and Elisa Gleeson, Senior Grants Management Specialist, OneStar Foundation*

This session will provide information for state service commission staff on how to reduce unexpended program funds by implementing strategies to detect and mitigate unexpended funds, as well as creative solutions to repurpose unexpended program dollars while being good stewards of federal funds.

**Room:** Superior  
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TRACK: SERVICE YEAR

**Ready to Grow: How Will You Know How to Scale**  
*Rosa Moreno, Managing Director, Growth, Service Year Alliance*

Have you thought about growing your program but do not know where to start? Or has your leadership/board asked you to scope growing but you are not sure if the organization is ready? The session reviews what to consider as you explore scaling and how to identify if you are ready. Come prepared knowing your program’s/organization’s growth goals and areas you are struggling with.

**Room:** Astor  
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TRACK: AMERICORPS PROGRAM 101

**AmeriCorps Basics: Excellence, Compliance, and Accountability**  
*Cole McMahon, Principal, McMahon Consulting Group*

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

**Room:** Georgian  
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TRACK: AMERICORPS PROGRAM 201

**Using Training as a Tool for Connectedness and Retention**  
*Mike Stehlin, Management and Training Consultant, Serve Illinois, Lisa Peck, Program Director, ABC AmeriCorps of SVCC, Ruby Camacho, Director, AmeriCorps Project MORE, Megan Rounds, AmeriCorps Director-Rend Lake College*

In this three part session you will have the opportunity to take away some valuable tools and exercises that will help you strengthen your member orientation and training. Getting members and even staff involved and engaged are critical to program success. Learn some new training methods that you can creatively inject into your member meetings, service projects and member trainings that will strengthen that connectedness to service. Also learn ways to reinforce retention by using training to build accountability. We will also explore ways to use training for recognition of members. Finally you will be shown two exercises which can enhance training. One is an icebreaker and the other is a training method that utilizes the audience to set the agenda and do the training.

**Room:** Parkside  
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TRACK: VOLUNTEER MANAGEMENT

**CNCS Disaster Response: Hurricane Season 2017 Review**  
*Chad Stover, Planning, Training and Disaster Cadre Manager, Disaster Services, Corporation for National and Community Service*

The Disaster Services Unit (DSU), along with service commissions, AmeriCorps Disaster Response Teams and volunteer organizations across the country responded to an unprecedented number of back-to-back storms beginning in August 2017. With responses to Hurricanes Harvey, Irma and Maria—CNCS, along with its partners, brought together thousands of volunteers to assist disaster survivors. Through partnerships with FEMA, states and volunteer organizations, CNCS programs provided National Services Assets to disaster stricken areas in Texas, Florida, Puerto Rico and the US Virgin Islands. This examination of the response will provide states and programs an opportunity to learn about the disaster response efforts from CNCS and better understand their application within their own state. CNCS DSU Staff and selected commissions and programs will detail the response efforts and provide attendees with first-hand challenges and solutions to National Service disaster response.

**Room:** Huron  
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Wednesday, March 21

Morning Closing: 8:30 – 9:30 a.m.

Vu Le, Executive Director, Rainier Valley Corps

Block G: 9:30 a.m. – 11:00 a.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

**In-Kind Donations Can be Kind to Your Budget**  
*Kris Tecce, Principal, Tecce Consulting*

This session will explore in-kind match. Participants will understand the documentation components to properly record and track in-kind donations. Participants will engage in both small group and large group discussion on various in-kind match that can be used to match federal dollars in the AmeriCorps grant.

**Room:** Michigan  
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TRACK: STATE SERVICE COMMISSION

**How to Plan for the Unexpected**  
*Chad Driscoll, Program Officer, Volunteer Iowa and Kristin Honz, Senior Program Officer, Volunteer Iowa*

Have you had a situation when a host site calls you and says they just fired their AmeriCorps member? Or you get called by your Governor’s office and they want to do a press event with an AmeriCorps program tomorrow? Or now your CNCS grants officer is coming for a site visit and in preparation you realize you are missing a few documents from the files... NOW WHAT?! This session will provide participates a chance to work through several scenarios to help them plan for the unexpected, learn from peers and other experts.

**Room:** Superior  
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TRACK: SERVICE YEAR

**Creating a Future Together: Universal National Service**  
*Yasmeen Shaheen- McConnell Managing Director, Strategic Engagement, Service Year Alliance and Jon Gromek Regional Field Director, Service Year Alliance*

Imagine a new social contract in America designed for the 21st century, proposing the clear commitment that if you invest in

your country, your country will invest in you. This session looks to zoom out to the full landscape of national service in the United States and build a vision to reach universal national service. If money was not a barrier, how could we collectively build a stronger service culture in the United States? What would we need to be successful collectively? This is a working session to inform an upcoming campaign, so come ready to dream big and identify solutions to current challenges/barriers to get to universal service.

**Room:** Astor  
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TRACK: AMERICORPS PROGRAM 101

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

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

**Room:** Georgian  
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TRACK: AMERICORPS PROGRAM 201

**Improving AmeriCorps Member Recruitment and Retention Through Mentoring**  
*C. Olivia Sonnefeld, Manager of AmeriCorps and Foundation Partnerships, Teach for America*

Learn how to increase AmeriCorps member retention and satisfaction while also increasing your organization’s visibility and impact in the community through implementing a mentoring program for your AmeriCorps members. We will discuss current research on adult mentoring programs, share best practices, and generate ideas to help you create a mentoring program that is uniquely tailored to the needs of your organization during individual and group work time.

**Room:** Parkside  
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SESSION DESCRIPTIONS

TRACK: VOLUNTEER MANAGEMENT

Leadership and Management Greatest Hits: Bringing Out the Best in Volunteers, Members and Staff

Cole McMahon, Principal, McMahon Consulting Group

Volunteer and service programs require extraordinary leaders. Great managers and 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.

Room: Huron

Block H: 11:15 a.m. to 12:45 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Safeguarding Federal Grant Funds

Jeffrey Morales, Assistant Inspector General for Investigations, CNCS-Office of Inspector General, Stuart Axenfeld, Assistant Inspector General for Audits, CNCS-Office of Inspector General, Thomas Chin, Audit Manager, CNCS-Office of Inspector-General, Jessica Nelson, Special Agent, CNCS-Office of Inspector General

This session is to provide grantees with an overview of the Office of Inspector General Audits and Investigations.

Room: Michigan

TRACK: STATE SERVICE COMMISSION

State Service Commission Updates

Kaira Esgate, CEO, America’s Service Commissions

This session will provide state service commissions with updates and information regarding priorities for the network.

Room: Superior

TRACK: SERVICE YEAR

Title: How to Engage Philanthropy

Shirley Sagawa CEO, Service Year Alliance and Rosa Moreno Managing Director, Growth, Service Year Alliance

Funding a program is an essential operation for organizations. Programs may receive support from a variety of sources,

including AmeriCorps, other public programs, foundations, fee-for-service funding, or host site contributions. The session will review different funding opportunities and models that are available to all programs. Sometimes asking for funds from philanthropic organizations can feel daunting so we will also review how to engage philanthropic organizations.

Room: Astor

TRACK: AMERICORPS PROGRAM 101

Dimensions of Successful Site Management

Amy Salinas, Partner, On3Learn

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?”

Room: Georgian

TRACK: AMERICORPS PROGRAM 201

Everyone Can Serve

Jamie Stevens, Program Coordinator, Serve Illinois Commission

This training is designed to improve understanding, accommodations, and recruiting practices for nonprofits surrounding the topic of disabilities.

Room: Parkside

TRACK: VOLUNTEER MANAGEMENT

Partnerships for Progress: Working with High Schools to Create Service Opportunities and Raise Awareness

Chris Kubic, Social Studies Department Chair and Public Service Practicum Teacher, Grayslake North High School

We will work together to brainstorm ways that service organizations can work with high schools. This can provide a source of volunteers, foster civic engagement among the student body, and raise awareness of civic organizations and service opportunities.

Room: Huron

KEYNOTE SPEAKER BIOS



@EricWeinheimer1

Eric Weinheimer, President and CEO

FOREFRONT

Eric became President and CEO of Forefront on July 1, 2014. Forefront is the nation’s only statewide membership association for nonprofits, grantmakers, public agencies, advisors, and allies and provides education, advocacy, thought leadership, and collective action around issues that are important to the sector. From 1996 to 2014, Eric was President and CEO of The Cara Program, a nonprofit that provides comprehensive training, job placement, and support services to individuals who are homeless and struggling in poverty. Eric earned a BS from Boston College and an MBA from The University of Chicago Booth School of Business, where he was awarded the Distinguished Alumni Award for Public Service. Eric was selected as a member of the Emerging Leaders Program for the Chicago Council on Global Affairs, Class of 2011. Eric was selected as a Chicago Community Trust Fellow for 2013. Eric was appointed by Illinois Governor Pat Quinn to the Social Innovation, Entrepreneurship, and Enterprise Task Force. He serves on the Advisory Board for the Social Enterprise Initiative at The University of Chicago Booth School of Business. He also serves on the Board of Directors for the Oak Park-River Forest Community Foundation. Follow Eric on Twitter @EricWeinheimer1.



@MyersJenne

Jenné Myers, Chief Executive Officer

CHICAGO CARES

Jenné Myers is a lifelong volunteer who has converted her passion into a successful career. She currently serves as the Chief Executive Officer of Chicago Cares, the city’s premier volunteer service organization. For 27 years, Chicago Cares has fostered leadership and civic engagement among an entire generation of Chicagoans. In her time with the organization, she has worked to expand Chicago Cares’ reach and impact. She has led her team to develop innovative programming that meets critical community needs; diversified revenue streams with new funding models; expanded the existing board; established annual events reaching new audiences; and launched an exciting new brand.

Previously, Myers was appointed in 2010 by then-Mayor Richard M. Daley to lead Chicago’s participation in *Cities of Service*, a national civic initiative. As the first-ever Chief Service Officer for Chicago, she launched an ambitious effort in One Good Deed Chicago, a full-scale, integrated awareness campaign around volunteerism.

Earlier in her career, Myers served for four years as the executive director of Working in the Schools (WITS), a Chicago nonprofit that engages over 1,200 volunteers to promote the love of reading through one-on-one tutoring and mentoring for more than 2,000 Chicago Public Schools elementary students every year. Before her work at WITS, she was the assistant to Maggie Daley, First Lady, City of Chicago and served as a member of the advance staff for Mayor Richard M. Daley.

Myers currently sits on the board of The Mikva Challenge, Points of Light and serves as Chair of the Points of Light Affiliate Assembly. She is a Leadership Greater Chicago Fellow, Class of 2017, and is also a commissioner for the Governor’s Serve Illinois Commission. She received her bachelor’s degree from Michigan State University.



@CNCS\_CEO

## Barbara Stewart, Chief Executive Officer

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE BY THE U.S. SENATE**

Barbara Stewart was unanimously confirmed as Chief Executive Officer of the Corporation for National and Community Service by the U.S. Senate on February 7, 2018, after being nominated by President Donald J. Trump.

As the federal agency for service and volunteering, CNCS empowers citizens, expands opportunity, encourages personal responsibility, and strengthens civil society. Through AmeriCorps, Senior Corps, and other programs, CNCS engages millions of Americans in results-driven service to meet local needs at 50,000 sites across the country. CNCS invests in cost-effective community solutions—working with local partners to increase graduation rates, reduce crime, connect veterans to jobs, fight the opioid epidemic, help seniors live independently, and rebuild communities after natural disasters.

With more than 25 years of experience in the private, public, and nonprofit sectors, Stewart brings strong management skills, operations experience, and a passion for service to her role at CNCS. As a senior vice president at JPMorgan Chase, Stewart was responsible for strategy development, personnel, budget and operations management. Throughout her career in the private and public sector, Stewart has built strong teams, managed budgets with fiscal responsibility, motivated staff to perform their best, and created and led programs to deliver results.

Stewart has extensive bipartisan experience working with elected officials at the federal, state, and local level. She served in policy and management roles for an Illinois Governor and two Lt. Governors, led the Chicago public affairs practice of Fleishman-Hillard, and was on the government relations staff of Commonwealth Edison Corporation (now Exelon Corporation).

As a consultant, board member, and volunteer, Stewart has spent many years helping nonprofits strengthen their governance, operations, and sustainability. She brings first-hand experience as a grant-maker, having co-founded and led the Bowe-Stewart Foundation, which supports organizations that expand economic opportunity through education, training, and work. From a young age, Stewart has volunteered in her community, and she has served on the boards of a wide range of civic, charitable, and nonprofit organizations.

Stewart earned a B.A. from Northwestern University and a Masters in Management from the Kellogg Graduate School of Management at Northwestern University.



@Dir\_AmeriCorps

## Chester W. Spellman, Director of AmeriCorps

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

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

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

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

Chester previously served as the Chief Executive Officer of Volunteer Florida from April 2012 to August 2017. At Volunteer Florida he administered more than \$32 million annually in federal, state, and local funds supporting AmeriCorps and statewide volunteer programs to meet critical needs in Florida’s communities. Chester also led statewide coordination for volunteers and donations before, during, and after disasters in partnership with the Florida Division of Emergency Management. Additionally, he served as the Executive Director of the Volunteer Florida Foundation, a nonprofit charity that serves as a direct support organization to Volunteer Florida. In recognition of his leadership at Volunteer Florida, Chester was elected by his peers nationwide to serve as Chair of America’s service commissions in September 2016.

Chester earned a Bachelor of Arts degree from Southeastern University in Lakeland, Florida, and a Master of Arts in organizational leadership from Regent University in Virginia Beach, Virginia. In 2016, Chester was recognized as the Young Floridian of the Year by the Bob Graham Center for Public Service at the University of Florida. Chester and his wife, Amanda, reside in Arlington, Virginia, with their three children, William, Graham, and Rosalia.



@NonprofitAF

## Vu Le, Executive Director

**RAINIER VALLEY CORPS**

Vu Le is the author of the blog nonprofitwithballs.com and executive director of Seattle-based nonprofit Rainier Valley Corps, which has the mission of tackling systemic injustice by developing leaders of color, strengthening organizations led by communities of color, and fostering collaborations between diverse communities. He loves nonprofit work, has extensive experience in all aspects of it after nearly a decade of being an executive director, and thinks nonprofit professionals are amazing and brilliant and good-looking. Outside of work, Vu watches way too much TV—Game of Thrones, Walking Dead, Archer, Golden Girls, stop judging—and spends time with his wife and two small children, ages 4.5 and 1.5 years old. Vu is also a proud AmeriCorps alum who served two years in Seattle from 2005 to 2007.



SERVICE PROJECT



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Learn more at [www.togetherwerise.org](http://www.togetherwerise.org).

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We are collecting hygiene products for a local homeless shelter.

Have any unused products from your hotel room? Stop by the information desk throughout the conference to drop-off donated items and we’ll make sure they make it to a local homeless shelter in Chicago!

THANK YOU TO OUR PLANNING COMMITTEE



THANK YOU!

Thank you to our Planning Committee for making this event possible!

Hospitality Committee

- Scott McFarland, Executive Director, Serve Illinois Commission on Volunteerism and Community Service, IL (Host)
- Mike Stehlin, Management and Training Consultant, Serve Illinois Commission on Volunteerism and Community Service, IL (Host)
- Kristen Bennett, Managing Director, Service Year Exchange, Service Year Alliance, DC (Partner)
- Bryan Hall, Associate Director, Organizational Learning, Service Year Exchange, Service Year Alliance, DC (Partner)
- Rebecca Verhoff-Kiss, Outreach & Education Officer, ServeOhio, OH (State Service Commission)
- Meredith Pugh, AmeriCorps Program Officer, ServeOhio, OH (State Service Commission)
- Alexis Matthews, Program Officer, Serve Wisconsin, WI (State Service Commission)
- Amanda Nordick, AmeriCorps Coordinator, YMCA of Cass and Clay Counties, ND (AmeriCorps State)
- Heather Johnson, Member Benefits and Compliance Manager, Minnesota Reading Corps, MN (AmeriCorps State)
- Stacey Weiler, Program Director, Illinois JusticeCorps, IL (AmeriCorps State)
- Allison Hanrahan, AmeriCorps Specialist, Des Moines Public Schools, IA (AmeriCorps State)
- Jaci Panizzo, AmeriCorps Program Coordinator, Greater Chicago Food Depository, IL (AmeriCorps State)
- Ruby Camacho, Associate Director at the Center for Literacy & AmeriCorps Program Director, University of Illinois at Chicago, IL (AmeriCorps State)
- Erica Dorantes, Director of Operations & Development, Beyond Sports Foundation, IL (AmeriCorps State)

- Steven Grosso, Associate, Corps Operations at Teach For America, IL (AmeriCorps State)
- Phillip Barnhart, Program Director, Flint Recovery Corps, MI (AmeriCorps State)
- Caitlin Stack, AmeriCorps Program Director, National Health Corps, IL (AmeriCorps State)
- Literacy Volunteers of Illinois, IL (AmeriCorps State)
- Rachel Bruns, Deputy Director, America’s Service Commissions
- Emily Steinberg, Director, External Affairs, America’s Service Commissions

Agenda Development Committee

- Kristen Bennett, Managing Director, Service Year Exchange, Service Year Alliance, DC (Partner)
- Bryan Hall, Associate Director, Organizational Learning, Service Year Exchange, Service Year Alliance, DC (Partner)
- Scott McFarland, Executive Director, Serve Illinois Commission on Volunteerism and Community Service, IL (Host)
- Mike Stehlin, Management and Training Consultant, Serve Illinois Commission on Volunteerism and Community Service, IL (Host)
- Tanya Writlen, Program Development Manager, South Carolina Service Commission / United Way Association of South Carolina, SC (Host)
- Debbie Schuffenhauer, Executive Director, Serve Washington, WA (Host)
- Robyn Harris, Senior Program Officer, Serve Washington, WA (Host)
- Phillip Kolling, Executive Director, SerVermont, VT (State Service Commission)
- Shelly McAlpin, Executive Director, Serve Wyoming, WY (State Service Commission)

- Maureen Eccleston, Executive Director, PennSERVE: The Governor’s Office of Citizen Service, PA (State Service Commission)
- Aaron Gray, Assistant Director, PennSERVE: The Governor’s Office of Citizen Service, PA (State Service Commission)
- Lisa Castaldo, Executive Director, Alabama Governor’s Office of Volunteer Services, AL (State Service Commission)
- Caitlin Brooking, Interim Deputy Director, Volunteer Mississippi, MS (State Service Commission)
- Zanquetta Gray, Deputy Director, Volunteer Tennessee, TN (State Service Commission)
- Laura Dickey, Director of AmeriCorps, Nevada Volunteers, NV (State Service Commission)
- Megan Foresman, AmeriCorps Program Officer, Michigan Community Service Commission, MI (State Service Commission)
- Chad Driscoll, Program Officer, Volunteer Iowa, IA (State Service Commission)
- Rebecca Verhoff-Kiss, Outreach & Education Officer, ServeOhio, OH (State Service Commission)
- Meredith Pugh, AmeriCorps Program Officer, ServeOhio, OH (State Service Commission)
- Alexis Matthews, Program Officer, Serve Wisconsin, WI (State Service Commission)
- Valerie Staats, National Service Training Manager, Maryland Governor’s Office on Service and Volunteerism, MD (State Service Commission)
- Rafiat Lola Abdulai, Outreach Coordinator, Maryland Governor’s Office on Service and Volunteerism, MD (State Service Commission)

- Corynn Benoit, National Service Program Specialist, UServeUtah, UT (State Service Commission)
- Ryan D. Volk, Program Officer, North Dakota State Commission on National and Community Service, ND (State Service Commission)
- Kimberly Brown, Program Officer, Virginia Office on Volunteerism and Community Services, VA (State Service Commission)
- Kimberly Reed, Grants Coordinator, Arkansas Service Commission, AR (State Service Commission)
- Lori Williams, Field Program Officer, Missouri Community Service Commission, MO (State Service Commission)
- Maria Seva, Events and Program Specialist, Oregon Volunteers, OR (State Service Commission)
- Cathy Saunders, Serve Rhode Island, RI (State Service Commission)
- Amanda Nordick, AmeriCorps Coordinator, YMCA of Cass and Clay Counties, ND (AmeriCorps State)
- Heather Johnson, Member Benefits and Compliance Manager, Minnesota Reading Corps, MN (AmeriCorps State)
- Allison Hanrahan, AmeriCorps Specialist, Des Moines Public Schools, IA (AmeriCorps State)
- Hollis Emery, Program Director- Youth & Individual Placements, Conservation Corps - Minnesota & Iowa, MN (AmeriCorps State)
- Nikki Schleich, Program Manager, BBBS of Northwest Wyoming, WY (AmeriCorps State)
- Rachel Bruns, Deputy Director, America’s Service Commissions
- Emily Steinberg, Director, External Affairs, America’s Service Commissions






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- Foundations of AmeriCorps
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- Prohibited Activities
- Theory of Change & Logic Models
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We offer both full (pro bono) and matching (partial, funding requirement of 50%) service grants to help nonprofits and good causes access our services at no or low cost. We help you build your “toolbox” of dynamic and sustainable communications elements and empower you to use them. Consider applying if your nonprofit could benefit from the following:

- identity design
- marketing materials
- event branding
- campaign development (print and digital)
- WordPress web sites
- brand assessment and development



**NEXT GRANT LAUNCH DATE IS  
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For more information, contact Wendy Rhein at [wrhein@pointsoflight.org](mailto:wrhein@pointsoflight.org) or (404) 979 2730





**Interested in supporting your members but don't know where to start?**

**Join ASC's new AmeriCorps Member Assistance Program (MAP)**

A new program designed to support AmeriCorps State programs in providing accessible and quality mental health services to AmeriCorps members

- Toll-free, unlimited telephonic counseling services
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- Available 24/7
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Visit [statecommissions.org/ameri-corps-member-assistance-program](http://statecommissions.org/ameri-corps-member-assistance-program)





# JOIN S4S TODAY!

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

**Visit [states4service.org](http://states4service.org)**

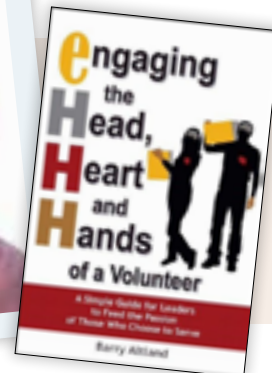
Join us for a Meet & Greet this Wednesday, March 21st from 7:00 – 8:30 AM in the Parkside Room of the Drake Hotel to learn more and meet other S4S members.

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

**STATES**  
for **SERVICE**  
— AN INITIATIVE OF —  
**AMERICA'S SERVICE COMMISSIONS**

## ENGAGING THE HEAD, HEART AND HANDS OF A VOLUNTEER

by **Barry Altland**,  
Non-Profit Executive,  
Writer and Consultant



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## EXHIBITOR BINGO

Visit all 9 conference exhibitors below and have them initial next to their logo, plus complete the additional action steps on the other squares. Once complete, turn in your BINGO card to the Registration Desk throughout the conference (March 19 – 21) to receive **5 extra raffle tickets** that will increase your odds of winning prizes during conference plenary sessions! Must be present to win.

	Download our <b>Conference App</b> at <a href="http://www.eventsgd.com/">www.eventsgd.com/</a> download <b>Search "North Central"</b> <i>(initial to self-certify)</i>	
	<b>FREE</b>	
	<b>Tweet or Post</b> on social media with <b>#NorthCentralService</b> <i>(initial to self-certify)</i>	

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

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



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## SCAVENGER HUNT

Turn in to Registration Desk by Wednesday morning at 8:30 AM to be eligible. Winner will be announced during Closing Plenary that morning around 9:30 am. Must be present to win!

# Get to Know: Chicago!

## SCAVENGER HUNT

ASC North Central National Service Training Conference • March 19 – 21, 2018

Travel around the city to check off items on the list below. You do NOT need to visit all locations in order to participate!

Find a team or complete on your own—but either way, be sure to come up with a creative hashtag for your team!

For every 5 points, you earn a spot in the drawing!

For the points to be counted, a photo must be posted on Twitter, Instagram or Facebook, and have both **#NorthCentralService** and your team name #.

Turn in this form (make sure to check off the places you went) & write your team # at the bottom. Best of luck!

### CLOSEST TO THE HOTEL:



- ☐ John Hancock Building—1 point **875 N Michigan Ave**
- ☐ Historic Water Tower—1 point **806 N Michigan Ave**
- ☐ Try Chicago Mix @ Garrett's Popcorn—2 points <https://www.garrettpopcorn.com/>
- ☐ Have a slice of Chicago pizza—2 points **HINTS- Giordanos, Lou Malnati's, Pizzeria UNO, Gino's East**
- ☐ Enjoy a true Chicago hot dog—2 points
- ☐ Get a glimpse of Chicago's Lakefront (Oak St. Beach, perhaps?)—2 points



### LESS THAN 1 MILE FROM THE HOTEL:



- ☐ Navy Pier—2 points from afar, 4 points if you make it to the end! **600 E Grand Ave**
- ☐ NBC Tower—3 points **455 Cityfront Plaza Dr.**
- ☐ Tribune Tower—3 points (4 points if your photo includes a piece of history... ) **435 N Michigan Ave.**
- ☐ Wrigley Building—3 points **400 - 410 N Michigan Ave.**
- ☐ House of Blues—3 points (4 points if you can find the entrance) **329 N Dearborn St.**
- ☐ Chicago Riverwalk—3 points (4 points if you get the Michigan Ave. Bridge in the photo)

### MORE THAN 1 MILE FROM THE HOTEL:



- ☐ Millennium Park—4 points (if you get Cloud Gate, aka The Bean, in the photo - 5 points)
- ☐ Sears (Willis) Tower—2 points from afar, 5 points if you're standing next to it! **233 S Wacker Dr.**
- ☐ Lions @ The Art Institute—5 points **111 S Michigan Ave.**
- ☐ Marshall Field's Clocks on State St.—5 points **111 N State St.**
- ☐ Picasso @ Daley Plaza—5 points **50 W Washington St.**
- ☐ The Rookery Building (go inside! Take your most artistic photo)—5 points **209 S LaSalle St.**
- ☐ Chicago Theatre—5 points **175 N State St.**

Total Points \_\_\_\_\_ Team # \_\_\_\_\_

### Contact Information for Team Leader:

Name \_\_\_\_\_ E-mail \_\_\_\_\_

Phone \_\_\_\_\_ Fb \_\_\_\_\_

Instagram \_\_\_\_\_

**AMERICA'S  
SERVICE  
COMMISSIONS**



# Membership with Service Year Alliance

## MEMBERSHIP PROVIDES:



### ServiceYear.org

Access to and presence on a state-of-the-art online marketplace and resource hub



### National Recruitment, Awareness, and Corps Member Support

Access to and participation in a national campaign to inspire a generation to serve, rewards for their service, and resources to support corps members during and after their service



### Grow Service Year Programs

Access to best practices, knowledge sharing and awards to grow and improve your existing programs and help create new ones



### Policy and Advocacy

Support from the Washington, DC policy operation, grassroots movement across the country, and an alliance of influential Americans





# TOP 10 ATTRACTIONS

1. NAVY PIER
2. THE MAGNIFICENT MILE
3. MILLENNIUM PARK
4. 360 CHICAGO
5. ART INSTITUTE OF CHICAGO
6. WILLIS TOWER/ SKYDECK CHICAGO
7. THE FIELD MUSEUM
8. SHEDD AQUARIUM
9. ADLER PLANETARIUM
10. THE MUSEUM OF SCIENCE AND INDUSTRY

## VISITOR INFORMATION CENTERS

- 1. Navy Pier Guest Services  
600 S. Grand Ave.
- 2. Millennium Park Welcome Center  
201 S. Randolph St.
- 3. Mary's on State Street Visitor Information Center  
31 N. State St., Union Loop

## MAP KEY

- Interstate
- U.S. Highway
- Airport
- Water Taxi (Seasonal)
- Metra Station
- Visitor Information Center
- Aquarium
- Hospital
- Appreciation
- Stadium
- Beach
- Shopping District
- Chicago Cultural Mile

## CTA TRAINS

- CTA Station
- Red Line
- Orange Line
- Blue Line
- Pink Line
- Green Line