

JUNE 4-6 PITTSBURGH, PA 2019 NATIONAL SERVICE TRAINING CONFERENCES

BREAKING DOWN BARRIERS

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#ATLANTICSOUTHERNSERVICE

**AMERICA'S
SERVICE
COMMISSIONS**





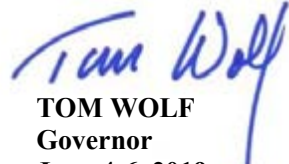
GREETINGS:

It gives me great pleasure to join with PennSERVE to welcome everyone to Pittsburgh for the 2019 Atlantic/Southern National Service Training Conference.

Over the past twenty-five years, with over 51,000 individuals serving in Pennsylvania, AmeriCorps programs have had a significant impact on improving communities across the commonwealth and nation. Each year, more than 14,300 AmeriCorps and Senior Corps members serve at 1,800 local service sites which help children, families, and veterans connect to new opportunities. I am particularly proud of the work PennSERVE is doing to encourage, develop, and facilitate volunteerism and community service to enhance the quality of life for all Pennsylvanians. Our Lieutenant Governor, John Fetterman, served as an AmeriCorps member and I served as a Peace Corps Volunteer; we are committed to service and deeply grateful for those who serve. It is my hope that this conference will inspire others and I am certain that those in attendance will continue to make a difference for years to come.

As Governor, and on behalf of all citizens of the Commonwealth of Pennsylvania, I am delighted to welcome everyone to the 2019 Atlantic/Southern National Service Training Conference. Please accept my best wishes for continued success.




TOM WOLF
Governor
June 4-6, 2019



CITY OF PITTSBURGH
"America's Most Livable City"
Office of Mayor William Peduto

June 4, 2019

Dear Friends,

On behalf of the City of Pittsburgh, I am pleased to welcome everyone gathered for the 2019 Atlantic/Southern National Service Training Conference.

Thank you for the work you do with AmeriCorps, Senior Corps, and service-related programming to help improve communities and neighborhoods. The City of Pittsburgh knows firsthand the value of your efforts through our very own Resilience AmeriCorps project. Every day, our Resilience AmeriCorps members serve as local ambassadors and experts in impact volunteering. Low-income communities are now better prepared to address the risks and challenges associated with climate change.

In addition to the above initiative, national service programs continue to improve lives and communities in Pittsburgh with 203 AmeriCorps members and 250 Senior Corps volunteers currently serving our city in 2019. With the help of AmeriCorps and national service, we are working to make Pittsburgh a leading 21st Century city — through important initiatives to improve affordable housing, education, economic development, public health, energy efficiency, workforce development, technology, transportation, and the environment. I know that you all are doing the same in your work to strengthen hundreds of cities across America as well.

I hope you will take time to explore everything Pittsburgh has to offer. Make sure to explore the diverse neighborhoods and cultural amenities that make this city great.

Have an enjoyable and productive conference, and please accept my best wishes for your continued success.

Sincerely,

William Peduto
Mayor of Pittsburgh



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Engagement Collective

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The SISGI Group

The Service Nerd

Additional Support Provided By

DF Meetings & Events

PennSERVE

CONFERENCE SCHEDULE AT-A-GLANCE

Monday, June 3

3:00–6:00 PM
Registration Check-In

Tuesday, June 4

9:00– 11:45 AM
Registration Check-In and
Coffee

9:00–11:00 AM
Service Project: Friends of
the Riverfront (Optional)

9:00–11:45 AM
Pre-Conference Meetings

12:00–1:30 PM
Welcome Lunch and Kick-
Off Plenary

1:45–3:15 PM
Workshop Block A

3:30–5:00 PM
Workshop Block B

5:30–8:00 PM
Networking Reception
at the Hard Rock Café
Pittsburgh

Wednesday, June 5

8:00 AM
Continental Breakfast

8:30–10:00 AM
Workshop Block C

9:45–10:15 AM
Mid-Morning Snack Break

10:15–11:45 AM
Workshop Block D

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

2:00–3:30 PM
Workshop Block E

3:30–4:00 PM
Afternoon Snack Break

4:00–5:30 PM
Workshop Block F

6:00–9:00 PM Optional
Evening Activities

Thursday, June 6

**WEAR YOUR NATIONAL
SERVICE GEAR DAY!**

8:00 AM
Continental Breakfast

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

9:45–11:15 AM
Workshop Block G

11:15–11:30
Mid-Morning Snack Break

11:30 AM–1:00 PM
Workshop Block H

1:00 PM
Conference Adjourns



CITY OF CHAMPIONS

NETWORKING RECEPTION

Tuesday, June 4 from 5:30–8:00 PM
Hard Rock Café Pittsburgh
230 W. Station Square Drive, Pittsburgh, PA 15219

Join your national service colleagues for an evening of networking, food, and live music performed by an AmeriCorps Alum-infused band, Strange Cocktail.

Strange Cocktail is a Pittsburgh-based rock/pop/jazz band that creates music to resonate with the universal experiences we all share as human beings: complicated relationships, memories, and unspeakable moments. Strange Cocktail is John Raymond, guitars, keyboards and vocals; Greg Sinn, guitars and vocals; Connie Zelinsky, drums and vocals; and Rob Zelinsky, bass and vocals.

The Hard Rock Café is a one-minute walk from the hotel. Meet us there! Cash bar; appetizers provided.

SHERATON PITTSBURGH HOTEL INFORMATION



Registration Desk and Exhibit Hall will be located outside the Grand Station Ballroom in the Carson Street Corridor on the First Floor of the hotel.

All plenary sessions will take place in the Grand Station Ballroom on the First Floor.

Workshop rooms are located on the Second Floor.

FIRST FLOOR



SECOND FLOOR



DOWNLOAD THE MOBILE APP!

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

WIFI PASSWORD: AMERICORPS

Wear Your Gear Day!

THURSDAY, JUNE 6

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

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



VISIT OUR CONFERENCE EXHIBITORS!

The Exhibit Hall is located outside the Grand Station Ballroom.



WORKSHOP SCHEDULE

AmeriCorps Financial/ Grants Management Workshops (Room: Woodlawn)	State Service Commission Workshops (Room: Brighton III-IV)	Special Topics I Workshops (Room: Ellwood)	AmeriCorps 101 Program Workshops (Room: Brighton I-II)
AmeriCorps 201+ Program Workshops (Room: Haselton)	Volunteer Engagement Workshops (Room: Pointview)	Special Topics II Workshops (Room: Fountainview)	Special Meetings (Room: Stoops Ferry)

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

TRAVEL DAY—MONDAY, JUNE 3

3:00—6:00 p.m. Registration Check-In (Sheraton Pittsburgh Hotel, First Floor, Carson Street Corridor)

DAY 1—TUESDAY, JUNE 4

9:00—11:45 a.m. Registration Check-In and Coffee (Carson Street Corridor)

9:00 - 11:00 a.m. Service Project with Friends of the Riverfront (optional; see page 26 for details)

Pre-Conference Meetings	9:00 a.m. PennSERVE Office Hours (Brighton I-II)	9:00 a.m. South Carolina Service Commission Office Hours (Pointview)	10:00 a.m. Maryland GOSV AmeriCorps Programs (Woodlawn)	10:00 a.m. States for Service (S4S) Coalition Meet & Greet (Fountainview)
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12:00 - 1:30 p.m. Welcome Lunch and Kick-Off Plenary: Breaking Barriers in Pittsburgh (Grand Station Ballroom)

Block A 1:45 — 3:15 p.m.	A1 Where Are The Answers? (Ralph Morales, RJM Consulting International and Susan Hyatt, Big Purpose Big Impact)	A2 Chutes and Ladders: The Ins and Outs of National Service Public Policy (Tom Branen, America's Service Commissions)	A3 Learn Design Thinking: Innovating to Uncover New Solutions (Rosa Moreno, Service Year Alliance)	A4 National Service Criminal History Check 101: On Time, Every Time (Liz Jung, CNCS)	A5 Advanced AmeriCorps: Getting from Good to Great (Cole McMahon, McMahon Consulting Group)	A6 Inspiring Peak Performance From Your Volunteers (Barry Altland, HHH Engagement)	A7 Supervising for Success (Jennifer Cowart, On3Learn)	
Block B 3:30—5:00 p.m.	B1 Basics of Uniform Grant Guidance (Kristina Tecce, Tecce Consulting)	B2 Commissioner Engagement: Increasing Influence, Capacity, and \$ (Cole McMahon, McMahon Consulting Group)	B3 Communications 201 Beyond the Basics – Graduating from AmeriSchool (Samantha Jo Warfield, CNCS)	B4 Files, Files, Files (Jennifer Cowart, On3Learn)	B5 NSCHC 201: Open Q & A (Liz Jung, CNCS)	B6 Points of Light's Service Enterprise: Capacity Building Transformation (Alison Doerfler, Points of Light)	B7 Recruitment 201: What Is Working in the Field That Builds Brand Awareness and a Corps Member Pipeline (Kristen Bennett, Service Year Alliance)	

5:30—8:00 p.m. Networking Reception at the Hard Rock Café Pittsburgh

DAY 2—WEDNESDAY, JUNE 5

8:00 a.m. Continental Breakfast (Carson Street Corridor)

AmeriCorps Financial/ Grants Management Workshops (Room: Woodlawn)	State Service Commission Workshops (Room: Brighton III-IV)	Special Topics I Workshops (Room: Ellwood)	AmeriCorps 101 Program Workshops (Room: Brighton I-II)
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Workshops are first-come, first-served based on the availability of space in each room. Participants are encouraged to participate in different tracks as appropriate.

Block C 8:30–10:00 a.m.	C1 Stay Strong and Avoid the Pitfalls (Susan Meche, Meche Consulting)	C2 Establishing a Program in Your State Responding to the Opioid Crisis (John J. Coppola, New York Association of Alcoholism and Substance Abuse Providers)	C3 The Life and Times of a Data Point: Design Thinking to Improve Data Quality (Gretchen Biesecker, Bee’s Knees Consulting LLC and Lisl Hacker, Massachusetts Service Alliance)	C4 Learning Your ABC’s: Getting Started with AmeriCorps, Branding, and Communication (Samantha Jo Warfield, CNCS)	C5 NSCHC: Truescreen, Fieldprint, and Exemption Period (Liz Jung, CNCS)	C6 Asset-Based Volunteerism: Building on the Skills of our Volunteers and Communities (Bill Hulterstrom, United Way of Utah County)	C7 Files, Files, Files! (Jennifer Cowart, On3Learn)	Sponsored Content: Office Hours with Service Year Alliance—What’s Ahead (Stoops Ferry)
9:45 - 11:15 a.m. Morning Snack Break and Coffee								
Block D 10:15–11:45 a.m.	D1 How to Create and Effectively Manage Your Budget (Kristina Tecce, Tecce Consulting)	D2 ASC Afterschool Program Development: Lessons Learned (Rachel Bruns, America’s Service Commissions and Thenera Bailey, SISGI Group)	D3 Choose Your Own Disaster Adventure: National Service in Disaster and How You Can Make A Difference (Katrina French, CNCS)	D4 Where Are The Answers? (Ralph Morales, RJM Consulting International and Susan Hyatt, Big Purpose Big Impact)	D5 Advancing Quality & Program Effectiveness: Striving for Better Outcomes (Rosa Moreno, Service Year Alliance)	D6 Becoming a Learning Leader for Your Volunteers (Barry Altland, HHH Engagement)	D7 Advanced AmeriCorps: Getting from Good to Great (Cole McMahon, McMahon Consulting Group)	
12:00–1:30 p.m. Lunch Plenary: CNCS Leadership (Grand Station Ballroom)								
Block E 2:00–3:30 p.m.	E1 Roundtable for Fiscal Staff (Kristina Tecce, Tecce Consulting)	E2 Subgrant Awards Issued? Take a Siesta! (Susan Meche, Meche Consulting)	E3 Beyond Diversity: Creating a Culture of Acceptance and Inclusion (Thenera Bailey, The SISGI Group and Lakeya Cherry, The Network for Social Work Management)	E4 Allowable, Unallowable, and Prohibited Activities (Amy Salinas, On3Learn)	E5 Recruitment 201: What Is Working in the Field That Builds Brand Awareness and a Corps Member Pipeline (Kristen Bennett, Service Year Alliance)	E6 Marketing to Members, Volunteers and Donors (Bill Hulterstrom, United Way of Utah County)	E7 NSCHC: Truescreen, Fieldprint, and Exemption Period (Liz Jung, CNCS)	

Continued on next page ...



#AtlanticSouthernService

WORKSHOP SCHEDULE

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

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DAY 2—WEDNESDAY, JUNE 5 *(continued from previous page)*

3:30–4:00 p.m. Afternoon Snack Break (Carson Street Corridor)

Block F 4:00–5:30 p.m.	F1 Safeguarding Federal Funds (Carol Bates, Jeff Morales, Jessica Nelson, CNCS Office of Inspector General)	F2 State Service Commission Updates (Kaira Esgate, America's Service Commissions)	F3 Flexing our Elected Official Engagement Muscles in Support of National Service (Makeke Motley and Amanda Hooper, Voices for National Service)	F4 Member Miracle Grow: Pre-Service Training! (Helen Wachter, Caleb DeWitt, and Aaron Jackson, KEYS Service Corps AmeriCorps)	F5 Corps that Reflect Our Communities: Racial Equity and National Service (Monique Ellington, Service Year Alliance)	F6 Engaging High-Level Executives In Your Volunteer-Supported Organization (Barry Altland, HHH Engagement)	F7 CNCS Office Hours - Communications, Engagement, and Disaster	Sponsored Content: Office Hours with America Learns—The AmeriCorps Impact Suite
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6:00–9:00 p.m. Optional Evening Activities: Duquesne Incline (6:00 p.m.), Pittsburgh Pirates Game (7:00 p.m.), Gateway Clipper River Cruise (7:30 p.m.)

DAY 3—THURSDAY, JUNE 6

8:00 a.m. Continental Breakfast (Carson Street Corridor)

8:30–9:30 a.m. Closing Plenary: Lean Impact: How to Innovate for Radically Greater Social Good—Ann Mei Chang (Grand Station Ballroom)

Block G 9:45–11:15 a.m.	G1 Managing Multiple Budgets (Jerry Bertrand, Independent Consultant)	G2 Making Strides: Infusing Equity and Inclusion Principles into National Service (Maureen Eccleston, PennSERVE and Dr. Damary Bonilla-Rodriguez, Consultant)	G3 Making Space for Disability (Elizabeth Allen, C.O.O.K Alliance)	G4 Site Management 101 – Ensuring Compliant Sites (Amy Salinas, On3Learn)	G5 Thinking Strategically About Evidence and Evaluation (Andrew MacDonald, ICF)	G6 Measuring and Communicating Volunteer Impact (Beth Steinhorn, VQ Strategies)	G7 Serve America Together: Joining the Campaign for Universal National Service (Rosa Moreno, Service Year Alliance)	G8 Lean Impact—How to Innovate for Radically Greater Social Good (Ann Mei Chang)
10:30 a.m. – 12:00 p.m. Morning Snack Break and Coffee								
Block H 11:30 a.m. – 1:00 p.m.	H1 Federal Grant Matching Requirements (Jerry Bertrand, Independent Consultant)	H2 Great Feedback: Creating Excellent Internal Grant Reviewers (Becky Eason, Wordcraft LLC)	H3 Your Time and Life Management (Tray Deadwyler, Think for Good)	H4 AmeriCorps Basics: Excellence, Compliance and Accountability (Cole McMahon, McMahon Consulting Group)	H5 The Corps Member Experience: Engagement from Acceptance to Completion (Monique Ellington, Service Year Alliance)	H6 Rethinking Recognition (Beth Steinhorn, VQ Strategies)	H7 Thinking Strategically About Evidence and Evaluation (Andrew MacDonald, ICF)	
1:00 p.m. Conference Adjourns								

SESSION DESCRIPTIONS

Tuesday, June 4

Welcome to Pittsburgh & Kick-Off Plenary: 12:00 –1:30 p.m.

Hear from a panel of local servant leaders and national service champions on Breaking Barriers in Pittsburgh as we welcome you to Pennsylvania!

Panelists:

- Tonia Caruso, Assistant Deputy Director, Office of Community Relations, Allegheny County Dept. of Human Services (Moderator)
- Chris Cooke, Executive Director, PULSE Pittsburgh
- Ebony Pugh, Public Information Officer, City of Pittsburgh School District and AmeriCorps Alum, KEYS Service Corps AmeriCorps
- Jessica Ruffin, Senior Leader for Equity and Inclusion, Allegheny County Dept. of Human Services and AmeriCorps Alum, Public Allies
- Julie Walker, AmeriCorps Program Manager, Literacy Pittsburgh’s Compass AmeriCorps and AmeriCorps Alum, Literacy*AmeriCorps

Room: Grand Station Ballroom

Block A:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Where Are the Answers?

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

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

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

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

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

Join America’s Service Commissions as we walk you through the ins and outs of the Congressional Budget and FY 2020 federal appropriations process for national and community service. We will explore this annual process that may have some twists and turns and a few ups and downs. We will provide analysis, predictions, and priorities and introduce you to the cast of characters who have the most influence on the process. We will also highlight recent successes of the States for Service Coalition and provide a preview of promising opportunities for service legislation at the state level. We will wrap up with a Q&A session.

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

Learn Design Thinking: Innovating to Uncover New Solutions

Rosa Moreno, Chief Program Officer, Service Year Alliance

Does your organization or community have problems that seem unsolvable? In this session we will walk through the model Design Thinking and teach the audience how to use it to find solutions to big unsolvable problems. We will use a prevalent issue in the service year field to help learn the model. Come ready to learn new things, be silly, and find ways to keep your users in the forefront of designing solutions.

Room: Ellwood

TRACK: AMERICORPS PROGRAM 101

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

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

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

the resources and alternatives available to help grantees through the process.

Room: Brighton I-II

TRACK: AMERICORPS PROGRAM 201+

Advanced AmeriCorps: Getting from Good to Great

Cole McMahon, Principal, McMahon Consulting Group, LLC

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

Room: Haselton

TRACK: VOLUNTEER ENGAGEMENT

Inspiring Peak Performance From Your Volunteers

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

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

Room: Pointview

TRACK: SPECIAL TOPICS II

Supervising for Success

Jennifer Cowart, Managing Partner, On3Learn

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

Room: Fountainview

Block B:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Basics of Uniform Grant Guidance

Kristina Tecce, Principal, Tecce Consulting

This session will provide participants with a basic understanding of Uniform Grant Guidance (UGG). The UGG contains critical compliance information to operate both commissions and AmeriCorps programs. Participants will be introduced to what information is contained in the UGG and how to use the document as a tool.

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

Commissioner Engagement: Increasing Influence, Capacity, and \$

Cole McMahon, Principal, McMahon Consulting Group, LLC

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

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

Communications 201: Beyond the Basics— Graduation from AmeriSchool

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

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

Room: Ellwood

SESSION DESCRIPTIONS

TRACK: AMERICORPS PROGRAM 101

Files, Files, Files!

Jennifer Cowart, Managing Partner, On3Learn

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

Room: Brighton I-II

TRACK: AMERICORPS PROGRAM 201+

NSCHC 201: Open Q & A

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

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

Room: Haselton

TRACK: SPECIAL TOPICS II

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

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

Service Year Alliance has learned a lot from our marketplace ServiceYear.org, our national ‘My Office Campaign,’ on-site campus and service year fairs, and our work with several

state commissions and their grantees. This session will review these learnings and hear from you about ongoing pain points in recruitment. Come ready to dive into our data and brainstorm the next recruitment solutions for us all to try moving forward.

Room: Fountainview

TRACK: VOLUNTEER ENGAGEMENT

Points of Light’s Service Enterprise: Capacity Building Transformation

Alison Doerfler, Senior Vice President, Capacity Building, Points of Light

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

Room: Pointview

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

Join us at the Hard Rock Café of Pittsburgh just down the block for an evening of food, fun, networking, and live music. Program begins at 6:00 p.m. See page 5 for details.

common financial compliance findings, you’ll know what pitfalls to avoid and what corrective steps to take to help reduce their possible negative impacts.

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

Establishing a Program in Your State Responding to the Opioid Crisis

John J. Coppola, Executive Director, New York Association of Alcoholism and Substance Abuse Providers

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

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

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

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

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

Room: Ellwood

TRACK: AMERICORPS PROGRAM 101

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

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

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

and marketing purposes and leave having perfected their own elevator speech.

Room: Brighton I-II

TRACK: AMERICORPS PROGRAM 201+

NSCHC: Truescreen, Fieldprint, and Exemption Period

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

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will cover CNCS approved vendors Truescreen and Fieldprint and address common questions related to the Exemption Period.

Room: Haselton

TRACK: VOLUNTEER ENGAGEMENT

Asset-Based Volunteerism: Building on the Skills of our Volunteers and Communities

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

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

Room: Pointview

TRACK: SPECIAL TOPICS II

Files, Files, Files!

Jennifer Cowart, Managing Partner, On3Learn

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

Room: Fountainview

Wednesday, June 5

Block C:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Stay Strong and Avoid the Pitfalls

Susan Meche, Consultant, Meche Consulting, LLC

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

SESSION DESCRIPTIONS

TRACK: SPECIAL MEETINGS

Sponsored Content: Office Hours with Service Year Alliance—What’s Ahead

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

Room: Stoops Ferry

Block D:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

How to Create and Effectively Manage Your Budget

Kristina Tecce, Principal, Tecce Consulting

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

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

ASC Afterschool Program Development: Lessons Learned

Rachel Bruns, Deputy Director, America’s Service Commissions and Thenera Bailey, President/CEO, The SISGI Group

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

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

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

Katrina French, Disaster Services Specialist, Corporation for National and Community Service

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

Room: Ellwood

TRACK: AMERICORPS PROGRAM 101

Where Are the Answers?

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

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

TRACK: AMERICORPS PROGRAM 201+

Advancing Quality and Program Effectiveness: Striving for Better Outcomes

Rosa Moreno, Chief Program Officer, Service Year Alliance

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

Room: Haselton

TRACK: VOLUNTEER ENGAGEMENT

Becoming a Learning Leader for Your Volunteers

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

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

Room: Pointview

TRACK: SPECIAL TOPICS II

Advanced AmeriCorps: Getting from Good to Great

Cole McMahon, Principal, McMahon Consulting Group, LLC

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

Room: Fountainview

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

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

Room: Grand Station Ballroom

Block E:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Roundtable for Fiscal Staff

Kristina Tecce, Principal, Tecce Consulting

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

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

Subgrant Awards Issued? Take a Siesta!

Susan Meche, Consultant, Meche Consulting, LLC

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

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

Beyond Diversity: Creating a Culture of Acceptance and Inclusion

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

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

Room: Ellwood

SESSION DESCRIPTIONS

TRACK: AMERICORPS PROGRAM 101

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

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

Room: Brighton I-II

TRACK: AMERICORPS PROGRAM 201+

Recruitment 201: What is Working in the Field That Builds Brand Awareness and a Corps Member Pipeline
Kristen Bennett, Managing Director, Service Year Exchange, Service Year Alliance

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

Room: Haselton

TRACK: SPECIAL TOPICS II

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

Conducting the National Service Criminal History Checks correctly and in a timely manner are crucial compliance requirements for nearly all recipients of CNCS funding. This session will cover CNCS-approved vendors, Truescreen and Fieldprint, and address common questions related to the Exemption Period.

Room: Fountainview

TRACK: VOLUNTEER ENGAGEMENT

Marketing to Members, Volunteers, and Donors
Bill Hulterstrom, President and CEO, United Way of Utah County

Learn to use the best yet simple marketing principles that will help you find the right member, volunteer or donor. Learn how to recruit and retain the right people for your work and how to assess your volunteer programs through

your volunteers’ eyes. Discover some of the tips that some of the biggest companies in America use.

Room: Pointview

Block F:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Safeguarding Federal Funds
Carol Bates, Jeff Morales, and Jessica Nelson, CNCS Office of Inspector General

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

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

State Service Commission Updates
Kaira Esgate, CEO, America’s Service Commissions

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

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

Flexing our Elected Official Engagement Muscles in Support of National Service
Makese Motley, Senior Director of Public Policy and Amanda Hooper, Senior Director of Advocacy and Outreach, Voices for National Service

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

Room: Ellwood

TRACK: AMERICORPS PROGRAM 101

Member Miracle Grow: Pre-Service Training!
Helen Wachter, Director, Caleb DeWitt, Training Coordinator, and Aaron Jackson, Member Development Specialist, KEYS Service Corps AmeriCorps

This session will provide participants with a selection of trainings for AmeriCorps members who are at the beginning of their service terms. Participants will be provided with a Trainer’s Binder and accompanying Members’ Binder of Pre-Service Training (PST) sessions, and will complete a PST planning worksheet to take back to their program.

Room: Brighton I-II

TRACK: AMERICORPS PROGRAM 201+

Corps that Reflect Our Communities: Racial Equity and National Service
Monique Ellington, Director, Equity & Community Strategy, Service Year Alliance

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

Room: Haselton

TRACK: VOLUNTEER ENGAGEMENT

Engaging High-Level Executives In Your Volunteer-Supported Organization
Barry Altland, Author, Speaker, Non-Profit Executive, HHHEngagement

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

Room: Pointview

TRACK: SPECIAL TOPICS II

CNCS Office Hours: Communications, Engagement, and Disaster
Samantha Jo Warfield, Press Secretary and Katrina French, Corporation for National and Community Service

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

Room: Fountainview

TRACK: SPECIAL MEETINGS

Sponsored Content: Office Hours with America Learns - The AmeriCorps Impact Suite

For 15 years, AmeriCorps programs have used the AmeriCorps Impact Suite to manage all aspects of their programs -- tracking impact, managing clients, volunteers and projects, managing member files, handling timesheets, avoiding OIG findings, and even staying connected with alumni. The AmeriCorps Impact Suite is the only service that’s able to do all of this without crazy expensive customization fees. Bring your biggest data dreams and challenges to our office hours. We’ll figure out how we might be helpful to you, and if we’re not, we’ll recommend other companies to connect with. We want you to be successful regardless of who your technology partner is.

Room: Stoops Ferry

Optional Evening Activities: 6:00 - 9:00 p.m.

Join your friends and colleagues for an evening out and about in the City of Champions! Ticket sales have closed for our group rates for the Duquesne Incline (6:00 p.m.), Pittsburgh Pirates Game (7:05 p.m.), and Gateway Clipper River Cruise (7:30 p.m.) but may be available at the door.

SESSION DESCRIPTIONS

Thursday, June 6

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

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

Lean Impact is a hands-on guide designed to exponentially increase the impact of our time and money. Building on the modern innovation practices that have fueled the technological breakthroughs that have touched every aspect of our lives, Lean Impact puts the focus on a new purpose—radically great social good.

Room: Grand Station Ballroom

Block G:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Managing Multiple Budgets
Jerry Bertrand, Consultant, Independent Consultant

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

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

Making Strides: Infusing Equity and Inclusion Principles into National Service
Maureen Eccleston, Executive Director, PennSERVE and Dr. Damary Bonilla-Rodriguez, Consultant

This session will provide an opportunity for national service leaders to strengthen their ability to prioritize and implement principles of equity and inclusion in AmeriCorps programming. This session will include lessons learned from PennSERVE's ongoing year-long "Institute" for AmeriCorps State programs focusing on race and gender equity and inclusion. Session facilitators will share insights on setting discussion topics and facilitating training for a diverse group of AmeriCorps program staff. Challenges will be presented with transparency and best practices will be shared as we work toward changing systems and structures for more inclusive and equitable programs.

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

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

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

Room: Ellwood

TRACK: AMERICORPS PROGRAM 101

Site Management 101: Ensuring Compliant Sites
Amy Salinas, Managing Partner, On3Learn

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

Room: Brighton I-II

TRACK: AMERICORPS PROGRAM 201+

Thinking Strategically About Evidence and Evaluation
Andrew MacDonald, Project Manager, ICF

This session will introduce concepts and tools that commission staff and AmeriCorps grantees can use to think strategically about evidence and evaluation. Participants will learn how to find and interpret relevant research in the national service field, and learn how to build on their findings to grow their evidence base over time.

Room: Haselton

TRACK: VOLUNTEER ENGAGEMENT

Measuring and Communicating Volunteer Impact
Beth Steinhorn, President, VQ Volunteer Strategies

Demonstrating results goes beyond counting the number of volunteers in your program and the hours of service they provide. This interactive workshop will explore trends and emerging tools designed to demonstrate quantitative and, more importantly, qualitative results that position volunteer engagement as a valuable and effective resource within your organization. Learn some of the latest metrics to track volunteer impact and gain tools to make the case for volunteer engagement as a vital resource.

Room: Pointview

TRACK: SPECIAL TOPICS II

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

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

Room: Fountainview

TRACK: SPECIAL MEETINGS

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

Lean Impact is a hands-on guide designed to exponentially increase the impact of our time and money. Building on the modern innovation practices that have fueled the technological breakthroughs that have touched every aspect of our lives, Lean Impact puts the focus on a new purpose—radically great social good.

Room: Stoops Ferry

Block H:

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Federal Grant Matching Requirements
Jerry Bertrand, Consultant, Independent Consultant

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

Room: Woodlawn

TRACK: STATE SERVICE COMMISSIONS

Great Feedback: Creating Excellent Internal Grant Reviewers
Becky Eason, Founder, Wordcraft LLC

If you use board members and other volunteers to conduct internal reviews of grant applications, this session is for you. I'll share knowledge points that are key for your reviewers to make sound, informed decisions about applications that are feasible and fundable. Come prepared to practice assessing logic models and theories of change and give constructive feedback for applicants. This will be a fully interactive session.

Room: Brighton III-IV

TRACK: SPECIAL TOPICS I

Your Time and Life Management
Tray Deadwyler, Director, Think For Good/The Complementor

How do you protect your priorities and determine the key personal and professional goals and objectives for the day? ...month? ...year? During this session, participants will identify methods for follow through, combatting stress and managing a schedule with multiple life and leadership priorities.

Room: Ellwood

SESSION DESCRIPTIONS

TRACK: AMERICORPS PROGRAM 101

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

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

Room: Brighton I-II
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TRACK: AMERICORPS PROGRAM 201+

The Corps Member Experience: Engagement from Acceptance to Completion
Monique Ellington, Director, Equity & Community Strategy, Service Year Alliance

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

Room: Haselton
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TRACK: VOLUNTEER ENGAGEMENT

Rethinking Recognition
Beth Steinhorn, President, VQ Volunteer Strategies

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

Room: Pointview
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TRACK: SPECIAL TOPICS II

Thinking Strategically About Evidence and Evaluation
Andrew MacDonald, Project Manager, ICF

This session will introduce concepts and tools that commission staff and AmeriCorps grantees can use to think strategically about evidence and evaluation. Participants will learn how to find and interpret relevant research in the national service field, and learn how to build on their findings to grow their evidence base over time.

Room: Fountainview
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KEYNOTE SPEAKER BIOS



@toniacaruso2
@ACDHS

Tonia Caruso, Assistant Deputy Director, Office of Community Relations
ALLEGHENY COUNTY DEPT. OF HUMAN SERVICES

Tonia Caruso is an award-winning journalist who now serves as Assistant Deputy Director, Office of Community Relations, Allegheny County Department of Human Services. Tonia spent nearly 25 years working in Pittsburgh television. She began her career in local news and later spent 14 years at WQED Multimedia as a reporter, producer, and host. First for the television program *OnQ Magazine* and then for *Pittsburgh 360*, Tonia told stories covering all aspects of our region from social issues and city challenges to education, arts, politics, technology, medical breakthroughs, and more. Tonia conceptualized and produced several documentaries during her time at WQED, taking an in-depth look at a variety of topics from the gun debate to the renaissance of downtown living. She also served as host of Comcast Newsmakers from 2003 until 2016.

Tonia is a multiple nominee and winner of two Mid-Atlantic Emmy Awards for Outstanding Community Service Reporting. She’s won four Pennsylvania Golden Quill Awards for feature storytelling and was honored by Women in Film and Media with the Patti Burns Award for Excellence. Tonia is a lifelong Pittsburgher with a deep commitment to the community. She’s a volunteer for several nonprofit organizations.

Follow her on Twitter at @toniacaruso2 and @ACDHS.

Chris Cooke, Executive Director
PULSE PITTSBURGH

Chris Cooke is the Executive Director of PULSE, a nonprofit organization that invites talented university graduates to partner with nonprofits for a year of service and leadership.

During the past 20 years, the California native has worked in Pittsburgh in a number of nonprofit roles from teaching and training to fundraising and program development.

Chris has spearheaded significant program expansion and growth at PULSE over the past 10 years. He is on the Advisory Board of the Bayer Center for Nonprofit Management and a Member of The Partnership Network among others.

Follow his work on Twitter at @pulsepittsburgh.



@PulsePittsburgh

Ebony Pugh, Public Information Officer
PITTSBURGH PUBLIC SCHOOLS

Ebony Pugh is a proud AmeriCorps Alumna of the KEYS Service Corps AmeriCorps program and currently serves as the Public Information Officer for Pittsburgh Public Schools.

Follow her work on Twitter at @PPSnews or on Facebook and Instagram @PittsburghPublicSchools.



@PPSnews



@ACDHS

Jessica Ruffin, Senior Leader for Equity and Inclusion

ALLEGHENY COUNTY DEPT. OF HUMAN SERVICES

Jessica Ruffin is the Senior Leader for Equity and Inclusion with Allegheny County's Department of Human Services. In this role, she leads efforts to advance equity and inclusion across DHS. This includes engagement with DHS' staff, contracted providers, and community organizations. Jessica previously held positions as the Director of the Social Justice Institutes at Carlow University, Chief Operating Officer of Coro Pittsburgh, and Director of Public Allies Pittsburgh. She is a proud AmeriCorps Alum who served with the YWCA Greater Pittsburgh VISTA program in 2008. Jessica was a 2011 recipient of the New Pittsburgh Courier's Fab 40 Award, a 2016 Woman of Excellence, and was named one of The Incline Pittsburgh's 2017 "Who's Next: Community Leaders." She currently lives in Beltzhoover with her son, Xavier. Follow her current work on Twitter at @ACDHS.



@LiteracyPgh

Julie Walker, Program Manager

LITERACY PITTSBURGH — COMPASS AMERICORPS

Julie Walker has been overseeing the Compass AmeriCorps program at Literacy Pittsburgh since 2010. She is a Girl Scout Gold Award recipient and two-time AmeriCorps alum, having served one year as an English as a Second Language instructor and another providing outreach on a mobile library unit. Julie is passionate about volunteerism, literacy, teamwork, inclusion, and cultivating community. When she isn't "getting things done", she enjoys writing, reading, baking, brewing, gaming, and spending time with her husband and 6-year-old son. Follow her current work on Twitter at @LiteracyPgh and on Instagram at Instagram.com/CompassAmericorps.



@CNCS_CEO
@NationalService

Barbara Stewart, Chief Executive Officer

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS)

Barbara Stewart was unanimously confirmed as Chief Executive Officer of the Corporation for National and Community Service (CNCS) 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. Follow her on Twitter at @CNCS_CEO and @NationalService.



@Dir_AmeriCorps
@AmeriCorps

Chester W. Spellman, Director of AmeriCorps

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

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

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

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

Chester previously served as the Chief Executive Officer of Volunteer Florida from April 2012 to August 2017. At Volunteer Florida he administered more than \$32 million annually in federal, state, and local funds supporting AmeriCorps and statewide volunteer programs to meet critical needs in Florida's communities. Chester also led statewide coordination for volunteers and donations before, during, and after disasters in partnership with the Florida Division of Emergency Management. 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 with its Young Floridian Award. Chester and his wife, Amanda, reside in Arlington, Virginia, with their four children, William, Graham, Rosalia, and Ethan. Follow him on Twitter at @Dir_AmeriCorps and @AmeriCorps.



@annmei
@leanimpact

Ann Mei Chang, Executive Director and Author

LEAN IMPACT STARTUP CO.

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

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

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

Follow Ann Mei on Twitter at @annmei and @leanimpact or visit www.annmei.com.

SERVICE PROJECT

Friends of the Riverfront

TUESDAY, JUNE 4 FROM 9:00– 11:00 A.M.



Looking for a dose of nature and a fun way to give back while you’re staying in Pittsburgh? Join us on Tuesday morning for a pre-conference river clean-up service project in conjunction with Friends of the Riverfront, a local nonprofit whose mission is to expand, connect, and enhance the Three Rivers Heritage Trail, engage river communities in trail stewardship, and encourage economic growth. Bring a water bottle, closed-toe shoes, and clothes you don’t mind getting dirty (don’t worry—you’ll have time to change before the conference starts at 12pm). The project is located on the riverfront near the hotel and is accessible to all.

COLLECTION DRIVE



We are collecting donated items for Days for Girls.

Have unused bars of soap from your hotel room? We are partnering with the Pittsburgh Chapter of Days for Girls, an international nonprofit that turns periods into pathways by increasing access to menstrual care and health education for women and girls. Specific items requested include:

- Bar soap (no liquid)
- 100% cotton wash cloths (bright colors – no white)
- Gallon zip-lock freezer bags (must be exact)

Stop by the information desk throughout the conference to drop off donated items and we’ll make sure they make it to girls in need!

EXHIBITOR BINGO

Visit each of the conference exhibitors below and have them initial next to their logo, plus complete the additional action steps listed. Once completed, turn this BINGO card into the Registration Desk throughout the conference (June 4– 6) to receive **5 extra raffle tickets** to increase your chances of winning prizes during the plenary sessions! Must be present to win.

	<p>Download our Conference App!</p> <p>Search for “ASC Events” on the iTunes or Google Play Store or visit bit.ly/ascmobileapp</p>	
<p>AMERICA LEARNS</p>		
		 <p>SHOW our card found in the registration packet!</p>
	<p>POST</p> <p>about the conference on Social Media with the hashtag #AtlanticSouthernService</p>	

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

Printed Name _____ Organization _____

CONFERENCE PLANNING COMMITTEE

THANK YOU!

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



Hospitality Committee

Maureen Eccleston, Executive Director, PennSERVE (Host/State Service Commission)

Aaron Gray, Assistant Director, PennSERVE (Host/State Service Commission)

Julie Walker, Compass AmeriCorps Program Director, Literacy Pittsburgh (AmeriCorps State)

Susan Dean, AmeriCorps Program Officer, Volunteer NC (State Service Commission)

Amanda Forget, National and Community Service Programs Associate, Serve Rhode Island (State Service Commission)

Carla Marie Friedman, State Commissioner, Connecticut Commission for Community Service (State Service Commission)

Lisl Hacker, Director of Training and Technical Assistance, Massachusetts Service Alliance (State Service Commission)

Gail Harris, Director, Virginia Office on Volunteerism and Community Services (State Service Commission)

Zaneta Ivery, Grants Specialist/Program Officer, Georgia Commission for Service & Volunteerism (State Service Commission)

Kerry Ose, Senior Program Officer, Maryland GOSV (State Service Commission)

Hannah Stone, AmeriCorps Program Officer, Volunteer WV (State Service Commission)

Lisa Clark, Director, ASTAR in Western Maryland (AmeriCorps State)

Wendy Cubano, AmeriCorps Program Manager, The Salvation Army (AmeriCorps State)

Ashley Daniels, National Service Coordinator, ASTAR in Western Maryland (AmeriCorps State)

Joselyn Johnson, AmeriCorps Program Manager/Director, Trident United Way (AmeriCorps State)

Amanda Lotto, Program Manager, NJ Watershed Ambassadors Program (AmeriCorps State)

Tom McGee, Program Manager, Highland Street AmeriCorps Program, Mass Mentoring Partnership (AmeriCorps State)

Jessica Pichardo, Program Manager, EECO AmeriCorps (AmeriCorps State)

Maya Severson, Workforce Development Program Manager, Community Health Center Association of CT- STICH AmeriCorps (AmeriCorps State)

Logan Smith, Deputy Director, Appalachian Forest Heritage Area (AmeriCorps State)

Katie Snow, Program Director, Project MARS/AmeriCorps (AmeriCorps State)

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

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

Agenda Development Committee

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Rachel Bruns, Deputy Director, America's Service Commissions

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

Pam Zeutenhorst, Consultant, Envision Prosperity



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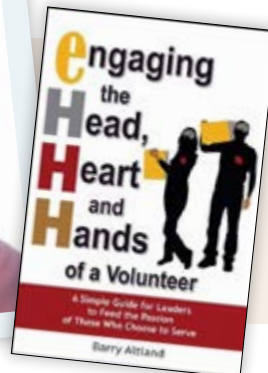
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 - **Premium Package (in person sessions available):** \$10 per member/year plus an ASC State Service Partner Annual Membership (\$250)

OPEN ENROLLMENT BEGINS SUMMER 2019

www.statecommissions.org/ameri-corps-member-assistance-program

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JOIN S4S TODAY!

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

Join now: states4service.org

Join us for a Meet & Greet this Tuesday, June 4 from 10:00 - 11:00 AM in the Fountainview Room of the Sheraton Station Square to learn more and meet other S4S members.

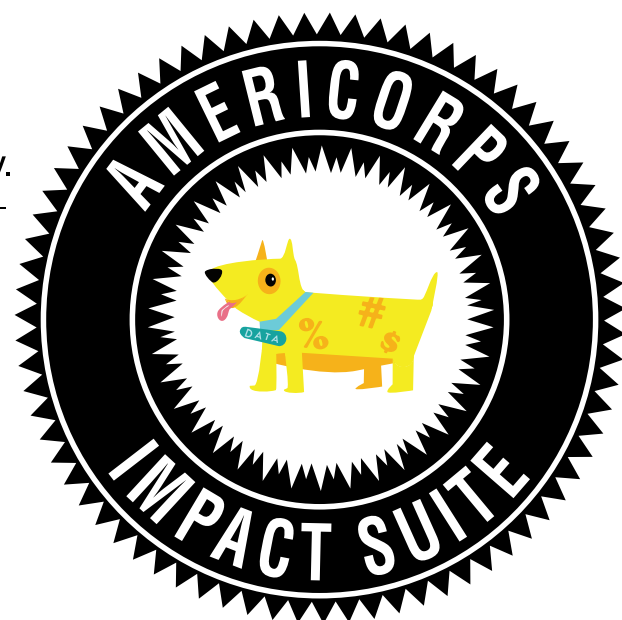
The States for Service coalition's work is funded by non-federal dollars in compliance with federal rules and regulations.

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DISCOVER PITTSBURGH SCAVENGER HUNT

JUNE 4–6, 2019 : Instructions: Turn into the Registration Desk by 8:30 AM on Thursday, June 6 to be eligible. Winner will be announced during the Closing Plenary that morning around 9:15 AM. Must be present to win!

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

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

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

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



MIX & MINGLE: 2 POINTS EACH

- ☐ Clean up some nearby city trails with the **Friends of the Riverfront Service Project**
- ☐ **Meet someone new** from another state and write down their name, program, and state: _____
- ☐ Meet a **PA AmeriCorps Alum**. Where did they serve in the Keystone State? _____
- ☐ Enjoy an evening at the **Hard Rock Café** Networking Reception
- ☐ Find out which band member of **Strange Cocktail** is an AmeriCorps Alum and where he served: _____
- ☐ Post on social media using **#AtlanticSouthernService** about **something you learned** at this conference
- ☐ **Wear your gear** on June 6!



SIGHT-SEE: 3 POINTS EACH

- ☐ In front of a **public art piece**
- ☐ With a **dinosaur**
- ☐ Take a photo with **more than one bridge** in the background as you think bridge thoughts
- ☐ Find a **water feature/fountain**
- ☐ Chow down on a **Primanti's sandwich**
- ☐ Delight in a **Pranti's burnt almond torte** – worth it!
- ☐ Find the spot where the three rivers meet at **Point State Park**
- ☐ Take a photo under the **magnolia trees that never lose their flowers**



RIDDLE ME THIS: 4 POINTS EACH

- ☐ **If this building could talk** it would say, "I was here before all yinz."
- ☐ If the pigeon is the unofficial official bird of downtown, one could say this mammal memorialized by over five statues is the **unofficial-official mascot of downtown**
- ☐ Take a photo in front of **"The Tomb of the Unknown Bowler"**
- ☐ This is the **oldest hotel** in the city, where you could rent a room for \$2.50 a night back in 1916.
- ☐ Designated a historic landmark, this 148-year old is quite original! It's also the **oldest restaurant** in Market Square!



TAKE A HIKE: 5 POINTS

- ☐ Visit the **Heinz History Center** and take a photo with a giant bottle of ketchup
- ☐ Hitch a ride on one of Pittsburgh's **funiculars (a.k.a. inclines)** and enjoy the view from Mount Washington
- ☐ Go root for the **Pittsburgh Pirates!** (**Bonus 2 points:** Take a photo swinging a bat next to **Roberto Clemente**)
- ☐ Take a photo under the rotunda of Pittsburgh's **Penn Station** at Grant Street & Liberty Avenue
- ☐ Check out PPG Paints Arena, home of the **Pittsburgh Penguins**
- ☐ Ride the river on the **Gateway Clipper** or another method of your choosing
- ☐ Visit the epicenter of **Steelers Nation**

Total Points _____ Team Leader Signature to Certify: _____

Contact Information for Team Leader:

Team Name: _____ Team Hashtag: _____

Name: _____ Phone: _____

Email: _____ Preferred Airline: _____

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

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DOWNTOWN ATTRACTIONS

- 1 707-709 Penn Avenue Galleries
- 2 Arcade Comedy Theater
- 3 August Wilson Center
- 4 Benedum Center
- 5 Bricolage Production Company
- 6 Byham Theater
- 7 Cabaret at Theater Square
- 8 Fort Pitt Museum
- 9 Harris Theater
- 10 Heinz Hall
- 11 O'Reilly Theater
- 12 SPACE Gallery
- 13 Wood Street Galleries

DOWNTOWN SHOPPING DESTINATIONS

- 1 Fifth Avenue Place
- 2 PPG Place
- 3 One Oxford Centre
- 4 Larrimor's
- 5 Wood Street Corridor

NORTH SIDE / SHORE ATTRACTIONS

- 14 Andy Warhol Museum
- 15 Carnegie Science Center
- 16 Children's Museum of Pittsburgh
- 17 City of Asylum*
- 18 Heinz Field
- 19 Mattress Factory*
- 20 National Aviary
- 21 New Hazlett Theater
- 22 PNC Park
- 23 Randyland*
- 24 Rivers Casino

STRIP DISTRICT ATTRACTIONS

- 25 Senator John Heinz Pittsburgh Regional History Center
- 26 Society for Contemporary Craft*
- 6 Strip District Shopping District*

*See reverse side for map

DOWNTOWN CONSTRUCTION

For current information about traffic impacts in Downtown, go to www.downtownpittsburgh.com, click on "Visit" and "Construction Updates."

- 1 **Liberty Bridge** (2018)
Painting. Single-lane restrictions as needed during off-peak hours with at least two weekend closures. Overall work concludes in August
- 2 **Lower Hill Redevelopment Project** (2015-2018)
Construction of interior roads
- 3 **Pittsburgh Playhouse** (2016-2018)
Construction of theater and production facility

- 4 **Kaufmann's Grand on Fifth** (2016-2018)
Mixed use renovation of 12-story building
- 5 **Andy Warhol Bridge** (2018)
Limited utility work and painting
- 6 **I-279 Parkway North Improvement Project** (2017-2019)
Northbound ramp closures, mainline I-279 lane restrictions and crossovers
- 7 **Rachel Carson Bridge** (2018-2019)
Complete closure

- 8 **711 - 713 Penn Avenue** (2017-2018)
Redevelopment of two buildings into apartments

STRIP DISTRICT

- 9 **1627 on the Strip** (2018)
Apartment conversion
- 10 **Riverfront Landing 16th - 21st Streets** (2018)
Apartment construction

ADDITIONAL CONSTRUCTION

Projects outside of Downtown to consider

Rte. 19 West End Circle Sign Improvement Project (2018)

Sign improvements at West End Circle with off-peak lane restrictions

Liberty Tunnel Phase 5 (2017-2019)

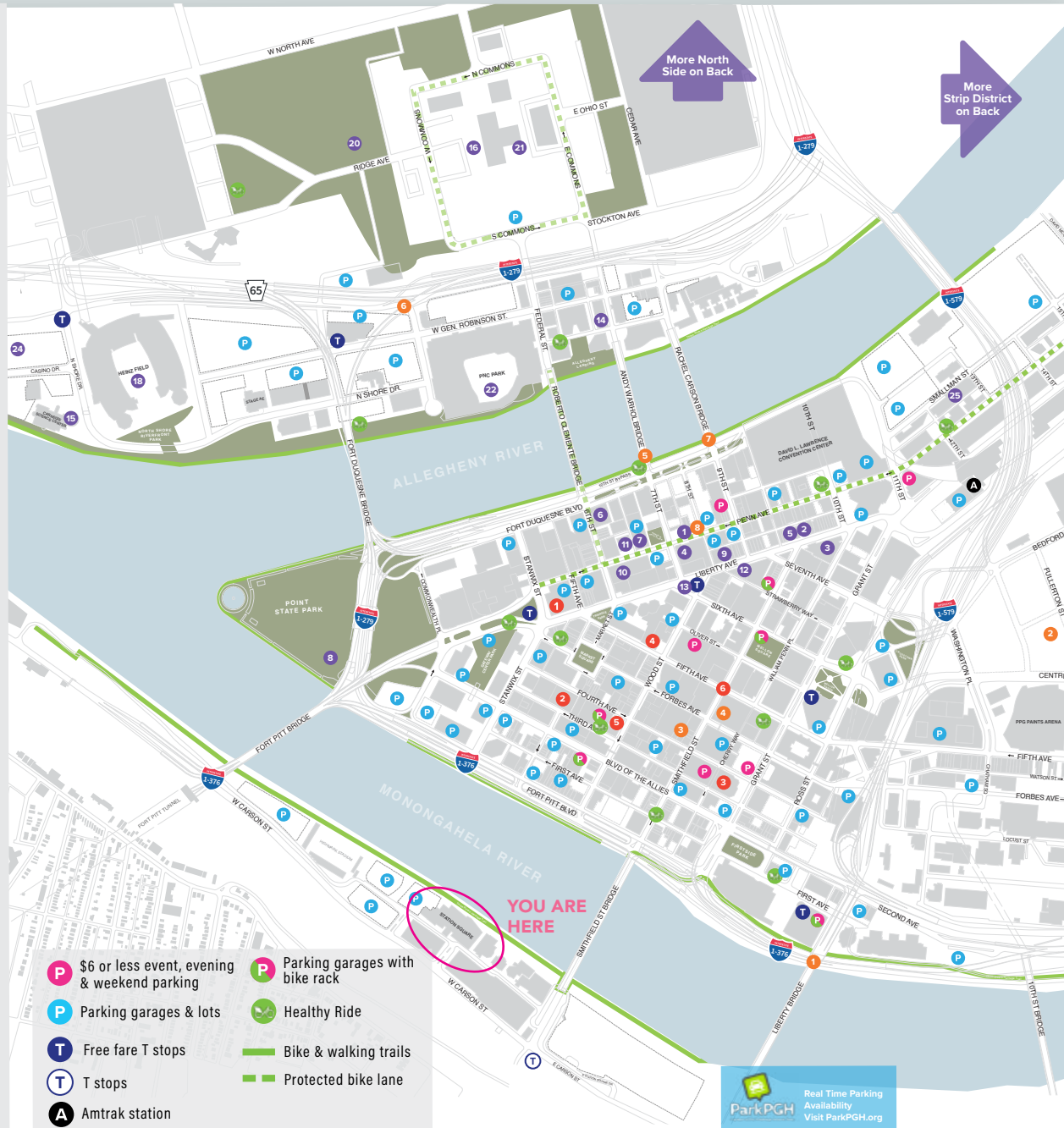
96 overnight closures of the outbound (southbound) tunnel & 25 overnight closures of the inbound (northbound) tunnel.

I-376 Parkway East - Fort Pitt Bridge to Edgewood/Swissvale (2018)

Milling, resurfacing, ramp improvements, and minor bridge repairs

Forbes Avenue - Birmingham Bridge to Beeler Street (2018)

Milling and resurfacing between Birmingham Bridge and Beeler Street. Daytime, overnight, and weekend work with lane restrictions



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