

Learning Together, Serving Together

Atlantic/Southern National Service Training Conference · Greenville, South Carolina · April 30 – May 2, 2018

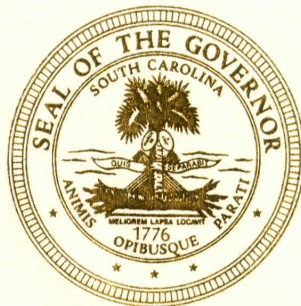


#AtlanticSouthernService

nationalservicetraining.org/atlantic-southern

**AMERICA'S
SERVICE
COMMISSIONS**





HENRY McMASTER
GOVERNOR

April 30, 2018

Dear Friends,

It is my pleasure to welcome you to Greenville for the 2018 Atlantic-Southern National Service Training Conference hosted by the South Carolina Service Commission and United Way Association of South Carolina.

We are fortunate to have individuals like all of you who are committed to national and community service efforts that improve the quality of life for others. This conference offers a wonderful opportunity for each of you to advance your training and professional development and, in turn, recruit volunteers with a passion for giving back and getting things done for America. Here in the Palmetto State, AmeriCorps and Senior Corps programs have had a huge impact on our communities. Each year, more than 3,800 AmeriCorps and Senior Corps members serve at more than 530 locations across our state, helping children, families, disaster survivors, veterans, and so many others live better lives and secure a brighter future. We appreciate and recognize these AmeriCorps and Senior Corps members for their volunteer efforts.

Peggy and I wish you all the best for a rewarding conference and hope you enjoy the warm hospitality and natural beauty that make South Carolina so special.

Yours very truly,

A handwritten signature in blue ink, appearing to read "Henry McMaster".

Henry McMaster

HM/kt



Office of the Mayor



Knox H. White, Mayor

Welcome to the City of Greenville!

It gives me great pleasure to extend a warm welcome to all the participants of the Atlantic/Southern National Service Training Conference. We are honored to have you in our city. National service is of vital importance to our community, and strengthens our community's ability to make Greenville a vibrant place from which people of all walks of life can benefit.

While you're here we hope you will visit our revitalized downtown district as it is ***the place to be*** -- day or evening. Take a stroll down tree-shaded streets, enjoy a variety of international cuisines, visit our art galleries, and browse in the unique shops that line Main Street.

One of Greenville's greatest treasures is Falls Park, a multi-million dollar public park and pedestrian bridge over the 60' Reedy River waterfall. It is located in the historic West End arts district on South Main Street.

I hope you will enjoy the excitement, diversity of food, and hospitality for which this city is famous. Best wishes for an enjoyable visit and we hope you will visit us again soon.

Sincerely,

Knox H. White, Mayor
Greenville, South Carolina



THANK YOU TO OUR SPONSORS!

Golden Rule Sponsors:



Change Maker Sponsors:



Community Builder Sponsors:

Clinton School of Public Service - University of Arkansas
Head, Heart and Hands Engagement Collective/Barry Altland

McMahon Consulting

On3Learn, LLC

Additional Support Provided By:

Cabot Cheese

Southwest Airlines

CONFERENCE SCHEDULE AT-A-GLANCE

Monday, April 30

- 7:30 - 10:30 AM** Morning Coffee
- 9:00 - 10:00 AM** Welcome Plenary — Jil Littlejohn & Meghan Barp
- 10:30 - 12:00 PM** Workshop Block A
- 12:00 - 1:30 PM** Lunch Plenary — Kassy Alia
- 2:00 - 3:30 PM** Workshop Block B
- 4:00 - 5:30 PM** Service Project on the Swamp Rabbit Trail

Tuesday, May 1

- 8:00 - 10:15 AM** Morning Coffee
- 8:30 - 10:00 AM** Workshop Block C
- 10:15 - 11:45 AM** Workshop Block D
- 12:00 - 1:30 PM** Lunch Plenary— Barbara Stewart and Chester Spellman
- 2:00 - 3:30 PM** Workshop Block E
- 3:30 - 4:00 PM** Afternoon Coffee Break
- 4:00 - 5:30 PM** Workshop Block F
- 6:00 - 7:30 PM** Networking Reception at Fluor Field

Wednesday, May 2

Wear Your National Service Gear Day!

- 8:00 - 10:15 AM** Morning Coffee
- 8:30 - 10:00 AM** Workshop Block G
- 10:15 - 11:45 AM** Workshop Block H
- 12:00 - 1:30 PM** Closing Plenary— Vu Le
- 1:30 PM** Conference Adjourns

PALMETTO STATE NETWORKING RECEPTION



TUESDAY MAY 1

Tuesday, May 1 from 6:00 - 7:30 PM

FLUOR FIELD AT THE WEST END, 945 S. Main Street, Greenville, SC 29601

Join your national service colleagues for an evening of food, networking, and beautiful views on Tuesday evening at the Fluor Field Champions Club!

Located on the suite level of Fluor Field along the third base line, the Champions Club also provides unparalleled views of the downtown skyline. Stop by to see the view of downtown Greenville and network before/after dinner.

Cash bar; hors d'oeuvres and non-alcoholic beverages provided.

Transportation: Take the free Downtown Trolley to/from Fluor Field which is making a special run for our group from/to the Hyatt and Fluor Field from 5:45 - 8:00 PM. Trolleys are wheelchair accessible. Learn more: <http://www.greenvillesc.gov/597/Trolley>

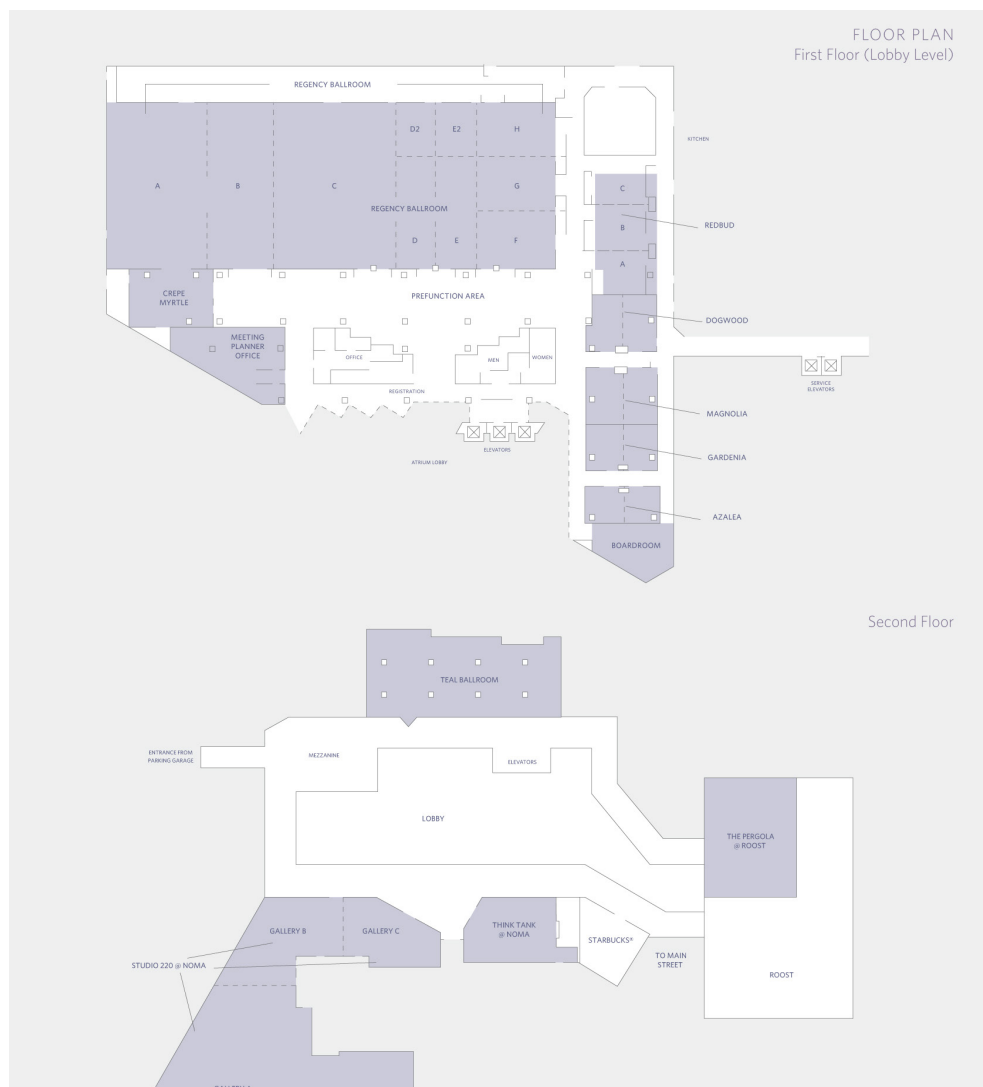


MEET US THERE!



HYATT REGENCY MEETING ROOM FLOOR PLANS

All plenaries take place in the Regency Ballroom D-F 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 2

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

Stop by the Registration Desk and show us your gear on Wednesday morning for **5 extra raffle tickets!**

LET'S SHOW THAT LEGENDARY NATIONAL SERVICE SPIRIT!



VISIT OUR CONFERENCE EXHIBITORS!

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



WORKSHOP SCHEDULE

AmeriCorps Financial Grants Management Workshop Track: Studio 220, Gallery B at NOMA	State Service Commission Workshop Track: Pergola Room	Service Year Workshop Track: Studio 220, Gallery C at NOMA	AmeriCorps Program 101 Workshop Track: Teal Ballroom
AmeriCorps Program 201 Workshop Track: Studio 220, Gallery A at NOMA		Volunteer Management Workshop Track: Think Tank Room	

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

Sunday, April 29th

Registration Check-In: 4:00 PM - 7:00 PM Regency Ballroom Foyer

Monday, April 30th

Registration Check-In: 7:30 AM - 10:30 AM Regency Ballroom Foyer

Exhibitors and Information Table Open 8:30 AM - 3:30 PM Regency Ballroom Foyer

7:30 - 10:30 AM Morning Coffee

Welcome and Kick-Off: Jil Littlejohn, Mayor Pro Tem and Meghan Barp, CEO, United Way of Greenville County
9:00 - 10:00 AM Regency Ballroom (D-F)

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 Creating a Future Together (Rosa Moreno & Jon Gromek)	A4 The Right Start Needs The Right Stuff (Nancy Greene)	A5 Getting Noticed: How to Get *Free* Publicity for Your Hard Work (Grace Joyal and Kate Higgins)	A6 Marketing to Volunteers, Members, and Donors (Bill Hulterstrom)
-----------------------------	---	---	---	--	--	---

Lunch Plenary: Kassy Alia, CEO & Founder, Serve and Connect
12:00 - 1:30 PM Regency Ballroom (D-F)

Block B 2:00 - 3:30 PM	B1 NSCHC: Advanced Topics and Open Q & A (Liz Jung)	B2 Principles of Successful Boards, Advisory Boards and Commissions (Bill Hulterstrom)	B3 How to Engage Philanthropy (Shirley Sagawa & Rosa Moreno)	B4 Beyond the Logo: Telling the National Service Story (Sam Warfield, Marc Young)	B5 Great Expectations: Setting AmeriCorps Supervisors Up to Coach for Success (Nicole Vera)	C6 Increase Your Return on Volunteer Investment with Service Enterprise (Yvonne Siu Turner)
---------------------------	--	---	---	--	--	--

4:00 - 5:30 PM Service Project on the Swamp Rabbit Trail

AmeriCorps Financial Grants Management Workshop Track: Studio 220, Gallery B at NOMA	State Service Commission Workshop Track: Pergola Room	Service Year Workshop Track: Studio 220, Gallery C at NOMA	AmeriCorps Program 101 Workshop Track: Teal Ballroom
AmeriCorps Program 201 Workshop Track: Studio 220, Gallery A at NOMA		Volunteer Management Workshop Track: Think Tank Room	

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

Tuesday, May 1st

Exhibitors and Information Table Open 8:00 AM - 5:30 PM—Regency Ballroom Foyer

Meetings 7:15 AM - 8:15 AM

8:00 - 10:15 AM Morning Coffee

Block C 8:30 - 10:00 AM	C1 Safeguarding Federal Grant Funds (Jeffrey Morales, Stuart Axelfeld, Jessica Nelson)	C2 Re-invigorating State Service Plans/Strategic Planning (Ellen Winiarczyk)	C3 Career Pathways: Service as the First Steps to Employment (Ben Duda)	C4 Where Are the Answers? What are the Guiding Documents and When to Use Them? (Sue Hyatt and Ralph Morales)	C5 The Multiplier Effect: Leadership that Increases and Retains Talent (Thenera Bailey)	C6 Building on the Strengths of Volunteers and Community (Bill Hulterstrom)
Block D 10:15 - 11:45 AM	D1 Financial Management for Program Directors (Jennifer Cowart)	D2 Unexpended Funds Best Practice Guide (Rachel Bruns, Shannon Ramsey)	D3 Building the Service Year Movement: Engaging Alums and Supporting Programs (Jon Gromek)	D4 You Deserve Some R&R: Tips on Recruiting and Retention (Angela Abdur-Rasheed)	D5 Data Quality Assessment (Alessandra Echeverria)	D6 "Voluntolds": Best Practices for Tackling the Community Service and Service Learning Conundrum (Barry Altland)

Lunch Plenary: Barbara Stewart, CEO, and Chester Spellman, Director of AmeriCorps, Corporation for National and Community Service
12:00 - 1:30 PM Regency Ballroom (D-F)

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 Recruitment: Making a (Digital) Splash that Builds Brand and Corps Members (Kristen Bennett)	E4 Files, Files, Files! (Jennifer Cowart)	E5 What Does Race Have To Do With It? (Joan Witherspoon-Nor and Angela Abdur-Rasheed)	E6 Feedback and Coaching: Two Communication Must-Haves in Your Leadership Toolkit (Barry Altland)
---------------------------	--	--	--	--	--	--

Continued on next page...

#AtlanticSou

WORKSHOP SCHEDULE

AmeriCorps Financial Grants Management Workshop Track: Studio 220, Gallery B at NOMA	State Service Commission Workshop Track: Pergola Room	Service Year Workshop Track: Studio 220, Gallery C at NOMA	AmeriCorps Program 101 Workshop Track: Teal Ballroom
AmeriCorps Program 201 Workshop Track: Studio 220, Gallery A at NOMA		Volunteer Management Workshop Track: Think Tank Room	

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

Tuesday, May 1st *(Continued from previous page...)*

3:30 - 4:00 PM Afternoon Coffee Break

Block F 4:00 - 5:30 PM	F1 Current Topics in Grants Management (Kris Tecce)	F2 Enhancing Program Evaluations: Lessons from the Field (Becky Eason)	F3 Program Collaboration in Communities: Amplifying your Impact (Raabia Budhwani, Maggie Woods)	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 (Katrina French)
---------------------------	--	---	--	---	---	--

6:00 - 7:30 PM Networking Reception (Fluor Field Champions Club)

Wednesday, May 2nd

Meetings 7:00 - 8:15 AM

States for Service (S4S) Coalition Meet-Up (Pergola Room)

Exhibitors and Information Table Open 8:30 AM - 12:30 PM—Regency Ballroom Foyer

thernService

AmeriCorps Financial Grants Management Workshop Track: Studio 220, Gallery B at NOMA	State Service Commission Workshop Track: Pergola Room	Service Year Workshop Track: Studio 220, Gallery C at NOMA	AmeriCorps Program 101 Workshop Track: Teal Ballroom
AmeriCorps Program 201 Workshop Track: Studio 220, Gallery A at NOMA		Volunteer Management Workshop Track: Think Tank Room	

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

Wednesday, May 2nd *(Continued from previous page...)*

8:00 - 10:15 AM Morning Coffee

Block G 8:30 - 10:00 AM	G1 In-Kind Donations Can be Kind to Your Budget (Kris Tecce)	G2 Addressing the Opiate Crisis Through AmeriCorps (Deanna Dun, Stephanie Hutter-Thomas, Lisa Castaldo, Kate Scheuritzel)	G3 Learn Design Thinking: Innovating to Uncover New Solutions (Bryan Hall)	G4 Allowable, Unallowable, and Prohibited Activities (Amy Salinas)	G5 Is Member Stress Stressing You Out? (Sharon Tewksbury-Bloom)	G6 Gaining Funder Support for Volunteer Engagement (Beth Steinhorn)
Block H 10:15 - 11:45 AM	H1 Improper Payments 201: Documentation Requirements and Best Practices (Erica Rice)	H2 State Service Commission Updates (Kaira Esgate)	H3 Ready to Grow: How Will You Know How to Scale (Rosa Moreno)	H4 Dimensions of Successful Site Management (Amy Salinas)	H5 Recruiting a Diverse Corps From Within the Community (Kristin Read, Brigitte Shaffer)	H6 It's All in the Positioning: Developing Effective Position Descriptions and Messages (Beth Steinhorn)

Closing Lunch Plenary: Vu Le, Executive Director, Rainier Valley Corps
12:00 - 1:30 p.m. (Regency Ballroom D-F)

SESSION DESCRIPTIONS

Monday, April 30th

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

Jil Littlejohn, City Council Member and Mayor Pro Tem and Meghan Barp, CEO, United Way of Greenville County

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: Studio 220, Gallery B at NOMA

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: Pergola

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: Studio 220, Gallery C at NOMA

TRACK: AMERICORPS PROGRAM 101

The Right Start Needs the Right Stuff

Nancy Greene, Program Director, Delaware Habitat for Humanity AmeriCorps Program

This session will provide participants with options for a program launch that will prepare members and supervisors for a successful program year. Participants will discover options through sample presentations and toolkits that can be adapted to service programs. Participants will engage in interactive discussions to share best practices.

Room: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

Getting Noticed: How to Get Free Publicity For Your Hard Work

Grace Joyal, Co-founder/Storyteller and Katie Higgins, Co-founder/Storyteller, Emboss Communications

This session will equip participants with tools for getting their program's stories in the public eye, both through traditional media and in-house social media. Participants will learn from journalists fresh out of the newsroom who will lay the path to making contacts in the media, crafting a "story idea" into an impossible-to-ignore pitch and getting thorough, inspired coverage. Hands-on practice will leave participants feeling ready

to put their newly acquired knowledge into effect. Participants will walk away with finely tuned stories they can pitch in their program or project location. Come with questions to ask.

Room: Studio 220, Gallery A at NOMA

TRACK: VOLUNTEER MANAGEMENT

Marketing to Volunteers, Members, and Donors

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

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

Room: Think Tank

Lunch Plenary: 12:00 - 1:30 PM

Kassy Alia, CEO and Founder, Serve and Connect

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: Studio 220, Gallery B at NOMA

TRACK: STATE SERVICE COMMISSION

Principles of Successful Boards, Advisory Boards and Commissions

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

This session will engage participants in an interactive discussion focusing on the successes as well as challenges of working with

or on a board or commission. Several simple principles will be shared that will enhance the work of boards and commissions.

Room: Pergola

TRACK: SERVICE YEAR

How to Engage Philanthropy

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

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

Room: Studio 220, Gallery C at NOMA

TRACK: AMERICORPS PROGRAM 101

Beyond the Logo: Telling the National Service Story

Samantha Jo Warfield, Senior Public Affairs Specialist and Marc Young, Acting Chief of External Affairs, 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 will put these newly learned skills to the test through small-group exercises.

Room: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

Great Expectations: Setting AmeriCorps Supervisors Up to Coach for Success

Nicole Vera, Director of National Service, Reading Partners

Supervising AmeriCorps members, especially emerging professionals, is inspiring and motivating... except when it's not. Learn strategies for setting your program up for strong performance management, training AmeriCorps supervisors how to coach for success, and navigating the waters when corrective action needs to take place. This workshop is good for AmeriCorps supervisors and program leaders looking to

SESSION DESCRIPTIONS

improve member satisfaction and retention rates through strong people management practices.

Room: Studio 220, Gallery B at NOMA

TRACK: VOLUNTEER MANAGEMENT

Increase Your Return on Volunteer Investment with Service Enterprise

Yvonne Siu Turner, Senior Manager, Resources and Programs, Points of Light, Josef Kaul, Director of Programs, Hands On Nashville, Melissa Benton, Volunteer Generation Fund Manager, Kentucky Commission on Community Volunteerism & Service

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

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

Room: Think Tank

Tuesday, May 1st

Block C: 8:30 a.m. to 10:00 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: Studio 220, Gallery B at NOMA

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: Pergola

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

Room: Studio 220, Gallery C at NOMA

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: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

The Multiplier Effect: Leadership that Increases and Retains Talent

Thenera Bailey, President/CEO, The SISGI Group

Most organizations operate with the logic of addition: Our people are overworked + our best people are maxed out = accomplishing a bigger task requires the addition of more resources. However, with budget cuts and limitations by program guidelines adding resources is not always possible. In this interactive workshop we will dive into how leaders can build the capacity of their organization by focusing energy on the capabilities of their team. We will help you notice the skills and talent within your staff, members and volunteers to get the best return and outcome from their work or efforts. We also will help you turn your organization or program into a talent magnet that attracts highly skilled and capable people to support your mission.

Room: Studio 220, Gallery B at NOMA

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: Think Tank

Block D: 10:15 a.m. - 11:45 a.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Financial Management for Program Directors

Jennifer Cowart, Partner, On3Learn

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

Room: Studio 220, Gallery B at NOMA

TRACK: STATE SERVICE COMMISSION

Unexpended Funds Best Practice Guide

Rachel Bruns, Deputy Director, America's Service Commissions and Shannon Ramsey, Operations Officer, Kentucky Commission on Community Volunteerism and Service

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: Pergola

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

SESSION DESCRIPTIONS

ground in communities across the country, and how we can be successful in creating a world where all can serve!

Room: Studio 220, Gallery C at NOMA

TRACK: AMERICORPS PROGRAM 101

You Deserve Some R&R: Tips on Recruiting and Retention

Angela Abdur-Rasheed, AmeriCorps Director, YWCA Central Alabama

This session, which is an extension of the session I shared during the 2016 Orlando training will provide best practices and practical tips on recruiting, retaining and properly onboarding national service members, particularly AmeriCorps.

Room: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

Data Quality Assessment

Alessandra Echeverria, Director of AmeriCorps Residency Programs, Relay Graduate School of Education

This session will provide participants with opportunities to record and evaluate their data collection plans. Participants will engage in small group discussion to determine data collection weaknesses and identify strong methods for improvement. Participants will leave with concrete next steps to bring back to their organizations.

Room: Studio 220, Gallery B at NOMA

TRACK: VOLUNTEER MANAGEMENT

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

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

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

Room: Think Tank

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

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

Block E: 2:00 p.m. - 3:30 p.m.

TRACK: AMERICORPS FINANCIAL GRANTS MANAGEMENT

Programmatic and Fiscal Compliance as a Team Effort

Kris Tecce, Principal, Tecce Consulting

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

Room: Studio 220, Gallery B at NOMA

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: Pergola

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: Studio 220, Gallery C at NOMA

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: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

What Does Race Have To Do With It?

Joan Witherspoon-Nor, Director of Social Justice, and Angela Abdur-Rasheed, Director of AmeriCorps, YWCA Central Alabama

In this interactive session, participants will explore the impact that stereotypes have on their work in national service. Though the topics of racism and other forms of discrimination can make people uncomfortable, the reality is that misconceptions and discrimination have an impact on our AmeriCorps members and those they serve. This session will give participants tools to lead discussions of sensitive topics as they explore how prejudice intersects with their work. Participants will learn from one another and leave with heightened awareness and new ideas about how to best support their AmeriCorps members.

Room: Studio 220, Gallery B at NOMA

TRACK: VOLUNTEER MANAGEMENT

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

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

Each volunteer is driven by deep-rooted needs, wants and desires. As well, every volunteer carries a unique set of gifts, knowledge, skills and experiences that accompany their passions. When brought together, this combination creates a one-of-a-kind set of intrinsic drivers that compel them to choose to do what they do, and how they do it. This session seeks to break down leadership into a series of easy-to-implement practices that help leaders to optimize their people and position

them to do their best work. The session will introduce and reinforce a simple strategy, the coaching conversation, that people leaders are using to deepen the engagement of each unique individual on their team.

Room: Think Tank

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 program and state service commission to compare and discuss issues they address on a regular basis including: accounting software, budget management, financial reporting, and annual audits to name a few issues.

Room: Studio 220, Gallery B at NOMA

TRACK: STATE SERVICE COMMISSION

Enhancing Program Evaluations: Lessons from the Field

Becky Eason, Founder, WordCraft, LLC.

This session will provide state commissions with information and best practice on improving program evaluations, from the perspective of a technical assistance provider. Participants will talk through the challenges that programs are facing as they ramp up their evaluations, and how best to support them in these efforts.

Room: Pergola

TRACK: SERVICE YEAR

Program Collaboration in Communities: Amplifying Your Impact

Raabia Budhwani Director, Place-based Growth and Maggie Woods, Program Manager, Institute for Emerging Issues

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

SESSION DESCRIPTIONS

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: Studio 220, Gallery C at NOMA

.....

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: Teal Ballroom

.....

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, 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: Studio 220, Gallery B at NOMA

.....

TRACK: VOLUNTEER MANAGEMENT

CNCS Disaster Response: Hurricane Season 2017 Review

Katrina French, Planning and Partnerships Program Officer, Disaster Services, Corporation for National and Community Service

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

Room: Think Tank

.....

Wednesday, May 2nd

.....

Block G: 8:30 a.m. - 10:00 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. *Continued...*

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

Room: Studio 220, Gallery B at NOMA

TRACK: STATE SERVICE COMMISSION

Addressing the Opiate Crisis Through AmeriCorps

Deanna Dunn, Project Coordinator, HOPECorps, Stephanie Hutter Thomas, C.O.A.T. AmeriCorps, Lisa Castaldo, Coordinator, Alabama Governor’s Office on Volunteer Services, and Kate Scheuritzel, Senior Program Officer, ServeConnecticut

This session will provide information regarding how state service commissions and AmeriCorps State programs are addressing the opiate epidemic. The session will include discussion on successes and challenges of starting new state AmeriCorps programs at several levels of development from each of the states represented.

Room: Pergola

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: Studio 220, Gallery C at NOMA

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: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

Is Member Stress Stressing You Out

Sharon Tewksbury-Bloom, Owner, Do Good, Be Good

You are responsible for overseeing national service members who are facing challenging work with limited resources. This work is hard and can lead to burnout. In most cases, you cannot pay your members more or increase their benefits. Maybe reading this you are starting to feel stressed out. Sharon has been there and will share the strategies she developed to reduce member burnout, teach members coping strategies for navigating conflict and stress, and increase the program’s retention rate. In this session you will come away with practical member management strategies.

Room: Studio 220, Gallery B at NOMA

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 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: Think Tank

Block H: 10:15 a.m. to 11:45 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 CNC’s annual improper payments assessment. Presenters will go in depth on how to make the process least burdensome for

SESSION DESCRIPTIONS

you, required documents, how they are assessed, and common findings.

Room: Studio 220, Gallery B at NOMA

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: Pergola

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: Studio 220, Gallery C at NOMA

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: Teal Ballroom

TRACK: AMERICORPS PROGRAM 201

Recruiting a Diverse Corps from Within the Community

Kristin Read, Director of Education, Providence Children's Museum and Brigitte Shaffer, AmeriCorps Program Manager, The Institute for the Study and Practice of Nonviolence

In this session, participants will challenge themselves to rethink recruitment strategies by diving in to pools of candidates who are already in the communities being served. Through the presentation of recruitment models used to recruit a diverse corps from within the area, and a mixture of small and large group conversations, participants will have the opportunity to brainstorm new ways to recruit a more diverse team reflective of the community, identify potential organizations to leverage during recruitment efforts, and create a plan to engage in a community based recruitment campaign.

Room: Studio 220, Gallery B at NOMA

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: Think Tank

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

Vu Le, Executive Director, Rainer Valley Corps

KEYNOTE SPEAKER BIOS



@JilLittleJohn
@CityGreenville

Jil Littlejohn, Mayor Pro Tem

CITY OF GREENVILLE

Born and raised in inner city Atlanta, Georgia, Greenville's Mayor Pro Tem and Councilmember Littlejohn has a Masters in Business Administration (MBA) from Webster University and a Bachelor's of Arts in Intercultural Studies for Business from Wofford College (2001) with studies at the Universidad de Sevilla in Seville, Spain. She is fluent in Spanish and studied Japanese. She currently serves as the first female President and CEO of the Urban League of the Upstate. Councilmember Littlejohn is a 2015 Graduate of the Municipal Association of South Carolina's Municipal Elected Officials Institute. She has served as a member of City Council since February 2009 and is the youngest member on council. She has been recognized as a Top Young Leader under 30 by Ebony Magazine and one of the Top 50 Influential People in Greenville Magazine. Councilmember Littlejohn is actively involved with numerous nonprofits, a member of Delta Sigma Theta Sorority, Inc. and the founder of the Talented Tenth Greenville Leadership Conference.



@MeghanBarp
@UWGreenvilleSC

Meghan Barp, President & CEO

UNITED WAY OF GREENVILLE COUNTY

Meghan is a mission-driven strategist, community builder, advocate, and highly sought-after speaker. More importantly, she is the part-time mom to three girls (ages 6, 10 & 11) and full-time mom to an adorable Golden Retriever. She and her husband, Shane, spend their free time hiking, biking, traveling and enjoying the amazing restaurants throughout Greenville County. She joined United Way of Greenville County as President & CEO in February; having previously served as senior vice president of community impact for Greater Twin Cities United Way in Minneapolis/St. Paul, Minnesota. Meghan is best known for collaborating with and on behalf of those in need to advance United Way's mission of bringing people and resources together to build a Cycle of Success. She presents nationally and internationally on philanthropy, volunteerism, and donor engagement; and often provides expert consultation to corporations, community leaders, and other nonprofit organizations. In 2014, Meghan was recognized as one of Minnesota Business Journal's "40 under 40". Before joining United Way nearly a decade ago, Meghan was the Director of Teaching and Learning for a \$350 million nonprofit in New York City. She also served as Senior Director for the YWCA of the City of New York. Meghan graduated from the University of Nebraska and has a master's degree from Oregon State University.



@kassy_alia
@serveandconnect

Kassy Alia, CEO & Founder

SERVE AND CONNECT

Kassy Alia is the Chief Executive Officer and Founder of Serve & Connect. She founded Serve & Connect in memory of her late husband, Officer Gregory Alia who was killed in the line of duty on September 30, 2015. Under her leadership, Serve & Connect has grown from a hashtag to a movement for change, touching countless lives in South Carolina. Kassy has received several awards in recognition of her service to community, including the South Carolina Law Enforcement Citizen of the Year (2016), Central Carolina Community Foundation's Individual/Family Philanthropist of the Year (2017), the Post and Courier's Golden Pen Award (2017), City of Columbia Police Department's Outstanding Citizen (2018), and The State Newspaper's "Top 20 under 40" (2018). Kassy earned her Master's in Clinical-Community Psychology from the University of South Carolina and is working to complete her doctorate. She is the proud mom to son, Salvatore.



@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 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.



@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.

SERVICE PROJECT



Conferences aren't just for learning—they can be for serving!

This year's conference provides a unique opportunity to volunteer outdoors with a service project on Greenville County's Swamp Rabbit Trail — a local bike and pedestrian Rail-to-Trail Conversion that opened in 2009. The trail runs along the Reedy River and sees over 500,000 users each year. Access to safe and active outdoor recreation opportunities is vital to healthy community development. We invite you to come out and serve alongside South Carolina's own Palmetto Conservation Corps (PCC) members to help preserve this beloved community treasure and resource!



Monday, April 30th 4:00 - 5:30 PM — Meet in the Hotel Lobby @ 3:45 PM!

COLLECTION DRIVE



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 United Ministries, a local AmeriCorps program that provides services and shelter for the homeless. Learn more: united-ministries.org

THANK YOU TO OUR PLANNING COMMITTEE

THANK YOU!

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



Hospitality Committee

Carson Carroll, Director, South Carolina Service Commission / United Way Association of South Carolina, SC (Host)

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

John Concklin, Director of Impact Innovation, United Way of Greenville County, SC (AmeriCorps State)

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

Brooke Mills, Disaster Preparedness & Response Director, Alabama Governor's Office of Volunteer Services, AL (State Service Commission)

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

Cathy Saunders, T&TA Consultant, Serve Rhode Island (State Service Commission)

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

Stephanie Houghton, Training and Support Manager, Volunteer Tennessee, TN (State Service Commission)

Andy Dessel, Program Officer, 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)

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

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

Abby Hope, AmeriCorps Program Assistant, United Way of Greenville County, SC (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)

Debbie Schuffenhauer, Executive Director, Serve Washington, WA (Host)

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

Philip Kolling, Executive Director, Serve Vermont, 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



WHAT WE DO

We provide State Commissions, programs, and members with hands-on, interactive, and comprehensive eCourses that support individual learning, increased compliance, and provide resources to help organizations and individuals thrive.



WHAT WE BELIEVE

Learning is an active, dynamic experience so we design our courses to not only be complete with the information you need, but also be enjoyable!

WE'RE HERE FOR YOU

Collectively, Amy Salinas, Jennifer Cowart, and Amy Porter have over 45 years experience in National Service. We know first hand the transformative power of AmeriCorps and we are honored to provide engaging eCourses to help make your lives easier!

Sample Course Offerings

Course topics are and will be tailored to meet program staff, AmeriCorps member, commission staff, and commissioner needs.

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



... AND MUCH MORE!

Have ideas for a course? We'd love to hear them! Stop by our booth and let us know!!

Contact Us:
info@On3Learn.com
<http://www.on3learn.com>

**CAPACITY.
DATA.
INFLUENCE.
\$.
IMPACT.**



McMahonNonprofitSolutions.com



Bringing together thousands from around the world to shape the future of volunteerism, **Service Unites 2018** will challenge you to be a spark that **ignites civic culture** — a culture in which every person is **inspired, equipped** and **mobilized** to be a citizen in the fullest sense, to **take action that changes the world.**

JOIN US.

#ServiceUnites

www.volunteeringandservice.org

For more information, contact Wendy Rhein at wrhein@pointsoflight.org or (404) 979 2730



DO GOOD AND CARRY ON

causalitybrandgrant.com

Could your nonprofit benefit from pro bono branding, design and web site projects? Apply for our quarterly grant!

We offer both full (pro bono) and matching (partial, funding requirement of 50%) service grants to help nonprofits and good causes access our services at no or low cost. Consider applying if your nonprofit could benefit from the following:

- identity design/brand development
- graphic design services
- WordPress web site design/build
- infographics

APPLY FOR OUR SPRING GRANT TODAY!

APRIL 23, 2018 GRANT APPLICATION LAUNCH

MAY 18, 2018 APPLICATION DEADLINE

MAY 25, 2018 GRANT AWARD ANNOUNCEMENT



CAUSALITY

REWARD Volunteers®

EARN CASH & PRIZES
for you and your Non-Profits
by logging your volunteer time.

RewardVolunteers.coop

Prizes



Sponsors



ALIVE™

ASSOCIATION OF LEADERS IN VOLUNTEER ENGAGEMENT

Welcome, Greenville attendees!
We're glad you're here.

Check out our flyer in your conference packet
to learn more about ALIVE.

For more information or to join, contact:

Gretchen Jordan, CVA
ALIVE Association Manager
manager@volunteeralive.org

www.volunteeralive.org



The **first school in the nation** to offer Master of Public Service (MPS) and Executive Master of Public Service (EMPS) degrees, the **Clinton School of Public Service** gives students the knowledge, experience and skill set to **further their careers** in the areas of nonprofit, governmental, volunteer or private sector service.

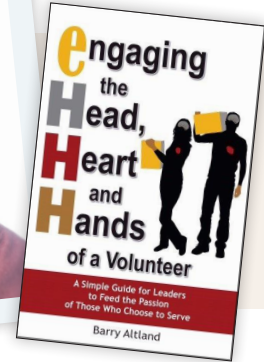
While learning valuable lessons in the classroom, students complete **hands-on public service projects**, ranging from local work in Arkansas communities to international projects on all of the world's six inhabited continents.



ClintonSchool.uasys.edu

ENGAGING THE HEAD, HEART AND HANDS OF A VOLUNTEER

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

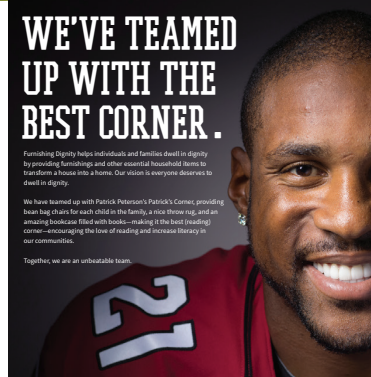
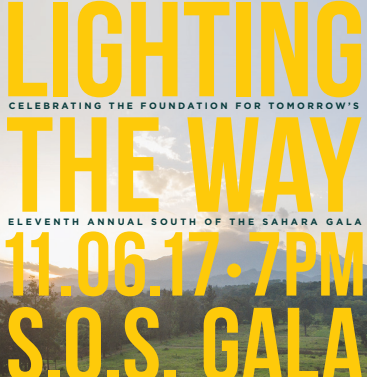
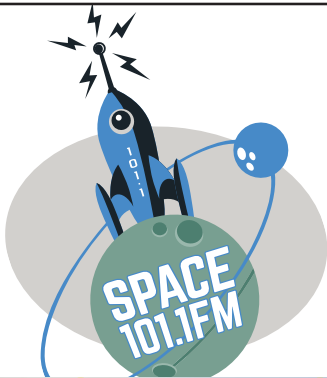


The complete guide to Attracting, Discovering, Engaging, Sustaining and, at times, Redirecting the passion of your volunteers!

Signed books available at the conference, at <http://HHHEngagement.com>, or all major online retailers!



HEAD, HEART AND HANDS ENGAGEMENT COLLECTIVE
Winter Garden, FL • HeadHeartHandsEngagement@gmail.com



YOUR MISSION VISUALIZED.

We provide identity design and communication tools exclusively for nonprofits.

Isn't it time you raise the visibility of your mission?

thinkcausality.com



CAUSALITY

EXHIBITOR BINGO

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

		
	<p>Download our Conference App at www.eventsd.com/ download Search "Atlantic Southern" <i>(initial to self-certify)</i></p>	
		
	 <p>Peace Corps</p>	

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

Printed Name _____ Organization _____



Membership with Service Year Alliance

MEMBERSHIP PROVIDES:



ServiceYear.org

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



National Recruitment, Awareness, and Corps Member Support

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



Grow Service Year Programs

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



Policy and Advocacy

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

A BETTER YOU. A GREATER US.



For everyday use and for emergency response, Get Connected is your one stop volunteer management solution.



Easily manage and engage volunteers with a modern, mobile-friendly design.



Quickly process, place, and track skilled volunteers in times of disaster.



Automatically match volunteer skills and interests with recommended opportunities.



Generate shareable Infographic and Excel-style reporting to illustrate real-time impact.

What Our Customers Say

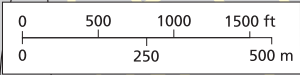
"We use Get Connected to manage a community hub of volunteering. The ease of use for administrator, manager, and volunteer has been the biggest plus for us. No more training sessions with exasperated organization staff. My troubleshooting to-do list has practically disappeared!"

-Lucy Schaich, Volunteer Bloomington

Call or email today and mention the **Galaxy ASC Offer** to receive a limited-time **20% Discount** on your first year's annual subscription.

(828) 575-5300 ext. 1 • info@galaxydigital.com

Downtown Greenville



- Points of Interest
- Other building
- Theater
- GHS Swamp Rabbit Trail
- Walking tour
- Parking garage, lot
- Information, Courthouse
- Railroad - Cemetery
- Bus station, Train station
- Main Street

- ### POINTS OF INTEREST
- American Legion Post #3 Cecil D. Buchanan War Museum..... 1
 - Art Crossing at RiverPlace..... 2
 - Bon Secours Wellness Arena... 3
 - Centre Stage..... 4
 - The Children's Museum of the Upstate..... 5
 - Falls Park on the Reedy..... 6
 - Fluor Field at the West End..... 7
 - Greenville County Museum of Art..... 8
 - Greenville Zoo..... 9
 - Kilgore-Lewis House..... 10
 - Liberty Bridge..... 11
 - Sargent-Wilson Museum & Gallery at Heritage Green..... 12
 - Museum and Library of Confederate History..... 13
 - The Peace Center..... 14
 - SC Governor's School for the Arts and Humanities... 15
 - Shoeless Joe Jackson sites... 16
 - Upcountry History Museum - Furman University..... 17

- ### RESTAURANTS
- Chicora Alley..... 1
 - The Lazy Goat..... 2
 - NOSE DIVE..... 3
 - Papi's Tacos..... 4
 - Passerelle Bistro..... 5
 - Port City Java..... 6
 - Roost..... 7
 - Soby's New South Cuisine... 8
 - Soby's on the Side..... 9
 - Southern Pressed Juicery... 10

- ### RETAIL
- Caviar and Bananas..... 11
 - Dark Corner Distillery..... 12
 - Denim Salon by Beija-Flor... 13
 - Dress Up..... 14
 - The Emporium..... 15
 - Greenville Jerky & Vine... 16
 - Magnolia Scents by Design... 17
 - Mast General Store..... 18
 - Samantha Grace Designs... 19
 - Splash on Main..... 20
 - Ten Thousand Villages..... 21

- ### REAL ESTATE
- Augusta Road Realty..... 1
 - Coldwell Banker Caine..... 2
 - Link Apartments..... 3

- ### ACCOMMODATIONS
- Aloft Greenville Downtown..... 1
 - Courtyard by Marriott Greenville Downtown..... 2
 - Embassy Suites by Hilton Greenville Downtown RiverPlace... 3
 - Hampton Inn & Suites Greenville Downtown @ RiverPlace... 4
 - Holiday Inn Express & Suites Downtown Greenville..... 5
 - Home2 Suites Downtown Greenville... 6
 - Hyatt Regency Greenville..... 7
 - Park House B&B..... 8
 - Pettigru Place B&B..... 9
 - Quality Inn & Suites Downtown... 10
 - Swamp Rabbit Inn..... 11
 - Westin Poinsett Greenville..... 12

For Downtown Trolley route and schedule, go to: www.greenvillesc.gov/597/trolley or download the Trolley Tracker App.



yeah, that greenville
visitgreenvillesc.com