



NORTH CENTRAL

National Service Training Conference



INDIANAPOLIS, IN • JUNE 8-10, 2016

#NorthCentralService



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COMMUNITY
SERVICE** 

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STATE OF INDIANA
OFFICE OF THE GOVERNOR
State House, Second Floor
Indianapolis, Indiana 46204

Michael R. Pence
Governor

Dear Partners in service,

It is my pleasure to welcome the 2016 North Central National Service Training Conference to Indianapolis. I am grateful to welcome so many talented leaders from across 13 states who are dedicated to giving their time and talent in the pursuit of improving the lives of others.

Your accomplishments are nothing short of inspiring, and I am confident that this training conference will be a positive and influential experience for the more than 400 service professionals in attendance. The ideas and techniques learned here will help you grow as leaders and role models within your local schools, neighborhoods, civic organizations and places of worship.

As you continue to grow professionally, I encourage you to keep a servant's heart. Servant leaders listen before they lead and consider the needs of others before their own. Surround yourself with fellow servant leaders and prioritize integrity in your workplace, and I believe you will continue to find success in your career.

Your work in the areas of economic opportunity, healthy futures, education, veteran and military families, disaster services, and environmental stewardship has made a remarkable impact on the communities you serve. I applaud your efforts, persistence and dedication. You embody the generosity, compassion and work ethic of the American spirit of service, and on behalf of the state, I offer my profound gratitude.

Again, welcome to the state of Indiana, and I hope you have a successful conference here in the Hoosier state.

Sincerely,

Michael R. Pence
Governor of Indiana

CONFERENCE SCHEDULE - AT A GLANCE

Tuesday, June 7 (Pre-Conference Only)

8:00 am – 5:00 pm	CNCS OFL State Office Meeting	Indiana Ballroom Government Center South Conference Center, Rooms 4 & 5
1:00 pm	Exhibit Hall open for set up	Marriott Foyer
3:00 pm	Registration Opens	Registration 2

Wednesday, June 8

8:00 am	Registration opens	Registration 2
8:00 – 11:00 am	Pre-conference sessions	See Program Schedule
11:30 am – 1:30 pm	Lunch and Plenary Session	Marriott Ballrooms 5 and 6
1:30 – 1:45 pm	Break	Marriott Foyer
1:45 – 3:15 pm	Workshops	See Program Schedule
3:15 – 3:30 pm	Break	Marriott Foyer
3:30 – 5:00 pm	Workshops	See Program Schedule
5:15 – 7:00 pm	ASC Strategic Planning and Commission Performance Measures Meeting	Marriott Ballroom 4
5:30 – 7:30 pm	Indiana Senior Corps/AmeriCorps Meet and Greet	Santa Fe
5:30 – 7:30 pm	Kansas AmeriCorps Meeting	Indiana Ballroom E
5:30 – 7:30 pm	Minnesota Senior Corps Association	Indiana Ballroom F

Thursday, June 9

7:00 – 8:30 am	Breakfast Open	Marriott Ballrooms 5 and 6
7:00 – 8:15 am	Volunteer Iowa AmeriCorps Staff Networking	Marriott Ballroom 4
7:45 – 8:15 am	Peace Corps/Commission/CNCS Staff Office Meeting	Lincoln
8:30 – 10:00 am	Senior Corps Town Hall	Marriott Ballrooms 1, 2, and 3
8:30 - 10:00 am	AmeriCorps Town Hall	Marriott Ballrooms 5 and 6
10:00 – 10:15 am	Break	Marriott Foyer
10:15 – 11:45 am	Workshops	See Program Schedule
11:55 am – 1:30 pm	Lunch Plenary	Marriott Ballrooms 5 and 6
1:45 – 3:15 pm	Workshops	See Program Schedule
3:15 – 3:30 pm	Break	Marriott Foyer
3:30 – 5:00 pm	Workshops	See Program Schedule
5:30 – 7:00 pm	Networking on Georgia Street/Dinner on Your Own	Downtown Indianapolis

Friday, June 10

7:00 – 8:30 am	Breakfast Open	Marriott Ballrooms 5 and 6
7:30 – 8:30 am	Commission Leadership Meeting	Marriott Ballroom 9
7:30 - 8:30 am	Serve Indiana AmeriCorps Program Updates	Marriott Ballrooms 5 and 6
8:30 – 10:00 am	Workshops	See Program Schedule
10:00 – 10:15 am	Break	Marriott Foyer
10:15 – 11:45 am	Workshops	See Program Schedule
12:00 – 1:30 pm	Lunch and Closing Plenary	Marriott Ballrooms 5 and 6

PROGRAM SCHEDULE - TUESDAY/WEDNESDAY

Tuesday, June 7 (Pre-Conference Only)

8:00 am - 5:00 pm

CNCS OFL State Office Meeting

Location: Indiana Ballroom Government Center South

Conference Center, Rooms 4 & 5

Wednesday, June 8

8:00 am - Registration Opens

Location: Registration 2

8:00 - 11:00 am - Pre-Conference Sessions

Commission Pre-Conference

Presenter: Kaira Esgate, CEO,

America's Service Commissions

Description: Peer learning and best practice sharing for commission staff on topics related to monitoring and training best practices.

Location: Marriott Ballrooms 1 and 2

Senior Corps New Staff Orientation

Presenter: CNCS

Description: This will be an opportunity for new Senior Corps program staff to receive an orientation to Senior Corps program management and ask questions of CNCS state office staff.

Location: Marriott Ballrooms 3 and 4

AmeriCorps New Staff Orientation

Presenter: Jennifer Jefts, Managing Partner, On3Learn

Description: Are you new to AmeriCorps? Then this is the session for you. Come sweat with us as we work hard to understand the fundamentals of AmeriCorps. This session is not for the weak at heart. Come prepared to work hard, ask questions, and walk away with more to learn! Attendee outcomes include digest and apply key rules and regulations; experience self-audits that will result in high quality member files and documents; apply learnings to essential forms and processes; and walk away excited about next steps.

Location: Marriott Ballrooms 7 and 8

Wisconsin AmeriCorps Program Meeting

Location: Marriott Ballroom 9

11:30 am - 1:30 pm - Lunch & Plenary Session:
Stephen Black and local guests

The Role of National Service in Developing Ethical Citizenship in the 21st Century

Presenter: Stephen Black, President & Founder, Impact America

Description: A narrative imagination, a deep sense of empathy for others, and compassion for those who are unlike us are essential to developing qualities of ethical citizenship, but too often cultural barriers limit the development of empathy among Americans and subsequently the ability to address serious challenges in communities of poverty. This session will provide attendees with a deeper understanding of the growing challenges of the development of empathy in our society and best practices of utilizing national service programs to successfully address serious challenges in the community while strengthening and redefining ethical and engaged citizenship.

Location: Marriott Ballrooms 5 and 6

1:30 - 1:45 pm - Break, Marriott Foyer
Time to visit exhibitors and transition to next session

1:45 - 3:15 pm - Workshops

#1 - Got Grant. Now What?

Presenter: Christine Bagley, Thea Becton, Brad Lewis, and Jeff Montgomery, CNCS

Description: This session will assist fiscal and program staff in understanding the basic concepts and responsibilities of managing CNCS grants. Review and discussion will present an overview of the uniform guidance, CNCS regulations and award terms and conditions, 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.

Location: Marriott Ballrooms 1, 2, and 3

PROGRAM SCHEDULE - WEDNESDAY

#2 - Topics on Performance Measurement and Evidence-based Programming for RSVP

Presenter: Sarah Forgey, Jancy LaFollette, Program Officers, and Julie Nash, State Program Director, CNCS

Description: What makes a strong community needs statement and how can mine be improved? And, where do I begin with evidence-based programming? In this session, RSVP program staff will look closely at different types of evidence. They will explore ways in which national data may be related to local needs and will learn more about evidence-based programs.

Location: Marriott Ballrooms 7, 8, and 9

#3 - Files, Files, Files!

Presenter: Jennifer Jefts, Managing Partners, On3Learn

Description: 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!

Location: Marriott Ballroom 10

#4 - Comprehensive Community

Development: Fitting the Pieces Together

Presenter: Rachel Mattingly, Program Manager for Comprehensive Community Development, Indiana Association for Community Economic Development

Description: In this session, participants will learn how to frame their work within the broader picture of comprehensive community development. Beginning with the assets and strengths of a single individual and building to the interaction of economic and human services/ community development initiatives, IACED's Theory of Change will teach practitioners how to move communities toward adaptive prosperity—the ability to prosper through changing circumstances. Because it all begins with the individual, the session will also cover how to engage community members and stakeholders to identify needs, resources, and solutions.

Location: Marriott Ballroom 4

#5 - Winning with Public Engagement and Education

Presenter: Ted Miller, Chief of External Affairs, CNCS

Description: This session will build on the national service community's branding and external engagement efforts. Learn how to identify an audience, develop a winning plan, and measure your success.

Location: Lincoln

#6 - Introduction to Social Media Awareness and Engagement

Presenter: Thenera Bailey, President/CEO, The SISGI Group

Description: There are so many social media platforms that it can be overwhelming where to start and how to begin to create content and awareness with online networks. In this hands-on workshop we will share best practices to build multi-platform campaigns for your program and to connect with followers and supporters through social media. We will share free resources for developing images and memes formatted for Instagram, Twitter, Pinterest, and Facebook. We will show you how to turn your program data into easy to share infographics and charts that allow others to quickly understand your impact and work. We also will discuss strategies to connect to your audience with Google+ Hangouts, Periscope, YouTube and blogs and how to use your members to build your social media activity. You don't have to be a tech guru or even have any experience to leave this workshop empowered to use social media for your program. All you need is a laptop, an internet connection and a willingness to learn and try, in this interactive session.

Location: Santa Fe

PROGRAM SCHEDULE - WEDNESDAY

#7 - Connecting the Dots Between Objectives, Evaluation, Data, and Best Practice

Presenter: *Becky Eason, President, WordCraft LLC*

Description: Writing a project evaluation plan can seem boring, and maybe even daunting, for many project staff. This session will demystify the process by making meaningful connections between the evaluation plans that staff write and the activities they conduct. Session participants will engage in activities and discussion on how to write measurable project objectives, and then how to measure those objectives. Activities will also explore how to collect high-quality data to demonstrate project effectiveness. Participants will leave with concrete examples of clearly written objectives and easy-to-apply strategies to improve their own evaluation plans.

Location: Indiana Ballroom F

#8 - "Life After AmeriCorps" Starts Today: Simple Ways to Boost Your Corps Members Happiness and Complete Rates

Presenter: *Mary Bruce, Co-Executive Director, AmeriCorps Alums*

Description: This session will provide the most up-to-date data and specific tools for program managers to support their corps members' development and launch their "Life after AmeriCorps." Participants will be provided specific research-based supports, resources and best practices so that they are better equipped to ensure higher corps member completion rates and 2nd year retention rates, and so that their corps members report higher rates of preparedness to launch next steps.

Location: Indiana Ballroom E

#9 - OFL Meeting with Wendy Spencer

Presenter: CNCS

Location: Indiana Ballroom G

3:15 - 3:30 pm - Break, Marriott Foyer

Time to visit exhibitors and transition to next session

3:30 - 5:00 pm - Workshops

#1 - Financial Self-Check for AmeriCorps

Presenter: *Thea Becton, Brad Lewis, CNCS*

Description: How do you effectively monitor your organization's grant-related financial management systems? This session will help you conduct self and/or subawardee financial monitoring. Participants will learn how to use a risk-based monitoring process to prevent, detect, and enforce program requirements.

Location: Marriott Ballrooms 1, 2, and 3

#2 - Topics on Performance Measurement and Evidence-Based Programming for FGP and SCP

Presenter: *Sarah Forgey, Jancy LaFollette, Program Officers, and Julie Nash, State Program Director, CNCS*

Description: What makes a strong community needs statement and how can mine be improved? And, where do I begin with evidence-based programming? In this session, FGP and SCP program staff will look closely at different types of evidence. They will explore ways in which national data may be related to local needs and will learn more about evidence-based programs.

Location: Marriott Ballrooms 7, 8, and 9

#3 - Where O Where Are They Now

Presenter: *Jennifer Jefts, Managing Partners, On3Learn*

Description: Now that our economy is improving, how can we market our program and opportunities, expand our network and reach, and get the right word out about our service opportunities so that we have many more applications than slots? During this session, we will work hard with one another to explore other ideas around outreach and recruitment so that your recruitment targets are improved.

Location: Marriott Ballroom 10

PROGRAM SCHEDULE - WEDNESDAY

#4 - Comprehensive Community

Development: Fitting the Pieces Together

Presenter: *Rachel Mattingly, Program Manager for Comprehensive Community Development, Indiana Association for Community Economic Development*

Description: In this session, participants will learn how to frame their work within the broader picture of comprehensive community development. Beginning with the assets and strengths of a single individual and building to the interaction of economic and human services/ community development initiatives, IACED's Theory of Change will teach practitioners how to move communities toward adaptive prosperity—the ability to prosper through changing circumstances. Because it all begins with the individual, the session will also cover how to engage community members and stakeholders to identify needs, resources, and solutions.

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PROGRAM SCHEDULE - WEDNESDAY

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Location: Indiana Ballroom E

#9 IPERA, Yesterday, Today and Tomorrow

Presenter: *Erica Rice, Stuart Shave, CNCS*

Description: This session will provide background on the public law that guides CNCS’s IPERA process. It will also discuss CNCS’s current IPERA plans and the baseline plan for the coming years. The session will also provide any necessary clarifications about the on-going work to close out the 2014 and 2015 improper payment findings, which includes cost recovery.

Location: Indiana Ballroom G

Special Meetings

5:15 - 7:00 pm - ASC Strategic Planning and Commission Performance Measures Meeting

Location: Marriott Ballroom 4

5:30 - 7:30 pm - Indiana Senior Corps/AmeriCorps Meet and Greet

Location: Santa Fe

5:30 - 7:30 - Kansas AmeriCorps Meeting

Location: Indiana Ballroom E

5:30 - 7:30 pm - Minnesota Senior Corps Association

Location: Indiana Ballroom F

PROGRAM SCHEDULE - THURSDAY

Thursday, June 9

7:00 - 8:30 am - Breakfast Open,
Marriott Ballrooms 5 and 6

7:00 - 8:15 am

Volunteer Iowa AmeriCorps Staff Networking

Location: Marriott Ballroom 4

7:45 - 8:15 am

Peace Corps/Commission/CNCS Staff Office Meeting

Location: Lincoln

8:30 - 10:00 am

Senior Corps Town Hall

Location: Marriott Ballrooms 1, 2, and 3

8:30 - 10:00 am

AmeriCorps Town Hall

Location: Marriott Ballrooms 5 and 6

10:00 - 10:15 am - Break, Marriott Foyer
Time to visit exhibitors and transition to next
session

10:15 - 11:45 am - Workshops

#1 - Got Grant. Now What?

Presenter: Christine Bagley, Thea Becton, Brad
Lewis, and Jeff Montgomery, CNCS

Description: This session will assist fiscal
and program staff in understanding the basic
concepts and responsibilities of managing CNCS
grants. Review and discussion will present
an overview of the uniform guidance, CNCS
regulations and award terms and conditions, 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.

Location: Marriott Ballrooms 1, 2, and 3

#2 IPERA, Yesterday, Today and Tomorrow

Presenter: Erica Rice, Stuart Shave, CNCS

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background on the public law that guides
CNCS's IPERA process. It will also discuss
CNCS's current IPERA plans and the baseline
plan for the coming years. The session will also
provide any necessary clarifications about the
on-going work to close out the 2014 and 2015
improper payment findings, which includes cost
recovery.

Location: Marriott Ballroom 4

#3 Performance Measurement 201 for ASN

Presenter: Shari Orr, CNCS

Description: Performance measures are
required for every AmeriCorps program and are
intended to help grantees measure progress,
recognize success, and strengthen their program
activities. What makes a performance measure
effective, and what are some common pitfalls
that AmeriCorps grantees and State Service
Commissions encounter when designing and
reviewing performance measures? This session
will explore best practices for developing and
implementing strong performance measures.
Participants will also take an in-depth look at
sample performance measures across the CNCS
focus areas.

Location: Marriott Ballrooms 7 and 8

#4 -Engaging and Supporting Veterans in National Service

Presenter: John Lira, CNCS

Description: This session will provide a
comprehensive overview for programs seeking to
engage veterans and military spouses in national
service opportunities within their organization.
It will begin by recognizing the unique skills,
teamwork, and leadership that veterans can bring
to any project. This is why recruiting veterans has
become a strategic priority CNCS. Attendees will
learn how to leverage community partnerships
and local VMF organizations to publicize
service opportunities. We will discuss how to
familiarize program staff with military culture so
they can better understand how veterans view
themselves and respond in particular situations

PROGRAM SCHEDULE - THURSDAY

and environments. Veterans, particularly disabled vets, may sometimes require flexibility in schedules and other accommodations. We will also review the National Veterans Corps recognition ceremonies. The other main objective of the session will focus on how to engage veterans and military families with support services. Sometimes veterans who need critical services are often reluctant to seek out assistance and end up falling through the cracks. We will review the most pressing needs of the VMF community as outlined in recent reports such as Blue Star Families' 2015 Military Family Lifestyle Survey, etc. Overall, the session will give attendees a broader understanding of the value veterans bring to service projects, how to work with community partners to recruit veterans, and how to engage veterans with support services that will improve their quality of life.

Location: Marriott Ballroom 9

#5 - Volunteers in Disaster: Stepping Forward with Your Organization

Presenter: *H Gayle Lundeen, Disaster Services Program Coordinator, RSVP of E. IA & W. IL.*

Description: Everyone recognizes the big players in disasters, the Red Cross, the Salvation Army, etc., but emergency managers know that they and their affiliated organizations can't cover it all during a big disaster response. It is essential for communities to be better prepared. And almost all non-profits and faith based organizations can be instrumental in preparing for, responding to and recovering from disasters by filling the gaps left by traditional responders. We will help organizations understand the gaps and to see how they and their volunteers can step forward and play a vital role for their families, friends, organizations and communities.

Location: Marriott Ballroom 10

#6 - The Program Director Resigned! Now What?

Presenter: *Crystal Meier, AmeriCorps Program Director, United Ways of Iowa*

Description: Program Director departures can be dramatic and chaotic events for organizations, members and State Commissions. They don't

have to be! This session will provide participants an opportunity to reflect on the level of succession planning in their organization and will offer tools for developing concrete steps to minimize disruption and negative consequences as a result of a Director's departure. Small group role playing and problem solving of specific scenarios will facilitate participant learning.

Location: Lincoln

#7 - National Service Cross Stream Collaboration & Partnership

Presenter: *Michael Glorioso, United Way RSVP of Northwest Indiana Director, United Way of Porter County, Chad Driscoll, Program Officer, Volunteer Iowa and Jeanine Yard, Senior Program Officer, Michigan Community Service Commission*

Description: Come learn the ground game and basics of cross-stream collaboration and partnership among national service programs. You will get a chance to prepare and map out your own network to take back to your team. The presentation will include success stories from "The Pros" along with documenting your action steps.

Location: Santa Fe

#8 - Beyond Compliance: Planning a Useful Evaluation Pt 1 of 2

Presenter: *Nicole Dunn, Vice President of Strategy & Research and Emily Krauser, Senior Project Consultant, Thomas P. Miller and Associates*

Description: "Program evaluation" strikes fear in the hearts of many, but what if evaluation could be more than a painful compliance exercise? Join this hands-on workshop to learn how a utilization-focused approach to evaluation can make evaluation a useful – even enjoyable – experience. This workshop will give program staff the tools they need to plan for an evaluation's objectives, define its success, consider multiple audiences, and apply the utilization-focused framework to transform evaluation from forced drudgery into a powerful tool that exceeds expectations and achieves the goals of multiple stakeholder groups.

Location: Indiana Ballroom F

PROGRAM SCHEDULE - THURSDAY

#9 - Lessons Learned: Retention starts with Recruitment

Presenter: *Mary Bridget Corden-Deutsch, Program Director, AmeriCorps Partners in Learning*

Description: This session will provide participants with ideas and strategies for retaining members. Participants will move through the continuum starting with recruitment, to the interview process, to member and site orientation, lastly to member management. Participants will leave with concrete strategies for retaining their members.

Location: Indiana Ballroom G

#10 - No Budget Tech – Leveraging Technology for your Program with Little to no Budget

Presenter: *Thenera Bailey, President, The SISGI Group*

Description: In this session we will share best practices to leverage free and low cost technologies to support your mission and operations. We will also share strategies and methods that organizations can use to increase awareness and connections around their social change efforts with strategies for technology, social media and virtual networks. This includes developing communities and connections with like-minded individuals through YouTube videos, blogs, Google+ Hangouts, online groups, online meetings and other virtual networks. With a focus on helping organizations to leverage modern technology to be more effective, attendees will leave with practical steps to implement technology and digital mobilization strategies for any size organization on any budget.

Location: Indiana Ballroom E

11:55 am - 1:30 pm - Lunch Plenary with Wendy Spencer

Location: Marriott Ballrooms 5 and 6

1:45 - 3:15 pm - Workshops

#1 - Financial Self-Check for Senior Corps

Presenter: *Christine Bagley, Jeff Montgomery, CNCS*

Description: How do you effectively monitor your organization's grant-related financial management systems? This session will help you conduct self and/or subawardee financial monitoring. Participants will learn how to use a risk-based monitoring process to prevent, detect, and enforce program requirements.

Location: Marriott Ballrooms 1, 2, and 3

#2 - The Storyteller's Secret

Presenter: *Sally Perkins, Storyteller & Storytelling Consultant*

Description: This session will provide participants with 1) a rationale for why stories are so important to the process of volunteer recruitment and fundraising, 2) an exploration of what constitutes a real story, 3) an exploration of what constitutes a COMPELLING story, 4) an opportunity to begin developing stories for their organizations that would help them in the recruitment and (if necessary) fundraising process. Participants will engage in exercises that will help them begin to create stories for their organizational needs.

Location: Marriott Ballroom 4

#3 - Data Quality Review Best Practices for ASN

Presenter: *Shari Orr, CNCS*

Description: Reporting on program outputs, outcomes, and demographic data is a fundamental requirement for all AmeriCorps State and National grantees. This session will explore the characteristics of high-quality data and ways to overcome common data quality challenges. Presenters will share best practices to help programs collect and report data that is valid, accurate, and consistent.

Location: Marriott Ballrooms 7 and 8

PROGRAM SCHEDULE - THURSDAY

#4 - Volunteer Engagement

Presenter: *Michael Glorioso, United Way RSVP of Northwest Indiana Director, United Way of Porter County & Mackenna Schon, Director of Volunteer Engagement, United Way of Porter County*

Description: This session will help to provide participants with effective ways to engage new volunteers, find out their motivations for volunteering, placing volunteers, best practiced for retention/recruitment and existing volunteers from your program.

Location: Indiana Ballroom G

#5 - Introduction to National Service Criminal History Checks

Presenter: *Brian Cognato, CNCS*

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

Location: Marriott Ballroom 10

#6 - The Program Director Resigned! Now What?

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Location: Lincoln

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Location: Santa Fe

#8 - Beyond Compliance: Planning a Useful Evaluation Pt 1 of 2

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Description: "Program evaluation" strikes fear in the hearts of many, but what if evaluation could be more than a painful compliance exercise? Join this hands-on workshop to learn how a utilization-focused approach to evaluation can make evaluation a useful – even enjoyable – experience. This workshop will give program staff the tools they need to plan for an evaluation's objectives, define its success, consider multiple audiences, and apply the utilization-focused framework to transform evaluation from forced drudgery into a powerful tool that exceeds expectations and achieves the goals of multiple stakeholder groups.

Location: Indiana Ballroom F

PROGRAM SCHEDULE - THURSDAY

#9 - COLORS Personality Assessment

Presenter: Mike Stehlin, Consultant, Serve Illinois Commission

Description: This session will help improve and expand the capacity of the managers and leaders in national service by helping them to understand that members, staff and volunteers communicate, listen, are motivated, handle difficulties and change and problem solve in different ways than others. As a manager and leader the better understanding of how you motivate, give assignments and tasks, place individuals in working teams the better chance you have of them experiencing success. This training will help you to understand your own unique style of communicating but also teach you how to recognize qualities in others that will help you identify the best approach to take with them when communicating. In the course of this session you will take a self-scoring tool that will determine your personality tendency. Then through a series of structured group exercises learn more about yourself but more importantly about others.

Location: Marriott Ballroom 9

#10 - Educating Elected Officials and Cultivating Service Champions: How to Share Your Story of Program Impact and Bipartisan Support

Presenter: Jennifer Ney, Managing Director, Voices for National Service & Kim Allman, Director, Office of Government Relations, CNCS; Erin Finucane, Service Year

Description: Your program and service members make a transformative impact in communities every day. Join us for an interactive session to learn best practices for sharing these stories of impact with elected leaders at the local, state, and national level to influence stronger support for national service nationwide.

Location: Indiana Ballroom E

3:15 - 3:30 pm - Break, Marriott Foyer Snacks/Beverages and Exhibitors

3:30 - 5:00 pm - Workshops

#1 - Budget Management for AmeriCorps

Presenter: Thea Becton, Brad Lewis, CNCS

Description: A well-developed budget can be a road map to help an organization achieve its programmatic and financial objectives. In this session, participants will review the components of a compliant and competitive budget, develop budget strategies and best practices to meet program requirements, and discuss the many factors influencing budget management.

Location: Marriott Ballrooms 1, 2, and 3

#2 - No 'One Size Fits All' Here: Tailoring Messaging for Impact

Presenter: Susan Marshall, Program Director, Catholic Social Services

Description: What do your marketing materials say about your volunteer program? Do you use the same materials over and over? This session will help you identify what is important to say, what is meaningful to different audiences, and how to make minimal changes for big impact. Attendees will have the opportunity to both share current strategies as well as learn new marketing ideas. Come see why marketing is recruitment's best friend.

Location: Marriott Ballrooms 7 and 8

#3 - Getting Excited About Serving Your Community

Presenter: Jill Gordon, Program Director, Indiana Philanthropy Alliance/Youth Philanthropy Initiative of Indiana

Description: Are you looking for fun ways to teach youth and AmeriCorps members how to serve and give back to their community? It's never too early to engage youth in philanthropy through constructive youth and adult partnerships! This session explores how active engagement with youth will help them develop habits of giving and serving, as well as leadership skills. Learn how to integrate giving and serving into your existing programs through dynamic service projects and mentoring partnerships!

Location: Marriott Ballroom 4

PROGRAM SCHEDULE - THURSDAY

#4 - Volunteer Engagement

Presenter: *Michael Glorioso, United Way RSVP of Northwest Indiana Director, United Way of Porter County & Mackenna Schon, Director of Volunteer Engagement, United Way of Porter County*

Description: This session will help to provide participants with effective ways to engage new volunteers, find out their motivations for volunteering, placing volunteers, best practices for retention/recruitment and existing volunteers from your program.

Location: Indiana Ballroom G

#5 - Effective Communication: Savvy Strategies to Maximize Senior Volunteer Engagement

Presenter: *Julie Meyerson Ross, Education Program Coordinator, RSVP of Eastern Iowa and Western Illinois*

Description: This presentation will share ideas and techniques to most effectively communicate with senior volunteers and the agencies they serve. Topics covered will include media marketing, Facebook, and Twitter. Best practices will be shared for more traditional forms of communication, including phone calls, letters and cards; and email. Intended audience: volunteer coordinators and agency managers--especially those who have not fully embraced electronic media communication and its nuances; and younger coordinators who may not fully grasp the importance and nuances of traditional forms of communication.

Location: Marriott Ballroom 9

Criminal History Checks

Presenter: *Brian Cognato, CNCS*

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

Location: Marriott Ballroom 10

#7 - Educating Elected Officials and Cultivating Service Champions: How to Share Your Story of Program Impact and Bipartisan Support

Presenter: *Jennifer Ney, Managing Director, Voices for National Service & Kim Allman, Director, Office of Government Relations, CNCS; Erin Finucane, Service Year*

Description: Your program and service members make a transformative impact in communities every day. Join us for an interactive session to learn best practices for sharing these stories of impact with elected leaders at the local, state, and national level to influence stronger support for national service nationwide.

Location: Lincoln

#6 - Introduction to National Service

#8 - Making an Engaged, Productive

PROGRAM SCHEDULE - THURSDAY

Advisory Committee: Vital to a Vibrant Senior Corps Program

Presenter: *Dave Layton, RSVP of E. IA & W. IL*

Description: This interactive session will demonstrate the positive impact that engaged productive community advisory committees can have on Senior Corps programs using examples of real successes. It will also provide participants with a road map to advisory committee success, starting with clear objectives and expectations and leading to real commitment, accomplishment and valuable ongoing program evaluation by advisory committee members.

Location: Santa Fe

#9- Lessons Learned: Retention Starts with Recruitment

Presenter: *Mary Bridget Corden-Deutsch, Program Director, AmeriCorps Partners in Learning*

Description: This session will provide participants with ideas and strategies for retaining members. Participants will move through the continuum starting with recruitment, to the interview process, to member and site orientation, lastly to member management. Participants will leave with concrete strategies for retaining their members.

Location: Indiana Ballroom F

#10 - AmeriCorps Ideation

Presenter: *Bill Basl, State and National Director of AmeriCorps*

Description: Ideation AmeriCorps is an interactive discussion led by Bill Basl, the Director of AmeriCorps State and National. Participants will brainstorm innovative ways that national service programs can address today's national and local challenges, and the session will explore new ways of thinking about and designing national service program models. This session is open to commission staff, AmeriCorps program staff, and Senior Corps project staff.

Location: Marriott Ballrooms 5 and 6

National Service

Presenter: *John Lira, CNCS*

Description: This session will provide a comprehensive overview for programs seeking to engage veterans and military spouses in national service opportunities within their organization. It will begin by recognizing the unique skills, teamwork, and leadership that veterans can bring to any project. This is why recruiting veterans has become a strategic priority CNCS. Attendees will learn how to leverage community partnerships and local VMF organizations to publicize service opportunities. We will discuss how to familiarize program staff with military culture so they can better understand how veterans view themselves and respond in particular situations and environments. Veterans, particularly disabled vets, may sometimes require flexibility in schedules and other accommodations. We will also review the National Veterans Corps recognition ceremonies. The other main objective of the session will focus on how to engage veterans and military families with support services. Sometimes veterans who need critical services are often reluctant to seek out assistance and end up falling through the cracks. We will review the most pressing needs of the VMF community as outlined in recent reports such as Blue Star Families' 2015 Military Family Lifestyle Survey, etc. Overall, the session will give attendees a broader understanding of the value veterans bring to service projects, how to work with community partners to recruit veterans, and how to engage veterans with support services that will improve their quality of life.

Location: Indiana Ballroom E

**5:30 - 7:00 pm - Networking on Georgia Street/
Dinner on Your Own**
(Map on pages 17-18)

This is not an official North Central National Service Training event. Dinner sign-up is available at hospitality booths.

#11 - Engaging and Supporting Veterans in

Downtown Indianapolis Restaurant Map

Provided by visitindy.com





DOWNTOWN INDIANAPOLIS RESTAURANTS

AMERICAN:

- 1 120 West Market Fresh Grill at Hilton Indpls. Hotel & Suites \$\$\$ 317.972.0600
- 2 123 West Restaurant at Crowne Plaza at Historic Union Station \$\$ 317.236.7470
- 3 Alexander's Bar and Grille at Sheraton Indpls. City Centre Hotel \$\$ 317.635.2000
- 3 Circle Cafe at Sheraton Indpls. City Centre Hotel \$\$ 317.635.2000
- 4 Circle City Bar & Grille at Indianapolis Marriott Downtown \$ 317.405.6100
- 5 Claypool Grille at Embassy Suites Hotel Downtown \$ 317.236.1901
- 6 The Comfort Cafe* at Comfort Suites Indianapolis City Centre 317.631.9000
- 7 Dick's Last Resort* \$ 317.608.2456
- 8 Eagle's Nest Restaurant at Hyatt Regency Indianapolis \$\$\$ 317.616.6170
- 8 Fat Rooster Diner at Hyatt Regency Indianapolis \$ 317.616.6160
- 9 Granite City Food & Brewery* 317.803.2025
- 10 Great American Grill at Hilton Garden Inn Downtown \$ 317.955.9700
- 11 Hard Rock Cafe* \$ 317.636.2550
- 12 Hooter's* \$ 317.267.9637
- 13 Indianapolis Colts Grille* \$ 317.631.2007
- 14 Market Table at The Alexander 317.624.8200
- 15 Noodles & Company* \$ 317.638.1300
- 16 Ram Restaurant & Big Horn Brewery* \$ 317.955.9900
- 17 Rock Bottom Brewery* \$ 317.681.8180
- 18 Sahm's Tavern & Cafe* \$ 317.822.9903
- 19 Skyline Club \$\$\$ 317.263.5000
- 20 TGI Friday's at JW Marriott \$ 317.685.8443
- 21 Tin Roof* \$ 317.951.2220
- 22 Tinker Street Restaurant & Wine Bar \$ 317.925.5000
- 23 Weber Grill Restaurant* \$ 317.636.7600
- 9 Yard House \$ 317.917.4408

ASIAN/SUSHI:

- 24 Bangkok Restaurant & Jazz Bar \$ 317.632.9000
- 25 Mikado Japanese Restaurant \$ 317.972.4180
- 9 P.F. Chang's \$ 317.974.5747

BAKERY/BREAKFAST/CAFE/COFFEE:

- 26 Bee Coffee Roasters* \$ 317.426.2504
- 27 Le Peep Restaurant \$ 317.237.3447
- 28 Milktooth \$ 317.986.5131
- 23 Panera Bread - Downtown* \$ 317.822.8385
- 29 Patachou on the Park* \$ 317.632.0765
- 30 Yolk \$ 317.632.9655

BARBECUE:

- 31 Dick's Bodacious Bar-B-Q* \$ 317.916.9600
- 32 Smokehouse on Shelby at Fountain Square Theatre Building \$ 317.685.1959

BURGERS:

- 33 BRU Burger Bar* \$ 317.635.4278
- 34 Burgerhaus Restaurant* \$ 317.434.4287
- 35 Punch Burger* \$ 317.426.5280
- 36 Steak 'n Shake \$ 317.634.8703

CONTEMPORARY:

- 37 1913 Restaurant at Omni Severin Hotel \$ 317.396.3626
- 38 Bluebeard Restaurant* \$ 317.686.1580
- 14 Cerulean Restaurant* \$ 317.870.1320
- 39 Mesh on Mass* \$ 317.955.9600
- 40 Spoke & Steele \$ 317.737.1616
- 41 Tavern on South* \$ 317.602.3115
- 42 Union 50* \$ 317.610.0234

DELI/SANDWICHES:

- 9 Chick-fil-A \$ 317.822.8501
- 43 Eiteljorg Museum Cafe* \$ 317.636.9378
- 44 Farmer's Market Cafe* at Indiana State Museum \$ 317.232.1637
- 45 Hoagies & Hops \$ 317.296.8430
- 46 Indianapolis City Market* \$ 317.634.9266
- 47 Shapiro's Delicatessen \$ 317.631.4041
- 48 Stardust Terrace Cafe* at Eugene & Marilyn Glick Indiana History Center \$ 317.234.0095
- 49 Subway Sandwich* \$ 317.267.9960

EUROPEAN:

- 9 Palomino* \$ 317.974.0400

FUSION:

- 50 Plow & Anchor \$ 317.964.0538

GERMAN:

- 51 Rathskeller Restaurant \$ 317.636.0396

GREEK:

- 52 Greek Islands Restaurant* \$ 317.636.0700

INDIAN:

- 53 Haveli Indian Cuisine \$ 317.280.7648
- 54 India Garden Restaurant \$ 317.634.6060

IRISH:

- 55 Claddagh Irish Pub-Downtown* \$ 317.822.6274
- 56 Nine Irish Brothers 317.964.0990

ITALIAN:

- 57 Buca di Beppo* \$ 317.632.2822
- 58 Iaria's Italian Restaurant \$ 317.638.7706
- 59 Iozzo's Garden of Italy* \$ 317.974.1100
- 60 Milano Inn* \$ 317.264.3585
- 61 Old Spaghetti Factory* \$ 317.635.6325
- 20 Osteria Pronto at JW Marriott \$ 317.860.5777

LOUNGE/BAR:

- 62 1933 at St. Elmo Steak House \$ 317.635.0636
- 63 Cadillac Ranch Indianapolis \$ 317.636.0100
- 64 Howl at the Moon* \$ 317.955.0300
- 65 Ike & Jonesy's* \$ 317.632.4553
- 8 Level One at Hyatt Regency Indianapolis \$ 317.632.1234
- 66 Metro Nightclub & Restaurant \$ 317.639.6022
- 67 Nicky Blaine's Cocktail Lounge* \$ 317.638.5588
- 68 No Name Lounge at The Westin Indianapolis \$ 317.262.8100
- 14 Plat 99 at The Alexander \$ 317.855.200.3002
- 37 Severin Bar at Omni Severin Hotel \$ 317.396.3623
- 69 Slippery Noodle Inn* \$ 317.631.6974
- 70 Taps & Dolls \$ 317.638.8277

- 71 Tastings - a wine experience* at Conrad Indianapolis \$ 317.423.2400
- 72 Wild Beaver Saloon \$ 317.423.3080
- 37 Wine Thief at Omni Severin Hotel \$ 317.634.6664

MEXICAN/LATIN/SPANISH:

- 73 Adobo Grill \$ 317.822.9990
- 74 BARcelona Tapas Restaurant* \$ 317.638.8272
- 75 Nada Indianapolis \$ 317.638.6232

PIZZA:

- 76 Bazbeaux* \$ 317.636.7662
- 77 Donatos - Downtown \$ 317.231.9700
- 78 HotBox Pizza \$ 317.656.6000
- 79 Napolese Pizzeria* \$ 317.635.0765
- 80 Pearl Street Pizza & Pub \$ 317.638.3110
- 81 Pizzology Craft Pizza & Pub* \$ 317.685.2550

SEAFOOD:

- 1 McCormick & Schmick's Seafood Restaurant at Hilton Indpls. Hotel & Suites \$ 317.631.9500
- 82 The Oceanaire Seafood Room \$\$\$ 317.955.2277

SCOTTISH:

- 83 MacNiven's Restaurant & Bar \$ 317.632.3007
- 84 Tilted Kilt Pub & Eatery 317.600.3633

SOUTHERN/SOUL FOOD:

- 85 Georgia Reese's Southern Table & Bar \$ 317.986.7883
- 86 Kountry Kitchen Soul Food Place \$ 317.926.4476
- 87 Maxine's Chicken & Waffles \$ 317.423.3300

SPORTS BAR/PUB:

- 88 Buffalo Wild Wings Grill & Bar \$ 317.951.9464
- 4 Champions Sports Bar and Restaurant* at Indpls. Marriott Downtown \$ 317.405.6111
- 9 Champps Indy Downtown* \$ 317.951.0033
- 20 High Velocity at JW Marriott \$ 317.860.6500
- 89 Kilroy's Bar and Grill* \$ 317.638.9464
- 90 Loughmiller's Pub & Eatery* \$ 317.638.7380
- 91 Winner's Circle Pub, Grille & Race Lounge* \$ 317.656.RACE

STEAK HOUSES:

- 71 The Capital Grille* at Conrad Indianapolis \$\$\$ 317.423.8790
- 92 Fogo de Chao \$\$\$\$ 317.638.4000
- 93 Harry & Izzy's* \$\$\$ 317.635.9594
- 94 Morton's The Steakhouse \$\$\$\$ 317.229.4700
- 95 Mo's A Place for Steaks \$\$\$ 317.635.0720
- 96 Prime 47 \$\$\$ 317.624.0720
- 9 Ruth's Chris Steak House \$\$\$ 317.633.1313
- 68 Shula's Steak House at The Westin Indianapolis \$\$\$\$ 317.231.3900
- 62 St. Elmo Steak House \$\$\$ 317.635.0636

SWEET TREATS:

- 97 Chocolate Cafe* & Indy Swirl* at South Bend Chocolate Company \$ 317.951.4816

TURKISH:

- 98 The Bosphorus Istanbul Cafe - Turkish Cuisine* \$ 317.974.1770



\$ = less than \$12 | \$\$ = \$12-\$24 | \$\$\$ = \$25-\$40 | \$\$\$\$ = more than \$40

* Indicates seasonal outdoor dining. Listings reflect Visit Indy partner establishments. 4/16

PROGRAM SCHEDULE - FRIDAY

7:00 - 8:00 am - Breakfast,
Marriott Ballrooms 5 and 6

7:30 - 8:30 am

*Commission Leaders Meeting with Bill Basl,
State and National Director of AmeriCorps,
Marriott Ballroom 9*

7:30 - 8:30 am

*Serve Indiana AmeriCorps Updates, Marriott
Ballrooms 5 and 6*

8:30 - 10:00 am - Workshops

#1 - Budget Management for Senior Corps

Presenter: *Christine Bagley, Jeff Montgomery, CNCS*

Description: A well-developed budget can be a roadmap to help an organization achieve its programmatic and financial objectives. In this session, participants will review the components of a compliant and competitive budget, develop budget strategies and best practices to meet program requirements, and discuss the many factors influencing budget management.

Location: Marriott Ballrooms 1 and 2

#2 - Criminal History Checks Special Topics

Presenter: *Brian Cognato, CNCS*

Description: ASPs, Best Practices, and More! This session provides information on aspects of the Criminal History Check process that go beyond the basics discussed in CHC 101. It is designed to be flexible, gathering feedback from the audience to identify the issues they feel warrant more discussion. Potential topics include the ASP/exemption process, best practices learned from implementation, and working with state repositories.

Location: Marriott Ballroom 3

#3 - Evaluation: Planning and Implementing Your AmeriCorps Evaluation

Presenter: *John Marron, Senior Policy Analyst, IU Public Policy Institute*

Description: This session will provide participants with a framework for developing and

implementing evaluation efforts, in an accessible, easy to apply approach. Through these activities, participants will work through the steps of a logic model and consider sources of data for implementing and tracking their plan.

Location: Marriott Ballroom 4

#4 - Common OIG Findings & Safeguarding Funds

Presenter: *Jeffrey Morales, Robert Walters, and Stuart Axenfeld, CNCS OIG*

Description: This session will provide guidance on important elements of grant oversight. Presenters will discuss indicators of fraud, current audit findings, and provide instructions on reporting fraud, waste, or abuse.

Location: Marriott 7

#5 - Volunteering as a Career Builder

Presenter: *Alan Witchey, Executive Director at CHIP Indianapolis*

Description: Research shows that volunteers are more likely to find employment than people who don't volunteer. Additionally, employers and volunteers alike continue to report that volunteers develop new skills from their experiences that can be used to advance their careers. This workshop will explore the different ways that individuals, volunteer centers, businesses and others can leverage volunteer experiences to find employment, build relationships and have deeper impact through service. Attendees will receive a copy of the "Volunteering as a Career Builder" toolkit.

Location: Marriott 8

#6 - National Service Public Policy

Presenter: *Tom Branen, Senior Advisor, America's Service Commissions*

Description: Join America's Service Commissions as we walk you step-by-step through the FY 2017 federal appropriations process for national and community service. From the President's Congressional Budget Justification to the Congressional Appropriations Committee Markups we will explore ins and outs

PROGRAM SCHEDULE - FRIDAY

of this annual process that has many twists and turns and a few ups and downs. We will provide analysis, predictions, and priorities and introduce you to the stakeholders who have the most influence on the process. 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.

Location: Marriott Ballroom 9

#7 - Making an Engaged, Productive Advisory Committee: Vital to a Vibrant Senior Corps Program

Presenter: *Dave Layton, RSVP of E. IA & W. IL*

Description: This interactive session will demonstrate the positive impact that engaged productive community advisory committees can have on Senior Corps programs using examples of real successes. It will also provide participants with a road map to advisory committee success, starting with clear objectives and expectations and leading to real commitment, accomplishment and valuable ongoing program evaluation by advisory committee members.

Location: Marriott Ballroom 10

#8 - Partnerships for Resilient Communities - Engaging with Emergency Management

Presenter: *Katrina French, Disaster Services Unit, CNCS*

Description: The National Service Disaster Scale is a tiered framework for a community, nonprofit, and/or national service program to guide their relationship and role in emergency management through AmeriCorps and Senior Corps. Each level has specific targets in order to attain as well as to maintain critical partnerships.

Location: Lincoln

#9 - Senior Sensitivity: Preparing Sites for Senior Volunteers

Presenter: *Kathy Gale, Executive Director, Interfaith Senior Programs, Inc.*

Description: This session will provide participants with affordable, hands-on techniques to be used in helping sites prepare for having a senior volunteer in their organization, including schools, hospitals, and nonprofit organizations.

Senior Sensitivity can also be adapted to present to intergenerational groups to promote communication between senior volunteers and younger students. Participants will engage in activities designed to illustrate age-related disabilities through interactive techniques. Time will also be spent developing a plan to integrate the activities in each program's work plans.

Location: Santa Fe

#10 - Uniform Guidance: Understanding and Implementing

Presenter: *Jerry Bertrand, Consultant/Trainer*

Description: The Uniform Guidance for federal grantees, located to 2 CFR 200 applies to all grants awarded by the federal government beginning December 26, 2014. We will summarize the key points of this directive and discuss best practices to ensure compliance.

Location: Indiana Ballroom F

#11 - Recruiting Your Next Corps

Presenter: *Kristen Bennett, Managing Director, Service Year Exchange*

Description: We'll explore how programs can leverage new 21st Century technology to interact, recruit and grow their corps. This session will include an introduction to the Service Year Exchange technology, a review of best practices and grassroots efforts to recruit corps members and build support for service year positions.

Location: Indiana Ballroom G

#12 - No 'One Size Fits All' Here: Tailoring Messaging for Impact

Presenter: *Susan Marshall, Program Director, Catholic Social Services*

Description: What do your marketing materials say about your volunteer program? Do you use the same materials over and over? This session will help you identify what is important to say, what is meaningful to different audiences, and how to make minimal changes for big impact. Attendees will have the opportunity to both share current strategies as well as learn new marketing ideas. Come see why marketing is recruitment's best friend.

Location: Indiana Ballroom E

PROGRAM SCHEDULE - FRIDAY

10:00 - 10:15 am - Break, Marriott Foyer
Time to visit exhibitors and transition to next session

10:15 -11:45 am - Workshops

#1 - Grants Compliance Strategies for Success

Presenter: Jerry Bertrand, Consultant/Trainer

Description: Grants compliance may not be everyone's favorite topic, but it can't be ignored. While it presents its challenges, many of these can be avoided or lessened through a strategic approach. In this session, we will explore three keys to success in managing our grant programs: 1) understanding what is required, 2) building solid policies, procedures, and systems, and 3) sound execution of policies, procedures, and systems.

Location: Marriott Ballrooms 1 and 2

#2 - Understanding Risk Based Disallowance

Presenter: Brian Cognato, CNCS

Description: A step-by-step guide to how CNCS identifies noncompliance, determines mitigation ratings, and applies disallowance associated with Criminal History Check noncompliance. This session will provide interested grantees with more practical and logistical details related to the risk-based disallowance system.

Location: Marriott Ballroom 3

#3 - Evaluation: Planning and Implementing Your AmeriCorps Evaluation

Presenter: John Marron, Senior Policy Analyst, IU Public Policy Institute

Description: This session will provide participants with a framework for developing and implementing evaluation efforts, in an accessible, easy to apply approach. Through these activities, participants will work through the steps of a logic model and consider sources of data for implementing and tracking their plan.

Location: Marriott Ballroom 4

#4 - Common OIG Findings & Safeguarding Funds

Presenter: Jeffrey Morales, Robert Walters, and Stuart Axenfeld, CNCS OIG

Description: This session will provide guidance on important elements of grant oversight. Presenters will discuss indicators of fraud, current audit findings, and provide instructions on reporting fraud, waste, or abuse.

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Presenter: Tom Branen, Senior Advisor, America's Service Commissions

Description: Join America's Service Commissions as we walk you step-by-step through the FY 2017 federal appropriations process for national and community service. From the President's Congressional Budget Justification to the Congressional Appropriations Committee Markups we will explore ins and outs of this annual process that has many twists and turns and a few ups and downs. We will provide analysis, predictions, and priorities and introduce you to the stakeholders who have the most influence on the process. 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.

Location: Marriott Ballroom 9

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PROGRAM SCHEDULE - FRIDAY

#7 - Senior Sensitivity: Preparing Sites for Senior Volunteers

Presenter: Kathy Gale, Executive Director, Interfaith Senior Programs, Inc.

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Location: Santa Fe

#8 - Getting Excited About Serving Your Community

Presenter: Jill Gordon, Program Director, Indiana Philanthropy Alliance/Youth Philanthropy Initiative of Indiana

Description: Are you looking for fun ways to teach youth and AmeriCorps members how to serve and give back to their community? It's never too early to engage youth in philanthropy through constructive youth and adult partnerships! This session explores how active engagement with youth will help them develop habits of giving and serving, as well as leadership skills. Learn how to integrate giving and serving into your existing programs through dynamic service projects and mentoring partnerships!

Location: Indiana Ballroom F

#9 - Volunteering as a Career Builder

Presenter: Alan Witchey, Executive Director at CHIP Indianapolis

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others can leverage volunteer experiences to find employment, build relationships and have deeper impact through service. Attendees will receive a copy of the "Volunteering as a Career Builder" toolkit.

Location: Marriott Ballroom 8

#10 - COLORS Personality Assessment

Presenter: Mike Stehlin, Consultant, Serve Illinois Commission

Description: In this session, you will take a self-scoring tool that will determine your personality tendency. Then through a series of structured group exercises learn more about yourself but more importantly about others. You will walk away with a better understanding and appreciation for how others learn, communicate, problem solve, and work best. You will learn cues that others put out that will help you identify their personality tendencies.

Location: Indiana Ballroom E

12:00 - 1:30 pm - Lunch and Closing Plenary Cross Stream Collaborations: An Imperative for Success

Presenter: Vicki Clark, Consultant, Building the Capacity of Organizations

Description: This session is based on work from the Peter F. Drucker Foundation. In these complex times no organization or program can or should attempt to succeed in isolation. Keynote will help participants to understand the value of cross sector alliances and partnerships to the success of their programs. A 4-phase process for developing, managing and assessing partnerships will be presented.

Location: Marriott Ballrooms 5 and 6

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- Good Deed
- IUPUI SPEA
- Peace Corps
- SISGI Group
- State Department

PRESENTER BIOGRAPHIES



Stephen Black founded the Center for Ethics & Social Responsibility at The University of Alabama, where he has served as Director since 2004, and Impact America, where he currently serves as President. Impact America is an award-winning nonprofit that has provided more than 7,200 college students and 200+ AmeriCorps Members the opportunity to participate in structured service designed to promote leadership development and structural change. Black has recently presented at TEDxHuntsville; Campus Compact events in Florida, Rhode Island, and South Carolina; and several service learning conferences across the country.

Wendy Spencer began serving as Chief Executive Officer of the Corporation for National and Community Service (CNCS) on April 9, 2012, shortly after being nominated by President Obama and unanimously confirmed by the U.S. Senate. CNCS is a federal agency that administers AmeriCorps, Senior Corps, the Social Innovation Fund, and other programs that engage millions of Americans in national service and volunteering to solve problems for communities.

Under Spencer's leadership, CNCS has launched new partnerships, including FEMA Corps, School Turnaround AmeriCorps, STEM AmeriCorps, Justice AmeriCorps, and Financial Opportunity Corps; increased the agency's focus on veterans and military families; and overseen the national service response for many severe natural and man-made disasters.

Spencer's efforts to engage elected officials include creating the annual Mayor and County Recognition Day for National Service, where 2,786 mayors and county officials express their appreciation for Senior Corps, AmeriCorps, and volunteerism in general.

Spencer's management career spans 32 years and includes leadership roles in the government, nonprofit, and private sectors. She has served in both Republican and Democratic administrations. Prior to coming to CNCS, she served as the CEO of the Florida Governor's Commission on Volunteerism under three Governors. In this capacity, Spencer connected national service and volunteer strategies to meet state-prioritized needs and 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.

Spencer has held professional roles in many organizations, including the United Way, the Chamber of Commerce, the banking and insurance industries, and in legislative organizations. Among other honors, Spencer has been named as a NonProfit Times Top 50 Leader and received the prestigious Florida Governor's Award for her leadership during disasters.

To learn about new initiatives and national service opportunities, visit NationalService.gov and follow @WendyCNCS on Twitter.



PRESENTER BIOGRAPHIES



Vicki Floyd Clark has devoted the past 30 years of her life to building capacity in organizations and inspiring community leaders. A noted speaker, facilitator, consultant and trainer, she has extensive experience in the nonprofit, government and private sectors. Her work includes numerous specialty areas; board development, inclusion and diversity, leadership development, strategic planning, project planning, volunteer resource development, and effective communication.

Clark is a member of the Peter F. Drucker Foundation's leadership training and consultation team and a Senior Governance Consultant for BoardSource. She has been a guest lecturer at University of California, Berkeley, Haas School of Business, University of Texas, San Antonio, Texarkana College and the University of Houston.

Each year she speaks to thousands of community, business and government leaders and has made presentations in 48 of the 50

United States. Her international experience includes speaking engagements in England, Russia, Canada and Venezuela. Clients include Union Bank, St. Jude Children's Hospital, Centers for Disease Control, US Green Building, National Education Association, American Bar Association,, National Center for Family Literacy, United Methodist Church, US Extension Services and the Delta Leadership Institute

Clark's work in the public sector includes training and consultation for the Corporation for National Service, South Carolina, Department of Commerce, Indiana Community Action Agencies and the Greenwich, CT Public School Administrators. Vicki has also provided consultation for Community Foundations of Greater Chattanooga, North Central Florida and San Antonio.

For 11 years Vicki served in a variety of positions with the Points of Light Foundation, Washington, D.C. As Vice President, Community Initiatives, she was responsible for the development and implementation of the Foundation's strategy in support of outreach to local communities. Vicki was a member of the national program planning committee of Colin Powell's President's Summit for America's Children.

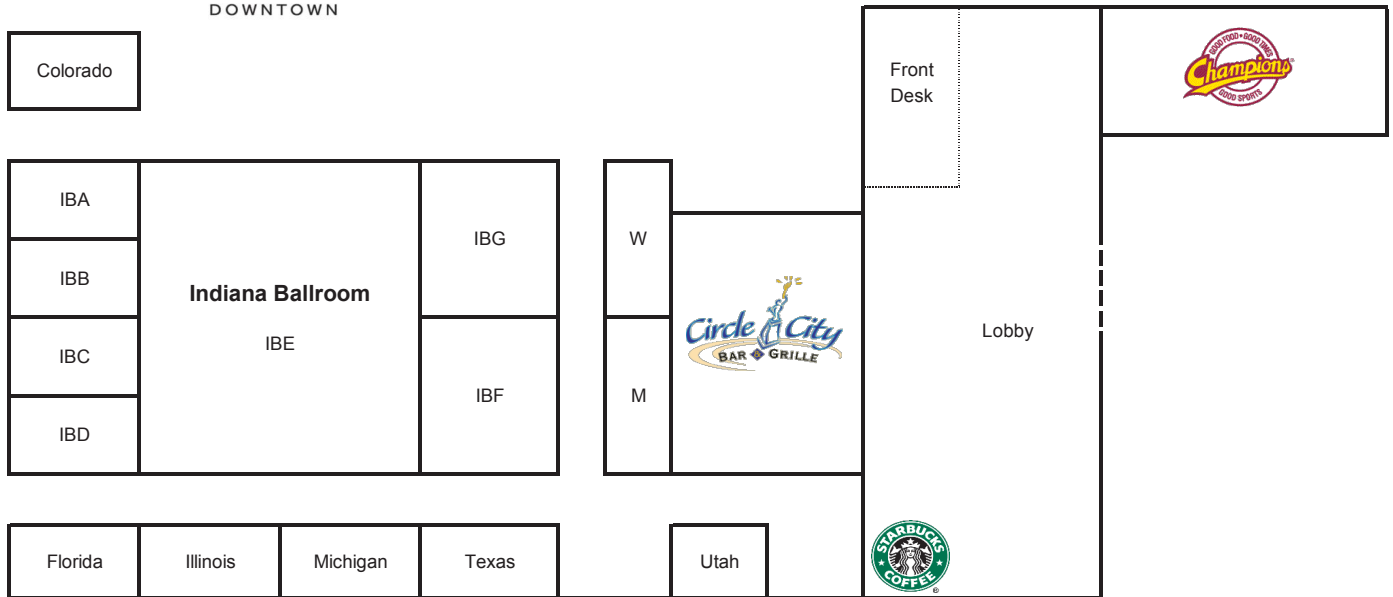
In 1996 Clark was appointed by the U.S. Secretary of Agriculture to the National and Urban Forestry Advisory Council. She also was appointed to the Executive Governor's Team tasked with the development of the first Unified State Plan for Texas Volunteerism, Community Service and Service Learning. She has served as mentor and facilitator for students in Baruch College's (NY) National Urban/Rural Graduate Fellows Program.

Clark was employed in the private sector in human resources, and marketing, worked for a major defense contractor, and in the publishing industry. Vicki proudly serves as a member of the board of the National Diaper Board Network and Youth Volunteer Corps. She attended the University of Missouri, Columbia and is a native of Memphis, TN.

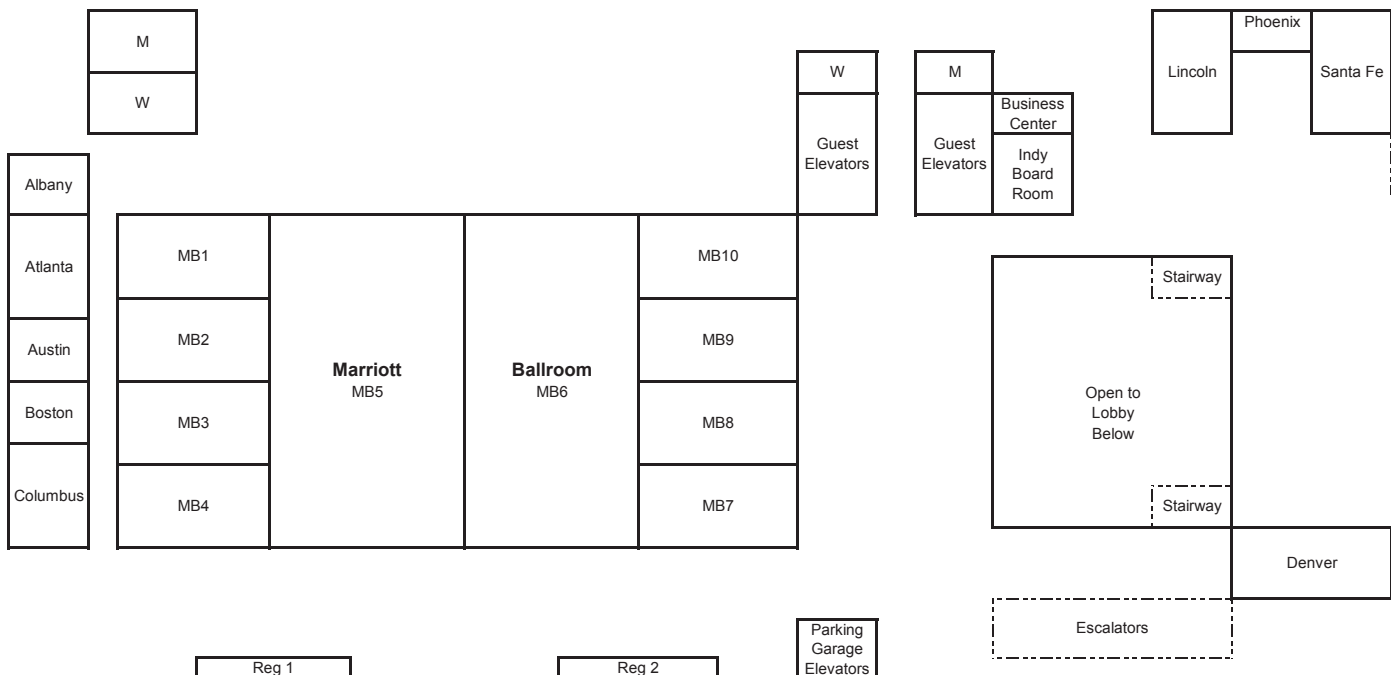
MAP OF MARRIOTT CONFERENCE ROOMS



Lobby Level

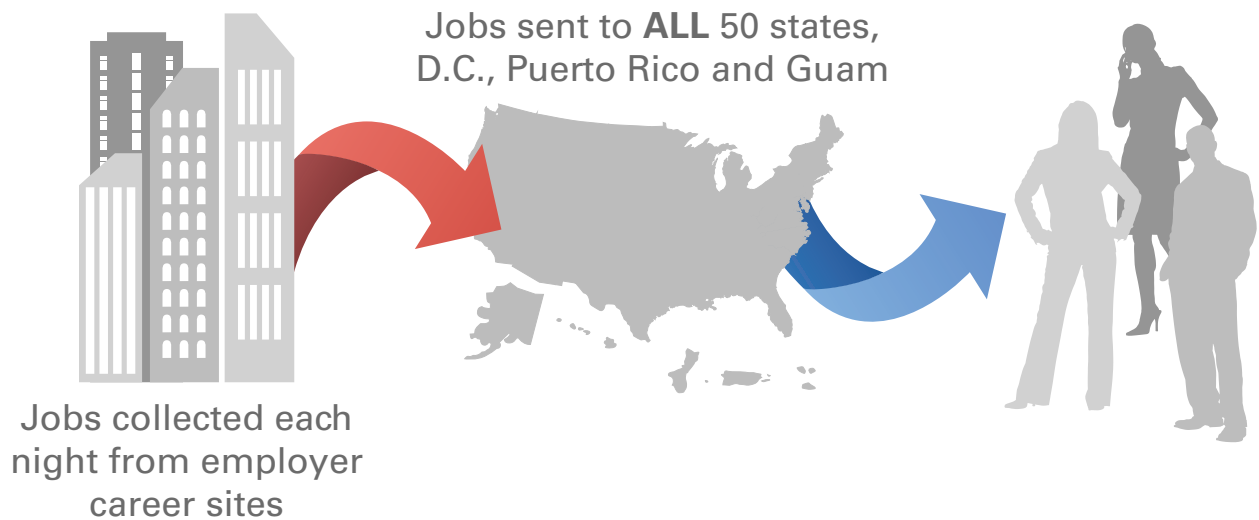


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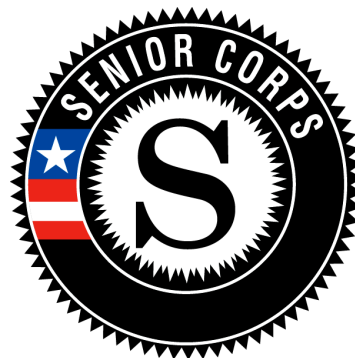
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