

SALT LAKE CITY

Pacific Region National Service Conference



WELCOME
TO SALT LAKE



Making it Happen. | Making it Matter.

Salt Lake City, UT • March 24-27, 2015

Utah Lt. Governor
Spencer J. Cox



STATE OF UTAH
OFFICE OF THE LIEUTENANT GOVERNOR



SPENCER J. COX
LIEUTENANT GOVERNOR

March 24, 2015

Dear Pacific Region National Service Conference Attendees,

It is my distinct pleasure to welcome you to Salt Lake City, Utah and the Pacific Region National Service Conference. Thank you for attending this wonderful learning and networking opportunity. I appreciate your commitment to National Service and for the difference you each make in your communities every day.


The work you do with National Service Programs is incredibly valuable to our region and the entire nation. As you know, since 1994 more than 800,000 individuals have served through AmeriCorps, providing more than 1 billion hours of service nationwide. Senior Corps volunteers have also had an amazing impact, contributing more than 1.8 billion hours of volunteer service to address local needs. National service is a powerful catalyst and force-multiplier for community volunteering. Last year, the Corporation for National and Community Service and its partners mobilized and managed more than 3 million community volunteers. You and your programs are truly crucial partners in meeting the challenges faced by your communities.

Over the next few days you will have the opportunity to hear from world class speakers on various topics including volunteer engagement, financial grants management, marketing, and working with faith based organizations. In addition, you will hear from leadership of the Corporation for National and Community Service and have the opportunity to network with your peers.

While you are in Salt Lake City, I encourage you to visit some of the cultural attractions in our great city. Visit the Natural History Museum of Utah, take in the sights at Temple Square, hike in City Creek Canyon, or take a stroll with exotic birds at Tracy Aviary. However you choose to spend your time we hope you enjoy your stay with us.

It is my sincere hope that you leave this conference with new tools, resources, and connections to make your programming more effective. On behalf of my fellow Commissioners, The Utah Commission on Service & Volunteerism, and the Corporation for National and Community Service, we welcome you to Salt Lake City and thank you for joining the Pacific Region National Service Conference.

Yours in Service,


Spencer J. Cox
Lieutenant Governor

AGENDA

Tuesday, March 24th

8:30-10:00	Registration & Breakfast
10:00-11:00	Opening Plenary
11:15-12:15	Town Hall Sessions
12:30-1:45	Lunch Plenary
2:00-3:00	Breakout Session
3:00-3:15	Break
3:30-5:00	Breakout Session

Wednesday, March 25th

7:30-8:30	Breakfast
8:30-9:30	Opening Plenary
9:45-10:45	Breakout Session
10:45-11:00	Break
11:00-12:00	Breakout Session
12:15-1:30	Lunch Plenary
1:45-3:15	Breakout Session
3:15-3:30	Break
3:30-5:00	Breakout Session
5:30-8:00	Networking Event

Conference Wifi Code:

Network Name: Conference Network

Password: Sheraton12

Share Your Photos and Posts:

Our conference hashtag is: #PRNSC15

Thursday, March 26th

7:30-8:30	Breakfast
8:30-9:30	Opening Plenary
9:45-10:45	Breakout Session
10:45-11:00	Break
11:00-12:30	Breakout Session
12:45-2:00	Lunch Plenary
2:15-5:00	New Project Directors' Orientation for Senior Corps
2:00-3:00	Office Hours, Kinza Ghaznavi, Grants Management Specialist, CNCS

Friday March, 27th

8:00-9:00	Breakfast
9:00-11:30	Advanced Volunteer Management Institute
9:00-11:30	Spontaneous Volunteer Management Institute
11:30-12:00	Lunch
12:00-2:00	Advanced Volunteer Management Institute
12:00-2:00	Spontaneous Volunteer Management Institute



Tuesday, March 24, 2015

Registration and Breakfast – 8:30 AM – 10:00 AM

Opening Plenary – 10:00 AM – 11:00 AM

Room: Canyons & Bryce Ballrooms

Welcome: Ralph Becker, Mayor - Salt Lake City, Utah - Welcome to Salt Lake City!

Keynote: Wendy Spencer, CEO - Corporation for National and Community Service

Keynote Title: Making it Happen. Making it Matter.

Town Hall Sessions – 11:15 AM – 12:15 PM

AmeriCorps and State Commissions Town Hall

Room: Arches

Wendy Spencer, CEO - Corporation for National and Community Service

Bill Basl, Director of AmeriCorps - Corporation for National and Community Service

Moderator: LaDawn Stoddard, Director - UServeUtah

Senior Corps Town Hall

Room: Wasatch

Dr. Erwin Tan, Director of Senior Corps - Corporation for National and Community Service

Wendy Spencer, CEO - Corporation for National and Community Service

Moderator: Jake Murakami, State Program Director - CNCS, Utah



Lunch Plenary – 12:30 PM – 1:45 PM

Room: Canyons & Bryce Ballrooms

Introduction: Jen Ney, Managing Director - Voices for National Service

Keynote: Shirley Sagawa, Co-Founder - Sagawa/Jospin Consulting Firm

Keynote Title: The American Way to Change: How National Service and Volunteers are Transforming America

Senior Corps Celebration: Dr. Erwin Tan, Director of Senior Corps - CNCS

Breakout Session – 2:00 PM – 3:00 PM

Performance Management Session 1 (part 1 of 4): Theory of Change and Evidence - AmeriCorps

Room: Snowbird

Carla Ganiel, Senior Program and Project Specialist AmeriCorps State/National - CNCS

Audience: AmeriCorps

This session introduces key concepts from CNCS's Performance Measurement Core Curriculum. Participants will explore how a theory of change strengthens program design and how evidence is used to support a theory of change. This interactive session will include case studies and other activities to practice evaluating theories of change and evidence. It is recommended participants take both PM 1 and PM 2 sessions.

Working with Difficult People

Room: Arches

Lori Giovannoni, Director of Professional Development - Department of Children and Family Services

Audience: All

We all have people who push our buttons. They drain our energy, take us off track and infect the rest of our life. Nothing can change the fact that some people are simply more difficult to deal with. What you can change is your reaction. Success depends on being able to recognize and respond appropriately to different behaviors and situations. In this workshop you will learn successful strategies and tips for dealing with difficult people so that you can end your frustration, act rather than re-act and be more successful.

Engaging Faith-Based Volunteers in Your National Service Program (Panel)

Room: Deer Valley

Moderator: Linda P. Walton, Chaplain - Utah Valley Interfaith

Alan Scott Bachman, Outreach Chair - Salt Lake Interfaith Roundtable & Rabbinical Student - Aleph: Alliance for Jewish Renewal

Joel Moriyama, Manager, Missionary and Volunteer Resources, Welfare Services Department - The Church of Jesus Christ of Latter-day Saints

Janet Healy, Director of Community and Volunteer Relations - Catholic Community Services

Audience: All

Faith-based organizations play an important role in strengthening communities and are positioned to do even more. This panel discussion will examine the critical roles faith-based organizations play in community development and how to collaborate with them for more impact.

Avoiding Common Fiscal Issues and Pitfalls

Room: Wasatch

Peg Rosenberry, Director of Grants Management - CNCS

Ben Stoltenberg, Grants Management Specialist - CNCS

Audience: All

This session provides an overview of the issues and pitfalls commonly found in CNCS funded programs during Office of Inspector General (OIG) audits, CNCS monitoring and site visits, and other reviews. Participants will examine various issues and learn from others how to establish systems or protocols to avoid or help prevent these types of issues in their organization.

State Commission Facilitated Discussion

Room: Powder Mountain/Solitude

Rachel Manuel Bruns, Deputy Director, Programming and Operations - America's Service Commissions

Audience: State Commissions

This session is an opportunity for state service commission staff to network and discuss key topics and issues related to supporting programs and managing their commission.

Educating Elected Officials and Cultivating Service Champions

Room: Sundance

Kim Allman, Director - Office of Government Relations, CNCS

Jen Ney, Managing Director - Voices for National Service

Audience: All

A successful service site visit with an elected official and community stakeholders is one of the best ways to build support for your program and national service. A high-quality visit can help foster relationships that will benefit your program for years to come. Voices for National Service will lead a workshop that offers strategies for engaging your elected officials and tips for how to make an upcoming service site visit a great success.



MAKING IT HAPPEN. MAKING IT MATTER.

Break – 3:00 PM – 3:15 PM

Breakout Session – 3:30 PM – 5:00 PM

Performance Management Session 1 (part 2 of 4): Theory of Change and Evidence - AmeriCorps

Room: Snowbird

Carla Ganiel, Senior Program and Project Specialist AmeriCorps State/National - CNCS

Audience: AmeriCorps

See previous session description. It is recommended participants take all PM sessions.

Working with Difficult People

Room: Arches

Lori Giovannoni, Director of Professional Development - Department of Children and Family Services

See previous session description.

Performance Measurement: Healthy Futures Focus Area for SCP/RSVP

Room: Powder Mountain/Solitude

Laura Rothlisberger, Program Officer - CNCS Utah State Office

Jake Murakami, State Program Director - CNCS Utah State Office

Audience: Senior Companion and RSVP

This session reviews Healthy Futures Focus performance measures requirements appropriate for SCP/RSVP, with an emphasis on the Independent Living objectives, and highlights the role of understanding quality data, data collection, and reporting. Participants will practice key learnings through an interactive exercise and discussion.

Selling the Benefits of Your Program - Crafting Your Message

Room: Sundance

Todd Wolfenbarger, Partner & President - The Summit Group

Audience: All

Effectively told stories can trump data, campaign contributions, ignorance and apathy. This session focuses on key skill areas necessary to craft stories that inspire action. Participants learn to market their program to policymakers, the media, funders, and others who can provide resources, funds, and other support.

Get More Done with AmeriCorps National Civilian Community Corps

Room: Deer Valley

Larry Meade, Associate Program Director - NCCC

Audience: All

AmeriCorps National Civilian Community Corps (NCCC) is a national service program that provides small teams of 18-24 year-olds to nonprofits, government agencies, and faith-based organizations to work on a variety of projects lasting 2-8 weeks. This interactive session will provide an overview of the AmeriCorps NCCC program, describe how NCCC partners with organizations, and review the Sponsor application process. As a fully-funded federal resource, AmeriCorps NCCC does not require a fiscal match or payment of any kind. Current and past Project Sponsors will be on-hand to share their experience and answer questions. Come learn how AmeriCorps NCCC can help you get more done!

Evaluating Your Impact: Moving from Theory to Practice

Room: Wasatch

Steve Patty, Founder - Dialogues in Action

Audience: All

Every program designed to serve people needs accompanying strategies of evaluation that are meaningful and engaging. Exceptional evaluation not only proves the value of the program to community, funders, and stakeholders, but also improves the program effects for those it is intended to serve. It can be powerful and formative for any organization, an act of true leadership. Too often, however, evaluation fails to give us a crisp and clear picture of impact. It is frequently burdensome, perfunctory, or unwieldy – a chore to perform, not an exciting and incisive discovery of the keys to causing human and social change. We tend to measure the wrong things in the wrong ways, making our evaluation inert. How can we evaluate better? This session will help participants design simple, elegant and meaningful evaluation and communicate results convincingly and with credibility.

SESSIONS

Wednesday, March 25, 2015

Breakfast – 7:30 AM – 8:30 AM

Opening Plenary – 8:30 AM – 9:30 AM

Room: Canyons & Bryce Ballroom

Welcome: Amy Dailey, Pacific Cluster Area Manager - CNCS

Keynote: Rich McKeown, CEO - Leavitt Partners

Keynote Title: Finding Allies, Building Alliances: Collaborations that Work

Breakout Session – 9:45 AM – 10:45 AM

Performance Management Session 2: (Part 3 of 4) High Quality Performance Measures - AmeriCorps

Room: Snowbird

Carla Ganiel, Senior Program and Project Specialist AmeriCorps State/National - CNCS

Audience: AmeriCorps

This session introduces key concepts from CNCS's Performance Measurement Core Curriculum and builds on concepts introduced in the Theory of Change and Evidence session. Participants will learn how to develop high quality performance measures. This interactive session includes opportunities to practice critiquing performance measures.

AmeriCorps Partnership Builds Local Capacity & Self-Reliance

Room: Arches

David Conine, Utah RD State Director - USDA Utah

Jack Forinash, Principal - Epicenter - USDA Utah

Audience: AmeriCorps

This presentation will showcase how Epicenter, established by VISTA volunteers, has partnered with USDA Rural Development, private funders and local government to target poverty in an isolated rural community. The slides and discussion will illustrate how bringing young professional talent to Green River, Utah helped improve local access to services, improved availability of affordable housing and assisted local businesses. It will show how Epicenter has worked to take on the complex causes of poverty by mentoring the local teens, creating arts and cultural events, repairing dilapidated homes and providing services to the community and locally-owned businesses.

SESSIONS

Making National Days of Service Work for Your Program (Panel)

Room: Deer Valley

Moderator: Renee Bade, Executive Director - Idaho State Commission

Jennie Bergman, Program Director - Cowlitz AmeriCorps Network Life Works

Lisa Hammon, Volunteer Empowerment - VISTA Project

Rebecca Mason, RSVP - Carbon County Utah

Laura Rothlisberger, Program Officer - CNCS Utah State Office

Rikki Wheatley, Public School Partnership - VISTA Project

Audience: All

The Corporation for National and Community Service, along with other service-focused organizations celebrate many days throughout the year where individuals can serve in memory of or in honor of a larger theme. This session will explore the benefits of integrating national days of service into your programming.

Recruiting for Diversity

Room: Powder Mountain/Solitude

Lara Jones, Program Director - Confluence Environmental Center

Audience: All

It is important in any workplace to embrace equity, inclusion and diversity. A silo approach to this work is not sufficient; this work must be fully integrated into internal practices and policies. In this session, we will explore what it means to be an inclusive organization. We also will discuss how creating authentic individual relationships and partnerships can help us with Member outreach. We will look at who we are partnering with, how our position descriptions are written, and what we have done and can do in the future to meaningfully recruit, support and train a balanced team of Members who reflect the communities we serve. To maximize this session, please bring a list of where you conduct your outreach and a few recent position descriptions.

Fairy Tale Communication

Room: Sundance

Mike Moon, Assistant Director - Center for Community Engaged Learning at Weber State University

Audience: All

Come with me to enter the world of princesses, godfathers, knights and vagabonds. Your voice, tone, timing and fluctuations change the way in which you are perceived. Learn to make the most of any situation through professional communication techniques learned in this highly interactive session.

Managing Fixed Amount Grants

Room: Wasatch

Peg Rosenberry, Director of Grants Management - CNCS

Ben Stoltenberg, Grants Management Specialist - CNCS

Audience: All

Fixed-amount awards require less financial reporting, are exempt from OMB Cost Principles, are not required to submit a budget or track expenditures - but they still bear their share of requirements and performance expectations. Participants in this session will analyze the challenges and benefits of these awards and valuable strategies for Fixed Amount grants management.

Break – 10:45 AM – 11:00 AM

Breakout Session – 11:00 AM – 12:00 PM

Performance Management Session 2: (Part 4 of 4) High Quality Performance Measures - AmeriCorps

Room: Snowbird

Carla Ganiel, Senior Program and Project Specialist AmeriCorps State/National - CNCS

Audience: AmeriCorps

See previous session description. It is recommended participants take all PM sessions.

Using the 3 C's of Care on the Yellow Brick Road to Home

Room: Powder Mountain/Solitude

Mike Cottam, Principal - Bee Sharp Education

Audience: All

Dorothy found herself in a place she'd never been before and had to follow the yellow brick road home. Learn about this wonderful metaphor and discover what Dorothy learned about caring for herself, others and the community.

Coordinating National Service Programs in Rural Communities

Room: Deer Valley

Megan Smith, Program Director - RARE, Oregon AmeriCorps Program

Audience: All

Rural communities present unique opportunities and challenges for national service. This workshop will offer research-based best practices for effectively entering and serving in rural communities to ensure that your members and volunteers are successful while maximizing the benefit to the communities.

Engaging Boomers

Room: Sundance

Alan Ormsby, State Director - AARP Utah

Audience: All

For Baby Boomers, “retirement” is an outdated concept. Come hear the latest research into the needs and wants of the largest generation in US history. Find ways to engage boomers as volunteers and leaders within your organization.

Equipping Volunteers and Members to Succeed: Tips for In-service Training and Member Development

Room: Arches

Barb Brady, FGP Director - FGP Montana

Jessamyn Luiz, AmeriCorps Program Officer - Oregon Volunteers

Audience: All

Well-planned training benefits national service participants, the people they serve, and improves outcomes for projects and programs. This workshop will provide tips for both AmeriCorps and Senior Corps to help build the skills and knowledge of individual participants, provide opportunities to reflect and recharge, and build community among your members and volunteers.

Documenting Cash and In-Kind Match

Room: Wasatch

Peg Rosenberry, Director of Grants Management - CNCS

Ben Stoltenberg, Grants Management Specialist - CNCS

Audience: All

Do you need to track and record cash and in-kind donations? In this session you will learn how to properly calculate and value in-kind donations, record match expenses in the accounting system, avoid match-related findings, and more!

Lunch Plenary – 12:15 PM – 1:30 PM

Room: Canyons & Bryce Ballrooms

Welcome: LaDawn Stoddard, Director, UServeUtah

Keynote: Bill Basl, Director of AmeriCorps, CNCS

Keynote Title: Why National Service?

Breakout Session – 1:45 PM – 3:15 PM

Managing Your Budget and Program Requirements for AmeriCorps - Will include information on multisite management.

Room: Sundance

Peg Rosenberry, Director of Grants Management - CNCS

Audience: AmeriCorps

A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. This session will provide participants with techniques, tools, and tips to effectively review, monitor, and manage a good program budget. Participants will also review and discuss CNCS regulations and award provisions, written policies and procedures, member management, document management and retention, reporting requirements, and unallowable activities.

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Developing Strong Member and Volunteer Position Descriptions as a Tool for Success

Room: Powder Mountain/Solitude

Nick Brancato, Program Director - Nevada Conservation Corps, The Great Basin Institute

Matt Johnson, Program Officer - Nevada State Commission

Audience: All

Having strong position descriptions for National Service members and volunteers has been shown to increase retention, satisfaction, and productivity. Unfortunately in the busy lives of many nonprofit professionals, crafting a thorough position description is not always a high priority. This session will provide an overview of why position descriptions are important, how you can use them as a management tool, and how to craft a description that is both thorough and inclusive. We will discuss the do's and don'ts for writing position descriptions and spend time in small groups critiquing and analyzing position descriptions so you can begin to think about how to apply the content of the session to your own program. We will also provide some templates that can be adapted to fit your needs.

Innovative National Service Programs (Panel)

Room: Deer Valley

Rachel Manuel Bruns, Deputy Director, Programming and Operations - America's Service Commissions

Kelly Larson, AmeriCorps Program Director - Parasol Tahoe Community Foundation

Gloria Skanchy, Program Director - Read.Graduate.Succeed.

Audience: AmeriCorps and Volunteer Generation Fund Grantees

This session will provide an opportunity to hear from organizations featured in the 2014 Edition of Transforming Communities Through Service: The Most Innovative AmeriCorps State and Volunteer Generation Fund Programs. Learn directly from Pacific region programs featured in the publication about their strategies to effectively manage their program to address community issues and support AmeriCorps members.

Managing Your Budget and Program Requirements for Senior Corps

Room: Wasatch

Ben Stoltenberg, Grants Management Specialist – CNCS

Audience: Senior Corps

A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. This session will provide participants with techniques, tools, and tips to effectively review, monitor, and manage a good program budget. Participants will also review and discuss CNCS regulations and award provisions, written policies and procedures, volunteer management, document management and retention, reporting requirements, and unallowable activities.

SESSIONS

Building Partnerships

Room: Snowbird

Bill Crim, Sr. VP, Collective Impact - United Way of Salt Lake

Audience: All

Complex social problems can't be solved by a single program, organization, or sector – yet our interventions often remain isolated, producing programmatic success for individuals while failing to solve the underlying problems of the broader community. This “results paradox” undermines the trust of taxpayers, philanthropies and most importantly the communities that continue to lack opportunity despite our best efforts. Strong partnerships that use a “Collective Impact” framework for working together differently can overcome this paradox and achieve population level results that transform entire communities. Through rigorous alignment and shared accountability for a common goal, the collective impact approach offers key community stakeholders across sectors the ability to “change the odds” for everyone – rebuilding trust, inspiring donors and driving real and lasting change.

Impact and Outreach: Telling the National Service Story The “Fours R of Branding”:

Reasons, Requirements, Resources, and Recommendations

Room: Arches

Ted Miller, Director of Office of External Affairs - CNCS

Audience: All

This session will discuss 1) Examples of best practices when engaging with key audiences (media, corporate supporters, elected officials) – grantee/project sponsor participation; 2) Tying performance measures to outreach (translating the technical to compelling narrative); and 3) Overview of the engagement calendar for the year (opportunity to get additional feedback from the field). CNCS Elective.

Break – 3:15 PM – 3:30 PM

Breakout Session – 3:30 PM – 5:00 PM

Keys to Effective Financial Grants Management AmeriCorps- will include info on Omni Circular

Room: Sundance

Peg Rosenberry, Director of Grants Management - CNCS

Audience: AmeriCorps, SIF, especially Pay for Success, Operation AmeriCorps

This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will cover Office of Management and Budget (OMB) circulars related to cost principles, CNCS regulations and award provisions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, time sheets, budget controls, financial reporting, documentation, audits, and other related financial requirements. CNCS Core Content.

Building a Case Statement for Your Volunteer Program

Room: Snowbird

Kaira Esgate, Former Executive Director - Reimagining Service and Staff - America's Service Commissions

Audience: All

Are you looking to secure additional resources or build greater internal support for your organization's volunteer engagement strategy? If so, building a compelling case statement is an important next step. In this workshop, we will discuss the key elements of a case statement: ways in which to quantify your organization's return on investment, how to leverage existing research to bolster your case, and effective strategies for sharing your case statement with executive leadership.

Creating Sustainable Programming (Panel)

Room: Deer Valley

Glen Bailey, Executive Director - Crossroads Urban Center

Rick Crawford, Former State Office Director - CNCS Utah State Office

Sean Damitz, Program Director - USU Conservation Corps

Bill Hulterstrom, President - United Way of Utah County

Delite Primus, Executive Director - Youth Garden Project

Audience: All

A sustainable program continues engaging a community's citizens to meet the needs of the community through potentially changing circumstances and sources of support. This workshop will explore best practices and strategies from organizations that have successfully developed sustainable programs.



Keys to Effective Financial Grants Management Senior Corps – Will include info on Omni circular.

Room: Wasatch

Ben Stoltenberg, Grants Management Specialist - CNCS

Audience: Senior Corps

This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will cover Office of Management and Budget (OMB) circulars related to cost principles, CNCS regulations and award provisions, key accounting system requirements, written policies and procedures, internal controls, budgets, match, time sheets, budget controls, financial reporting, documentation, audits, and other related financial requirements. CNCS Core Content

Social Media & Technology Made Easy

Room: Powder Mountain/Solitude

Jared Covili, Trainer - Utah Education Network

Pearl Wright, Vice President - Amber Gold Marketing

Audience: All

As a nonprofit organization, you need to use social media and technology to be successful. But how do you fit social media into an already busy schedule? How do you use technology to be more effective? In this session, learn about free technology tools and resources and how to create an effective social media plan. What we'll cover: The basics of social media; playing to your strengths; understanding how it works and how much time it takes; mapping your priorities and next steps; how to use technology to be more productive and deliver your programming more effectively.

National Service Criminal History Checks

Room: Arches

Kinza Ghaznavi, Grants Management Specialist - CNCS

Audience: All

Establishing timely and correctly conducted National Service Criminal History Checks is a crucial compliance requirement. This session will help participants gain a clear understanding to whom these requirements apply, the procedures that must be followed, typical compliance challenges, Alternate Search Procedures (ASPs), and the resources available for guidance. CNCS Core Content.

Networking Event – 5:30 PM – 8:00 PM (Pre-registration required)

The Hotel

155 W 200 S

Salt Lake City

Free parking is limited.



SESSIONS

Thursday, March 26, 2015

Breakfast – 7:30 AM – 8:30 AM

Opening Plenary – 8:30 AM – 9:30 AM

Room: Canyons & Bryce Ballrooms

Introduction: Amber Martin-Jahn, Executive Director - Nevada Volunteers

Keynote: Kaira Esgate, Former Executive Director - Reimagining Service and Staff - America's Service Commissions

Keynote Title: Taking it Home!

Breakout Session – 9:45 AM – 10:45 AM

AmeriCorps Best Practice Clinic

Room: Wasatch

Multiple topics will be covered in these best practice clinics, providing opportunities for program staff to meet with peers and discuss strategies, challenges, and new ideas. Various topics to include: recruitment, retention, site management, working with veterans, and much more!

Senior Corps Best Practice Clinic

Room: Arches & Deer Valley

Multiple topics will be covered in these best practice clinics, providing opportunities for program staff to meet with peers and discuss strategies, challenges, and new ideas. Various topics to include: recruitment, retention, in-service ideas, marketing, and much more!

Break – 10:45 AM – 11:00 AM

Breakout Session – 11:00 AM – 12:30 PM

Effective Multisite Management

Room: Deer Valley

Mary Hegel, AmeriCorps Program Manager - Jesuit Volunteer Corps Northwest

Eric Kindvall, Director of Programs and Operations - Washington Service Corps

Audience: All

Multisite programming comes with its own unique set of challenges. This session is designed to enhance program monitoring strategies. Topics of discussion include grantee responsibility, site training techniques, basic areas to review, frequently-found monitoring issues, and best practices.

Performance Measurement: Education Focus Area for FGP/RSVP

Room: Sundance

Laura Rothlisberger, Program Officer - CNCS

Jake Murakami, State Program Director - CNCS

Audience: Foster Grandparent and RSVP

This session reviews Education Focus performance measures requirements appropriate for FGP/RSVP and highlights the role of understanding quality data, data collection, and reporting. Participants will practice key learnings through an interactive exercise and discussion.

National Service Criminal History Checks

Room: Arches

Kinza Ghaznavi, Grants Management Specialist - CNCS

See previous session description.

Bridges Out of Poverty

Room: Snowbird

Lloyd S. Pendleton, Director of Homeless Task Force - State of Utah, Department of Workforce Services, Division of Housing & Community Development

Audience: All

This workshop focuses on understanding the dynamics that cause and maintain poverty from the individual to the systemic level. Bridges Out of Poverty uses the lens of economic class and outlines tools and strategies to prevent, reduce, and alleviate poverty.

Make Life Work for You!

Room: Wasatch

LeAnne Tolley, Registered Yoga Therapist - Center For Change

Audience: All

Tension and stress are simply parts of life as an adult! We can never totally eliminate them, but we can learn to identify and release the unnecessary burdens we carry with us. We have all heard those great ideas like “just take a deep breath” or “count to ten,” but when is the last time we received advice we can really use? In this session, learn useful and practical tips for stress management and burn-out prevention, as well as how to find renewed interest and joy in everyday life!

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Understanding Allowable Member Activities

Room: Powder Mountain/Solitude

Amy Salinas, Managing Partner - On3Learn

Audience: AmeriCorps

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

Closing Plenary – 12:45 PM – 2:00 PM

Room: Canyons & Bryce Ballrooms

Welcome: Julie Fisher, Executive Director of Department of Heritage Arts - State of Utah

Keynote: Natalie Gochmour, Associate Dean of David Eccles School of Business - The University of Utah

Keynote Title: A Call to Service

Senior Corps New Project Director Orientation – 2:15 PM – 5:00 PM

Room: Arches

Friday, March 27th

Advanced Volunteer Management Institute

9:00 – 2:00 – Advanced Volunteer Management Institute

Room: Deer Valley

8:00 – 9:00 – Breakfast Arches

11:30 – 12:00 – Lunch in Arches

Spontaneous Volunteer Management Institute

9:00 – 2:00 – Spontaneous Volunteer Management Institute

Room: Sundance

8:00 – 9:00 – Breakfast in Arches

11:30 – 12:00 – Lunch in Arches





Wendy Spencer, CEO - Corporation for National and Community Service

On April 9, 2012, the U.S. Senate unanimously confirmed Wendy Spencer to serve as CEO of the Corporation for National and Community Service (CNCS). Under her leadership, CNCS has launched new partnerships, including FEMA Corps, School Turnaround AmeriCorps, STEM AmeriCorps, VetSuccess AmeriCorps, Justice AmeriCorps, and Financial Opportunity Corps; increased the agency's focus on veterans and military families; and overseen the national response to a number of severe disasters. Her efforts to engage elected officials include creating the annual Mayors Day of Recognition for National Service where 1760 Mayors express their appreciation for Senior Corps, AmeriCorps and volunteerism in general. Spencer's management career spans 32 years and includes leadership roles in government, nonprofit, and private sectors. She has served in both Democratic and Republican administrations. Prior to coming to Washington, D.C., she served as the CEO of the Florida Governor's Commission on Volunteerism where she connected National Service and volunteer strategies to meet state prioritized needs, as well as, coordinated volunteer efforts in response to disasters, including eight record-breaking storms in 2004-2005. She also served as the Director of the Florida Park Service, where she oversaw natural resource and recreational management for 158 state parks spanning 600,000 acres. Other organizations Spencer has served professional roles in include United Way, Chamber of Commerce, banking, insurance, industry and legislative. Among other honors, Spencer has received the prestigious Governor's Award from Gov. Jeb Bush for her disaster work.



Bill Basl, Director of AmeriCorps - CNCS

William C. Basl is the Director of AmeriCorps State and National at the Corporation for National and Community Service. Bill became the Director of AmeriCorps following an 18-year tenure as the Executive Director of the Washington Commission for National and Community Service. He notes that his passion lies with "developing new strategies where service and volunteerism can be recognized as major efforts that bring our country together," and his extensive list of accomplishments bears out that philosophy. Bill began his national service career as a VISTA volunteer in 1970-1971 helping migrant farm workers in eastern Washington establish their own businesses. He continued to make his mark in the national service movement by founding the Washington Service Corps in 1983. Bill also founded the nation's first veterans' corps and is noted for establishing a collaborative regional network to provide AmeriCorps training across the Pacific Northwest. He is a past chair and board member of the American Association of State Service Commissions and was selected by the White House as a Champion of Change – Service Innovator in June 2011. A native of Pittsburgh, PA, Bill received a B.S. degree in Business Administration from the University of Rhode Island.



Ralph Becker, Mayor - Salt Lake City, Utah

Salt Lake City Mayor Ralph Becker is the popular, two-term Mayor of Utah's Capital City. He was elected in 2007 and re-elected in 2011 by a wide margin. A visible and highly regarded national leader among U.S. mayors, Mayor Becker currently serves as President of the National League of Cities and recently completed work as one of a small group of municipal leaders on the White House Task Force on Climate Preparedness and Resilience. As Mayor, he has been an advocate for expanding Salt Lake City's mobility and transportation options, sustainability, equality, social justice and enhancing the artistic and cultural life of the City. During the great recession (which began the year he took office) Mayor Becker led Salt Lake City government in addressing the largest budget gap in the City's history without raising taxes, reducing core City services or implementing significant layoffs. Mayor Becker's administration has also built a reputation for its strong emphasis on social justice, human rights and achieved landmark legislation aimed at protecting the rights of the City's LGBT community. During his time in office, Mayor Becker has led Salt

Lake City in the passing of Utah's first non-discrimination ordinance and created the state's first mutual commitment registry, to recognize and extend benefits to domestic partners. And, in October 2014, helped lead the celebration of the U.S. Supreme Court action that resulted in legalizing same-sex marriage in Utah for the foreseeable future. Before serving as the chief executive of Salt Lake City, Ralph was a member of the Utah State House of Representatives, highlighted by five years as the House Democratic Leader. Mayor Becker is currently the President of the National League of Cities, where he advocates on behalf of more than 19,000 local governments. Away from work, Mayor Becker is an avid outdoorsman who seeks as much time in Utah's wildlands as he can find. He and his wife Kate can often be found backcountry skiing, hiking, camping and running rivers.



Dr. Erwin Tan, Director of Senior Corps - Corporation for National and Community Service

Dr. Erwin J. Tan serves as Director of Senior Corps at the Corporation for National and Community Service (CNCS). In this capacity, Dr. Tan oversees the RSVP, Foster Grandparent (FGP) and Senior Companion (SCP) programs that engage adults age 55 and over in volunteer service in their communities. A board certified Internist and Geriatrician, Dr. Tan previously served as Assistant Professor of Medicine at the Johns Hopkins School of Medicine where he was an attending physician in the Division of Geriatric Medicine. He was also a researcher at the Johns Hopkins Center on Aging and Health. From 2003-2004, Dr. Tan was a White House Fellow serving as a Special Assistant to the Secretary of Veterans Affairs. Before coming to the Washington, D.C. Metropolitan area, he was a member of the Bio Terrorism Working Group at the Department of Public Health in San Francisco and a faculty member at the University of California, San Francisco School of Medicine. Dr. Tan was commissioned as a 2nd Lieutenant in the United States Army. He received a BA from Brown University and graduated from New York University

School of Medicine as a member of the Alpha Omega Alpha honor society. While at Brown University, Dr. Tan participated in the Tougaloo Exchange program, spending a semester at this historically black college in Jackson, Mississippi. Dr. Tan was born in Indonesia and is a naturalized American citizen.

KEYNOTES



Amy Dailey, Pacific Cluster Area Manager - CNCS

Amy Dailey has over 25 years of experience in domestic and international program development and volunteer management. From serving as a Girl Scout mascot at age two to serving in the US Peace Corps in Tunisia, North Africa as a special education teacher, service is in her blood! Amy entered public service as a Recruitment Coordinator in the Los Angeles Regional Peace Corps Office in 1993 until she joined CNCS in 1997. In 2006, she accepted the position as State Program Director for Oregon and managed a budget of over \$5 million dollars in federal funding. In 2013, Amy was selected as the Pacific Cluster Area Manager and now serves as the Pacific's leadership liaison to CNCS Headquarter offices in Washington, DC. Amy manages the nine State Program Directors south from Montana over to Utah, down to California and west to Alaska, Hawaii, Guam and Saipan.



Kaira Esgate, Former Executive Director, Reimagining Service and Staff - America's Service Commissions

Kaira Esgate serves as a member of the America's Service Commissions (ASC) team. Prior to her current position, Kaira served as the executive director of Reimagining Service, a national multi-sector coalition dedicated to converting good intentions into greater impact through effective volunteer engagement strategies. With Reimagining Service, Kaira led efforts to bring new data and insights to volunteering and developed the nationally-recognized nonprofit service enterprise model. During her tenure with CaliforniaVolunteers, the state service commission in California, Kaira served in a variety of roles, including as Chief of Staff to the nation's first Cabinet-level Secretary of Service and Volunteering.



Rich McKeown, CEO - Leavitt Partners

Rich McKeown is the CEO of Leavitt Partners. He co-founded Leavitt Partners with former U.S. Health and Human Services Secretary, EPA Administrator and Governor Michael O. Leavitt. McKeown leads a group of experienced professionals who help their clients understand and navigate value driven-health care. In previous roles he served as Chief of Staff for Michael O. Leavitt at the U.S. Department of Health and Human Services. From November 2003 until January 2005, Mr. McKeown served as Senior Counselor and Chief of Staff to Administrator Leavitt at the U.S. Environmental Protection Agency. Rich co-authored with Gov. Leavitt the recently released and highly acclaimed book entitled Finding Allies, Building Alliances – 8 Elements that Bring and Keep People Together. Prior to his public service in Washington, D.C., Rich served as Chief of Staff to Gov. Mike Leavitt and as Commissioner of the Utah State Tax Commission.



Julie Fisher, Executive Director - Department of Heritage Arts, State of Utah

Julie Fisher was appointed executive director of the Utah Department of Heritage & Arts (DHA) in 2011. She manages a department with six distinct divisions that share the common role of ensuring the protection of Utah's cultural heritage and cultivating the high quality of life for which Utah is known. Prior to her current assignment, Fisher was a four-term State Representative, representing Fruit Heights, Kaysville and Farmington. During her time as a policymaker, Fisher was selected to the Executive Committee of the National Conference of State Legislatures, where she served as vice chair of the Labor and Economic Development Committee for three years. She was presented with the Utah Museums Association "Public Service" award in 2011; the Utah Medical Association "Distinguished Legislative Service" award in 2010; the Davis County Chamber of Commerce "Leadership Award" in 2008; and the Davis County Republican Women "Representative of the Year" award in 2006. Fisher graduated from Indiana University with a Bachelor of Arts degree in Journalism. She is an avid reader of books on history and politics. She and her husband love

collecting historical documents, spending time doing genealogy research on their family, and helping others research their family history. They have four children and four grandchildren.



Natalie Gochmour, Associate Dean - David Eccles School of Business, The University of Utah

Natalie Gochmour serves as an associate dean in the David Eccles School of Business and director of The Policy Institute at the University of Utah. She also serves as the chief economist for the Salt Lake Chamber. In these roles she helps connect the Eccles School with the broader business community and shares applied economic and business research. Gochmour's experience includes a diverse mix of public service and business experience. She helped create and lead the Downtown Rising movement, helped pass a ballot initiative to secure funds for the expansion of Utah's TRAX light rail and FrontRunner commuter rail service, co-led an effort to launch the Utah Health Exchange and assisted with the drafting and promotion of The Utah Compact. In 2012, Gochmour was the recipient of the Outstanding Achievement Award for business from the YWCA Salt Lake City. She has also been honored by Wasatch Women magazine as the "Wasatch Woman of the Year," an honor bestowed to women in the community who elevate the stature of women and serve the community good. Gochmour serves on the Salt Lake City International Airport Board, Utah Olympic Legacy

Foundation Board and Primary Children's Medical Center Board. She is a gubernatorial appointee to the Governor's Economic Development Council and vice-chair of Envision Utah, one of the nation's most successful quality growth partnerships. Gochmour is a sought after public speaker with the unique ability to translate policy-speak into everyday language. A native Utahn, her professional focus and passion are public policies that promote civil society and a prosperous future for all Utahns. She shares her views in monthly columns in both Utah Business magazine and the Deseret News. Gochmour has both an undergraduate and Master's degree in Economics from the University of Utah. She teaches Public Finance for the Economics Department.



Shirley Sagawa, Co-Founder - Sagawa/Jospin Consulting Firm

Shirley Sagawa is best known for her founding role in the creation of AmeriCorps. Currently, she is leading the development of the Service Year exchange, an online community to grow and deepen the impact of full-time, full-year service opportunities, for the Franklin Project and the National Conference on Citizenship. She also serves as senior policy advisor to America Forward, an initiative of New Profit connecting policymakers with the work of social innovators. Co-founder of the Sagawa/Jospin consulting firm, she is also a fellow with the Center for American Progress, a regular contributor to the Huffington Post, and an Adjunct Professor at the Georgetown Public Policy Institute. Sagawa served as a presidential appointee in the first Bush and Clinton Administrations. As Deputy Chief of Staff to First Lady Hillary Clinton, she advised the First Lady on domestic policy. Sagawa was instrumental to the drafting and passage of legislation creating the Corporation for National and Community Service and AmeriCorps, and served as the founding managing director of the Corporation. She began her career as the Chief Counsel for Youth Policy for the

Senate Labor Committee, where she negotiated and drafted the National and Community Service Act, served as senior counsel to the National Women's Law Center, and was the founding Executive Director of the Learning First Alliance. She is author of *The American Way to Change*, (Jossey-Bass 2010), describing how service can be a breakthrough strategy for change, *The Charismatic Organization*, (Jossey-Bass 2008) offering insights into building strong, effective, and well-resourced nonprofit organizations, and *Common Interest, Common Good: Creating Value through Business and Social Sector Partnerships* (Harvard Business School Press 2001). Sagawa serves as a Trustee for City Year, on the boards of Pyramid Atlantic Art Center, the Public Welfare Foundation, and the National Women's Law Center. Sagawa is a graduate of Smith College, the London School of Economics, and Harvard Law School.



PRESENTERS & PANELISTS

Kim Allman, Director - Office of Government Relations - CNCS

Kim Allman serves as the Director of the Office of Government Relations at CNCS in Washington, D.C. Appointed by the Obama Administration in 2010, Kim leads the efforts with Congress, States and Local Governments for CNCS including the highly successful Mayors Days. In 2014, Kim was awarded the CEO's Team Award for Excellence for her work on Mayors Day when CNCS set a record for garnering the largest number of Mayors serving around a single issue - service and volunteerism - in a single day. Kim worked on the Hill as a Press Secretary for Rep. Louise Slaughter (D-NY) and was a lobbyist for the former MCI WorldCom. She is a native of the Great State of Michigan where she served as senior staff for the Senate Democratic Caucus. She lives in Washington, DC and has two little boys.

Alan Scott Bachman, Outreach Chair - Salt Lake Interfaith Roundtable & Rabbinical Student - Aleph: Alliance for Jewish Renewal

Alan has been a member of numerous Synagogues, including Congregation Kol Ami of Salt Lake City, Chabad Lubavitch of Utah, Ruach Hamidbar of Scottsdale, AZ and others. He graduated from Gonzaga Law School in the spring 1977. He is Chief Assistant County Counsel in Oregon and later Assistant Attorney General for Utah. Alan has 38 years of legal experience. He served as legal Counsel for the first land use plan to be acknowledged by the State of Oregon and elected Chair of the Environmental Law Section of the Oregon State Bar. Alan was Chair of the Salt Lake Interfaith Roundtable from 2010-2013. He was also Musical Event Chair for the Salt Lake Interfaith Roundtable annual event at Salt Lake Tabernacle from 2007-2010. He also serves as Director of Sacred Music Night for Parliament of World's Religions 2015 International event.

Renee Bade, Executive Director - Idaho State Commission

Renee is the Program Manager for Serve Idaho, the Governor's Commission on Service and Volunteerism. In addition to promoting volunteerism and National Service throughout the state, she also administers the AmeriCorps grants in Idaho. Renee received her B.S. in Political Science and Criminal Justice from the University of Idaho, and her M.P.A. from Boise State University. Outside of work she is a member of the Boise Centennial Rotary club, and enjoys running, white water rafting, and skiing with her husband.

PRESENTERS & PANELISTS

Glenn Bailey, Executive Director - Crossroads Urban Center

Glenn L. Bailey has been the Executive Director of Crossroads Urban Center in Salt Lake City since 1992. Mr. Bailey is a community organizer who has done neighborhood organizing in Oklahoma City through Neighborhood Services Organization, and in Chicago as the Executive Director of the Southwest Community Congress. He has also served as an anti-hunger advocate, an activist in disability rights movement, and an advocate for the civil rights of the homeless. Crossroads Urban Center operates one of the Utah's busiest emergency food pantries, a free/low cost thrift store, and a variety of community-organizing and advocacy efforts.

Jennie Bergman, Program Director - Cowlitz AmeriCorps Network Life Works

A graduate of Lower Columbia College and City University with a Bachelor's Degree in Child Psychology, Jennie Bergman has been a director at Life Works managing the Cowlitz AmeriCorps Network since 2010. During these years she has mentored over 140 members as they navigate their own journey through National Service. She developed her heart for service at a young age when she started seeking out volunteer opportunities through school and church activities. Her desire to serve has not waived as an adult and she served as a volunteer high school JV and Assistant Varsity Volleyball Coach for 12 years at Clatskanie High School and also served as a member on the 2002-03 Cowlitz AmeriCorps Network team developing and implementing The Teen Mentor program throughout Cowlitz County, WA. Throughout her adult life, she has taken on several opportunities to coordinate with other volunteers and do small service projects throughout her community. Jennie has also served on several community committees including: the Cowlitz Meth Action team and the Longview Drug Free Coalition.

Barb Brady, Foster Grand Parent Director - FGP Montana

Barb Brady has been with the Foster Grandparent Program for 15 years, currently as Program Director with the St. Vincent Healthcare FGP in Billings, Montana and formerly as FGP supervisor with the DE State Office of Volunteerism. Her service area covers both urban, rural, and frontier service areas, as well as three Indian Reservations. Originally from South Dakota, she has a BA from Black Hills State University.

Nick Brancato, Program Director - Nevada Conservation Corps, The Great Basin Institute

Nick Brancato is the current director of the Nevada Conservation Corps. Nick has been engaged in National Service as a member, supervisor, and program manager. He has dealt with many volunteer and member challenges in these roles and has a skillset to help people be successful in their assigned roles. Nick has worked to develop strong position descriptions for his very large program (150+ members) that empower his crew leaders, while setting clear boundaries for differentiating leader roles from management roles.

Rachel Manuel Bruns, Deputy Director, Programming and Operations - America's Service Commissions

Rachel Manuel Bruns is an advocate for national service and volunteering at the state and national levels with the roles of Deputy Director at America's Service Commissions and Strategy & Development Officer of the Iowa Commission on Volunteer Service. Previous roles include Director of Volunteer Wisconsin and Executive Director of Iowa Campus Compact. Rachel is a graduate of Drake University (MPA, AS, JMC) and actively involved in her community volunteering with organizations including Junior League of Des Moines, YNPN Des Moines, Furry Friends Refuge, Central Iowa Alumnae Chapter of Alpha Phi, and Children and Family Urban Movement.

David Conine, Utah RD State Director - USDA Utah

Dave Conine was appointed as the Utah Rural Development Director in 2009. He has been involved in housing and community development work with nonprofits, state and local governments and his own consulting practice for nearly 40 years. He began his academic work as an architecture student at the Cooper Union in New York City. He returned to the West and obtained degrees in fine arts and geology at Westminster College in Salt Lake City. Dave did his graduate work in Urban and Regional Planning at the University of Utah.

Mike Cottam, Principal - Bee Sharp Education

Mike Cottam is married to one of the world's greatest husband trainers, is called "Dad" by five terrific adult children and called "Gimpa" by six delightful grandchildren. He is a retired public educator with experience as a music teacher, counselor and prevention specialist. He and his wife, Stephanie, own Bee Sharp Communications, LLC. Mike has worked with youth and adults for 40 years as a counselor, group facilitator, grief recovery facilitator, music clinician, keynote speaker and event coordinator. Magic, balloon-art and humor frequently pepper his workshops, keynotes and trainings.

Jared Covili, Trainer - Utah Education Network

Jared Covili specializes in teaching strategies for classroom integration of technology such as Google Tools, geospatial learning, webpage design, and digital devices. Jared's background is in secondary education where he was a Language Arts teacher at the secondary level. Jared received his Bachelors degree in English and his Master's degree in Instructional Design and Educational Technology from the University of Utah. Besides his work at UEN, Jared is also an adjunct faculty member of the College of Education at the University of Utah, where he teaches technology integration classes to undergraduate students. Jared served as the president of Utah Coalition for Educational Technology for 2011-2012 and currently serves on the UCET board. In 2012, Cowrin Press published Jared's first book, Going Google: Powerful Tools for 21st Century Learning.



PRESENTERS & PANELISTS

Rick Crawford, Former State Office Director - CNCS Utah State Office

Richard, "Rick" Crawford was born and raised in the Chicago Illinois area. His education includes a B.S. in Sociology from Brigham Young University, Master's in Educational Administration from Boston University, and a Doctorate in Counseling & Guidance Administration from BYU. Rick served 28 years (4 active duty, 24 in the reserves) in the U.S. Army retiring as a Lt. Colonel. He has also spent over 35 years working in the field of Service and Volunteerism to include: Salt Lake County RSVP Director, State Program Officer with the Federal ACTION Agency, State Director for ACTION/Corporation for National and Community service (Federal CNCS) with the last seven years in service as the Pacific Area Manager for CNCS. In the six plus years since his retirement, Rick has travelled extensively including 18 months in Italy as a missionary for the Church of Jesus Christ of Latter-Day-Saints. Rick lives in Draper Utah with his wife of 46 years, Janet, enjoying time with their 26 grandchildren.

Bill Crim, Sr. VP, Collective Impact - United Way of Salt Lake

Bill Crim is the Senior Vice President of Collective Impact and Public Policy for United Way of Salt Lake. He has worked for over 22 years on issues related to economic opportunity, health care, education and poverty – first as a research fellow for the Coalition on Human Needs in Washington, D.C. and then as a researcher, policy analyst, community organizer, lobbyist, and executive director for Utah Issues. Bill has been with United Way of Salt Lake since 2004 and currently leads United Way of Salt Lake's community transformation initiatives – developing and supporting collective impact cradle-to-career collaborations in six communities along with statewide public policy advocacy efforts. In 2013, Bill helped facilitate the first "pay for success" transaction for early childhood education, helping make high-quality preschool available to 600 additional low-income children in several communities in Utah. He has been appointed by Utah's Governor to serve on the Utah State Health Data Committee, the Utah State Homeless Coordinating Committee, and the Utah Commission on Service & Volunteerism, and previously served on the Utah State Workforce Investment Board.

Sean Damitz, Program Director - USU Conservation Corps

Sean Damitz is the director of the Utah State University Center for Civic Engagement and Service-Learning that oversees Aggie Blue Bikes, Education Outreach, Service-Learning, Student Sustainability Office, Utah Conservation Corps, and Val R. Christensen Service Center. Sean proudly served as an AmeriCorps VISTA with the Utah Campus Compact from 1998-2000. Sean is a year-round bike commuter and enjoys spending time with his family in Utah's outdoor splendor.

Jack Forinash, Principal - Epicenter - USDA Utah

Jack Forinash is one of the founders of the Epicenter. Soon after completion of his architecture studies at Auburn University and the University's Rural Studio he joined VISTA and landed in Green River, Utah. Jack and a couple of his Epicenter colleagues have remained in Green River well after their VISTA service ended. Today they continue providing visionary solutions to the community's economic issues, dilapidated housing and chronic poverty.

Carla Ganiel, Senior Program and Project Specialist AmeriCorps State/National - CNCS

Carla Ganiel is a Senior Program and Project Specialist in AmeriCorps State and National (ASN), where she focuses on performance management and helping grantees use performance measurement data and evaluation results to improve their programs. Carla joined the ASN team in 2009, after completing two terms of AmeriCorps service, managing a variety of national service programs, and serving on the Maine Commission for Community Service. She holds a Master's degree in Public Policy and Management from the University of Southern Maine, where her capstone project focused on developing performance measures for RSVP meal distribution programs

Kinza Ghaznavi, Grants Management Specialist - CNCS

Kinza Ghaznavi has been with CNCS for five years. She first joined in 2010, as a program officer with a portfolio of both state commissions and national directs. Since 2011, she has served as CNCS' National Service Criminal History Check (NSCHC) expert. Prior to joining CNCS, Kinza was the lead program officer of the youth program at Religions for Peace - International in New York City. Her commitment to service spans both the domestic and international platform.

Lori Giovannoni, Director of Professional Development - Department of Children and Family Services

Lori is an award-winning speaker, author and businesswoman. Her clients include small businesses, as well as Fortune 500 companies and departments within federal, state and city governments. Lori's contributions as a volunteer in her community have earned her many awards, including the Athena Award. As the Dean of Executive Women International's Academy of Leadership, Lori has designed and developed all the courses that comprise the Academy of Leadership. Lori has the unique ability to deliver insight and wisdom in a way few others possess. She is viewed as a visionary within the professional development field and has a keen ability to assist others to be the best they can be.

Lisa Hammon, Volunteer and Community Engagement Director - United Way of Utah County

As the Volunteer and Community Engagement Director at United Way of Utah County, one of Lisa's major responsibilities is the supervision of VISTA project including 25 VISTAs and seven sites. In 2010, she started as a VISTA with United Way and continued as a full-time employee after her year was completed. During her service, she received the VISTA of the year award. Now as the supervisor, she enjoys helping to make the VISTAs feel confident in their specific roles and responsibilities. She graduated from BYU and immediately moved abroad to study international NGOs, visiting them in four countries and participating in research done in Burma. Although there was much work to be done abroad, it was easy to see that there was also much need in communities and families here in America. She loves the nonprofit world – particularly being able to meet so many who are so passionate about making the world a better place.

Mary Hegel, AmeriCorps Program Manager - Jesuit Volunteer Corps Northwest

Mary Hegel is the AmeriCorps Program Manager at Jesuit Volunteer Corps (JVC) Northwest - a National Direct AmeriCorps program since August 2010. Mary has devoted the past decade of her service and work years to support efforts that foster community engagement. She has taken on various roles in volunteer coordination and program management and is grounded in the northwest. She originally hails from Montana and served with JVC Northwest in Alaska and Oregon 2005-2007. She obtained her current position in fall of 2012, after completing a Master's degree in Social Work from Washington University in St. Louis.

PRESENTERS & PANELISTS

Bill Hulterstom, President - United Way of Utah County

Bill Hulterstom has been helping individuals and families improve their communities throughout North America and overseas for more than 30 years. Bill began his career working at the Utah Special Olympics, where he served as project director. He soon accepted a position at United Way of Utah County where, after only two years, he was promoted to president and CEO—a position he continues to hold today. Bill has distinguished himself as a recognized leader and trainer in the areas of volunteering, board governance, nonprofit leadership, and community building. Over the past 30 years, he has conducted hundreds of workshops and trained or consulted with thousands of individuals in over 30 states and in Canada and Ghana. Bill has served as vice chair of America's Service Commissions, first vice chair of the Utah Commission on Volunteers, and co-chair of the Utah County Homeless Coordinating Committee. Locally, he also serves on the boards of Hogle Zoo, Intermountain Healthcare, and Mountainland Head Start. He has also served as president of the board of Utah Directors of Volunteers and is former chairman of Mountainlands Family Health Center. Bill and his wife, Tammy, are the parents of two children and live in Provo, Utah.

Matt Johnson, Program Officer - Nevada State Commission

Matt Johnson is currently the Program Officer with Nevada Volunteers, Nevada's Commission on Service. Matt has been involved with volunteerism and National Service for many years including serving two terms as an AmeriCorps member, serving as the director of the largest AmeriCorps program in Nevada, serving as a specialist in the CNCS Nevada State Office, and having run several volunteer-led youth development programs. Matt's experience has helped him gain an understanding of the importance of strong member/volunteer management and he believes that success in this realm starts with strong position descriptions and clear expectations.

Lara Jones, Program Director - Confluence Environmental Center

Lara Jones is a Program Director for the Confluence Environmental Center. Through 20 innovative partnerships with schools, community-based organizations and governments, the Confluence AmeriCorps Program addresses critical environmental and social justice issues in the Portland, OR region. Prior to Confluence, Lara worked at the Northwest Service Academy for eight years, managing its large Individual Placement program. Lara is an educator by trade and holds a degree in Early Childhood Education and Human Development. She is passionate about many things including empowering civic-minded leaders who will go on to steward the land and its natural resources in inclusive and equitable ways.

Eric Kindvall, Director of Programs and Operations - Washington Service Corps

Eric Kindvall is the Director of Programs and Operations with the Washington Service Corps, with 18 years of experience in state government supporting Human Resources with the Washington State Department of Corrections and Employment Security Department. His last six years have been supporting the management of three AmeriCorps*State competitive grants, placing over 700 members serving across Washington state. Service has been a fundamental part of his life, having joined the Army National Guard early on, and transitioning into active duty with the US Marine Corps. He continues serving today supporting AmeriCorps impact through effective grant management with the Washington Service Corps.

Kelly Larson, AmeriCorps Program Director - Parasol Tahoe Community Foundation

Kelly Larson is Program Director for the award-winning Parasol AmeriCorps Program in Incline Village, Nevada, currently in its 15th year. Kelly has lived in the North Lake Tahoe Region for two and half years where she has worked as a professional ski and snowboard instructor, watercraft inspector and in leadership capacities for youth. Kelly has a double major in Communication Studies and Environmental Science from the University of Montana in Missoula, MT. Upon graduating in 2009, Kelly served a year in AmeriCorps as Energy Conservation Outreach Specialist through the Portland State University (PSU) Campus Sustainability Office.

Jessamyn Luiz, AmeriCorps Program Officer - Oregon Volunteers

Jessamyn joined Oregon Volunteers in November 2012 and has worked to support the capacity, compliance and sustainability of AmeriCorps programs in Oregon ever since. She started her career in national service with Jumpstart as site manager in 1998 and continued as regional program director and executive director in the West and Midwest through 2005. She brings over a decade of experience using her passion for organization development and systems design to improve the compliance and outcomes of Head Start and other educational programs. Most recently, she served as Education Director for the Pueblo of Tesuque in New Mexico before relocating to Portland.

Amber Martin-Jahn, Executive Director - Nevada Volunteers

In 2012, Amber joined the Nevada Volunteers team as the Program Officer for the Nevada AmeriCorps*State programs. In 2013, she was promoted to Executive Director to oversee the organization and create a sustainable and realistic strategy of creating an ethic of service in Nevada. Prior to joining Nevada Volunteers, Amber worked as the City of Reno Senior Services Liaison where she supervised Senior Recreation and Outreach. Amber is currently the treasurer and a past-President of Truckee Meadows Tomorrow (TMT), a nonprofit organization known for its grassroots approach to quality of life measurement in Northern Nevada. Amber has both a Bachelor in Social Work and a Bachelor of Arts in degree Journalism, and completed her Master in Social Work in 2002, all from the University of Nevada, Reno.

PRESENTERS & PANELISTS

Rebecca Mason, Executive Director - Carbon County RSVP & Volunteer Center

Rebecca Mason has been the Executive Director for Carbon County RSVP & Volunteer Center for the last 15 years. She is also a member of the Utah Senior Service Corps Director's Association and the Utah Volunteer Center Director's Association. She has experience as an AmeriCorps VISTA member and leader and is the Chair and co-creator of the Community Clothing Closet. Rebecca sits on the Regional Soroptimist International of Americas Board – a women's service organization – overseeing 26 clubs and 856 members in Utah, Colorado, Wyoming, and Idaho, and has extensive experience in planning and conducting multi-day trainings. Rebecca believes that collaboration is your best tool for success in anything you do.

Larry Thomas Meade, Associate Program Director - NCCC

Larry Thomas Meade is an Assistant Program Director for the AmeriCorps National Civilian Community Corps (NCCC) Pacific Region campus in Sacramento, California. He is responsible for program outreach and development in Southern California, Utah, and Alaska. Prior to joining the Corporation for National & Community Service, Larry worked at the Points of Light Foundation in Washington D.C., the University of Maryland College Park, and Ohio State University. Larry is attending the University of Dayton for both undergraduate and graduate school. A proud AmeriCorps VISTA alum, Larry believes in the power and potential of service.

Ted Miller, Director of Office of External Affairs - Corporation for National and Community Service

Ted Miller serves as the chief of external affairs at the Corporation for National and Community Service (CNCS), a federal agency that oversees AmeriCorps, Senior Corps, and the Social Innovation Fund. Ted and his team direct all online and digital platforms, manage partnerships with outside organizations, oversee media relations, and work with the White House to advance President Obama's Call to Service priorities. They also oversee the MLK Day of Service and the September 11th Day of Service and Remembrance. Before joining CNCS in August 2012, Ted was the director of communications and online advocacy for NARAL Pro-Choice America. He also served as press secretary to former Sen. Tom Daschle of South Dakota. Ted is a proud Jayhawk who holds a degree in journalism from the University of Kansas.

Mike Moon, Assistant Director - Center for Community Engaged Learning at Weber State University

Mike Moon graduated from SUU with an M.Ed. in Education Administration where he first became involved in service-learning as a student. At SUU, he was a member of the Service Council for four years. Through his higher education career, he has worked for SUU, UVU and now works for WSU in the Center for Community Engaged Learning. His family of three lives in Ogden. As the Assistant Director in the CCEL, he oversees community partnerships, the student leadership Community Engaged Leaders program, the AmeriCorps program, student scholarships and awards, and International CEL initiatives.

Joel Moriyama, Manager, Missionary and Volunteer Resources, Welfare Services Department - The Church of Jesus Christ of Latter-day Saints

Joel was born and raised in a farming community in northern Utah. He and his wife, Carolyn, have four children and 13 grandchildren. He has worked for The Church of Jesus Christ of Latter-day Saints in Salt Lake City for 37 years. From 2007-2015, he served as the Church-Service Missionary Program director. He now provides support for the missionary and volunteer workforce in the Church's welfare operations.

Jake Murakami, State Program Director - CNCS Utah State Office

Jacob Murakami serves as the State Program Director for the Corporation for National and Community Service Utah State Office, which manages federal funding for the Senior Corps and AmeriCorps VISTA (Volunteers in Service to America) programs in the state. In this role, Jacob also serves as Ex-Officio Commissioner for UServeUtah, the Utah Commission on Service and Volunteerism. Jacob joined CNCS as a State Program Specialist in 2002. Prior to joining CNCS, Jacob served as a VISTA in Salt Lake City, Utah with Salt Lake County Aging Services. He also served as a service-learning coordinator at the University of Utah's Lowell Bennion Community Service Center. Jacob earned a Master of Science degree in Gerontology from the University of Utah.

Jen Ney, Managing Director - Voices for National Service

Jennifer Ney is the Vice President for Public Policy at City Year, an education-focused nonprofit organization that unites young people of all backgrounds for a year of full-time AmeriCorps service to help address the nation's high school dropout crisis and turn around low-performing schools. Jennifer oversees City Year's congressional engagement strategies and is responsible for maintaining current knowledge of national service legislation and directing policy initiatives that expand and strengthen the nation's volunteer sector. Jennifer provided technical support to the Senate Health, Education, Labor and Pensions Committee and the House Education and Workforce Committee, and negotiated new provisions authorized in the Edward M. Kennedy Serve America Act of 2009, the largest expansion of national service in America since President Roosevelt created the Civilian Conservation Corps during the Great Depression.

Alan Ormsby, State Director - AARP Utah

Alan Ormsby comes to AARP Utah with a strong background in leadership and advocacy for Utah's older adults and people with disabilities. His training is in law, with a focus on health care law, long-term care, home and community-based services, HIPAA, Medicare and Medicaid. Immediately prior to joining AARP in 2011, Alan served as the Director of the Division of Services for People with Disabilities (DSPD) leading Utah's efforts to provide the best possible services for people with disabilities. Before serving as the DSPD Director, Alan was the Director of Aging and Adult Services at the State of Utah, and in this role was responsible for statewide home- and community-based services for Utahns 60 and over. In addition, he worked with the local Area Agencies on Aging, and was instrumental in drafting legislation to initiate Utah's Commission on Aging. Alan has served as a member on the Board of Utah Developmental Disabilities Council, Senator Orrin Hatch's Advisory Committee on People with Disabilities, and several long-term care policy groups. He also supervised Adult Protective Services, which investigates claims of abuse, neglect and exploitation involving persons who are disabled or elderly. Alan received his undergraduate degree from Southern Utah University and law degree from Quinnipiac University.

PRESENTERS & PANELISTS

Steve Patty, Founder - Dialogues in Action

Steve Patty has dedicated his career to helping people rethink the development of people. He is passionate about national service and has provided training and led evaluation efforts with AmeriCorps programs in Iowa, Oregon and Washington. He holds a Ph.D. in Educational Leadership from Trinity in Chicago, IL and has been trained at Harvard's Kennedy School of Government in Performance Measurement and Evaluation and The Art and Practice of Teaching Leadership. He is a former department chair at Multnomah University and former visiting professor and Associate Director of Doctoral Programs in business at the International University of Monaco. He is a published author and frequent public speaker.

Lloyd S. Pendleton, Director of Homeless Task Force - State of Utah, Department of Workforce Services, Division of Housing & Community Development

For nine years, Lloyd has been an advocate for the homeless. In 2004, as a loaned executive, he took the lead in writing and implementing the State of Utah's Ten-Year Plan to end chronic homelessness. In 2006, Lloyd retired from his employment and went to work for the state as Director of the Homeless Task Force to continue implementing the Ten-Year Homeless Plan. Chronic homelessness has been reduced by 72% since 2005 and the state is on track to provide a housing opportunity for the remaining 300 chronic homeless citizens. Lloyd is a graduate of Brigham Young University.

Delite Primus, Executive Director - Youth Garden Project

Delite Primus is the currently the Executive Director of the Youth Garden Project in Moab, UT. Prior to becoming the executive director, she served as the AmeriCorps Program Director for the Youth Garden Project from 2008-2012. Born and raised in Iowa, Delite started her career in the nonprofit sector at United Way of Central Iowa. She later served as an AmeriCorps Member at Habitat for Humanity in Minneapolis. Her experience fundraising and managing a volunteer program have been assets to leading the Youth Garden Project both with and without an AmeriCorps program.

Laura Rothlisberger, Program Officer - CNCS Utah State Office

Laura joined the Utah State Office as a Program Officer in March 2013. Prior to that, she earned a Master of Public Administration degree from Brigham Young University. From 2008 to 2009, Laura served as a VISTA member at Montgomery College, a community college outside of Washington, DC. As a VISTA, she developed a program to engage at-risk, first generation public school students in service-learning with college students. Laura has also interned at the Environmental Protection Agency and worked as an international student advisor at Salt Lake Community College.

Peg Rosenberry, Director of Grants Management - CNCS

Peg Rosenberry is the Director of CNCS's Office of Grants Management and has been with CNCS since its inception. Peg oversees the internal operations of the Office of Grants Management, which issues awards, manages grants, interprets regulation, and ensures the prudent stewardship of federal funds. Her wealth of national service and grants management expertise makes her an invaluable asset for strategic planning and policy development at CNCS.

Amy Salinas, Managing Partner - On3Learn

Amy Salinas has spent the last 24 years working in the fields of national service, volunteerism, community development, and youth development and leadership. Over the last 18 years, she has spent much of her career with national service programs, particularly AmeriCorps State, National and VISTA. Within national service, Amy started off as an AmeriCorps Member where she served in Arlington, Texas, worked for that same program, and worked for the Texas Commission on Volunteerism and Community Service as a Program Officer, Training Specialist, and Disability Inclusion Specialist. For the last 10 years, Amy has worked as a consultant within the national service family. Recently, she has started her own business with two other national service experts called On3Learn where she and her co-owners are developing web-based courses for the AmeriCorps field.

Gloria Skanchy, Program Director - Read. Graduate. Succeed.

Dr. Gloria Skanchy is the program director of Read. Graduate. Succeed, which is currently in its ninth year of operation. She has 13 years of teaching experience in primary grades; a B.S. in Elementary and Early Childhood Education; a M.S. in Special Education where her thesis was the development and field test of a reading program for grades 1-2; and a Ph.D. in Curriculum and Instruction. She was employed at the Utah School for the Deaf & Blind as the Curriculum, Professional Development, and Testing Director for seven years and also served as the Executive Director of the Northern Utah Curriculum Consortium – a partnership of 11 school districts. She enjoys reading – preferably in a beach chair near the water – and following college basketball especially in March.

Megan Smith, Program Director - RARE, Oregon AmeriCorps Program

Megan began exploring the rural west as a river guide. After several years on the river, she found herself with a Bachelor's Degree in Geography and Sociology from Southern Oregon University and on her way to a graduate degree in Community and Regional Planning from the University of Oregon. It was time for some applied experience. Starting in fall 1994, Megan was in the first group of AmeriCorps volunteers. She spent a year in the McKenzie River Valley addressing rural community development through the Resource Assistance for Rural Environments (RARE) Program. Since then, she has been on its staff.

Janet Healey, Director of Community & Volunteer Relations - Catholic Community Services of Utah

Janet is a native of Salt Lake City and has spent most of her adult life volunteering in the civilian and military community and the Catholic Church. Her 30 years as a military wife has given her many opportunities to volunteer in various organizations stateside and overseas with Catholic women groups, religious education programs, Girl Scout leadership, military women's groups, hospitals, schools, orphanage's, soccer mom, interfaith groups, nonprofit boards, etc. Janet has a great love, admiration and respect working with individuals volunteering in the community and diverse community groups. She has worked with Catholic Community Services of Utah over 10 years and is currently the director of Community and Volunteer Relations.

PRESENTERS & PANELISTS

Ben Stoltenberg, Grants Management Specialist - CNCS

Benjamin Stoltenberg joined CNCS in 2004 as a Program Assistant for the CEO, then as Program Officer in the MD/DE State office, and currently, Ben is a Grants Management Specialist at the FFMC in Philadelphia, overseeing Colorado, Hawaii, Idaho, Louisiana, and Utah. From 2001 to 2004 he served as an AmeriCorps and VISTA volunteer with the Legal Aid Hawaii and with Harvard's MLK Program. He has volunteered abroad as an EMT in Ecuador, Dominican Republic, Kyrgyzstan and Ghana, and most recently served as a Peace Corps Volunteer in Albania. He graduated with a bachelor's degree from Gettysburg College in 2001.

LeAnne Tolley, Registered Yoga Therapist - Center For Change

LeAnne Tolley has been working in the health and wellness industry for the past 20 years as a Certified Aerobics Instructor, Certified Yoga Teacher with Yoga Alliance and Registered Yoga Therapist with the International Association of Yoga Therapists. She graduated from Utah Valley University with a degree in Business Management and Community Health and is a Certified Health Education Specialist. She is currently completing a Master of Science in Kinesiology with an emphasis in Bio-mechanic Rehabilitation. LeAnne currently works as a Yoga Therapist at The Center for Change in Orem Utah. The focus of this work is to help individuals create healthy, balanced lives through "functional fluidity" and "intuitive living." She is also the author of the book "Just Let Go" and frequent guest speaker on such topics as diet and exercise, relaxation and meditation, body image issues, and overall health and wellness.

Linda Walton, President - Walton Group, Inc.

Linda P. Walton, chaplain and business owner, volunteers with the Food and Care Coalition, American Red Cross, Utah Valley Chamber of Commerce and various interfaith boards at Utah Valley University. With experience as adjunct faculty at both BYU and UVU, she graduated from Utah State University and has an honorary doctorate from UVU. She is both accredited and a Fellow with the Public Relations Society of America. A resident of Highland, Linda and her husband, Brad, have been married for 38 years and have three granddaughters

Rikki Wheatley, Public School Partnership - VISTA Project

Rikki served as an AmeriCorps VISTA member and Leader with the Center for the School of the Future at Utah State University from 2004-2006. In 2007, Rikki became the PI and Project Director, re-naming the project the Public School Partnership to better suit the program's focus. Her interest in people and the way biology and life experience combine to make us who we are led her to a degree in Psychology. Once she had a better understanding of people, her desire to help them increased and she found herself in a graduate program in Special Education and Applied Behavior Analysis. Nonprofit and national service work provide the perfect platform for educating people in ways that improve not only their own lives, but the overall health of their communities. National service's focus on solutions that provide capacity for organizations and the people they serve ensure that these changes are sustainable, benefitting people for a lifetime.

Todd Wolfenbarger, Partner & President - The Summit Group

Todd Wolfenbarger is the President and Partner of The Summit Group, a strategic marketing firm that is focused on growing businesses and increasing sales by helping companies tell their story. Prior to joining the TSG team, Wolfenbarger has held senior marketing management positions with several Fortune 50 technology companies. Wolfenbarger is actively involved with numerous professional and community organizations currently serving on the Board of Governors for the Salt Lake Chamber of Commerce, the Executive Committee and Board of Trustees for the Utah Technology Council and on the Board of Directors for Pioneer Theater Company.

Pearl Wright, Vice President - Amber Gold Marketing

For over 20 years, Pearl has held leadership positions in both corporations and nonprofit organizations focusing on marketing and strategic planning. The unique combination of experience in both sectors provides unique insights benefiting nonprofit partners. Pearl is a Vice President at Amber Gold Marketing where she assists nonprofit organizations with marketing strategies. Prior to that, she was the Executive Director of a corporate foundation. Pearl holds a Master of Professional Communication from Westminster College and a Bachelor of Arts in Communications from the University of Utah. Pearl is active in the community serving on a variety of committees and boards.



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A special thank you to all of YOU & our talented presenters!

NOTES





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