

Illinois Conference on Volunteer Administration
c/o Literacy Volunteers of Illinois
30 E. Adams St., Suite 1130
Chicago, IL 60603

Please join us for the 2012 Illinois Conference on Volunteer Administration (ICOVA)
August 9 - Chicago

STILL

Greater Expectations, Greater Needs

2012 Illinois Conference on Volunteer Administration



Thursday, August 9, 2012
8:30 a.m. - 6:00 p.m.
Metcalfe Federal Building
77 West Jackson Boulevard
Chicago, Illinois



Keynote Speaker

Dr. Julie Hatcher

Julie A. Hatcher is Associate Professor in Philanthropic Studies, in the School of Liberal Arts at IUPUI. She is the Director of Undergraduate Programs for the Center on Philanthropy and a Senior Scholar with the Center for Service and Learning. Julie was instrumental in integrating service into the educational culture at IUPUI and supporting civic engagement as a distinct aspect of campus mission.

She began the Office of Service Learning in 1993 and served as the Associate Director of the Center for Service Learning until 2010. She has consulted with faculty and campuses on designing philanthropic studies curriculum, integrating service into academic study, and assessment of civic engagement. Julie has collaborated on many international projects with faculty from China, Egypt, Kenya, Macedonia, Mexico, and South Africa. She received the first International Association for Research on Service Learning and Community Engagement Dissertation Award, the Indiana Campus Compact Brian Hiltunen Faculty Award, and the first IUPUI award for Outstanding Woman Leadership for part-time employees.

Key Highlights

Low registration cost includes materials, breakfast snacks, and boxed lunch.

\$25 by August 3rd

\$30 after August 3rd and at the door

Space is limited: **First come, first served!**

Register online at <http://www.icova.info/>

16 workshops to choose from - 10 Intermediate or Advanced Level

Continuing Education Units

CEUs through Prairie State College are available for \$20 at the time of registration.

CEUs are available for:

Licensed Professional Counselor (LPC) , Licensed Clinical Professional Counselor (LCPC), Social Worker (LCSW) , Teacher (CPDU)

Downtown Chicago



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

Public Transportation

CTA runs city buses and the subway/elevated light rail system. Closest subway stops are: La Salle/Van Buren (Pink, Orange, Brown, Purple lines), Jackson (Blue line) and Jackson (Red line).

From Ogilvie Transportation Center, head east on Madison, then south on Clark to Jackson (approximately 2 blocks).

From Union Station, head east on Jackson for 3 blocks.

Driving Directions

From I-90/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 on Clark Street. The closest garage is at the south end of the building; you can enter it from Federal Street or Van Buren Street (one-way westbound). Costs vary by garage and amount of time parked and can be very expensive.

Hotel Accommodations

There are many hotels in the downtown area. Below are a few options that are a short walk to 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

Conference Schedule

8:30 a.m.	Registration
9:00 a.m.	General Session <i>Dr. Julie Hatcher, Keynote Speaker Executive Director, The Center for Service and Learning, Indiana University - Purdue University, Indianapolis</i>
10:00 a.m.	Session One Workshops
11:30 a.m.	Lunch
1:00 p.m.	Session Two Workshops
2:45 p.m.	Session Three Workshops
4:30 p.m.	Reception at the DePaul Center <i>1 East Jackson Boulevard</i>

Session One Workshops

10:00 a.m. - 11:30 a.m.

1A. Volunteer Managers, Not Just People-Pleasers

Michelle Vos, Volunteer Coordinator, National Runaway Switchboard
Intermediate

This workshop will discuss best practices for developing and maintaining a quality service model for utilizing diverse volunteers. Attendees will learn procedures for recruiting and selecting volunteers, as well as practical tools for evaluating and managing volunteers to ensure quality in their agency.

1B. Volunteers Leading Other Volunteers - Woodland Stewardship Program

Kristen Sabatino, Volunteer Services Coordinator, The Morton Arboretum
Kurt Dreisilker, Manager of Natural Resources, The Morton Arboretum
Intermediate

The Woodland Stewardship Volunteer Program is a successful model of volunteers taking on leadership roles as supervisors of peer volunteers in group workdays. Learn how several departments managing this program together has increased volunteer service hours over 40% in the last two years.

1C. Organizational Revenue Generating - Using Volunteers

Bob McCammon, Executive Director, Youth Conservation Corps
Dan Raftery, President, Raftery Resources Network, Inc.
Advanced

This workshop will examine the best practices of the Youth Conservation Corps in giving volunteers responsibility in coordinating major functions of revenue generation.

1D. How to Talk about Race Without Offending

Eugene Dumas, Executive Director, The Center for Multi-Cultural Communities
Basic

This workshop is designed to show people how to honestly discuss their racial concerns without offending each other. All groups have concerns about races other than their own, but most fear discussing them with people of other groups.

1E. The Scarce Resources Model for Measuring the ROI of Volunteer Engagement

Tony Goodrow, President, Volunteer Squared

All Levels

The Scarce Resources model of ROI (Return On Investment) measurement is a unique approach that provides a new yard stick to help demonstrate the successes of volunteer deployment in organizations. Going beyond hours and numbers of volunteers, it can help demonstrate a much more meaningful assessment of the worth of volunteer contributions.

1F. Going Deeper - Engaging and Sustaining Volunteers and Staff through Reflective Discussion

Yangyang Zong, Program Coordinator, Project on Civic Reflection

All Levels

How do I engage my volunteers more deeply, provide meaningful experiences that sustain them, and help my volunteer administrators to grow personally and professionally? This interactive session will look at how civic reflection discussions can address these questions. Participants will learn about reflective discussion and participate in a model discussion led by a PCR staff member.

Session Two Workshops

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

2A. Accessing Current Population Survey Data to Enhance Community Needs Assessments and Grant Applications

Peter Kamps, Chief Research Analyst, Chicago Dept. of Family & Support Services

Intermediate

Learn how trend lines and demographic variables not traditionally available through the U.S Census Bureau can be accessed and used in identifying and presenting community need for volunteer services using the U.S. Bureau of the Census/Dept. of Labor Data Ferrett free website. Ways to strengthen grant applications during this economic downturn and allocate funding resources more effectively will also be discussed.

2B. Non-Profit Leaders as Co-Educators in Service Learning

Dr. Julie Hatcher, Executive Director, The Center for Service and Learning at IU-PU

Intermediate

This session will build upon recent research that highlights the important role non-profit site supervisors play in creating educationally meaningful service opportunities. Participants will leave with strategies for good practice in partnering with educators and articulating implications for their work.

2C. Junior Boards - How to Tap Into the Time, Talents, and Networks of Young Professionals

Stephanie Chan, President, AVA-MC

Volunteer Programs Manager, Susan G. Komen Foundation - Chicago

Basic

This workshop will walk through the steps of creating your own junior board. From identifying the characteristics of prospective members to asking the right questions about how to structure the board, attendees will learn how to utilize the energy of young professionals to accomplish their mission.

2D. Maximize Volunteer Impact - Assess Your Volunteer Program!

Bob Dwyer, Volunteer Management Practice Expert, Exec. Service Corps of Chicago

Intermediate

In this workshop, participants will be introduced to and guided through a volunteer program benchmark assessment. Each attendee will be given the opportunity to complete an assessment of their volunteer program and analyze its effectiveness.

2E. Volunteers - An Ageless Profession

Jorja Porter, Director of Advancement Services, Chicago State University Foundation

Advanced

Discuss the importance of securing consistent and reliable volunteers for your organization, the desire of a person's will and ability to volunteer vs. their age, and how to leverage extraordinary skills and talents from a volunteer, as well as matching volunteers with the "right" sector.

Session Three Workshops

2:45 p.m. - 4:00 p.m.

3A. The Collaborative NFP Youth Team - A Partnership Focused on the Traps, Gaps, and Overlaps of Services

IdaLynn Wenhold, Executive Director, KidsMatter

Basic

This workshop will illustrate how twenty not-for-profit organizations strategized together to promote the health and well-being of youth and families. Attendees will learn about the research project, community-wide strategic plan, and implementation of shared activities and programs that comprise the collaborative NFP Youth Team.

3B. Social Media and Technology - The Secret Sauce of Super-Effective Volunteer Management

Heidi Massey, Chief Connector, CommunityConnective

Intermediate

Do your volunteers feel a sense of ownership of your organization? Why not? Utilizing easy to access tools, learn how to help your volunteers feel genuinely appreciated and valued so as to maximize their ability to effectively play vital roles within your organization.

3C. How to Correct a Volunteer

June Porter, Director of Adult Literacy, Literacy Chicago

Bob McGarry, Computer Literacy Instructor, Literacy Chicago & OAI

Filtod Walker, Tutor Trainer & Continuing Education Instructor, Literacy Chicago

Intermediate

It is said that it is more loving to correct than not to correct, but that can be difficult when the person you need to correct is someone volunteering their time. Learn how and when to correct to help your volunteers grow in their roles and serve the organization better.

3D. Moving from Spreadsheets to a Managed Data Platform

Charlie Havens, President, Wooded Isle Inc.

Basic

What is it that we are trying to solve? How will centralizing/standardizing/securing/cloud-izing our data change our processes? Are the opportunities worth the risks and adjustments?

3E. "Now What Do You Want Me to Do?" - Organize Your Work to Engage Others and Get More Done

Beth R. Lye, Manager of Volunteer Resources, WINGS Program

Intermediate

At this session, we will discuss the irony of how we dread hearing those words, "I'm finished. Now what do you want me to do?" Learn strategies for organizing your work life so that you can engage others in what you're doing to get more done in less time. This skill, once mastered, can be taught to the staff at your organization as well.

**Please join us at 4:30 p.m. for a reception at the DePaul Center at
1 East Jackson Boulevard.**