

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



**Ralph H. Metcalf
Building
77 W. Jackson Blvd**

Driving Directions

From I-90 and I-94:

- Exit east on Congress (290)
- Turn north (left) on Dearborn
- West (left) on Adams
- South (left) on Clark.

From I-290

- Continue east on Congress into downtown Chicago
- 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.

Public Transportation

CTA 'El Lines

Stops at La Salle/Van Buren:

Pink, Orange, Brown, Purple

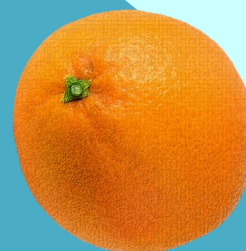
Stops at Jackson:

Blue, Red

Metra

From Ogilvie Transportation Center:
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.



ICOVA 2015

You Are the Difference

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

Thursday, August 13, 2015
9:00 am—4:30pm

Brought to you by:



ICOVA





ABOUT THE CONFERENCE

Conference Schedule

8:30 am	Registration
9:00 am	General Session
10:15 am	Session One Workshops
11:45 am	Lunch
1:00 pm	Session Two Workshops
2:45 pm	Session Three Workshops
4:30 pm	Networking Reception Girl Scout Headquarters (20 S. Clark St. #200)

Conference Highlights

- Affordable registration: At just \$25* ICOVA is one of the most affordable professional conferences in the industry.
- Networking opportunities: Meet hundreds of professionals from across the state at our Networking Reception immediately following the conference. Registration for the Networking Reception is \$5.
- Online registration: Registration is quick and easy through our online portal.

*\$30 After August 8 or at the door.

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

ICOVA 2015



You are the difference!

Special thank you to Sharon Green of the Vernon Company for generously donating all of the printed tote bags.

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THANK YOU ICOVA PLANNING COMMITTEE!

A special thank you to the 2015 ICOVA Conference Planning Committee. Committee members volunteered their time and talents to secure speakers, organize logistics, publicize the event and much more. Thank you for your dedication to promoting volunteer service across the state of Illinois!

Ann O'Dell	DuPage Home Ownership Center
Ann Schumann	Serve Illinois
April Garrett	Sarah's Circle
Beth Weinstein	Toast Masters
Bette Lawrence-Water	Benedictine University, AIM-Center for Independent Living
Candace Musick	The Night Ministry
Carolyn Bennett	Volunteer Pool of Highland Park
Caryl Medsker	Arlington Heights Memorial Library
Chelsea Ridley	Gilda's Club Chicago
Corinne Pierog	Sustainable Leadership Solutions
Crystal Coats	Chicago Housing Authority
Dorothy Miaso	Literacy Volunteers of Illinois
Filtod Walker	Educational Consultant
Joe Swano	Forest Preserves of Cook County
Julie Gilmartin	Girl Scout's
Karen Goldman	Jewish Child & Family Services
Karla Kunzeman	Serve Illinois
Kathy Hayes	Vernon Area Public Library
Linda Dean	YMCA of Metro Chicago
Liz Analla	Traveler's Aide Chicago
Mary Mazzaroli	Northwest Special Recreation Association
Maura Rogan	North Shore Senior Center
Mike Mangan	The Center: Resources for Teaching and Learning
Renee Gauchat	Will County Forrest Preserve
Rosie Drumgoole	Chicago Cares
Ruby Camacho	UIC AC Project MORE
Scott McFarland	Serve Illinois

2015 ICOVA KEYNOTE SPEAKER



Fred Nettles

Fred Nettles is Chair Commissioner of the Serve Illinois Commission. The Serve Illinois Commission is a 40 member, bi-partisan board appointed by the Governor. Its

mission is to improve Illinois communities by enhancing volunteerism and instilling an ethic of service throughout the State.

Mr. Nettles assumed the position of Illinois Department of Human Services' (IDHS) Director of Partners For Hope Program (PFH) in January of 2001. The PFH program has evolved into developing capacity among faith-based organizations to support families in their communities who are trying to achieve self-sufficiency. Mr. Nettles is committed to helping families stay connected to community resources that will give them hope. This commitment has earned him national recognition as an expert on faith-based related issues and providing technical assistance regarding faith-based initiatives to other Illinois state agencies and other states.

Mr. Nettles also serves on the board of directors for the Illinois Mentoring Partnership (IMP) a unifying champion for quality youth mentoring in Illinois, providing resources, technical assistance, heightened public awareness and advocacy for the state's mentoring movement.

Frederick Nettles was born and raised in Harvey, Illinois. He completed a Masters of Public Administration (MPA) from Southern Illinois University at Edwardsville; a Bachelor of Science in Workforce Education, Training and Development from Southern Illinois University at Carbondale; and an Associate of Applied Science in Business Administration from Southwestern Illinois College.



SESSION ONE WORKSHOPS

10:15am—11:45am

Building Engagement and Awareness with Social Media

Shannon Distel, *Business and Specialty Manager*

Learn how to use social media to interact with your volunteers, donors, and clients. In this session you'll talk about popular social media sites, tips and best practices for how to use social media, and determine which one is the best for your organization.

Building Volunteer Programs: By the book and beyond

Danielle Henson, *Volunteer Coordinator/Community Engagement Liaison*

Gail Borden Public Library

Nancy Haggard, *Volunteer Coordinator, Gail Borden Public Library*

Alice Johnson Bisanz, *School Liaison and Volunteer Services Coordinator,*

Prospect Heights Public Library District

Caryl Medsker, *Volunteer Services Coordinator, Arlington Heights Memorial Library*

Four innovative library volunteer coordinators discuss best practices of volunteer engagement. Topics will include volunteer recruitment, job development, community partnerships, recognition and retention. Learn how to envision the next chapter in the story of your volunteer program.

How Marketing and Community Outreach Can Change Your Organization's Paradigm

Mike McCann, *Lifestyles Director, Friendship Senior Options, Friendship Village*

Do you market your organization to promote how people benefit when they volunteer, donate or partner with you? Do your programs create a culture and community where your clients can thrive? If you can't answer "yes" to these two questions, then you should definitely attend this workshop!



SESSION THREE WORKSHOPS

2:45pm—4:15pm

Making Your Volunteer Program the Clear Choice

Kathleen Recchia, *Director of Innovative Services, JourneyCare*

Amy O'Donnell, *Lead Volunteer Coordinator, JourneyCare*

Becoming the clear choice as a community volunteer site is not easy and requires a tremendous amount of legwork and reorganization. However, where there's a will there's a way! In this workshop, Amy O'Donnell and Kathleen Recchia from JourneyCare will provide strategies to improve your program's training process, measurement tools, and recognition with the goal of creating a world-class opportunity for your volunteers.

The Path to Historic Partnerships

Mary Jo Malach, *Secretary of the Illinois Prairie Path*

Kim Butler, *Archivist, North Central College*

Keith Olson, *Legacy Volunteer of the Illinois Prairie Path, and Leader of the Elmhurst Great Western Prairie Preservation Project*

Fifty-two years ago a few dedicated volunteers had a dream of turning an abandoned railway into a footpath. During this workshop we will discuss the challenges faced by the Illinois Prairie Path volunteers when they were trying to turn an eyesore into the Illinois Prairie Path we now know and love. Those challenges include: the obstacles faced in acquiring 60 miles of land that sliced through 26 cities and 3 counties, and the partnerships that emerged that cemented this historic greenway.

Zen Leadership: Engage to Become the Leader You Envision

Mike McCann, *Lifestyles Director for Friendship Senior Options, Friendship Village*

How do you use your core values to inspire teams and maintain a balance of understanding and acceptance within family, work and yourself? This workshop will explore the five traits of Zen leadership and how they help distinguish between being a leader and being a manager



SESSION THREE WORKSHOPS

2:45pm—4:15pm

Be a Gift to the World: Advocacy

Steve Sewell, *Speaker and Grief Educator, Sewell Enterprises*

Being a team player is vital to the business world – everyone knows that. But have you considered dropping your agenda on the team and looking to benefit someone else? In this presentation you will learn more about how to become an advocate.

Blended Learning and Your Volunteers

Lee Peters, *Engagement Specialist, Shedd Aquarium*

Karen Tekverk, *Engagement Specialist, Shedd Aquarium*

Explore with Shedd Aquarium how to provide the most robust training environment for volunteers. Blended learning strategies provide unique opportunities for volunteers to participate in both self-directed and peer to peer learning. No matter what type of organization you represent, discover resources around technology, gaining support, digital content creation and evaluation that will work for you!

Community Peacemakers: Restorative Justice Peer Mentoring and Peacemaking in Chicago

Ruben Alvarez Silva, *Ministry Coordinator, DePaul Community Service Association and the Community Peacemakers*

Cristina Salgado, *Student Voice Committee Coordinator, Chicago Public Schools Office of Service Learning and Civic Engagement*

Lauren, Polcyn, *Serena Hodges and Parker Asmaan, Community Peacemakers, DePaul University*

In this five-year partnership program between the Chicago Public Schools Office of Service Learning and Civic Engagement and DePaul University Ministry's Vincentian Community Service Office, DePaul students are matched with high school teachers and students in a series of educational activities that help them explore the root causes of violence and alternatives for peace in their schools and communities. Learn more about this program in this session.



SESSION ONE WORKSHOPS

10:15am – 11:45am

REST to the Rescue: Implementing a Comprehensive Volunteer Training for your Respite Program

Wendy Berk, *REST Program Analyst*

Jody Kanikula, *LCSW, In-Home Senior Respite Coordinator, Metropolitan Family Services DuPage*

Gain a true understanding of what respite is, including the State and National needs for respite services. In this workshop you will learn and experience components of REST while gaining an understanding of why a comprehensive, research based, training program is vital to the future of respite and helps meet the growing needs of caregivers.

Unlocking Your Potential: Engaging Family Volunteers

Kristina Lowenstein, *Co-Founder and Exec. Dir., The Honeycomb Project*

Catherine Tannen, *Attorney, Cook County Public Guardian's Office*

Family volunteers are one of the greatest untapped resources for many organizations. This workshop will show you how your organization can create meaningful opportunities for public service for families volunteering together.

Use Your Volunteers to Train Each Other

George Krafcsin, *Dean of Faculty, Executive Service Corps of Chicago*

Mike Christ, *Faculty Member, Executive Service Corps of Chicago*

Mary Jo Bollero, *Faculty Member, Executive Service Corps of Chicago*

Executive Service Corps of Chicago (ESC) uses almost 200 volunteers as consulting experts to make nonprofits successful. ESC has an established volunteer training system and a faculty of volunteers to train its business professionals into non-profit consultants. This workshop will discuss the step by step process on how to adopt their training to meet your organization's needs.



SESSION TWO WORKSHOPS

1:00pm—2:30pm

The Civic Engagement Model:

What We've Learned and How to Apply It

Izabela Grobelna, *Community Engagement Coordinator, Chicago Cultural Alliance*

This workshop is designed to share lessons learned from the field about collaboration and partnerships with a true civic engagement spirit by “throwing out the door” the archaic terms of outreach. Learn more about what is civic engagement, how can your organization practice civic engagement, and why is it important.

Emotional Intelligence Skills: Dealing with Conflict

Filtod Walker, *Educational Consultant*

In this workshop you will learn the basic emotional intelligence skills that are the most helpful when dealing with conflict or stressful situations. By covering and practicing how to best respond in stressful situations, you will learn your own response style, how and when to be assertive, and learn a technique to help you keep your emotional control when someone pushes your buttons. If you regularly respond to volunteers or other staff in difficult situations, then come to this session to learn the steps of greater self-awareness and emotional regulation.

Memo to Board Members: Don't Leave (All the) Driving to Us

Joe Langenderfer, *CEO, Catholic Education Foundation, Diocese of Joliet*

Whether you serve as a staff person to a small or large agency, volunteer involvement starts at the top and should be engaged at every level of your work. This presentation will help you empower your board and build a team of advocates who will serve as your arms and legs in the community to enhance donor procurement.



SESSION TWO WORKSHOPS

1:00pm—2:30pm

Volunteerism: A Lifestyle with Advantages

Philanders White, *Senior Pastor and Founder, New Manna Community Church*

Ever wonder what drives people to volunteer? In this presentation you will discuss volunteer motivators and discuss how to leverage those motivators and get more people involved in your programming. You will also discuss how to engage volunteers who work individually and how to engage groups of volunteers.

Yikes! When Grief Happens at Work

Steve Sewell, *Speaker and Grief Educator, Sewell Enterprises*

This training focuses on the types of grief happening in worksites across the country and how to deal with it when it occurs at your desk and within your organization culture. Examples of work-related grief include budget cuts, project failure and lay-offs – unfortunate realities for many.

You had me at Hashtag: Engaging Millennials through Social Media

Alexandra Baird, *Manager, Marketing and Communications, Chicago Cares*

Facebook, Twitter, Instagram... Are you looking for a way to market your volunteer program but feeling overwhelmed by the sea of social media sites that are available? Then this is the workshop for you. Learn more about how to engage your volunteers where they are most active on social media and learn how to create and manage content for social media with limited time and money.