



Please join us for the 2014 Illinois Conference on Volunteer Administration (ICOVA)

August 14th - Chicago

Illinois Conference on Volunteer Administration

2014 Conference

Thursday, August 14, 2014
9:00 a.m. – 4:30 p.m.

Metcalfe Federal Building
77 West Jackson Boulevard
Morrison Conference Center
Chicago, Illinois



Conference Schedule

- 8:30 a.m.** **Registration**
Lobby—2nd Floor
- 9:00 a.m.** **General Session**
- 10:15 a.m.** **Session One Workshops**
- 11:45 a.m.** **Lunch**
- 1:00 p.m.** **Session Two Workshops**
- 2:45 p.m.** **Session Three Workshops**
- 4:30 p.m.** **Networking Reception**
University Center @ Congress & State



Keynote Speaker

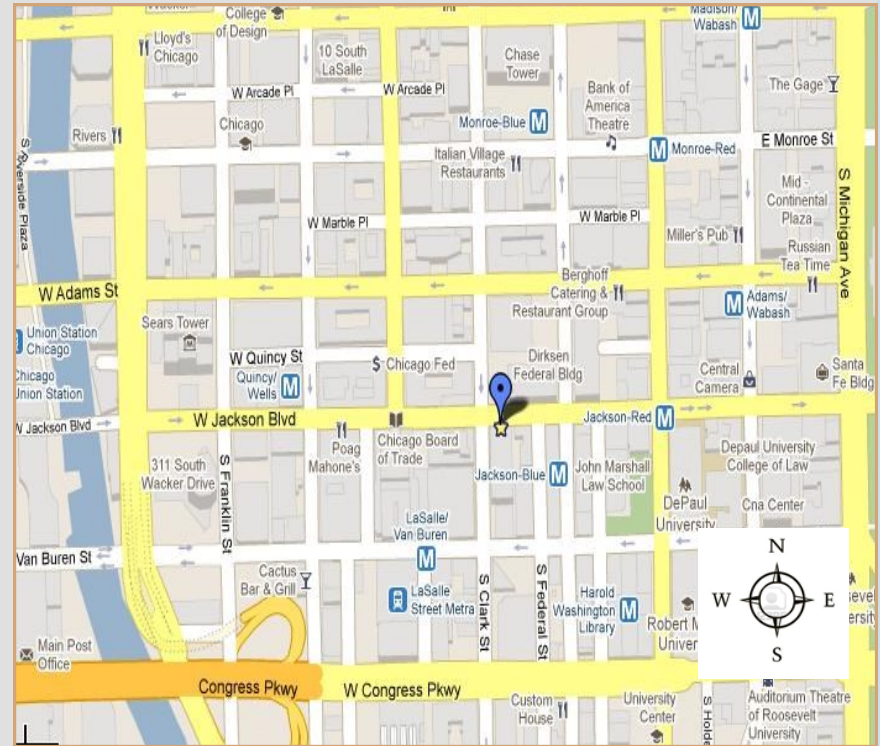
**Adolfo Hernandez, Deputy Director
Office of Public Engagement and
Chief Service Officer
Office of the Mayor Rahm Emmanuel**

The Office of Public Engagement was created in June of 2013 to connect City departments directly with the Chicago neighborhoods they serve. As the deputy director, Adolfo works closely with the Office of New Americans, the Commission on Human Relations, Faith Outreach, Civic Engagement and Service, Chicago Alternative Policing Strategies (CAPS), and external and community affairs representatives from City departments and sister agencies. As the Chief Service Officer he is also the point person for all of Chicago's Cities of Service initiatives.

Immediately prior to his current position Adolfo served as the Director of the Chicago Office of New Americans where he developed and implemented policies and strategies that supported the creation and expansion of immigrant-owned businesses, with a long term goal of making Chicago one of the world's most immigrant-friendly city. His work in that office led to his being recognized by the White House in September 2013 as one of ten local heroes who are "Champions of Change".

Prior to joining the Mayor's staff, Adolfo worked for several non-profits where he helped build coalitions across community organizations, Chicago's business community and City agencies to help address needs of Chicago's neighborhoods and increase access to resources that promote healthy living within them. The son of Mexican immigrants, Adolfo was born and raised in Chicago's Little Village community.

Downtown Chicago



Key Conference Highlights

- **Low registration cost - \$25 includes admission and boxed lunch (after August 8th and at door - \$30)**
- **18 workshops to choose from at three different levels**
- **General Session Speakers**
- **Networking Opportunities**
- **Online registration is highly suggested and is available at - <http://www.icova.info/>**

Space is limited: First come, first served !

Continuing Education Units

CEUs through Prairie State College are available for \$20 on site at the conference registration table for Licensed Professional Counselors (LPC), Licensed Clinical Professional Counselors (LCPC), Social Workers (LCSW), Teachers - Learning Standard 9 - Collaborative Relationships

The Metcalfe Federal Building is located in downtown Chicago at the intersection of Clark and Jackson, on the southeast corner.

Public Transportation

- **CTA** (Chicago Transit Authority) runs city buses and the subway and elevated trains. Closest “L” & subway stops are: **La Salle/Van Buren** (Pink, Orange, Brown, Purple lines), **Jackson** (Blue and Red lines).
- **From Ogilvie Transportation Center** (Metra), head east on Madison to Clark Street right on Clark to Jackson.
- **From Union Station** (Amtrak and Metra), head east on Jackson to Clark St.

Driving Directions

- **From I-90 and I-94**, exit east on Congress (290), then turn north (left) on Dearborn, west (left) on Adams, south (left) on Clark.
- **From I-290**, continue east on Congress into downtown Chicago, then turn north (left) on Dearborn, west (left) on Adams, south (left) on Clark.
- **From Lake Shore Drive**, exit west on Jackson, turn north on Michigan, west on Adams, south on Clark.

Parking

There are several parking lots near the Metcalfe Building and a limited amount of metered street parking. The closest garage is at the south end of the Metcalfe building; and can be entered from Federal Street or Van Buren Street. Rates vary by garage and amount of time parked and can be very expensive. Minimize your costs by using spothero.com, which allows you to purchase parking in advance at reduced prices.

Hotel Accommodations

There are many hotels in the downtown area. Below are a few options that are in walking distance or a short cab ride away from the Metcalfe Building.

Club Quarters – 111 W. Adams St.– 312-214-6400

Hotel Burnham – 1 W. Washington St.– 312-782-1111

The Palmer House Hilton Hotel – 17 E. Monroe St.– 312-726-7500

La Quinta Inn & Suites Chicago Downtown — 1 S. Franklin– 312-558-1020

Congress Plaza Hotel – 520 S. Michigan Ave.– 312-427-3800

Session One Workshops

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

1A. Directed Service: Navigating the College and University Service Landscape- Crystal Coats

Engaging college students can sometimes feel like trying to hit a moving target. How do you find them? What are their interests? Who do you talk to to get them involved? Learn strategies for partnering with colleges and universities that includes examining their structures, identifying entry points for working with them and developing volunteer opportunities that speak to the college volunteer.

1B. Engaging Volunteers at the First Point of Contact: You Had Me at Hello Kendra Paraskevopoulos

Engaging volunteers from point of first contact will help cultivate long-term commitments. Learn strategies from Travelers Aid Chicago to engage and retain volunteers and create a checklist of useful tools for your organization to engage volunteers.

1C Enhancing Your Program Through National Service

Scott McFarland

This session will allow participants to learn how National Service (AmeriCorps and Senior Corps) can enhance their programming directly from AmeriCorps and Senior Corps members that are working in their communities. There will also be time for discussion and Q&A.

1D. Make The Connection

Joan Moore

Learn how to connect and communicate with powerful presentations. Build your presentation skills to engage your audience with impactful openings, strong organization of content, dynamic delivery techniques, and compelling closings. Make the connection with your audience and leave them wanting more.

1E. Measuring Volunteer Engagement - You Always Get the Wrong Answer When You Ask the Wrong Question

Tony Goodrow

Much more than hours and numbers this workshop can help you demonstrate a more meaningful assessment of the worth of volunteer contributions towards the organization's mission and your ability to manage organizational resources. Starting with very simple scenarios the workshop will look at ways that a Return On Investment can involve real values associated with the outcomes of volunteer effort.

1F. Social Media Engagement: Creating the Virtual Volunteer

Hilary Grunewald

Learn the basics of how to engage volunteers and utilize them as resources to build engagement on your Social Media Pages. We will also cover social media management tools.

Session Two Workshops

1:00 p.m. - 2:30 p.m.

2A COLORS Personality Assessment

Mike Stehlin

Managers, supervisors and leaders are charged with assuring that performance meets goals and standards through the actions of others. How we communicate, motivate and problem-solve with others effects our success. This fast paced, enjoyable and fun session will introduce you to a tool that will determine your personality tendency and through a series of group exercises learn more about yourself and others .

2 B. De-Mystifying Policies Regarding Volunteer Background Checks

Brandon Bodor

One of the most pressing barriers to volunteerism and community service is background check complexities. This issue effects tutoring/mentoring in schools, it plagues disaster response, and other direct service roles where liability is a concern. Streamlining background checks requires commitment, an investment of time to research best practices, and the right leaders willing to tackle the cumbersome problem.

2C. Develop and Maintain an Engaged Nonprofit Board of Directors

Jennifer Flowers

Having a well-functioning, cohesive Board of Directors is crucial for supporting your organization's financial stability and fulfilling your mission. This course, designed for leadership and Board members, explores how to recruit, maintain and engage a governing body that promotes a solid, effective and successful nonprofit organization.

2D. Leadership Training: Learning Personal Strengths to Empower Others

Kortney Peagram

This interactive session will explore leaders strengths in managing teams through a three-phased activity. Leaders will learn to : Work together and understand how diversity can empower them to build strong teams; Use role clarification, communication, and brainstorm new ideas ; and, Balance their strengths and weaknesses.

2E. Love, Drugs, & Rock-n-Roll -- Attracting Young Volunteers

Julie Ann Read

Young adults are looking for meaningful life experiences, and nonprofit organizations are looking for young people to become invested in community issues and solutions. Hear how one undergraduate program helps make the "love connection" and how a three-part approach can help you recruit and retain the young volunteers you desire.

2 F. The Right People in the Right Roles: Selecting the Best "Fit"

Magen Rameau

This program provides a concise, comprehensive reference of the soft skills involved in the interviewing and hiring process. This program identifies strategies for selecting which applicants to interview, how to conduct the interview, what questions to ask and how to take control of an interview that has gone astray.

Session Three Workshops

2:45 p.m. - 4:15 p.m.

3A. Building Relationships That Lead to Donations/Sponsorships

Nanette Sowa

The workshop will stress the importance of relationship building and maintenance as the foundation upon which on-going donations and partnerships are based.

3B. Developing Your Associate Board

Alexander Costakis

An Associate Board can provide vital resources for your outreach and fundraising efforts, but only if it is designed and guided by your mission. This workshop will help participants determine what value an Associate Board can add to their organization and how to strategically recruit and develop this group to increase your mission impact.

3C. Invest In Your Future: CVA Certification

Regi Mezydlo

Come and learn about the certification program run by the Council for Certification on Volunteer Administration. As a volunteer engagement professional, you will understand why it is important to invest time and effort in earning a CVA credential. We will include an overview of the process and materials and get you started for the 2015 certification cycle.

3D. Leveraging the Expertise of Skilled Volunteers

Andrea Ziel

This session will equip nonprofits with the knowledge and tools to understand skills-based volunteerism (SBV). Participants will walk away with a better understanding of SBV, its business case and how to apply skilled volunteers into their organization.

3E. Recent Volunteerism Studies and Their Implications

Deanna Roby

Learn about recent published research that deals with volunteer management capacity and the new volunteer workforce. This session will discuss the results of the studies and allow us to share how they relates to our own situations. The group will then share strategies for building upon known best practices in volunteer management and how to incorporate recommendations on how to effectively utilize the new volunteer workforce.

3F. Using Emotional Intelligence in the Workplace

Filtod Walker

In this interactive session attendees will be introduced to the emotional intelligence concept of self-awareness and how it can be used in the workplace. Through understanding the basics of how to identify our own and other people's underlying motivations and default responses, we gain a greater ability to understand ourselves and relate better to others. We will focus primarily on the basics of accurate/inaccurate perceptions and identifying the causes of behavioral issues.