

Please join us for the 2013 Illinois Conference on Volunteer Administration (ICOVA)  
August 8th - Chicago

# *Returning to the Basics - The Three R's of Volunteerism*

## 2013 Conference

Thursday, August 8, 2013

9:00 a.m. – 4:30 p.m.

Metcalfe Federal Building

77 West Jackson Boulevard

Morrison Conference Center

Chicago, Illinois



**Illinois Conference on  
Volunteer Administration**

# Opening Session

## Topic — Improving the Quality of Life in Illinois: Illinois Government and Volunteer Partnerships

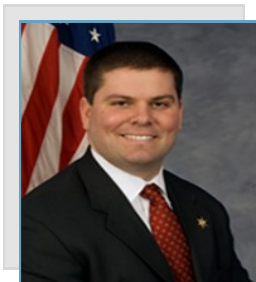
### Brandon T. Bodor, Executive Director Serve Illinois Commission

Brandon was appointed Executive Director of the Serve Illinois Commission by Governor Quinn in May 2012. He brings with him a strong record of service and a distinguished military career which included combat deployments to both Iraq and Afghanistan. He is the recipient of two Bronze Star Medals, the Combat Action Badge, and is a graduate of both the U.S. Army Ranger and Parachute schools. A 2005 graduate of the U.S. Military Academy at West Point, Brandon finished in the top 3% of his class. At West Point he served as Class Treasurer, was the Director of both the Special Olympics and Big Brothers Big Sisters programs, and spent a summer working on HIV/AIDS awareness initiatives in a village in the African country of Lesotho. Brandon still serves as a Military Intelligence Officer in the Army Reserves and is completing his MBA at the University of Chicago.



### Jonathon E. Monken, Director Illinois Emergency Management Agency

Jonathon was appointed Director of the Illinois Emergency Management Agency (IEMA) by Governor Quinn in February 2011. As director, he oversees Illinois' disaster preparedness and response, nuclear safety and homeland security programs, as well as the agency's 245+ employees and a budget of more than \$618 million. At IEMA, he has directed the response and recovery effort to 91 Illinois counties declared State disaster areas which included the statewide response to the 2011 blizzard, the record Midwest 2011 floods that impacted multiple regions in the state and the devastating tornado that struck Harrisburg and Ridgeway in Southern Illinois. Prior to becoming IEMA director, Monken served Acting Director of the Illinois State Police. He possesses a distinguished military career having served one tour of duty in Kosovo and two combat tours in Iraq. While serving with the United States Army, he was awarded the Bronze Star Medal and the Army Commendation Medal with "V" Device for valor in combat. He is a graduate of the United States Military Academy at West Point, where he was in the top 1% of his class and holds an MBA from Northwestern University's Kellogg School of Management. Active in his community, he is a member of American Legion Post #1922 and the Springfield Mid-Town Rotary Club.



## Downtown Chicago



### Key Conference Highlights

- **Low registration cost - \$25 includes admission and boxed lunch (after August 2nd and at door - \$30)**
- **14 workshops to choose from at three different levels**
- **Hear from Serve Illinois staff and Commissioners, meet Governor's Service Award Winners at lunch**
- **Space is limited: First come, first served!**
- **Online registration is highly suggested and is available at - <http://www.icova.info/>**

### 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](http://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

## **Conference Schedule**

- 8:30 a.m. **Registration**
- 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. **Reception at the DePaul Center  
One East Jackson Boulevard  
11th Floor—Student Center**

### **Session One Workshops**

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

#### **1A. What About Motivation? How it Relates to Volunteer Recruitment, Recognition and Retention**

Deanna Roby, Extension Educator, and Sheri Seibold, Extension Specialist, 4-H Youth Development, University of Illinois Extension

##### **Basic**

It is crucial that volunteer administrators understand each piece of the volunteer management puzzle to be successful in their role. Understanding what motivates volunteers can be difficult, and no two volunteers are the same. Come explore motivation and how it relates to recruiting, recognizing and retaining volunteers.

#### **1B. Volunteer Management 101, Building Strong & Healthy Programs**

LaToya Hyler, CVA, Manager, Volunteer Resources, American Red Cross, Greater Chicago Region

##### **Basic**

This session will go over how to implement volunteer strategies based on organizational needs, create formalized intake processes to add substance to programs, and engage and recognize volunteers on an on-going basis with any budget.

#### **1C. Promoting Diversity in Volunteerism**

Reshma Ahmed, Recruitment Consultant, Trainer, ESP, SASSED

##### **All Levels**

Do all your volunteers look the same? Do you want to change that? This workshop looks at diverse populations to identify barriers to volunteering and highlights innovative steps & strategies to increase diversity in programs across organizations.

#### **1D. Take Charge of Your Health Programs, an Evidence Based Opportunity for Ongoing Volunteer Engagement**

Maria D. Oquendo-Schameck, Health and Diversity Coordinator, AgeOptions

##### **Basic**

*Take Charge of Your Health* is a Stanford Patient Education Research Center evidence based program implemented by AgeOptions that provides volunteer engagement opportunities. The program is designed to recruit participants to be trained as volunteer workshop facilitators. Communication, contribution and recognition have increased volunteer commitment.

## Session Two Workshops

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

### **2A. How to Build a Fun and Educational Workshop, Basic Instructional Design**

Filtod Walker, Adult Education Instructor, Instructional Designer, Literacy Chicago  
**Intermediate**

Learn how to use engaged learning techniques to improve volunteer training. We will cover scaffolding activities, sensitivity exercises, using smart phones, the flipped classroom, four corners, human graphs, and more. Engaged learning improves the speed of learning, helps attendees retain information longer, and just makes learning more fun.

### **2B. Utilizing 2012 Current Population Survey Data to Enhance Community Needs Assessments and Grant Applications For Public/Volunteer Services**

Peter Kamps, Chief Research Analyst, Chicago Department of Family and 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. Ways to strengthen grant applications with increased competition for funds and allocating funding resources more effectively will also be discussed.

### **2C. Five Secrets to Discovering the Golden Volunteer**

Barry Kolanowski, President, The Compass Group Inc  
**Intermediate**

There has never been a larger pool of people looking for purpose in their lives. Imagine working with individuals who are motivated, qualified and willing to provide access to their personal resources and networks. We will show you how to find and match individuals with a sense of mission and fulfillment.

### **2D. Building Capacity for an Inclusive Service and Volunteer Program**

Jessica Madrigal, Technical Assistance Specialist, Great Lakes ADA Center, UIC  
**All Levels**

Attendees will discuss various types of disabilities and recognize how to identify and remove barriers in order to support accessibility. Attendees will better understand the requirements of the Americans with Disabilities Act. Speaker will supply information and resources to recruit and retain people with disabilities for service programs

### **2E. Volunteers Leading Volunteers**

Mohammed Faheem, Director, Business and Career Services, Inc.  
**Advanced**

“EDGE” is a unique volunteer led program that provides support services to job seekers. Volunteers are trained to present workshops on job search techniques, goal setting, resume writing and interviewing. 292 volunteers presented workshops to over 7000 people since June 2009, and 204 volunteers found productive employment.

## Session Three Workshops

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

### **3A. Establishing The Fourth “R” - Is Your Organization READY for Volunteers?**

C. Monique Phillips, Owner, Event Planner, Forté Events Company and Melissa Frazin, Jumpstart Site Manager, DePaul University, Irwin Steans Center for Community-Based Service Learning

#### **Intermediate**

You have created a volunteer program that will best serve the participants of your organization. Now, you need to ensure your organization is READY to host volunteers for meaningful service. This workshop will discuss targeted volunteer recruitment strategies, interactive training methods, and ways to support volunteers in community engagement.

### **3B. Building The Right Recruitment Tools to Reach The Right Volunteers**

Mary Andrusyk, Manager, Training and Recruitment, and Sandra Allen, Guest Engagement Facilitator, John G. Shedd Aquarium

#### **Basic**

With so many volunteer opportunities, how can organizations find volunteers that best fit their programs' needs? Shedd Aquarium's Guest Engagement team will share examples of newly-created tools that are being tested in our recruiting efforts. Discover how these tools, such as skills profiles, can help capture the spirit of your volunteer needs.

### **3C. Interns! An Underutilized Resource for Finding Great Volunteers**

Bette Lawrence-Water, MS, CPC, Lecturer & MPH Internship Program Coordinator, Benedictine University – College of Education & Health Services

#### **Basic, Intermediate**

Participants will enhance or improve skills in effectively utilizing interns as volunteers. Experienced or new volunteer managers will learn new and proven methods of recruitment, selection, training, supervising, motivating and rewarding interns. All participants will receive a “Certificate of Participation” and a helpful resource toolkit.

### **3D. Diversity Keeps The Volunteer Department Strong**

Lynn Deger, Volunteer Coordinator, Administrative Assistant, Addolorata Villa  
**Basic**

This session will explore the benefits of utilizing many types of volunteer groups to help to create a diverse volunteer pool with many kinds of people from different backgrounds and of different ages. The session will also cover how to utilize the talents of volunteers to reach mutually beneficial objectives.

### **3E. Maximize Volunteer Impact - Assess Your Volunteer Program**

Corinee M. Pierog, MA/MBA, Sustainable Leadership Solutions

#### **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.

4:30 p.m. — Reception at the DePaul Center at 1 East Jackson Boulevard