

Learning Together, Serving Together

Pacific / Southwest National Service Training Conference • Seattle, Washington • May 14 – 16, 2018



#PacificSouthwestService

nationalservicetraining.org/pacific-southwest

**AMERICA'S
SERVICE
COMMISSIONS**



Serve Washington
Changing Communities. Changing Lives.



JAY INSLEE
Governor



Greetings from the Governor

May 14, 2018

On behalf of the Evergreen State, it is my pleasure to welcome you to Seattle for the 2018 Pacific-Southwest National Service Training Conference. The people of Washington and our friends at Serve Washington are proud to host you. We look forward to providing our world-famous hospitality and friendliness to ensure you have a fun and memorable visit.

I applaud your commitment to national and community service efforts, as well as to your own training and development as a professional. The work you do every day to improve people's lives, recruit volunteers to give back, and get things done for America is of great importance.

I'm proud to note that the AmeriCorps and Senior Corps programs have had a significant impact on communities in Washington. Each year, more than 7,800 AmeriCorps and Senior Corps members serve at 1,641 local service sites across our state, helping children, families and veterans access opportunities and live better lives. We deeply appreciate these members and other volunteers for their dedicated service.

Thank you for visiting the great state of Washington, and keep up the great work!

Very truly yours,

Jay Inslee
Governor





City of Seattle

Mayor Jenny A. Durkan

May 14, 2018

Dear Friends,

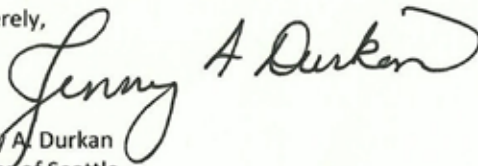
On behalf of the City of Seattle, I am pleased to extend warm greetings to everyone gathered for the 2018 Pacific-Southwest National Service Training Conference and to celebrate National Service Recognition Day with you. I am proud that our City is hosting this important conference on national and community service.

Service is an essential part of who we are as a City. For decades, AmeriCorps, Senior Corps, City Year, Citizens University, school service learning programs, and other service-related programming have improved communities and neighborhoods. We are so fortunate that Seattle has more than 1,200 AmeriCorps and Senior Corps members serving our City every day.

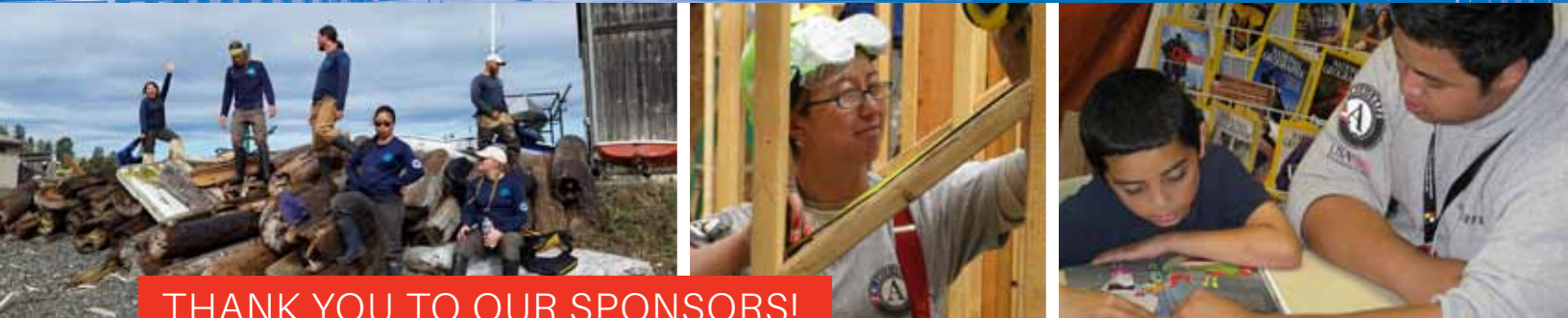
As Mayor, I will continue to advance the mission of some of our City's most valued nonprofit organizations and the volunteers that power them. I will protect all our City's workers and residents, stand up to attacks on our City's progressive values, and persist in advocating for bold climate action.

I am excited by the depth and breadth of this conference, the passion that all of you bring to your work, and the difference I know you will make in communities around our country. I hope you have a great conference and enjoy your time here in Seattle.

Sincerely,



Jenny A. Durkan
Mayor of Seattle



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CONFERENCE SCHEDULE AT-A-GLANCE

Monday, May 14

- 7:30 – 9:00 AM** Registration & Coffee
- 9:00 – 10:00 AM** Welcome Plenary and Kick-Off
- 10:30 – 12:00 PM** Workshop Block A
- 12:00 – 1:30 PM** Lunch Plenary — Vu Le
- 2:00 – 3:30 PM** Workshop Block B
- 4:00 – 5:30 PM** Networking Reception at Maxi's at the Top of the Tower

Tuesday, May 15

- 7:00 – 8:15 AM** Special Meetings
- 8:00 – 8:30 AM** Coffee & Yogurt
- 8:30 – 10:00 AM** Workshop Block C
- 10:15 – 11:45 AM** Workshop Block D
- 12:00 – 1:30 PM** Lunch Plenary — Barbara Stewart and Chester Spellman
- 2:00 – 3:30 PM** Workshop Block E
- 3:30 – 4:00 PM** Afternoon Snack Break
- 4:00 – 5:30 PM** Workshop Block F
- 7:10 PM** Mariners Baseball Game (Optional; Tickets Required)

Wednesday, May 16

- Wear Your National Service Gear Day!*
- 8:00 – 8:30 AM** Coffee & Scones
- 8:30 – 9:30 AM** Closing Plenary — Eric Liu
- 9:30 – 11:00 AM** Workshop Block G
- 11:15 – 12:45 PM** Workshop Block H
- 12:45 PM** Conference Adjourns

TOP OF THE TOWER NETWORKING RECEPTION



MONDAY MAY 14

Monday, May 14 from 4:00 – 5:30 PM

MAXI'S AT THE TOP OF THE TOWER, *Doubletree by Hilton Seattle Airport*

Join your national service colleagues for an evening of food, networking, live music by Seattle-based band The Salmonberries, and scenic views on Monday evening at Maxi's at the Top of the Tower!

Located on the 14th floor of the Doubletree by Hilton Seattle Airport, Maxi's is a popular local nightspot known for featuring the R&B hits of yesterday and today.

Visitors can ride the glass elevators to the "Top of the Tower" and take in a view overlooking the city lights in SeaTac, Washington. Stop by to see the view and network before heading out to dinner.

Cash bar; hors d'oeuvres provided.

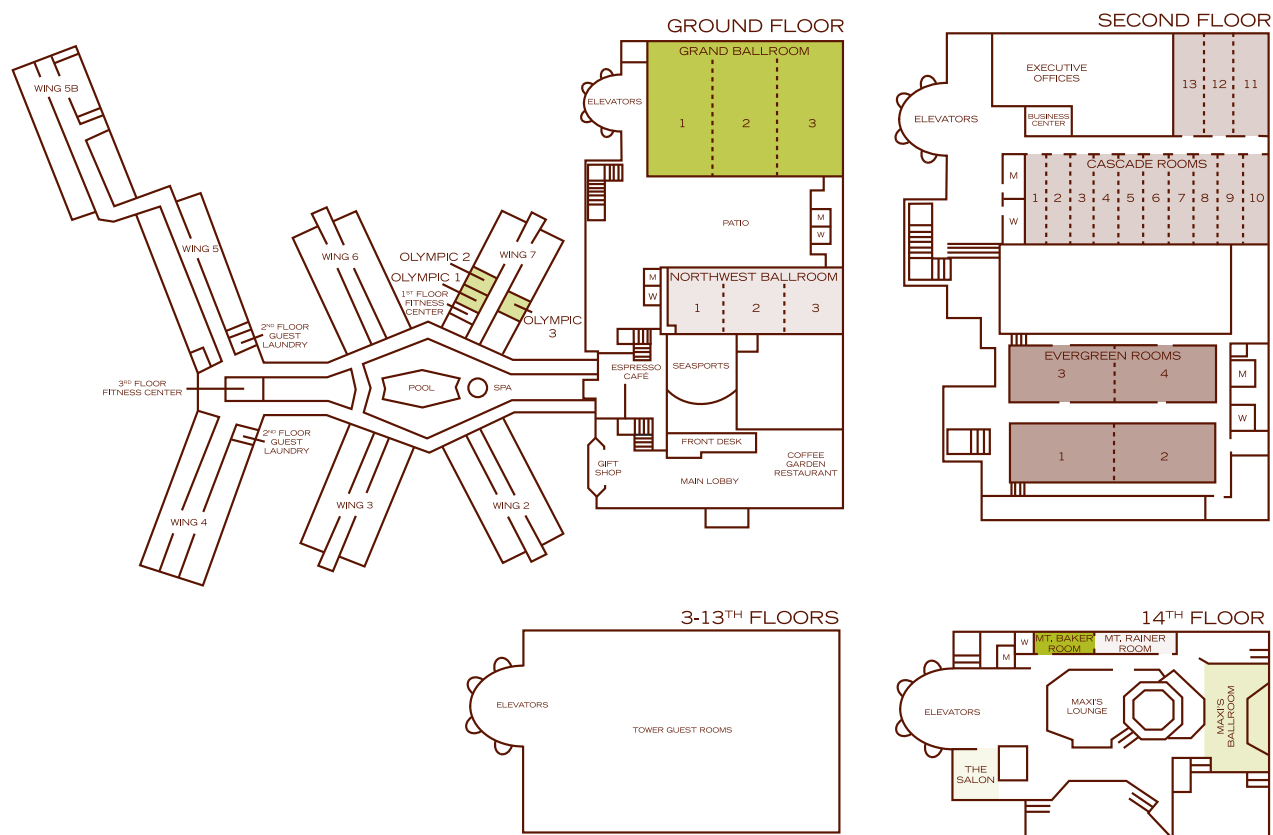
MEET US THERE!





DOUBLETREE BY HILTON SEATTLE AIRPORT FLOOR PLANS

All plenaries take place in the Grand Ballroom on Lobby Level. Registration, Exhibit Hall and Coffee Breaks take place in Ballroom Foyer. Workshops take place on 2nd Floor.



WEDNESDAY IS WEAR YOUR GEAR DAY!



WEDNESDAY MAY 16

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

Wear your gear and receive **2 points** on your **Seattle Scavenger Hunt** for a chance to win a \$100 Southwest Airlines gift card.

LET'S SHOW

THAT LEGENDARY
NATIONAL SERVICE SPIRIT!



VISIT OUR CONFERENCE EXHIBITORS!

Exhibitor Booths are located in the Foyer outside of the Grand Ballroom.



WORKSHOP SCHEDULE

AmeriCorps Financial Grants Management Workshop Track: Cascade 11	State Service Commission Workshop Track: Cascade 7-8	Service Year Workshop Track: Cascade 10	AmeriCorps Program 101 Workshop Track: Cascade 12
AmeriCorps Program 201 Workshop Track: Cascade 13		Volunteer Management Workshop Track: Cascade 9	

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

Sunday, May 13th

4:00 PM – 7:00 PM: Registration Check-In—Grand Ballroom Foyer

Monday, May 14th

7:30 AM – 9:00 AM: Registration Check-In—Grand Ballroom Foyer

8:30 AM – 3:30 PM: Exhibitors and Information Table Open—Grand Ballroom Foyer

7:30 – 9:00 AM Morning Coffee

Welcome and Kick-Off Plenary: Amber Martin-Jahn, Executive Director, Serve Washington, Karen Fraser, Retired State Senator, and Puyallup Tribe of Indians
9:00 – 10:00 AM Grand Ballroom

Block A 10:30 – 12:00 PM	A1 National Service Criminal History Check 101: On Time, Every Time (Liz Jung)	A2 The Nuts and Bolts of National Service Public Policy (Tom Branen)	A3 Recruitment: Making a (Digital) Splash that Builds Brand and Corps Members (Kristen Bennett)	A4 Mistakes We Made So You Don't Have To: Learning from Year One of an AmeriCorps Program (Maddie Kettner and Hannah Newman)	A5 HELLO HOLLYWOOD! Changing the Perception of Non-Traditional Populations for Award Winning Roles in Your Community (Cassandra Halls)	A6 "Voluntolds": Best Practices for Tackling the Community Service and Service Learning Conundrum (Barry Altland)
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Lunch Plenary: Vu Le, Executive Director, Rainier Valley Corps
12:00 – 1:30 PM Grand Ballroom

Block B 2:00 – 3:30 PM	B1 NSCHC: Advanced Topics and Open Q & A (Liz Jung)	B2 Boards of a Feather: Increasing Flock Diversity for Healthier Leadership (Amy Porter)	B3 Creating a Future Together (Jon Gromek & Rosa Moreno)	B4 Beyond the Logo: Telling the National Service Story (Sam Warfield and Rhonda Taylor)	B5 Training Members to Work In and Be a Part of a Community (Henriette Taylor, Rachel Donegan, Kyla Liggett-Creel)	B6 Feedback & Coaching: Two Communication Must-Haves in Your Leadership Toolkit (Barry Altland)
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4:00 – 5:30 PM Networking Reception at Maxi's at the Top of the Tower

AmeriCorps Financial Grants Management Workshop Track: Cascade 11	State Service Commission Workshop Track: Cascade 7-8	Service Year Workshop Track: Cascade 10	AmeriCorps Program 101 Workshop Track: Cascade 12
AmeriCorps Program 201 Workshop Track: Cascade 13		Volunteer Management Workshop Track: Cascade 9	

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

Tuesday, May 15th						
7:00 – 8:15 AM: Special Meetings				States for Service (S4S) Meet and Greet (Cascade 12)	Nevada Volunteers Meeting (Cascade 11)	Serve Alaska AmeriCorps Meeting (Cascade 7-8)
8:00 AM – 5:30 PM: Exhibitors and Information Table Open—Grand Ballroom Foyer						
8:00 – 8:30 AM Morning Coffee & Yogurt						
Block C 8:30 – 10:00 AM	C1 Financial Management for Program Directors (Jennifer Cowart)	C2 Re-energizing State Service Plans/Strategic Planning (Ellen Winiarczyk)	C3 Ready to Grow: How Will You Know How to Scale (Rosa Moreno)	C4 Where Are the Answers? What are the Guiding Documents and When to Use Them? (Sue Hyatt and Ralph Morales)	C5 Mental Health and AmeriCorps (Jason Alves, Bryan Bales)	C6 Rethinking Strategic Recognition for Your Volunteers (Barry Altland)
Block D 10:15 – 11:45 AM	D1 Safeguarding Federal Grant Funds (Jeffrey Morales, Stuart Axenfeld, Thomas Chin, Jessica Nelson)	D2 Unexpended Funds Best Practice Guide (Rachel Bruns, Margy Hughes, Jaclyn Kolar & Tammy Son)	D3 Program Collaboration in Communities: Amplifying your Impact (Rosa Moreno)	D4 Recruiting AmeriCorps Members on a Shoestring (Nicole Vera)	D5 How to Prevent Data Headaches: Simple Strategies for Collecting and Using Performance Data (Andrew MacDonald)	D6 Marketing to Volunteers, Members, and Donors (Bill Hulterstrom)
Lunch Plenary: Barbara Stewart, CEO, and Chester Spellman, Director of AmeriCorps, Corporation for National and Community Service 12:00 – 1:30 PM Grand Ballroom						

Continued on next page ...

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WORKSHOP SCHEDULE

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

Tuesday, May 15th *(Continued from previous page...)*

Block E 2:00 – 3:30 PM	E1 Programmatic and Fiscal Compliance as a Team Effort (Kris Tecce)	E2 Strategies for Effective Data Quality Monitoring (Sue Hyatt)	E3 Learn Design Thinking: Innovating to Uncover New Solutions (Bryan Hall)	E4 Files, Files, Files! (Jennifer Cowart)	E5 Go Big: Increasing AmeriCorps Member Engagement to Maximize Impact and Take Programs to Scale (Tiffany Anderson and Charlotte Gavell)	E6 Building on the Strengths of Volunteers and Community (Bill Hultstrom)
3:30 – 4:00 PM Afternoon Snack Break (Soda Pop and Granola Bars)						
Block F 4:00 – 5:30 PM	F1 Current Topics in Grants Management (Kris Tecce)	F2 Embracing Rural Challenges Through Multi-Site Programs (Kirstin Mann, Heather Uhi, Renee Bade)	F3 Career Pathways: Service as the First Steps to Employment (Ben Duda)	F4 AmeriCorps Basics: Excellence, Compliance and Accountability (Cole McMahon)	F5 Communicating the Case for National Service: Effective Messages and Strategies for Building Bipartisan Support (Amanda Hooper, Jen Ney)	F6 CNCS Disaster Response: Hurricane Season 2017 Review (Chad Stover)
7:10 PM Seattle Mariners Baseball Game @ Safeco Field (Optional; Ticket Purchase Required)						

Southwest Service

AmeriCorps Financial Grants Management Workshop Track: Cascade 11	State Service Commission Workshop Track: Cascade 7-8	Service Year Workshop Track: Cascade 10	AmeriCorps Program 101 Workshop Track: Cascade 12
AmeriCorps Program 201 Workshop Track: Cascade 13		Volunteer Management Workshop Track: Cascade 9	

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

Wednesday, May 16th

8:30 AM – 12:30 PM : Exhibitors and Information Table Open—Grand Ballroom Foyer

8:00 – 8:30 AM Morning Coffee & Scones

Closing Plenary: Eric Liu, Founder & CEO, Citizen University
8:30 - 9:30 AM Grand Ballroom

Block G 9:30 – 11:00 AM	G1 In-Kind Donations Can be Kind to Your Budget (Kris Tecce)	G2 Utilizing Your Full AmeriCorps State Portfolio in Disaster Response and Recovery (Jaclyn Kolar)	G3 Building the Service Year Movement: Engaging Alums and Supporting Programs (Jon Gromek)	G4 Allowable, Unallowable, and Prohibited Activities (Amy Salinas)	G5 Storytelling with Data (Gretchen Biesecker)	G6 Gaining Funder Support for Volunteer Engagement (Beth Steinhorn)
Block H 11:15 – 12:45 PM	H1 Improper Payments 201: Documentation Requirements and Best Practices (Erica Rice)	H2 State Service Commission Updates (Kaira Esgate)	H3 How to Engage Philanthropy (Rosa Moreno)	H4 Dimensions of Successful Site Management (Amy Salinas)	H5 Engaging in Community: Incorporating Principles of Service-Learning and Civic Reflection in AmeriCorps Programming (Katie Byrm)	H6 It's All in the Positioning: Developing Effective Position Descriptions and Messages (Beth Steinhorn)

Conference Adjourns 12:45 PM

SESSION DESCRIPTIONS

Monday, May 14th

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

Amber Martin-Jahn, Executive Director, Serve Washington, Karen Fraser, Retired State Senator, and Special Guests from the Puyallup Tribe of Indians

Block A: 10:30 a.m. – 12:00 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

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

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

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

Room: Cascade 11

TRACK: STATE SERVICE COMMISSION

The Nuts and Bolts of National Service Public Policy

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

Join America's Service Commissions as we walk you step-by-step through the ins and outs of the FY 2019 federal appropriations process for national and community service. We will offer insights on the presidential administration and walk you through the Congressional Budget and appropriations process. We will explore this annual process that may have some twists and turns and a few ups and downs. We will provide analysis, predictions, and priorities and introduce you to the cast of characters who have the most influence on the process, including key administration officials and members of Congress. We will also provide a preview of some promising opportunities for service legislation and funding at the state level and discuss strategies to educate governors and state legislatures about national service programs and member activities. We will wrap up with a Q&A session.

Room: Cascade 7-8

TRACK: SERVICE YEAR

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

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

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

Room: Cascade 10

TRACK: AMERICORPS PROGRAM 101

Mistakes We Made So You Don't Have To: Learning From Year One of an AmeriCorps Program

Maddie Kuttner, Program Manager, The Salvation Army - Alaska Division and Hannah Newman, Program Coordinator, Public Defender Agency

In the first year as a Program Manager and the first year for the program as a whole, we made a lot of mistakes. From recruiting, to orientation, to the expectations we set for ourselves and our candidates. We want to share our experience setting up a new AmeriCorps program, the challenges faced (and continue to face), the mistakes made, and hopefully help other new programs avoid or prepare for these issues.

Room: Cascade 12

TRACK: AMERICORPS PROGRAM 201

Changing the Perception of Non-Traditional Populations for Award Winning Roles in Your Community

Cassandra Halls, President, 2 The Top

To ensure your community continues to thrive, we must get comfortable working with non-traditional populations and helping others understand how to leverage these incredibly talented people for opportunities they have never before considered. Using Hollywood as an example, join us for a great discussion about strategies for helping employers diversify their

workforce and accessing new people, talent and perspectives for community opportunities.

Room: Cascade 13

TRACK: VOLUNTEER MANAGEMENT

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

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

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

Room: Cascade 9

Lunch Plenary: 12:00 – 1:30 PM

Vu Le, Executive Director, Rainier Valley Corps

Block B: 2:00 p.m. – 3:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

NSCHC Advanced Topics: and Open Q and A

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

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

Room: Cascade 11

TRACK: STATE SERVICE COMMISSION

Boards of a Feather: Increasing Flock Diversity for Healthier Leadership

Amy Porter, Partner, On3Learn

This session will explore topics of leadership and diversity, working towards action steps that we can all do to create a more inclusive community. This session will explore social justice in national service topics such as the “Savior Complex,” the importance of representation within leadership, and how we can become active participants in creating a more culturally responsive system within our programs and commissions.

Room: Cascade 7-8

TRACK: SERVICE YEAR

Creating a Future Together: Universal National Service

Rosa Moreno, Managing Director, Growth, Service Year Alliance and Jon Gromek, Regional Field Director, Service Year Alliance

Imagine a new social contract in America designed for the 21st century, proposing the clear commitment that if you invest in your country, your country will invest in you. This session looks to zoom out to the full landscape of national service in the United States and build a vision to reach universal national service. If money was not a barrier, how could we collectively build a stronger service culture in the United States? What would we need to be successful collectively? This is a working session to inform an upcoming campaign, so come ready to dream big and identify solutions to current challenges/barriers to get to universal service.

Room: Cascade 10

TRACK: AMERICORPS PROGRAM 101

Beyond the Logo: Telling the National Service Story

Samantha Jo Warfield, Senior Public Affairs Specialist and Rhonda Taylor, Director, Partnerships and Program Engagement, Corporation for National and Community Service

Suitable for AmeriCorps 201 attendees and advanced staff as well. This session will provide participants with resources and tips on how to incorporate national service in their communication plans. Presenters will also share opportunities to amplify their connection with AmeriCorps programs and how to talk about national service in a compelling way. Participants

SESSION DESCRIPTIONS

will put these newly learned skills to the test through small-group exercises.

Room: Cascade 12

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TRACK: AMERICORPS PROGRAM 201

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

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

This session will provide sites with information on how to train members so that they have the skills needed to work with vulnerable populations, including verbal communications, racial equity, strengths-based practice, child welfare, trauma, and community organizing.

Room: Cascade 13

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TRACK: VOLUNTEER MANAGEMENT

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

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

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

Room: Cascade 9

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Tuesday, May 15th

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

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Financial Management for Program Directors

Jennifer Cowart, Partner, On3Learn

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

Room: Cascade 11

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TRACK: STATE SERVICE COMMISSION

Reinvigorating State Service Plans/Strategic Plans

Ellen Winiarczyk, President/CEO, Win-ar-zic & Associates

Strategic planning can engage commissioners, executive directors, staff, the program community and the whole

community in an exciting look in to the future. Planning for the strategic plan/service plan and executing plan development are key to creating a comprehensive and inclusive process and plan. Come learn about short, medium and longer plan development processes.

Room: Cascade 7-8

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TRACK: SERVICE YEAR

Ready to Grow: How Will You Know How to Scale

Rosa Moreno, Managing Director, Growth, Service Year Alliance

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

Room: Cascade 10

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TRACK: AMERICORPS PROGRAM 101

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

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

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

Room: Cascade 12

TRACK: AMERICORPS PROGRAM 201

Mental Health and AmeriCorps

Jason Alves, Program Manager, Washington Department of Veteran Affairs and Bryan Bales, Veterans Peer Corps Program Coordinator, Washington Department of Veteran Affairs

This session will cover the topic of mental health and national service. The interactive presentation will offer best practices and applicable skills programs can employ to meet their own mental health needs and concerns for their members.

Room: Cascade 13

TRACK: VOLUNTEER MANAGEMENT

Rethinking Strategic Recognition for Your Volunteers

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

Every volunteer desires and deserves to be acknowledged for their hard work and dedication, but how do we recognize people in a way that is meaningful to them? Participants in this session will reach beyond the traditional recognition practices that have long been used in organizations of all types to discover more significant methods for honoring the time and talents shared by volunteers. After all, meaningful recognition is just like engagement . . . it happens one person at a time.

Room: Cascade 9

Block D: 10:15 a.m. – 11:45 a.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Safeguarding Federal Grant Funds

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

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

Room: Cascade 11

TRACK: STATE SERVICE COMMISSION

Unexpended Funds Best Practice Guide

Rachel Bruns, Deputy Director, America's Service Commissions Margy Hughes, Program Coordinator, Serve Alaska Jaclyn Kolar, Manager, AmeriCorps Texas, OneStar Foundation Tammy Son, AmeriCorps Program Officer, Volunteer Louisiana

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

Room: Cascade 7-8

TRACK: SERVICE YEAR

Program Collaboration in Communities: Amplifying Your Impact

Rosa Moreno, Managing Director, Growth, Service Year Alliance

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

Room: Cascade 10

SESSION DESCRIPTIONS

TRACK: AMERICORPS PROGRAM 101

Recruiting AmeriCorps Members on a Shoestring

Nicole Vera, Director of National Service, Reading Partners

Recruiting a national AmeriCorps and VISTA cohort through a distribution organizational model. In 2016 Reading Partners... recruited their largest AmeriCorps and VISTA cohort of 375 members (predominantly emerging professionals), based in 14 cities across the US. This was done with only one full-time national resource and supportive local resources (not full-time).

Room: Cascade 12

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TRACK: AMERICORPS PROGRAM 201

How to Prevent Data Headaches: Simple Strategies for Collecting and Using Performance Data

Andrew MacDonald, Senior Associate, ICF

Many AmeriCorps grantees struggle to collect data about their programs in a way that is efficient and produces useful information that they can use. Effective data collection and management is not only important for program improvement, but also because CNCS now scores AmeriCorps applicants based on their capacity in this area. This presentation will provide attendees with practical tips and strategies that will make the collection of program and performance data less time-consuming, and help them make better use of the data that they collect.

Room: Cascade 13

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TRACK: VOLUNTEER MANAGEMENT

Marketing to Volunteers, Members, and Donors

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

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: Cascade 9

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Lunch Plenary: 12:00 p.m. – 1:30 p.m.

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

Block E: 2:00 p.m. – 3:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Programmatic and Fiscal Compliance as a Team Effort

Kris Tecce, Principal, Tecce Consulting

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

Room: Cascade 11

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TRACK: STATE SERVICE COMMISSION

Strategies for Effective Data Quality Monitoring

Sue Hyatt, AmeriCorps Program Specialist, Big Purpose Big Impact

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

Room: Cascade 7-8

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TRACK: SERVICE YEAR

Learn Design Thinking: Innovating to Uncover New Solutions

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

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

be silly, and find ways to keep your users in the forefront of designing solutions.

Room: Casade 10

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TRACK: AMERICORPS PROGRAM 101

Files, Files, Files

Jennifer Cowart, Partner, On3Learn

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

Room: Cascade 12

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TRACK: AMERICORPS PROGRAM 201

Go Big: AmeriCorps Member Engagement to Maximize Impact and Take Programs to Scale

Tiffany Anderson, Manager, National Service Programs, United Way of King County, Charlotte Gavell, Ready and Resilient Coordinator, United Way of King County

Over the last decade, United Way has leveraged hundreds of AmeriCorps members to build new programs that have helped thousands of people move out of poverty. We offer strategies and insights for empowering AmeriCorps members as partners in stewarding growing programs from the start-up phase to scale. Participants will examine their recruitment, retention, member support and development strategies and identify next steps to boost member engagement to maximize program impact.

Room: Cascade 13

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TRACK: VOLUNTEER MANAGEMENT

Building on the Strengths of Volunteers and Community

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

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

Room: Cascade 9

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Block F: 4:00 p.m. - 5:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Current Topics in Grants Management

Kris Tecce, Principal, Tecce Consulting

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

Room: Cascade 11

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TRACK: STATE SERVICE COMMISSION

Embracing Rural Challenges through Multi-Site Programs

Kirstin Mann, Program Coordinator, Serve Idaho, Heather Uhi, Grant Management Officer, Serve Idaho and Renee Bade, Program Manager, Service Idaho

Creating AmeriCorps programs in rural areas is a challenge. The capacity of rural organizations to host AmeriCorps members can often be limited to a few members. To counter this, commission and program staff can create multi-site intermediaries. In this session, attendees can expect to learn best practices when creating multi-site intermediaries and how to mitigate common challenges. Attendees will participate in a mission alignment activity and will be given concrete policies they can utilize.

Room: Cascade 7-8

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TRACK: SERVICE YEAR

Career Pathways: Service as the First Steps to Employment

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

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

SESSION DESCRIPTIONS

programs in ways that are beneficial as career pathways, and how to translate service year benefits for employers.

Room: Cascade 10

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TRACK: AMERICORPS PROGRAM 101

AmeriCorps Basics: Excellence, Compliance, and Accountability

Cole McMahon, Principal, McMahon Consulting Group

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

Room: Cascade 12

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TRACK: AMERICORPS PROGRAM 201

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

Amanda Hooper, Senior Director, Advocacy and Outreach, and Jen Ney, Managing Director, Voices for National Service

It's more important than ever to build strong bipartisan support for national service nationwide. Join us for an interactive session to discuss how to use the most effective messages to share your program's impact with a variety of stakeholders. Voices for National Service recently commissioned public opinion research to examine public awareness and perception of national service. The message analysis will be shared, as well as best practices for engaging elected officials through site visits, days of service and recognition, visits to Washington, DC, and other tips that will help foster relationships that will benefit your program and the entire national service community for years to come.

Room: Cascade 13

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TRACK: VOLUNTEER MANAGEMENT

CNCS Disaster Response: Hurricane Season 2017 Review

Chad Stover, Planning, Training and Disaster Cadre Manager, Disaster Services, Corporation for National and Community Service

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

Room: Cascade 9

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Wednesday, May 16th

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

Eric Liu, Founder & CEO, Citizen University

Block G: 9:30 a.m. - 11:00 a.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

In-Kind Donations Can be Kind to Your Budget

Kris Tecce, Principal, Tecce Consulting

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

Room: Cascade 11

TRACK: STATE SERVICE COMMISSION

Utilizing Your Full AmeriCorps State Portfolio in Disaster Response and Recovery

Jaclyn Kolar, Manager, AmeriCorps Texas, OneStar Foundation

The Texas State Service Commission, OneStar Foundation, will share how it used non-disaster AmeriCorps members in the wake of Hurricane Harvey to provide essential response and recovery services. Participants will come away with new ideas on how to utilize their full portfolio of AmeriCorps members, what systems need to be in place in advance, what partnerships are important to develop, and lessons learned from OneStar's activation of members for Harvey. Commissions will be better prepared to activate AmeriCorps State members to complement other disaster response services in the event of a major disaster.

Room: Cascade 7-8

TRACK: SERVICE YEAR

Building the Service Year Movement: Engaging Alums and Supporting Programs

Jon Gromek, Regional Field Director, Service Year Alliance

We know service year alumni are some of our most passionate advocates, persuasive storytellers, and inspiring recruiters. Imagine if alums from your service year program were connected to other alums and national service supporters in

their own communities and around the country! This powerful constituency, could be a voice to inspire the next generation to serve, help recruit, support currently serving corp members and be the advocates we need to make National Service a necessity, not just a nicety. Come ready to discuss how Service Year Alliance is building teams of Service Year supporters on the ground in communities across the country, and how we can be successful in creating a world where all can serve!

Room: Cascade 10

TRACK: AMERICORPS PROGRAM 101

Allowable, Unallowable, and Prohibited Activities

Amy Salinas, Partner, On3Learn

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

Room: Cascade 12

TRACK: AMERICORPS PROGRAM 201

Storytelling with Data

Gretchen Biesecker, Principal, Bee's Knees Consulting LLC

The story of service has never been more important to share. Sometimes it can feel intimidating to think about how and where different kinds of data might fit into our stories. "No numbers without stories, no stories without numbers" can be a powerful mantra, but without tangible examples, it can be hard to put into action. This session will offer ways to incorporate data to tell the story of your program and impact. We will review effective story structures and examples of AmeriCorps data woven into stories. Participants will apply and practice strategies together in small group work.

Room: Cascade 13

TRACK: VOLUNTEER MANAGEMENT

Gaining Funder Support for Volunteer Engagement

Beth Steinhorn, President, VQ Volunteer Strategies

More than ever before, volunteer engagement holds the power to help organizations achieve their mission. Yet, funding to support volunteer engagement remains the exception rather

SESSION DESCRIPTIONS

than the rule. This workshop will share research findings documenting the cost effectiveness of volunteer engagement and provide information and tools to help you build the case and talk to funders about supporting your organization's volunteer engagement efforts in order to increase your impact.

Room: Cascade 9

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

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Improper Payments 201: Documentation, Requirements and Best Practices

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

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

Room: Cascade 11

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TRACK: STATE SERVICE COMMISSION

State Service Commission Updates

Kaira Esgate, CEO, America's Service Commissions

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

Room: Cascade 7-8

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TRACK: SERVICE YEAR

How to Engage Philanthropy

Rosa Moreno, Managing Director, Growth, Service Year Alliance

Funding a program is an essential operation for organizations. Programs may receive support from a variety of sources, including AmeriCorps, other public programs, foundations, fee-for-service funding, or host site contributions. The session will review different funding opportunities and models that are available to all programs. Sometimes asking for funds from philanthropic organizations can feel daunting so we will also review how to engage philanthropic organizations.

Room: Cascade 10

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TRACK: AMERICORPS PROGRAM 101

Dimensions of Successful Site Management

Amy Salinas, Partner, On3Learn

This session will explore what it takes to manage a diversity of sites that are spread out across distances. The question that will guide our work is "How do we build a team of sites that are high performing, buy-in to the bigger picture of AmeriCorps and the program, are committed for a period of time, and support one another and their members, despite the challenges that never go away?"

Room: Cascade 12

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TRACK: AMERICORPS PROGRAM 201

Engaging In Community: Incorporating Principles of Service-Learning and Civic Reflection in AmeriCorps Programming

Katie Byrm, AmeriCorps Grants Manager, Super Stars Literacy

Civic Reflection is a tool that's been utilized by service-learning and community engagement programs for years. Its role in service programs continues to grow and expand in new and exciting ways. This session will cover the basic tenets of Civic Reflection principles of Service-Learning to provide participants with in-depth knowledge of developing and implementing Civic Reflection and Service-Learning Best Practices.

Room: Cascade 13

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TRACK: VOLUNTEER MANAGEMENT

It's All in the Positioning: Developing Effective Position Descriptions and Messages

Beth Steinhorn, President, VQ Strategies

Successful engagement starts with the right message asking the right people to share skills at the right time. Position descriptions can ensure you find qualified people, make a good match, and set them up for success. Participants will receive a Volunteer Position Description template, hear case studies, draft a position description, and learn about recruitment messages to help identify where to find potential volunteers.

Room: Cascade 9

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KEYNOTE SPEAKER BIOS



@amartinjahn
@ServeWA

Amber Martin-Jahn, Executive Director

SERVE WASHINGTON

Amber joined Serve Washington as its executive director in February 2018. Working hand-in-hand with members of the governor-appointed commission, she and her team work to advance national service, volunteerism and civic engagement to improve lives, expand opportunity to meet local needs and strengthen community capacity. Using her volunteer and professional experience, Amber leads Serve Washington to support organizations across Washington as they deploy service as a strategy to meet community needs. Amber came to Washington from the Nevada Commission, Nevada Volunteers, where she served as the executive director since October 2013. Amber earned a Bachelor's degree in Social Work and a Bachelor of Arts degree in Journalism, and completed her Master's degree in Social Work in 2002, all from the University of Nevada, Reno. Her academic background and experience as a licensed social worker provide her with a unique systems perspective as Washington looks at how service can change communities and change lives. Amber currently serves on the board of America's Service Commissions (ASC).



Karen Fraser, Retired State Senator

WASHINGTON STATE SENATE

Karen Fraser recently retired after a 50-year career in public service. She served 24 years in the Washington State Senate and four years in the Washington State House of Representatives. In the Senate, she chaired the Senate Democratic Caucus, chaired the Senate Capital Budget process, and held many other leadership positions pertaining to environment, energy, state fiscal policy, and Senate administration. She has received many awards and recognition for her public service. Karen also served two terms as Thurston County Commissioner, and as Lacey Mayor and City Council Member. She was the first woman City Council Member and first woman Mayor in Lacey. She was the first woman elected President of the Washington State Association of Counties.

Karen is a life-long Washingtonian who was born and grew up in Seattle. She graduated from the University of Washington with a BA and an MPA. She is Adjunct Faculty at The Evergreen State College in Olympia, where she lives.



@NonprofitAF
@RVCseattle

Vu Le, Executive Director

RAINIER VALLEY CORPS

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

Vu is also a proud AmeriCorps alum who served two years in Seattle from 2005 to 2007.



@CNCS_CEO

@NationalService

Barbara Stewart, Chief Executive Officer

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

Barbara Stewart was unanimously confirmed as Chief Executive Officer of the Corporation for National and Community Service (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.



@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. Chester and his wife, Amanda, reside in Arlington, Virginia, with their three children, William, Graham, and Rosalia.



@EricPLiu
@CitizenUniv

Eric Liu, Founder and CEO

CITIZEN UNIVERSITY

Eric Liu is an author, educator, and civic entrepreneur. He is the founder and CEO of Citizen University, which promotes and teaches the art of powerful citizenship through a portfolio of national programs (citizenuniversity.us), and the executive director of the Aspen Institute Citizenship and American Identity Program. He is the author of several books, including "You're More Powerful Than You Think: A Citizen's Guide to Making Change Happen," "A Chinaman's Chance," "The Gardens of Democracy," and "The Accidental Asian." Eric served as a White House speechwriter and policy adviser for President Bill Clinton. He is a regular columnist for CNN.com and a correspondent for TheAtlantic.com. Eric lives in Seattle, where he teaches civic leadership at the University of Washington and hosts Citizen University TV, an award-winning television program about civic power. A board member of the Corporation for National and Community Service, he is a graduate of Yale College and Harvard Law School.

SPECIAL GUESTS: PUYALLUP TRIBE OF INDIANS



Opening Plenary: Tribal Dance & Blessing

We are honored to welcome special guests from the Puyallup Tribe of Indians for the conference Welcome & Kick-Off Plenary. The Tribe has lived along the shores of the Puget Sound in Washington State for thousands of years.

The people of the Puyallup Tribe were known as the **spuyaləpabš**, meaning “generous and welcoming to all people (friends and strangers) who enter our lands.” Living off the waters of the Puyallup River fed by Mount Rainier, the Puyallup People fished, hunted, and traveled by these waters. The Puyallup Tribe is part of the Salish-speaking people of the Pacific Northwest.

Learn more at www.puyallup-tribe.com.

COLLECTION DRIVE



DONATE

We are collecting hygiene products for a local shelter.

Have unused products from your hotel room? Stop by the information desk throughout the conference to drop-off donated items (soaps, shampoo, toothpaste, etc.). Your items will then be donated to a local shelter for the homeless.

THANK YOU TO OUR PLANNING COMMITTEE



THANK YOU!

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

Hospitality Committee

Amber Martin Jahn, Executive Director,
Serve Washington, WA (Host)

Robyn Harris, Senior Program Officer,
Serve Washington, WA (Host)

Laura Thompson, Performance
Management Analyst, Serve
Washington, WA (Host)

Kristen Bennett, Managing Director,
Service Year Exchange, Service Year
Alliance, DC (Partner)

Bryan Hall, Associate Director,
Organizational Learning, Service Year
Exchange, Service Year Alliance, DC
(Partner)

Kimberly Reed, Grants Officer, Arkansas
Service Commission (State Service
Commission)

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

Laura Dickey, Director of AmeriCorps,
Nevada Volunteers (State Service
Commission)

Maria Sceva, Events and Program
Specialist, Oregon Volunteers (State
Service Commission)

Corynn Benoit, National Service Program
Specialist, UServeUtah (State Service
Commission)

Elizabeth White, Corps Operations
Manager, Earth Corps (AmeriCorps
State)

Rachel Bruns, Deputy Director, America's
Service Commissions

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

Monica Greenfield, Administrative
Coordinator, America's Service
Commissions

Agenda Development Committee

Kristen Bennett, Managing Director,
Service Year Exchange, Service Year
Alliance, DC (Partner)

Bryan Hall, Associate Director,
Organizational Learning, Service Year
Exchange, Service Year Alliance, DC
(Partner)

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

Mike Stehlin, Management and Training
Consultant, Serve Illinois Commission
on Volunteerism and Community
Service, IL (Host)

Tanya Witlen, Program Development
Manager, South Carolina Service
Commission / United Way Association of
South Carolina, SC (Host)

Amber Martin Jahn, Executive Director,
Serve Washington, WA (Host)

Robyn Harris, Senior Program Officer,
Serve Washington, WA (Host)

Philip Kolling, Executive Director,
ServeVermont, VT (State Service
Commission)

Shelly McAlpin, Executive Director,
Serve Wyoming, WY (State Service
Commission)

Maureen Eccleston, Executive Director,
PennSERVE: The Governor's Office
of Citizen Service, PA (State Service
Commission)

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

Lisa Castaldo, Executive Director,
Alabama Governor's Office of Volunteer
Services, AL (State Service Commission)

Caitlin Brooking, Interim Deputy Director,
Volunteer Mississippi, MS (State Service
Commission)

Zanquetta Gray, Deputy Director,
Volunteer Tennessee, TN (State Service
Commission)

Laura Dickey, Director of AmeriCorps,
Nevada Volunteers, NV (State Service
Commission)

Megan Foresman, AmeriCorps Program
Officer, Michigan Community Service
Commission, MI (State Service
Commission)

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

Rebecca Verhoff-Kiss, Outreach &
Education Officer, ServeOhio, OH (State
Service Commission)

Meredith Pugh, AmeriCorps Program
Officer, ServeOhio, OH (State Service
Commission)

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

Valerie Staats, National Service Training
Manager, Maryland Governor's Office
on Service and Volunteerism, MD (State
Service Commission)

Rafiat Lola Abdulai, Outreach
Coordinator, Maryland Governor's
Office on Service and Volunteerism, MD
(State Service Commission)

Corynn Benoit, National Service Program
Specialist, UServeUtah, UT (State
Service Commission)

Ryan D. Volk, Program Officer, North
Dakota State Commission on National
and Community Service, ND (State
Service Commission)

Kimberly Brown, Program Officer, Virginia
Office on Volunteerism and Community
Services, VA (State Service Commission)

Kimberly Reed, Grants Coordinator,
Arkansas Service Commission, AR (State
Service Commission)

Lori Williams, Field Program Officer,
Missouri Community Service
Commission, MO (State Service
Commission)

Maria Sceva, Events and Program
Specialist, Oregon Volunteers, OR (State
Service Commission)

Cathy Saunders, Serve Rhode Island, RI
(State Service Commission)

Amanda Nordick, AmeriCorps
Coordinator, YMCA of Cass and Clay
Counties, ND (AmeriCorps State)

Heather Johnson, Member Benefits
& Compliance Manager, Minnesota
Reading Corps, MN (AmeriCorps State)

Allison Hanrahan, AmeriCorps Specialist,
Des Moines Public Schools, IA
(AmeriCorps State)

Hollis Emery, Program Director: Youth &
Individual Placements, Conservation
Corps - Minnesota & Iowa, MN
(AmeriCorps State)

Nikki Schleich, Program Manager,
BBBS of Northwest Wyoming, WY
(AmeriCorps State)

Rachel Bruns, Deputy Director, America's
Service Commissions

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





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- ☆ Site Management Series
- ☆ National Service 101
- ☆ Prohibited Activities
- ☆ Theory of Change & Logic Models



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SERVICE
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www.states4service.org

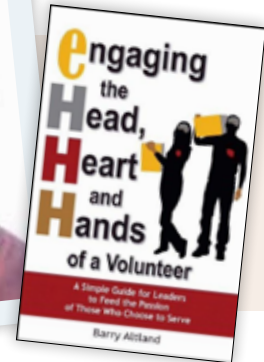
Join us for a Meet & Greet this Tuesday, May 15th from 7:00 – 8:00 AM in the Cascade 12 Room to learn more and meet other S4S members.

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

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

ENGAGING THE HEAD, HEART AND HANDS OF A VOLUNTEER

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

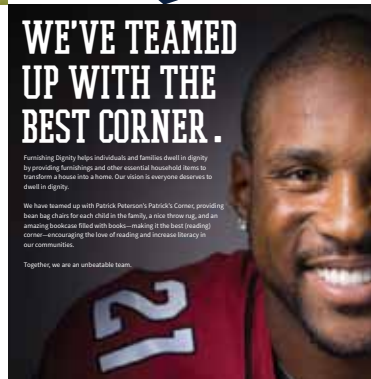
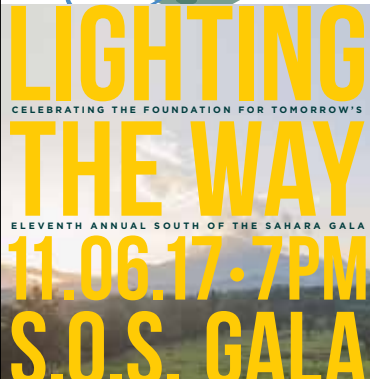
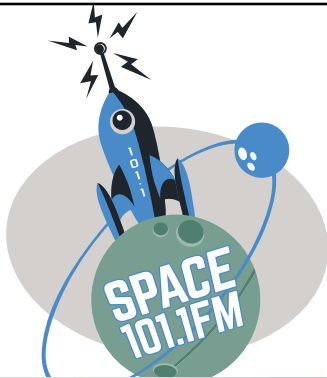


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Link light rail

Sound Transit's Link light rail line is a critical element of this region's long-term transportation network.

In 2009, Sound Transit opened the 15.6-mile Link line from downtown Seattle to Sea-Tac Airport. This line also serves Seattle's SODO industrial area and the Beacon Hill and Rainier Valley neighborhoods. About 30,000 passengers ride the train every weekday.

Fast, frequent, reliable

Link trains offer two-way, rapid service 20 hours each day. Trains leave every seven to eight minutes during peak periods and every 10 minutes during midday and evening hours.

Light rail trains operate in their own right of way and provide a 36-minute ride between Sea-Tac Airport and downtown Seattle. Each light rail car comfortably carries about 200 riders, including those standing.



Visit www.soundtransit.org/Schedules/Link-light-rail for details and schedule.



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