2018 VIRGINIA VOLUNTEERISM & SERVICE CONFERENCE

MAY 21-22, 2018
DOUBLETREE BY HILTON HOTEL
RICHMOND - MIDLOTHIAN

#VIRGINIASERVICE2018
May 20, 2018

Dear Friends and Colleagues,

Welcome to the 2018 Virginia Volunteerism and Service Conference! For the next two days, you'll learn, network and engage with fellow community service colleagues who have the same goals as you — making your community a better place!

You will learn and interact with industry experts at more than 30 workshops. We also have an exciting line up of keynote speakers and some wonderful community service opportunities. For the second year, we will be honoring outstanding National Service members at the Virginia National Service Awards at our opening luncheon.

All of our workshop content has been created based on the feedback we've received from Virginia's nonprofit and community service organizations. We are confident that when you leave on Tuesday afternoon, you will have gained invaluable new skills, created some lasting connections, and be inspired to tackle challenges in your community.

We would like to thank our presenting sponsor, the Virginia Service Foundation, for making this event possible. Make sure to thank all of our conference sponsors and presenters while you're here.

Again, welcome! We look forward to working and learning together at this conference and in the future!

Best regards,

Gail P. Harris
Director, Office on Volunteerism and Community Services
THANK YOU TO OUR SPONSORS

We want to thank the following Sponsors and Donors:

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Roxanne Saunders, AmeriCorps Fiscal Officer
Wanda Stevenson, NAP Program Manager
Jovon Taylor, OVCS Executive Assistant
Joy Wade, AmeriCorps Program Officer

Exhibitors

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<td>9:30-11 a.m.</td>
<td>Capacity Building</td>
<td>Succession Management: The Big Picture</td>
<td>Vanessa DiLeo (Parlor C)</td>
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<td>Measures Matter! Use Outcomes to Tell Your Organization's Story</td>
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<td>The Prescription for Helping Others? Putting Health &amp; Wellness First!</td>
<td>Pamela Milne (Bon Air)</td>
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<td>Lunch Plenary 11:15 a.m. – 1:30 p.m.</td>
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<td>11:45 a.m. Welcome</td>
<td>Commissioner S. Duke Storen, Virginia Department of Social Services</td>
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<td>Dr. Joseph Casey, County Administrator, Chesterfield County</td>
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<td>12:10 p.m. Welcome: Vanessa Diamond, Chair, Governor's Advisory Board on Service &amp; Volunteerism</td>
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<td>12:20 p.m. Plenary Speaker: Lidia Soto-Harmon, CEO of the Girl Scouts of the Nation's Capital</td>
<td>Lidia will speak about ways in which we can all do more to motivate and inspire our youth to be passionate about civic engagement.</td>
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<td>12:50 p.m. Virginia National Service Awards Presentation:</td>
<td>Vanessa Diamond; Elizabeth Childress, Chair, Virginia Service Foundation; and Gail Harris, Director, Virginia Office on Volunteerism and Community Services</td>
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<td>Winners will be honored in six categories for their outstanding service to communities (AmeriCorps State –Wone Award, AmeriCorps VISTA, Senior Corps RSVP, Senior Corps Senior Companions, Senior Corps Foster Grandparents, and National Service Alums). Read their stories in the Virginia Volunteerism Conference Program available on the Conference App.</td>
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<td>1:25 p.m. Announcements: Gail Harris</td>
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<td>1:45-3:15 p.m.</td>
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<td>Dude, Where's the Meeting?! Managing Multiple Generations in Your Workplace, Lil Dupree (Parlor C)</td>
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<td>Ready! Set! Get a Grant!, Laurie Rogers (Parlor A)</td>
<td>Hosting Successful Outreach Events on a Budget, Debby Loggans and Mary Anne Holbrook (Parlor D)</td>
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<td>Creating the Ask - Fundraising for Board and Staff, Amy Nisenson (Parlor A)</td>
<td>Is Your Volunteer Program At Risk? Protect Your Organization with a Comprehensive Risk Management Program, Leigh-Anne Cade and Callah Terkeltaub (Parlor B)</td>
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**Lunch Plenary 12:15-2:15 p.m.**

**12:50 p.m. Welcome:** Leah Walker, Virginia Governor’s Advisory Board on Service & Volunteerism

**1 p.m. Keynote Speaker:** Joshua Lozoff, Magician/Mentalist

Joshua Lozoff appears to read minds. But what he really does is read people. In this engaging and interactive presentation, Joshua pulls back the curtain to reveal the true secrets his magic: not trick boxes or trap doors, but powerful communication skills, a heightened intuition, and strong powers of observation; skills useful for us all, from the boardroom to the sales room to the family room.

**1:50 p.m. Door Prize Giveaways**

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<td>2:30 - 4 p.m.</td>
<td>Strengthening Volunteer Relationships through Storytelling, Sue Kindred (Parlor C)</td>
<td>Serving Vulnerable Populations: What Social Workers Can Teach (Volunteer Managers (and Vice Versa), Alison Jones-Nassar (Parlor A)</td>
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<td>Volunteers - Here Today, Gone Tomorrow?, Jane Wenner and Candice Smith (Parlor D)</td>
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<td>Discussion of Local Volunteer and Civic Engagement Initiatives, Vanessa Diamond (New River)</td>
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<td>More Than Cheerleading: Effective Ways to Motivate Your Team, Sarah Harvey (Parlor B)</td>
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Succession Management: The Big Picture
Vanessa Di Leo, Virginia Dept. of Social Services

Attracting and keeping a dynamic and qualified staff is a key strategy to ensure that your organization continues to make an impact for decades to come. This highly interactive workshop explores the components of an effective Succession Management program, as well as potential benefits and barriers. Discover how agency mission, vision and values integrate with performance management, professional development, employee engagement and retention. At this workshop, you'll gain valuable tools to help organize and support your Succession Management program that will impact your organization’s long term success.

Measures Matter! Use Outcomes to Tell Your Organization’s Story
Trina Willard, Knowledge Advisory Group

In today’s nonprofit climate, almost everyone who is important to your organization asks you to demonstrate your value. Funders, boards, association members, donors, and partner agencies all want to hear more about your outcomes – the results you create -- and less about what you do. At this workshop, you will understand the differences between process measures and outcome measures and be introduced to a logic model tool. Participants will also share their experiences and participate in several exercises to demonstrate using the logic model tool and identify key audiences.

The Importance of Pre-Service Orientation: Why a Manual is Not Enough
Dr. Erin Brown, Virginia Commonwealth University

So you’ve recruited some amazing volunteers and everyone is excited to get started. You want to make sure these amazing volunteers come back and continue to serve your organization in the future right? This workshop guide participants on how to develop an effective pre-service orientation that will prepare volunteers for service – without overwhelming them. Participants will learn strategies for making orientation more engaging while delivering important program information. We’ll teach organizations to ask the questions “How much is too much information?,” “How do I make the most of my limited time with volunteers?,” and “How do I get volunteers excited for service?"

Group Hug While Singing Koumbayah (or Leveraging Your Position to Build a Culture of Collaboration)
Alison Jones-Nassar, Greater Richmond ARC

The research is clear. If you want to engage volunteers in roles that are impactful and strategically aligned, you can’t – and shouldn’t – do it alone. This workshop will explore how you as volunteer engagement professionals can enlist the support and collaboration of your colleagues to create service opportunities that are truly responsive to the needs of your clients, organization, and community. Participants will explore the concept and characteristics of a “Culture of Collaboration” as described in recent research. Hands on activities will include the examination of the Balanced Scorecard approach to developing impactful and strategically aligned service opportunities through staff collaboration. Participants will review recommended strategies for building a culture of collaboration among their own staff.

How to Manage Your Board – Without Them Knowing They are Being Managed!
Sarah Milston, The Spark Mill

Your board is the public face of your organization and often serve as your chief cheerleaders and fundraisers. Your board is also responsible for steering the organization towards meeting its mission and ensuring its financial stability. They can prove to be useful, harmful, or dead weight for your organization. At this session, you’ll learn tips to manage the board for the best impact for your organization. Participants will receive concrete examples for board engagement and review case studies of poor and excellent board engagement.

The Prescription for Helping Others? Putting Health & Wellness First!
Pamela Milne, O Street International

Maintaining a healthy lifestyle fueled with a nutritious diet, exercise, sleep, and stress relief, promotes increased energy, improved mental clarity, and overall productivity in employees. When people are feeling better, they perform better! This practical interactive workshop will address the positive impact and benefits of implementing health and wellness programs for employees – as well as focus on the importance of individual health (mind, body, and soul). Participants will understand the incredible impact an organization can have on its employees by reminding them of the importance of their well-being, encouraging healthy lifestyle practices, and engaging as a group to reach health goals.

11:15 a.m.-1:30 p.m. Awards Luncheon & Plenary Session with Lidia Soto-Harmon, CEO, Girl Scouts Council of the Nation’s Capital
Monday, May 21, 2018
1:45pm-3:15pm

The Power of Partnerships: Leveraging Public and Nonprofit Relationships

Dr. Joe Casey, Chesterfield County
When everyone partners for the greater good, the result is a more engaged community with a keen awareness of needs in your own backyard. By developing these partnerships, individual efforts at every level make an even greater impact. This workshop will explore simple ways that local government, nonprofit organizations, and private sector entities can best collaborate with residents to meet the needs of the community. Participants will also learn about community resources available at the local government level.

Strategic Plans to Action Plans

Amy Nisenson, The Mary Morton Parsons Foundation
Strategic planning is critical to an organization’s long-term planning and health. This workshop will review some best practices around the strategic planning process, the role of the board, staff, stakeholders, and others that need to be engaged and involved. Once the plan is completed, what happens next? How can you ensure that there is a realistic implementation plan in place—one that assigns responsibility to staff and committees to implement objectives and initiatives to meet the goal; one that sets realistic deadlines and measurable outcomes. Does the budget reflect the needed staff, equipment, and other resources to help make the implementation realistic? Is there a fund development plan in place to assist with raising funds needed for a successful strategic plan implementation?

From Good to Great: Transforming Your Volunteer Program

Theresa Brown, Fairfax Co. Area Agency on Aging; Alexandra Stewart, Fairfax Dept. of Family Services
This workshop will provide comprehensive tools for volunteer managers to strengthen their volunteer programs. Participants will learn volunteer recruitment and retention strategies, the value of data management, and how to effectively engage organizations seeking to build a corporate social responsibility program. This workshop encourages participant interaction and offers opportunities to network and problem solve with fellow participants. Participants will explore the value of data management and how it tells a story of volunteer impact and program success.

True Stories: Top 10 Volunteer Lessons Learned
Matthew Peterson, Habitat for Humanity of Winchester-Frederick County
Through true anecdotal stories, attendees will hear real-world experiences and scenarios to teach a prioritized list of key volunteer lessons learned. For each story (in prioritized order from 10 down to 1) the presenter will describe a true story gleaned from years managing volunteers all over the world. These stories will encapsulate the most important lessons learned and how those lessons can be applied to everyday situations. He will set the stage with a colorful story of a real-world disaster or humanitarian assistance response that involved volunteers, what happened, and most importantly, what was the key lesson learned. Through these stories, participants will learn pitfalls to avoid, and ways to succeed, when leading volunteers in tough situations.

Healing Sounds: Mindfulness Through Listening
Emily Robinson, Virginia Sexual and Domestic Violence Action Alliance
This session explores the use of group sound-making as a healing practice and an aid in building trust and broadening communication within an organization or working group. The workshop will feature group activities centering on building mindful listening practices into organizational structures, group sound meditations, and a sonic healing session. Participants will have the opportunity to rest and restore their minds -- often a need at conferences where information tends to be processed in mass quantities! At the end of this session, you will understand how to build the framework for building deep listening practices into your work, gain skills in building a mindfulness/self care practice for yourself, and understand how to lead group sonic mediation activities.

Creative Problem Solving Through Innovative Design Thinking
Chris Bennett, Associate Facilitator, The Spark Mill
Albert Einstein is quoted to have said “We can't solve problems by using the same kind of thinking we used when we created them.” So how can we think differently about the challenges facing our organizations? Utilizing “design thinking” is one effective way to change our perspectives. Design thinking is about identifying and working within given constraints to arrive at innovative and generative solutions. In this hands-on workshop, participants will explore design thinking through a fun-filled gamified experience to address complex problems and social ills. Participants will walk away with practical and actionable design tools that can be applied with teams to solve problems in their context.
Monday, May 21, 2018
3:30pm-5:00pm

Beyond Focus Groups: Best Practices for Community Engagement
Sarah Milston, The Spark Mill
This session will highlight key aspects of a robust community engagement program. Participants will review the community engagement spectrum and discuss best practices for co-leadership with community transformations. This workshop will feature lively discussions illustrating different examples of equity and how to avoid bad community engagement.

The Opioid Crisis: Strategies to Find Solutions
Jodi Manz, Commonwealth of Virginia
This session will review the current state of the addiction epidemic in Virginia, looking at data around the nature of the epidemic and exploring what is being done at both the state and community level to address the crisis. Further, we will discuss the roles of individuals, organizations, and coalition in communities throughout the Commonwealth.

Finding Your Organization's Place in National Service
Amanda Healy, Virginia State Service Commission
Does your organization have a passion for service and a desire to develop leaders? AmeriCorps could be the answer to making a real impact in your community. At this session, National Service experts will compare and contrast the different types of AmeriCorps programs -- AmeriCorps State, NCCC, and VISTA. Presenters will provide specific examples of how organizations have utilized National Service to help further their organization's missions, including reviewing outcomes attributable to the AmeriCorps members. Participants will be provided with scenarios of community and organizational challenges and strategize which AmeriCorps program(s) would be the best fit to address each situation. Participants will also work with the experts to plan their organizations' potential AmeriCorps programs through brainstorming and feedback.

Debunking the Myth of the Slacker Millennial: Leveraging the Power of Young Adults
Dr. Erin Brown, Jacob Sexton, & Nazirah Vines, Virginia Commonwealth University
This interactive session will explore the role of millennials in society and how they can contribute to the public good. Presenters will receive practical advice from two highly engaged millennials who will share their personal experiences working with community agencies as volunteers. In addition to uncovering the facts behind many of the stereotypes regarding millennials based on recent research, participants will learn how to effectively leverage the positive attributes of millennials while also gaining skills to navigate common challenges.

Panel Discussion: The CVA Credential - A Mark of Excellence
Sarah Wilson, NAMI Virginia
Kathy Perun, St. Joseph's Villa
Credentialing in any profession increases credibility, promotes learning, and supports career development. In this session you'll learn about a unique performance-based, self-study program for becoming Certified in Volunteer Administration (CVA), and how it can benefit you and your organization. This international certification program is relevant for all types of settings and is intended for individuals with at least three years of experience leading volunteer engagement. Participants will learn the process for earning the CVA credential – exam, portfolio, timeframes, fees, registration, candidate support, recertification requirements, etc.

Dude, Where's the Meeting?! Managing Multiple Generations in Your Workplace
Lil Dupree, Appalachian Community Action Agency
This is the first time in modern history when there have been 3-4 generations in the workplace at the same time -- Traditionalists (yes, still a few!), Boomers, Gen X and Millennials (or Gen @). This unique dynamic offers both challenges and opportunities. This workshop will break down the typical characteristics and needs of each generation and reveal the most common areas of friction between them. This highly interactive workshop will use music, cartoons/memes, and audience participation to help teach techniques to maximize positive interactions and build a generationally inclusive culture.

Destination: RICHMOND
Welcome to the Richmond Region! There's always something going on in RVA, including the country's highest rated Minor League Baseball experience, exciting festivals and events, world class shopping, and historical and cultural attractions. Combine all this with an up and coming dining scene and outstanding microbreweries and wineries and you'll want to make sure to come early and enjoy all that Richmond has to offer! Start your Richmond adventure by visiting www.VisitRichmondVa.com and www.ExperienceChesterfield.com.
Tuesday, May 22, 2018
8:45am-10:15am
Ready! Set! Get a Grant!
Laurie Rogers, Independent Grant Writer
Many organizations and agencies regularly seek support from foundations, corporations and government entities to support their programs and activities. Receiving grant funding is often vital to the success of many community programs. But is your agency positioned to be successful submitting grants? At this session, you’ll learn the essential elements you need to have in place before you begin filling out a grant application. In addition to understanding these skills, you’ll learn about a range of opportunities that grant funding can provide to your agency and realize the importance of stewardship in this process.

Gone to the Dogs! Understanding the Difference Between Facility, Therapy, Support & Service Dogs (And Remaining ADA Compliant!)
Joy Parker & Shannon Hood, Children’s Hospital of The King’s Daughters
As pet therapy and facility dog programs continue to expand, all of us are becoming accustomed to seeing animals enter and exit public facilities. However, the Americans with Disability Act (ADA) provides specific guidelines about what qualifies an animal as a service animal versus an emotional support animal. More importantly, do you know what questions your staff members are legally allowed to ask to determine service animal status? In this session, we will discuss the use of facility dogs at Children’s Hospital of The King’s Daughters (CHKD) and how they differ from pet therapy animals. We will also clarify the difference between service and emotional support dogs (or dogs in purses or small carriers) and how staff can make the distinction with visitors while remaining compliant with the ADA. Join CHKD facility dog SaraLee as you learn to identify dogs covered under the ADA and develop skills to appropriately screen dogs for entrance.

Enhancing Your Organization’s Data Capacity: Building a Data-Driven Culture and Setting Up a Data System
Dr. Teresa Garcia Duncan, Deacon Hill Research Associates
Andrew MacDonald, ICF
This interactive workshop will address key principles in building a data-driven culture: 1) Making data a part of an ongoing cycle of improvement; 2) Teaching staff to examine their own data and set goals; 3) Establishing a clear vision for organization-wide data use; 4) Providing supports that foster a data-driven culture within the organization; and 5) Developing and maintaining an organization-wide data system.

Hosting Successful Outreach Events on a Budget
Debby Loggans & Mary Anne Holbrook, United Way of Southwest Virginia
Events. Love them or hate them, we all have to host them. Learn how to manage and plan a successful event from United Way of Southwest Virginia’s experienced leaders. A 2017 winner of the Governor’s Awards for Excellence and Innovation in Education, their 2017 Careers Expo for Youth utilized more than 300 volunteers, more than 200 professionals, 17 school systems, numerous faculty and administrators and 4,300 students! Learn how they, along with hundreds of volunteers, managed to make it happen and happen BIG! Participants will take a quiz to see how much they know about utilizing volunteers for their events and then hear from experienced professionals who will provide samples of planning tool, including timelines, job descriptions, talking points, etc. Ultimately, participants will learn practical skills to plan their next event with confidence.

Team Communication Styles: Roadmap to Success
Sarah Harvey, Virginia Dept. of Social Services
Effective communication with a variety of audiences is a critical skill for employees who want to advance professionally. Participants will examine four DiSC (Dominance, Influence, Steadiness, and Conscientiousness) communication styles to identify their own preferred style and understand the impact of communication on interpersonal interactions in the workplace.

Social Connectedness and Optimal Well-Being
Gigi Amateau, Greater Richmond Age Wave
There’s no doubt that technology has changed how we connect with our friends, family and coworkers. Even though there are more ways than ever to stay connected with our community, these same networks are resulting in a new type of social isolation. This interactive workshop presents research related to social isolation and social connectedness through the “Four Pillars of Well-Being” -- Physically Fit, Emotionally Sound, Mentally Strong, and a Living with Meaning. Participants will learn how social connection impacts health and well-being, explore and identify individual social networks, and practice connecting with others in safe, supportive ways.
Creating the Ask: Fundraising Strategies for Board and Staff

Amy Nisenson, The Mary Morton Parsons Foundation

Is your Board comfortable with fundraising? Is there a working partnership between Board and staff to cultivate, solicit, and steward donors? This session will provide participants with an overview of Board member fundraising responsibilities and how to work closely and collaboratively with staff in the process. Participants will walk away with best practices around fundraising, as well as the ability to better engage with donors. The workshop will include role playing scenarios and helpful handouts.

Alignment Isn’t Just for Chiropractors: Exploring Organizational Alignment

Chris Bennett, The Spark Mill

Your organization has all the assets it needs to make the change you want to see in the world. But are your staff, your finances and your time aligned to produce that change? This workshop will explore organizational assets and how they are aligned (or not) towards the mission and vision of your organization. Participants will walk away with an asset and alignment map, and some next steps to achieve organizational alignment.

Is Your Volunteer Program At Risk? Protect Your Organization with a Comprehensive Risk Management Program

Leigh-Anne Cade & CallahTerkeltaub, VOLUNTEER Hampton Roads

Volunteers are an integral part of organizations making an impact to their constituents. Because you rely so much on these individuals, it is important to protect them as a valuable part of your organization and protect your organization from potential harm as well. In this workshop, participants will learn the basics of building a comprehensive volunteer risk management program. This session will examine the process of identifying potential threats to your organization, evaluating possible financial and legal impacts, and taking measures to eliminate or reduce the risks inherent to your volunteer program. Participants will break into small groups and analyze a volunteer program risk scenario. Group discussion and a question and answer period will also be included so that participants can exchange ideas with their peers.

Using Social Media Marketing as a Powerful Tool to Promote Volunteerism

Susan Long-Molnar, Managing Communications

Are you optimizing your social media networks to build your volunteer base? If not, you’re missing out on a powerful tool to not only increase the number of volunteers serving your organization, but also motivate them to continue to volunteer. In this workshop, you’ll gain an understanding of how social media can support your volunteer programs and learn how to build a strategic plan for your digital marketing efforts. Participants will develop strategies using Facebook, LinkedIn, and Twitter, along with other media to engage, recognize, and promote overall volunteerism. Hands on activities will include practicing techniques for using and repurposing content for maximum impact.

Using Personal Power to Make an Impact

Vanessa Di Leo, Virginia Dept. of Social Services

At this session, participants will explore the benefits and uses of personal power at work. You’ll gain everyday techniques to build personal power and discover how the right mix of persuasion and influence will help you get the job done. Learn how personal power differs from position power, and how it impacts teamwork, productivity and innovation. Discover ways to build trust, respect and confidence while empowering those around you AND yourself. Use your newfound power to get to the "Yes!" and boost your career success.

Robert’s Rules Made Simple

Ken Morgan, Virginia Association of Volunteer Rescue Squads

Whether you are a member or leader of an association or community group, you can benefit from understanding some of the basic rules of parliamentary procedure. Ken Morgan, a Registered Parliamentarian and certified trainer for Robert’s Rules Made Simple, will guide participants on the basics of parliamentary procedure. This workshop will include an overview of the seven fundamental motions in Robert’s Rules, the pyramid of precedence in motions, and how the common language in Robert’s Rules allows members to work together to improve their organizations. Participants will be able to utilize their understanding of parliamentary procedure to have increased confidence in meetings and facilitate group discussions in a meaningful way.
Tuesday, May 22, 2018
2:30pm-4:00pm

Strengthening Volunteer Relationships through Storytelling
Sue Kindred, SK Consulting LLC

Story brings us together. It solidifies our place in the world, helps identify a common purpose, and provides meaning to our work of creating social change. When we infuse our work with meaningful and effective storytelling, we shift our perspective from simply raising funds for our organization, to helping all of our stakeholders (particularly volunteers) tap into their own goals for giving back to their communities. In this session you’ll learn that an organizational shift in thinking is necessary to see our relationships — both donor and volunteer — as symbiotic. We must see them as a way to help our organizational champions get their own needs met while helping us meet ours. Through robust interactive discussions, you’ll develop an understanding of the role of story in building relationships. You will also learn how stories are the bridge to help your organization and your organizational champions get their needs met and develop skills on how to craft stories in the minds of your listeners.

Serving Vulnerable Populations: What Social Workers Can Teach Volunteer Managers (and Vice Versa)
Alison Jones-Nassar, Greater Richmond ARC

Thanks to decades of research, volunteer engagement professionals have a formal set of best practices that guides our work regardless of the type of organization or cause affiliation. But when our organizations serve client populations designated as “vulnerable,” it’s important that we exceed certain standards and give additional emphasis to others. By doing this, we earn the trust of our social work colleagues, enhance operational integrity, and communicate the message that our efforts directly support the delicate work of human services. This workshop will identify ways in which volunteer managers and social workers can work together to make sure that our vulnerable clients receive the best services and the most sensitive support from both paid and unpaid team members. Participants participate in group discussions to compare specific onboarding and training practices and identify gaps that can be rectified for different types of vulnerable populations.

Volunteers - Here Today, Gone Tomorrow?
Jane Wenner & Candice Smith, Gloucester County Emergency Management

More and more organizations are shifting their focus from volunteer recruitment to understanding and addressing their retention rates. This workshop introduces ways to keep volunteers engaged and how to retain them. Participants will learn the different personality types of volunteers and how to engage them and utilize strengths. This session will also highlight how to recruit form unlikely sources to obtain volunteers that will be motivated to stick around. Participants will interact by sharing ideas and have fun identifying personalities of their workshop peers to illustrate the importance of recruiting potential long-term volunteers.

Discussion of Local Volunteer and Civic Engagement Initiatives
Vanessa Diamond, The Community Foundation Serving Richmond and Central Virginia; and members of the Governor's Advisory Board on Service & Volunteerism

Through facilitated discussions, volunteer managers, members of the Governor's Advisory Board on Service and Volunteerism, and others will have the opportunity to share information about local community solutions and obstacles to increasing volunteerism and civic engagement.

More Than Cheerleading: Effective Ways to Motivate Your Team
Sarah Harvey, Virginia Dept. of Social Services

To motivate your team, you first must understand them. At this session, participants will be able to recognize that motivators vary from person to person. Through highly interactive discussions, you will understand several theories of motivation and find out what motivates employees. Participants will also learn how to apply motivational techniques to achieve maximum performance from their team.
Gigi Amateau, Director of Grants and Research, Greater Richmond Age Wave

Gigi has worked in health and human services for thirty-years in program administration, information and referral, and philanthropy with the Commonwealth of Virginia, Homeward, SeniorNavigator, and United Way. She is currently the Director of Grants and Research for the Greater Richmond Age Wave Coalition. Gigi received her undergraduate degree from Virginia Commonwealth University (VCU) in Urban Studies and Planning and her Master of Science in Gerontology, also at VCU. She is a certified yoga teacher and a Pat Asch Social Justice Fellow with the YWCA of Greater Richmond.

Chris Bennett, Associate Facilitator, The Spark Mill

Chris Bennett is an associate facilitator with The Spark Mill and the pastor of St. Matthew’s United Methodist Church in Goochland. He has more than a decade of experience leading, preaching and guiding all different sizes of congregations. Over his career, Chris has led dozens of training and planning sessions and has a passion for equipping leaders and empowering volunteers to use their gifts and abilities to make an impact in the world.

Emily Brown, AmeriCorps VISTA Program Manager Virginia Housing Alliance

Emily is responsible for the oversight of the Virginia Housing Alliance’s AmeriCorps VISTA members’ work across the state. She previously worked in Washington, DC with a focus on education. Emily worked as Program Coordinator at New Futures where she worked in youth development, alumni engagement, and fundraising all with the goal of empowering students to access and succeed in post-secondary programs. Before her time with New Futures, she was an AmeriCorps member working with national nonprofit, Playworks where she worked to improve the health and well-being of students by increasing opportunities for physical activity and safe, meaningful play.

Dr. Erin Brown, VCU ASPIRE Director, Virginia Commonwealth University

Dr. Brown joined VCU’s Division of Community Engagement in 2008 as the coordinator of the AmeriCorps and America Reads Programs. In that role she recruited, trained, and supervised up to 80 members who served as tutors and mentors to elementary students. In 2011, she became the assistant and eventually associate director of service-learning where she supported service-learning faculty in the development of courses that integrated service experiences into the curriculum. Currently, Dr. Brown serves as the director of the ASPIRE living-learning program, a 2-year program that provides undergraduates with an opportunity to engage with community partners in collaborative efforts to make sustainable improvements. Her many years working with college students has provided a wealth of experience and expertise in volunteer management. In addition to training and teaching college students on a regular basis, Dr. Brown has taught courses for Richmond’s Nonprofit Learning Point in volunteer management and engagement.

Theresa Brown, Director, Volunteer Services, Fairfax Area Agency on Aging

Theresa has worked for Fairfax County Government for twenty years in a variety of roles such as probation officer, social worker, and volunteer manager. She holds a master’s degree in Public Administration. As the director of Volunteer Solutions, Theresa manages a program of more than 3,500 volunteers who assist older adults and adults with disabilities. She supervises eight volunteer managers in the Area Agency on Aging’s Volunteer Solutions unit. Theresa has served on multiple boards to include the Northern Virginia Association of Volunteer Administrators. She is the current chair of the Fairfax County Department of Family Services Volunteer and Partnership Network. Over the past six years, Theresa has created presentations and presented to nonprofits, corporate agencies, and government agencies on the topics of Building and Maintaining Partnerships, and Team Building for Volunteer Groups.

Leigh-Anne Cade, MPH, CVA, Director of Training, VOLUNTEER Hampton Roads

As Director of Training for VOLUNTEER Hampton Roads, which has evolved from a traditional volunteer clearinghouse into a full-service management support organization for the nonprofit sector, Leigh-Anne develops and implements forums, symposiums and training events. Additionally she researches, develops and facilitates customized training including board governance, risk management, strategic planning, board and staff retreats and volunteer management for the organization’s nonprofit partners. Leigh-Anne also serves as the head trainer and facilitator for the Service Enterprise Initiative, a national program which is designed to build the capacity of nonprofit organizations through high level volunteer utilization. Prior to coming to VOLUNTEER Hampton Roads, Leigh-Anne worked for the National Multiple Sclerosis Society for 13 years where she conducted trainings nationally. Positions with the Society included programs and services, nonprofit management, advocacy and fundraising. She also worked for the American Heart Association and completed her graduate level internship at the American Cancer Society. Leigh-Anne earned her Bachelor of Science degree from Towson University in Maryland, her Master of Public Health degree from San Diego State University and is certified in volunteer administration by the Council for Certification in Volunteer Administration.
Dr. Joseph P. Casey, County Administrator, Chesterfield County

Dr. Joseph P. Casey has been the Chesterfield County Administrator since July 2016. He has unique RVA connections via his prior tenures as Deputy County Administrator roles with both Henrico and Hanover counties dating back to his first roles in local government in 1990. Casey holds a bachelor’s degree in accounting from the University of Richmond, a master’s degree in public administration and a doctorate in Public Policy and Public Administration from Virginia Commonwealth University. Dr. Casey is a certified public accountant who started his career with KPMG accounting firm. His current professional affiliations have included leadership roles as President-elect of the Virginia Local Government Management Association and past roles on executive board for the national Government Finance Officers Association and President of the Virginia Government Finance Officers’ Association. In the region, Dr. Casey serves as the chair of the Greater Richmond Convention Center Authority and on the Capital Region Collaborative. While the role of County Administrator keeps him engaged with many community meetings and other engagement opportunities with Chesterfield and the region, he also participates in many community projects and mission-based work through his church.

Stephanie Chan, Assistant Program Director, AmeriCorps NCCC, Southern Region

Stephanie has been a part of national service in some form for almost ten years. After completing her Master of Education in Counseling & Human Development at Lindsey Wilson College in Kentucky, she served 3 terms as a VISTA/VISTA Leader before joining AmeriCorps NCCC in 2013 as an Assistant Program Director. In her role at AmeriCorps NCCC, she oversees short-term team-based projects in seven states that can be anywhere from three to ten weeks in length. Stephanie is passionate about increasing awareness of AmeriCorps NCCC and the opportunities it presents to help organizations Get Things Done!

Tynetta Darden, State Program Director, CNCS Virginia State Office

Tynetta has more than 20 years of experience working with nonprofit organizations and government entities. For more than a decade she has been working with the Corporation for National and Community Service managing AmeriCorps VISTA and Senior Corps projects and working with State Service Commissions. Since 2015, she has served as the State Program Director for the Virginia State Office in Richmond. These combined experiences give her a unique view National Service programming and grants management. She earned a Master of Public Administration from the Maxwell School at Syracuse University.

Vanessa Diamond, Sr. VP, Civic Innovations, The Community Foundation Serving Richmond and Central Virginia

Vanessa serves in a dual role as Director of HandsOn Greater Richmond leading the strategy and operations of Central Virginia’s volunteer action center and civic engagement initiatives. She also serves as Vice President of the Partnership for Nonprofit Excellence where her focus is on facilitating regional partnerships and helping to support internal operations across programs. Vanessa’s lifelong passion has been focused on helping youth and adults engage by finding individual solutions to critical community issues. Previously she directed Virginia Commonwealth University’s (VCU) Service-Learning Program where she developed partnerships between faculty and community organizations to help ensure that VCU courses include community service components. Before moving to the Richmond region, Vanessa was the Assistant Director of Northwest Service Academy’s Portland, OR office where she was responsible for operations, training, and leadership of over 200 AmeriCorps service members. She has an undergraduate degree in Sociology from North Carolina State University and her Master of Public Administration degree from VCU.

Vanessa Di Leo, Talent Developer, Virginia Department of Social Services

Vanessa is a Talent Developer for the Virginia Department of Social Services. She has more than 20 years of experience developing and delivering training for a variety of audiences. She has worked as a national consultant, grant writer, program evaluator, mentor, coach and quality assurance specialist at state and local levels, for non-profit and government agencies, and the private sector. She has a Master’s Degree in Museum Studies and is a Society for Human Resources Management-Certified Professional.

Lil Dupree, Executive Director, Appalachian Community Action Agency

As the former Director of Training and Technical Assistance for the national Community Action Partnership, Lil is a seasoned facilitator and trainer. She is a Master ROMA trainer, experienced in training both directly and train-the-trainer for groups ranging from 5-500 people.
**PRESENTER BIOGRAPHIES**

**Teresa Garcia Duncan, Ph.D., President, Deacon Hill Research Associates**

Dr. Duncan has more than 24 years of post-doctoral research experience in applied research and evaluation. Her methodological expertise is in experimental and quasi-experimental designs, program evaluation, survey development, and applied educational and psychological measurement. Dr. Duncan’s interests are in teaching and learning from pre-K to 16, and her content area expertise is in the areas of teacher professional development and student learning, cognition, and achievement, including interventions for at-risk students. As Director of the Regional Educational Laboratory for the Mid-Atlantic (2012-2017), she led a large team of researchers and technical assistance experts to work in partnership with policymakers, practitioners, and communities in implementing education reform, by providing technical support to enhance organizations’ data and research capacity and conducting applied research and evaluation studies for Delaware, Maryland, New Jersey, Pennsylvania, and the District of Columbia. Prior to establishing Deacon Hill Research Associates, Dr. Duncan was a Senior Fellow (2010-2015), then an Expert Consultant at ICF (2015-present). She was a Principal Research Analyst at the American Institutes for Research (1999-2010) and an Assistant Professor at the University of Texas at Austin (1993-1999), where she held a joint appointment between the Quantitative Methods and the Learning, Cognition, and Instruction domains in the Department of Educational Psychology. Dr. Duncan is the author or co-author of publications appearing in peer-reviewed journals such as Educational and Psychological Measurement, Applied Measurement in Education, and Educational Psychologist.

**Amanda Healy, AmeriCorps Program Manager, Virginia State Service Commission**

Based in the Virginia Department of Social Services, Amanda is a member of the AmeriCorps team that supports an array of national service programming and volunteerism across the Commonwealth. Her career of transformational community development has been inspired by the idea articulated so well by Margaret Mead: “Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” In addition to AmeriCorps, Amanda has worked with a range of programming including Small Cities Community Development Block Grants, Indoor Plumbing and Rehab, and Fair Housing. She is a native Virginian, but has also lived and worked in Alaska, Hawaii, and Oregon. She has recently acquired her first ‘vanity’ license plate: “GOGOVA” chosen incidentally because of her love for the Commonwealth of Virginia, but primarily because her granddaughter, whose name is ‘Virginia’, calls Amanda “GoGo.”

**Mary Anne Holbrook, Director of Community Relations, United Way of Southwest Virginia**

Mary Anne has a background in non-profit fundraising and management and education. She helps build and sustain resources for community initiatives. Mary Anne has worked in all facets of fundraising including donor development and stewardship, grant writing, governmental relations and events. She helped launch new graduate medical education programs at Johnston Memorial Hospital that address regional physician shortages and workforce needs by training physicians in this region who will stay in the region. A graduate of Radford University, she holds a Master's Degree in English with concentrations in Appalachian Studies and Business and Technical Writing.

**Shannon Hood, Manager, Child Life Program, Children's Hospital of The King's Daughters**

Shannon is a graduate of University of North Carolina at Greensboro with a bachelor’s of science in Recreation, Parks, and Tourism, concentrating in therapeutic recreation. She recently earned her master’s degree in Organizational Leadership from Columbia Southern University. Shannon has worked at Children’s Hospital of The King’s Daughters (CHKD) for 15 years and serves as manager of CHKD’s child life program. She is a certified child life specialist as well as a certified therapeutic recreation specialist with her primary focus devoted to the rehabilitation program and the neonatal intensive care unit. In February 2016, she em-“barked” on a new journey and obtained a facility dog. Shannon is an experienced conference and hospital presenter.

**Sarah Harvey, Program Specialist, Virginia Department of Social Services**

Sarah is a Learning and Development professional with practical work and leadership experience. With over 25 years in Human Resources experience, she has worked with the Virginia Department of Social Services, DMV, Circuit City, Reynolds Community College, Johnson & Johnson, Cordis, Baxter Healthcare, and Ryder Systems. Sarah earned an MBA degree from the University of Miami while working full-time and has a BA in Psychology from the University of Virginia. As a former Training Manager and business owner, Sarah has practical work experience in project management and all aspects of training and development. Her experience includes needs assessment, curriculum design, course development, and delivery for both web-based e-learning and instructor-led training. Sarah has built a reputation for creating positive learner experiences at all organizational levels.

**Virginia, Her Name is ‘Virginia’, Calls Amanda “GoGo.”**

Virginia, but primarily because her granddaughter, whose name is ‘Virginia’, calls Amanda “GoGo.”
**Alison Jones-Nassar, Volunteer Engagement Manager, Greater Richmond ARC**

Alison was tossed, sink or swim, into the trenches of volunteer management more than ten years ago and she has joyfully remained there ever since. Along her professional development path, she has served a total of six years on the board of GRAVA (Greater Richmond Association for Volunteer Administration), four as secretary and two as president; earned her CVA (Certification in Volunteer Administration); completed the Emerging Nonprofit Leaders program; received GRAVA’s Volunteer Administrator of the Year award; and presented numerous basic and advanced volunteer management workshops locally and regionally. As an adjunct faculty member with The Community Foundation, she has co-taught the Topics & Trends in Volunteer Management class for the Volunteer Management Certificate with Katie Campbell for four consecutive years. At Virginia Supportive Housing, where she served as the Volunteer Resources Manager for seven years, she led the entire organization through the Service Enterprise Initiative certification process, which promotes excellence in volunteer engagement through best practices, leadership, and strategic capacity-building. Now with Greater Richmond ARC, she is in the process of building a “Best in Class” volunteer engagement program founded on best practices and guided by the Service Enterprise principles of strategic engagement.

**Susan Long-Molnar, Managing Communications**

Susan Long-Molnar is a leading consultant, strategist, trainer and presenter in communications, marketing and PR. After an eleven-year jaunt in corporate communications management for regional operations of Sentara, Cox Communications, and USAA, she founded Managing Communications in 2002. She has served a wide range of nonprofit, government, and commercial clients growing their footprint in their Virginia communities and beyond using over 32 years of experience as a marketing and communications professional. An avid learner and teacher for life (including teaching high school for ten years), Susan enjoys presenting regionally and nationally for a wide-range of associations. At home in Virginia Beach, her passion involves STEM education and serving as a leader in the Hampton Roads Chamber.

**Debby Loggans, Volunteer Center Manager, United Way of Southwest Virginia**

Debby serves as United Way of Southwest Virginia’s Volunteer Center Manager where she works with companies and agencies to build volunteer programs through volunteer management and training. She has developed and implemented United Way’s Board Certification Course, volunteer management policies and an employee volunteer program. She is responsible for numerous volunteer driven fundraising events which include The Career Expo for Youth, Celebrity Bagging and the annual Impact Awards celebration. She has worked in the nonprofit field for over 25 years as a practitioner, trainer, and leader.

**Sue Kindred, President/Chief Strategist, SK Consulting LLC**

Sue is a business strategist for nonprofits with more than 30 years’ real-world “been there done that” experience helping nonprofits and member-based professional associations reach their highest potential. She specializes in building board engagement, teaching how to tell a compelling story, creating effective volunteer programs, collaboratively guiding strategic direction and finding the power of possibilities. She is currently the resident story expert at the online fundraising site Asking Matters where she regularly blogs, leads webinars and online discussions. In May 2016 she produced The Alchemy of Storytelling Conference in Richmond.
Andrew MacDonald, Senior Associate, ICF

Andrew MacDonald is an experienced evaluator and technical assistance provider, and has deep expertise in the national service field. He currently serves as Project Manager for ICF’s technical assistance work with three state service commissions: West Virginia, Texas, and Michigan. For these projects, he leads in-person training on evaluation and data management and provides one-on-one coaching to subgrantees seeking to help improve their evaluation and data practices. Based on patterns that emerged during the first year of this work, Andrew developed and delivered a webinar to help grantees improve their theories of change. In addition to his work with state service commissions, he is an evidence reviewer as part of ICF’s contract with the Corporation for National and Community Service (CNCS) to review the evidence submitted by organizations applying for AmeriCorps grants. As part of ICF’s work with CNCS to build the evidence base for national service, Andrew led a team of researchers to analyze the theories of change for 160 AmeriCorps grantees for patterns in terms of their activities, intended beneficiaries, and targeted outcomes. He also carried out site visits with a sample of grantees to strengthen their theories of change. He also served as Task Lead on a series of case studies of Senior Corps grantees. Prior to joining ICF, Andrew worked in the Office of Research and Evaluation at CNCS, and has presented with CNCS researchers at professional conferences.

Jodi Manz, Assistant Secretary of Health and Human Resources, Commonwealth of Virginia

Jodi Manz is currently the Assistant Secretary of Health and Human Resources in the Office of Governor Ralph Northam. Previously, she served as Policy Advisor and Assistant Secretary of Health and Human Resources in the Office of the Secretary of Health and Human Resources under former Governor Terry McAuliffe. She serves as the Staff Director to the Governor’s Executive Leadership Team on Opioids and Addiction and coordinates the opioid crisis response among Virginia’s state agencies. She spent several years working in Jewish education and programming in Chicago before coming to Richmond to complete the graduate program in Social Work Administration, Planning, and Public Policy at VCU.

Pamela Milne, Certified Nutrition and Wellness Consultant (Coach), O Street International

Tiffany helps organize more than 18,000 volunteers every year. She was born in Texas and spent the first part of her life in Saudi Arabia. While living oversees she and her family traveled to many places, including Hong Kong, Kenya, London and other exciting places. All the cultures she lived in helped shape how she takes part in community. Deeply passionate about working with individuals and groups to actualize visions that truly benefit the community, her work as program director for The Micah Initiative—which engages congregations in volunteering in Richmond Public Elementary Schools has taught her a lot about healthy partnerships.

Sarah Milston, Founder, The Spark Mill

Sarah focused on fundraising, marketing, and board development early in her career and subsequently has built a varied and diverse consulting practice focused on strategic planning and nonprofit sustainability. Whether a guide, instigator, or knowledge base she is passionate about connecting the dots and giving people the right plan and tools to make stuff happen. Over the last eight years as a consultant, Sarah has worked with more than 100 associations, nonprofits and businesses to help at the intersection of creativity, strategy, and action. She is an active speaker and trainer around the Mid-Atlantic region on all aspects of strategic planning, nonprofit sustainability, and marketing.

Ken Morgan, Virginia Association of Volunteer Rescue Squads

Ken spent 40 years as association and non-profit executive. He began his career with the American Heart Association in Richmond. He has a master’s degree from Virginia Commonwealth University and has presented at the Rotary International Convention, the Virginia Association of Volunteer Rescue Squads, and numerous local associations.
Amy Nisenson, 
Amy Nisenson Consulting
Amy provides expertise in strategic planning, facilitation, board development, and resource development. A Certified Governance Trainer with BoardSource trained in nonprofit board education, her consulting expertise includes strategic planning, board development/governance work, board and staff meeting facilitation, organizational development, and resource development. With more than 30 years as a senior philanthropy professional, Amy has unique experience in both asking and giving along with strategic thinking, sensible fiscal management, effective communication and facilitation. Prior to her current work, Amy served as Vice President and Community Affairs Manager for Wachovia Corporation.

Joy Parker, Director Volunteer Services, 
Children's Hospital of The King's Daughters
Joy has served as Director of Volunteer Services at CHKD for the past 17 years. CHKD is Virginia’s only freestanding full-service pediatric hospital and the volunteer department hosts 400 adult and 250 junior volunteers annually. In addition to volunteer management, Joy is responsible for oversight of the Kids & Co. gift shop and a 60-dog pet therapy program, the Buddy Brigade. Prior to working at CHKD, she held similar positions at Lake Taylor Transitional Care Hospital in Norfolk and King’s Daughters Medical Center in Ashland, KY, for a total of 23 years of hospital volunteer management experience. Joy received her B.S. in Finance from Radford University and her M.S. in Health Promotion from Virginia Tech. Joy has served in various leadership roles with the Society of Healthcare Volunteer Leaders and is past president of the Virginia Society for Directors of Healthcare Volunteer Services. Joy has held Certified Volunteer Administrator credentials from the Council for Certification in Volunteer Administration since 2005 and has been a conference presenter at multiple state, regional and national conferences in the field of volunteer management.

Kathy Perun, CVS, Director of Community Engagement, St. Joseph’s Villa
As Director of Community Engagement at St. Joseph’s Villa, Kathy has over 25 years of experience in volunteer engagement and human resources management. For the past five years she has been engaging the community with programs at the Villa that change the lives of children and their families. In addition, she teaches classes with Nonprofit Learning Point at The Community Foundation and loves teaching and coaching others that have a passion for volunteers and the nonprofit community. Since 2003, Kathy has been Certified in Volunteer Administration (CVA) through the Council for Certification in Volunteer Administration (CCVA) credentialing program. She is a long-standing member of the Greater Richmond Association for Volunteer Administration (GRAVA) and past-president of the board of directors.

Matthew Peterson, Executive Director, 
Habitat for Humanity Winchester-Frederick County
Matthew currently serves as the Executive Director for Habitat for Humanity of Winchester-Frederick County, where he oversees a robust volunteer program. Prior to that, he served as the Senior Manager for Volunteer Operations at Project HOPE, an international health NGO. Matthew managed Project HOPE’s global volunteer program and developed new humanitarian assistance and global health programs around the world. He also led their volunteer disaster response effort in Haiti, Japan, Philippines, and most recently in Nepal. Matthew has a Certificate in Volunteer Administration.

Emily Robinson, Volunteer Coordinator 
and Senior Hotline Crisis Services Specialist, 
Virginia Sexual and Domestic Violence Action Alliance
Emily is a Senior Hotline Crisis Services Specialist as well as Volunteer Coordinator at the Virginia Sexual and Domestic Violence Action Alliance. As a community organizer, she works with Girls Rock! RVA and the Richmond Reproductive Freedom Project, and serves on the board of the international Girls Rock Camp Alliance. She is currently a student of the Deep Listening Institute, and has presented workshops and sessions on sound healing, deep listening, and mindfulness at the international Girls Rock Camp Alliance conference, the Virginia Sexual and Domestic Violence Action Alliance biennial retreat, and as part of various local workshop series.
**Laurie Rogers, Independent Grant Writer**

Laurie has been an instructor with the Partnership for Nonprofit Excellence in Richmond, the UVA Center for Nonprofit Excellence in Charlottesville, and the Virginia Community College System for the past 19 years. Laurie tailors her training to the experience level of participants, and she actively continues her education to ensure she is current with best practices, research and relevant discussions in fund development.

**Candice Smith, Emergency Management Administrative Assistant III, Gloucester County Emergency Management**

Candice has worked in public service for more than 10 years and is passionate about working with people and connecting them to resources. She currently works in the Gloucester County Department of Emergency coordinating needs with staff and volunteers.

**Alexandra Stewart, Relations Coordinator for Volunteer and Partner Services, Fairfax Dept. of Family Services**

Alexandra began her career with Fairfax County Government in 2009 as an eligibility worker in the Self-Sufficiency Division. Now in the Children, Youth, and Families Division, Alexandra serves the Fairfax County community by connecting volunteers and partners with opportunities to serve families on caseloads within the Foster Care & Adoption, Family Engagement, Child Abuse & Neglect Prevention, Protection & Preservation, CPS, and Kinship programs. Specializing in research, partnership relationship building, and program development, she designed and supported the creation of the Fairfax County Department of Family Services’ first tutoring program, known as The Study Buddy Program, and is responsible for matching volunteer tutors with students in need of academic supportive services. Alexandra also manages the VPS On-Call and Volunteer Child Care programs which she developed after conducting a division-wide needs assessment of ways that community volunteers and partners could support and serve families within the Children, Youth, and Families Division. Alexandra holds a BS in Psychology from Old Dominion University, an MA in Forensic Psychology from Argosy University, and will graduate with her MSW from Virginia Commonwealth University in 2020. In the future, she hopes to lay the foundation for the development of a volunteer program framework structured within the standards and guidelines of the field of social work and focused on a holistic, client-focused approach. Alexandra believes that program transformation is fostered through the internal and external collaboration of resources and achieved through significantly impacting individuals and families in the community.

**John Sydnor, Executive Director, Enrichmond Foundation**

John was born and raised in Virginia and has called Richmond home for over 35 years. John received his Masters in Urban and Regional Planning from Virginia Commonwealth University and has been in the nonprofit field for over 25 years. John has been the Executive Director of the Enrichmond Foundation since 2011 and has grown the foundation from a one-person operation to the vibrant, multi-departmental team that it is today.

**Callah Terkeltaub, Services Coordinator, VOLUNTEER Hampton Roads**

Callah runs the day-to-day operations at VOLUNTEER Hampton Roads. She is responsible for coordinating and managing all volunteer events whether they are corporate activation days, Points of Light Days of Service or local volunteer groups. She also serves as the board liaison, and works to provide communications to volunteers, nonprofit organizations, local corporations and the Hampton Roads community through the VOLUNTEER Hampton Roads website, social media, and Constant Contact database. Callah also acts as the marketing and public relations liaison for the organization. She is a graduate of Old Dominion University with a BA in English and Professional Writing.

**Jane Wenner, Outreach Coordinator, Gloucester County**

Jane has been the Gloucester Public Outreach and Volunteer Coordinator for Gloucester County Emergency Management in Virginia for 12 years. She is a youth advocate and a public speaker on a variety of topics including motivating and retaining volunteers.
Trina Willard, Principal Consultant, Knowledge Advisory Group

Trina provides organizations with measurement, research and evaluation services that inform planning and future organizational development. Her methods examine the implementation and effectiveness of initiatives, programs, policies, and procedures, thereby helping clients guide decisions with the power of meaningful information. Trina has successfully applied these concepts and techniques in nonprofit, government and business settings for over 20 years. Her measurement expertise has benefited clients in a variety of content areas, such as human services, health care, public education, software enhancement, court administration, employee development, and marketing. Before founding the Knowledge Advisory Group in 2010, Trina served for seven years as the Vice President of Transformation Systems Inc., an award-winning management consulting firm. Her past experience also includes almost a decade of service to the Commonwealth of Virginia as Chief of the Evaluation Unit of the Virginia Department of Criminal Justice Services, Criminal Justice Research Center. Trina received her professional training from Virginia Tech, is an active member of the American Evaluation Association, and serves as a Nonprofit Standards for Excellence licensed consultant.

Sarah Wilson, Director of Child and Youth Programs, NAMI Virginia

Sarah has more than 10 years experience overseeing and developing volunteer programs. She has been an active member of GRAVA (Greater Richmond Association for Volunteer Administration) during that time, serving on the board as the programs chair. In 2014 Sarah received her CVA. With GRAVA and NAMI she has presented on volunteer management and administration.
Lidia Soto-Harmon,  
Chief Executive Officer,  
Girl Scout Council of the Nation's Capital

Lidia Soto Harmon has a proven track record of success in the corporate, non-profit and government sectors. As the CEO of Girl Scouts Nation’s Capital, she oversees a 16 million dollar budget and 120 employees. Girl Scouts Nation’s Capital serves 87,312 girl and adult members in the Greater Washington Region: D.C., MD, VA and WV. Lidia was responsible for leading the largest celebration in the history of the Girl Scout movement, Girl Scouts Rock the Mall, which was attended by 250,000 people. Under her leadership, the Council reaches out to girls from every zip code, and provides over $600,000 in financial assistance to deserving girls. Prior to joining the Council, Ms. Soto-Harmon served as Senior Vice President of Community Development for First Book, a national children’s literacy organization dedicated to getting new books into the hands of children from low-income families. She served as the Deputy Director of the President’s Interagency Council on Women, chaired by Secretary of State Madeleine Albright, at the U.S. Department of State. In 2013, Ms. Soto-Harmon was named one of DC’s most influential leaders in the Power Issue of Capitol File Magazine. She received the Wayne T. Anderson Award for Distinguished Public Service from her alma mater, George Mason University, in 2014, and was named by the Washington Business Journal as a Woman Who Means Business in 2012.

Joshua Lozoff,  
Entertainer and Magician

Joshua Lozoff has studied and shared magic around the world for the past decade. He regularly performs at corporate, college, and private events across the U.S. and beyond. Recently Joshua had the immense honor of being one of only two magicians to receive an invitation to perform at the World’s Fair in Japan. He spent two weeks as a featured performer for the USA Pavilion, entertaining Fair visitors from around the globe. For several years straight, his one-man show, Joshua Lozoff: Beyond Belief broke box office records by selling out every single performance, garnered rave reviews, and ended up on several “Best Theater of the Year” lists. Before turning his attention to live performances, Joshua was a professional actor, including a notable recurring role on the TV show Cheers, as Gino Tortelli, and as Logan in the film Clueless. After 14 years as an actor, Joshua left Hollywood to regain his sanity and devote more time to service work, including volunteer stints throughout Latin America. It was during his travels that a chance encounter with a street magician sparked a new passion, and Joshua began his training. After years of full-time training, he began sharing his craft with others. Now Joshua is a highly sought-after performer at corporate events and at colleges around the country, performing over 200 shows per year.
For the seniors in Lizzie Scott’s community, she provides so much more than companionship. Her dedication to service has enabled individuals to stay in their own homes and live independently. Mrs. Scott, who has volunteered with some of her clients for more than five years, transports them to medical appointments and errands, makes sure their pantries have plenty of food, and helps out doing light meal preparation and housework. She also links clients with much needed community resources. For one client, she provided assistance when faced with issues regarding their funeral preparations. Not only did she make sure her client could work out final details with the funeral home, but she contacted several local agencies to help with her client’s financial details. For nearly 20 years, Ms. Scott has been tirelessly dedicated to the needs of seniors in her community – making a real difference in their lives and lifestyles.

Senior Corps Retired Senior Volunteer Program (RSVP) Francine Nelson, Volunteer Prince William

Francine Nelson, a retired educator, has dedicated her time and talents teaching fourth grade students in Prince William County the skills they need to handle being at home alone at the end of the school day. The “Safe at Home Safe Alone” program is a partnership between Volunteer Prince William, Virginia Cooperative Extension, Virginia Tech, Virginia State University, American Red Cross and Prince William County Sheriff’s Office. Ms. Nelson’s participation in the program has reached more than 1,700 students, many of whom attend Title I schools. Her calm demeanor and steady, step-by-step guidance has done much to instill students’ faith in themselves and make them feel better able to handle the challenges of being home alone. Ms. Nelson clearly loves what she does and is one of those individuals who was born to teach and work with children and youth. The success of “Safe at Home Safe Alone” is due in large part to her ongoing support and expertise.

Senior Corps Foster Grandparent Mary Hines, Peninsula Foster Grandparent Program

Since 2005, Mary Hines has traveled nearly an hour each day to make it her mission to be a source of encouragement for children. She regularly shares a poem she wrote for the students which conveys that they too can transform into a butterfly from a cocoon. Ms. Hines has been instrumental to other Foster Grandparents and future volunteers by sharing her experiences. She has been recognized in the past with several awards for service, including the Presidential Award for Service. Ms. Hines is a wonderful example of selflessness in service – caring for those around her and determined to make sure our young people believe in themselves.

AmeriCorps State Robert E. Wone Award for Exemplary Service Deenia Carico, Carroll Co. Public Schools Lift Up AmeriCorps

Following a lifetime of service in teaching, Deenia continued her passion for education by joining AmeriCorps where she serves by tutoring at Oakland Elementary in Galax. In her fourth year of service, Deenia has a strong collaborative relationship with the teachers at her school and has successfully trained three new AmeriCorps members. She is also passionate about serving her community -- not only taking each of the National Days of Service to heart, but also active in volunteer projects throughout the year. Deenia was instrumental in planning and implementing four annual launch events, 43 community service projects as part of the AmeriCorps program, and 15 other outside projects. Her team regularly collects more than 2,000 non-perishable food items for Carroll County’s Christmas food boxes (nearly double what larger and more affluent schools collect). Deenia even started a new community service effort at the local soup kitchen in Galax where she conducts activities and crafts for children following mealtime. Always looking for new ways to serve others, Deenia Carico exemplifies the spirit of service of the Robert E. Wone Award.
In just a short time serving as an AmeriCorps VISTA with CAPUP, Will has shown a strong talent for developing community relationships. As a long-overdue needs assessment was just kicking off, Will worked to develop critical relationships with local educational institutions by recruiting students to assist with the process. He was involved in all aspects of the effort – managing and motivating volunteers and reaching out to key players in the community. Will's successes were pivotal to the effectiveness of the needs assessment, which will ultimately guide CAPUP as it works to make a real impact. His dedication and passion as an AmeriCorps VISTA will no doubt have a long-lasting impact for CAPUP’s ability to clearly define and address critical issues and get the community the assistance they need.

National Service Alums
Lori Schmiege and Huey Gordon, CARITAS

Both AmeriCorps Alums with CARITAS, the dynamic duo of Lori Schmiege and Huey Gordon manage the CARITAS Furniture Bank operations. Lori, who served from 2010-2011, and Huey, who served from 2011-2012, both react with empathy and a resolve to “get things done,” attitudes they developed as members. They are also both willing and happy to coach and mentor other AmeriCorps members and ultimately show these members how to be excellent employees when they move on to the workforce. Since joining CARITAS staff, they have mentored 40 AmeriCorps members -- that’s 40 hires, 40 written performance development plans and over 100 reviews, and 40 lives touched with daily coaching and mentoring! The tenure of service between Huey and Lori makes them a unique team spreading their light and big hearts within the CARITAS organization while doing the hard work that needs to be done.