



Energy to Impact

2017 Massachusetts
Conference on Service
and Volunteering



About the Presenters

(Listed in Alphabetical Order by Last Name)

LOLA AKINTOBI (A9. Diversity & Service: Best Practices for Engaging Volunteers of Color) is the Boston Program Director at Peer Health Exchange. As the Boston Program Director, Lola is responsible for developing, managing, growing and evaluating the program, managing the program team and assisting with the development and execution of strategic plans. Fueled by a passion for community education and health promotion, she has worked with adolescents and adults while fulfilling roles in HIV counseling and testing, family planning counseling, and unintended pregnancy prevention programs. She is a proud AmeriCorps alum. Lola has a B.A. in Psychology from the University of Massachusetts Amherst and a MPH, with a concentration in Maternal and Child Health, from Boston University.

SCOTT ALLEN (B3. Opioid Epidemic: A Community Solution for a Community Problem) has been the East Bridgewater Chief of Police since July 1, 2016 and has been a police officer in East Bridgewater since 1995. Chief Allen has been dedicated to combatting the drug epidemic throughout his career, promoted from the patrol division after 18 months on the street to becoming the department's first full-time drug investigator in 1997. Chief Allen spent many years as a lead drug investigator, working undercover and later as a drug task force investigator. Chief Allen was promoted to the rank of Sergeant Detective in 2003. Chief Allen has been involved with EB HOPE since its beginning in 2012 and he helped create the EB HOPE Community Outreach Drop-In Center in 2015, which was designed to bring all treatment and recovery organizations together to assist those impacted by SUDs. In 2014, Chief Allen also created a regional law enforcement Overdose database which is utilized to target help resources for at risk Overdose victims. East Bridgewater Police Department has been a member of the Police Assisted Addiction & Recovery Initiative (PAARI) since 2015 and in 2016 Chief Allen joined PAARI's National Police Council, which advises PAARI's growth/direction and provides training to participating and prospective police departments.

SAMANTHA ALVES (A6. Effective Strategies for Empowering an Intergenerational Volunteer Experience) holds a Masters in Social Work from Boston College School of Social Work, where she focused her studies on macro social innovation and mental health. She has served as the Director of Volunteer Youth Mentoring in a youth development program across Essex County for the past three years. Prior to that experience she worked with the Massachusetts Coalition of the Homeless as a public policy advocate, collaborating with community members across the Commonwealth, including some volunteers. She also served as a founding board member of Grace Center, Inc on Cape Ann, a drop-in multi-service day shelter for adults in crisis and/or experiencing homelessness. While serving as a board member Samantha managed the start-up non-profit's volunteer management and program development processes. Samantha has participated and served as a team leader of international volunteer service opportunities in the Dominican Republic, Belize, and Romania

VALERIE BASSETT (B2. Is your organization a "Service Enterprise?" - Panel) began her career as a day care teacher and working for a battered women's sheltering organization. After serving as speechwriter for Boston's Mayor Menino, she led Intergovernmental Relations and Public Health Advocacy for the Boston Public Health Commission then became director of policy and research at the Blue Cross Blue Shield of Massachusetts Foundation. She was executive director of the Massachusetts Public Health Association until moving to Westport, MA. She currently heads the Women's Fund of Southeastern MA. Valerie holds a BA in American Civilization from Brown University and an MFA in creative writing from Emerson College.

KEVIN BALLEEN (A5. *Combatting the Dreaded Service Requirement*) has been working in the youth community engagement field for the past few years, first as a student leader and now as a nonprofit professional. When Kevin moved to Boston for high school, he was exposed to serious challenges facing urban areas, but also immense opportunities for cultural exchange, exploration, and inspiration. Kevin had to share the fire burning inside of him with others. It started with a day of service and turned into a monthly, student-run program. Lastly, it became 15 daily, weekly, and monthly completely youth-run programs. Students were completing community needs-assessments, building relationships, identifying their strengths/assets, and then building meaningful, impactful, and reflective programs. Culture began to shift at his school. After graduating from high school, Kevin was recruited to work in city hall and develop a service plan for young people. While at the city, ENGAGE Boston was born - an initiative focused on ensuring that engagement is brought to Bostonians of all ages in meaningful and authentic ways. ENGAGE partners with entire schools, youth-serving organizations, and neighborhoods to ensure that all young people in these spaces feel a deep sense of connection and self-efficacy. ENGAGE is now housed under Be The Change, Inc.

MATTHEW BRADDAK (A1. *Engaging Older Adults as Impactful Volunteers - Panel*) has served as the Director of two AmeriCorps programs at Springfield College since January 2016. Both the Massachusetts Reading Corps and the School Turnaround AmeriCorps programs serve students in Springfield, MA. Matt earned his BA in communications from Quinnipiac University. He also earned his M.Ed. in Counseling and Personnel Services with a concentration in Student Affairs Administration from the University of Southern Mississippi where he worked alongside USM's Campus Link AmeriCorps Program. Years later, after working at other colleges, he brings his knowledge and experience of new student orientation, student activities, community engagement, and recruitment to this position.

MAX BRODSKY (A8. *Building Adaptive Volunteer Training Models Using the ADDIE Framework*) spent 6 years as a classroom teacher. During that time he developed instructional materials to support student understanding of given topics. Max taught ELA and Math to middle school students in Spanish Harlem, NYC and English Language Learners in Cheona, South Korea. While serving as a MA Campus Compact (MACC) AmeriCorps*VISTA at Brandeis University, Max is currently creating training materials to support university students volunteering with a variety of youth based programs in Waltham, MA, developing content material for student groups, and building capacity for student programs.

MELISSA CHANDONNET (B10. *A Culture of Giving Back: Benefits and Strategies for Engaging Volunteers in Their Local Communities*) joined Jumpstart in 2011 as a Site Manager for Middlesex Community College and Northern Essex Community College. Since then, Melissa has transitioned to become a City Program & Site Manager where she still oversees programming at MCC/NECC and leads city initiatives in the Merrimack Valley. In this role, Melissa plans and implements family engagement events and manages college students and community volunteers. Prior to Jumpstart, Melissa worked at Middlesex Community College for The Center of Leadership and Engagement and also for the Multicultural Center. Melissa is a MACC AmeriCorps*VISTA alumna. She is currently studying for a Master's degree in Higher Education Administration.

MATTHEW CLERICO (A12/B12. *Achieving Greater Service Member Impact Through Civic Reflection*) is a longtime champion of both the AmeriCorps and YouthBuild service movements. Known as "Mr. AmeriCorps" to his colleagues, Matt served two terms as an AmeriCorps member in 1996 and went on to operate AmeriCorps programs in New York State for over a decade before joining YouthBuild USA. Matt launched and led YouthBuild USA's Civic Reflection project for over 5 years, engaging and helping to train over 25 programs in implementing this method of reflection at their programs. In April 2016 Matt was formally trained in both the practice of facilitating and training others in Civic Reflection through the Center on Civic Reflection at Valparaiso University.

SYDNEY COLBERT (A6. *Effective Strategies for Empowering an Intergenerational Volunteer Experience*) has always been dedicated to serving others. While in undergrad at Southern New Hampshire University, she ran the Alternative Break Program and headed service trips to South Africa, Utah, and the Dominican Republic. Sydney focuses all of her service around the triangle of quality community service to be sure that all involved have a meaningful experience. She recently graduated with her M. Ed with a focus on Community Engagement from Merrimack College and is looking to work in civic engagement or student affairs in a college or university.

KIERAN COLLIER (A3. *Creating Inclusive Spaces*) is the AmeriCorps VISTA Volunteer Engagement Coordinator for 826 Boston. A graduate of Emerson College with a BFA in Writing, Literature, & Publishing, he is a published poet and an avid pop punk fan. He believes that children are smarter than adults 9 times out of 10, and his favorite color is orange.

JENNIFER A. CONNOLLY (A10. *Recruiting Volunteers for Large Scale, One-Time Events*) has had 30 years of experience in the non-profit sector: 17 years working with volunteers; 11 years working with corporations and

local businesses creating partnerships; 10 years serving as President of Junior Achievement of Western Massachusetts. She is experienced in Volunteer Recruitment/Management, Board Development and Building, Corporate Philanthropy and Partnership Development/Sustainability; Program Development and Developing and achieving measurable outcomes. She has an MBA from Elms College and is an adjunct professor there. She has been recognized by JA USA for 3 consecutive years for outstanding operations, volunteer management and fiscal responsibility.

VICTORIA COOPER (A4. Keys to Successful Peer to Peer Volunteers) is an assistant volunteer supervisor for Fellowship Health Resources Community Peer Volunteer program. She began her volunteering career back in 2012 and continued to perform her duties when FHR adopted and enhanced the original program. FHR has had many positive changes and has given her the opportunity to grow in this profession. This volunteer job has been the missing link in her recovery because she can be recovering from addiction and mental health at the same time. What a wonderful way to be part of something greater and be able to give back community.

AMY DAIGLE (B6. Achieving Organizational Readiness to Maximize the Impact of Skills-Based Volunteering) As the Director, Operations, Amy's role at Common Impact includes working with their corporate partners, as well as evolving their operational systems for innovation and growth. Amy began her career at Fidelity Investments. Through her volunteer work, sponsored by Fidelity Investments, she transitioned to the nonprofit sector. She knows firsthand how corporate engagement programs can impact communities. She has over 15 years of nonprofit experience working at local, national and international nonprofits. Previously, she was the Director of Special Projects, at the National Center on Family Homelessness. Most recently she served as the Director of Operations and Systems Infrastructure, at Facing History and Ourselves, an international educational and professional development nonprofit. Amy has a BA in Communications from The College of Wooster and a Masters in Nonprofit Management from Case Western Reserve University.

PETER DARLING (A11. Good Processes Get Results: Increasing Volunteer Engagement through Volunteer Management) is currently Boston Partners in Education's Senior Partnerships Manager, and has held multiple roles in the organization starting in 2013. Peter's role includes school partnership management, volunteer management, and data management. Peter took on a lead role in the technical redesign of how Boston Partners in Education monitors its volunteer matches.

JESSICA DRENCH (B2. Is your organization a "Service Enterprise?" - Panel) joined the 826 Boston team in the role of program director in 2011 and became Executive Director in 2016. A Boston native, she earned a B.A. in English from Brown and an M.A. in Teaching English from Columbia Teachers College, and is a certified English and Special Education teacher. Jessica began her career teaching high school ELA at the McKinley School, a program for at-risk youth in the Boston Public Schools. In 2013, Jessica attended the Institute of Nonprofit Management and Executive Leadership at Boston University. She brings 10 years of non-profit leadership to her work at 826 Boston.

JULIE FITZPATRICK (B10. A Culture of Giving Back: Benefits and Strategies for Engaging Volunteers in Their Local Communities) joined Jumpstart in 2011, first as a Site Manager at Boston College. Since then, Julie has transitioned to become Jumpstart's City Program & Site Manager where she oversees programming and leads city initiatives in Worcester, MA. A portion of her role requires her to present over thirty hours of professional trainings to Jumpstart Corps members. Julie leverages a variety of strategies to ensure content accessibility and participant engagement while also developing opportunities for application practice. Prior to joining Jumpstart, Julie worked at College of the Holy Cross as Community Development Coordinator, Residence Life and Housing. During that time, Julie gained invaluable experience working with community members, volunteers, and students. Julie also holds a Master's degree in Elementary Counseling, giving her a deep understanding of best practices in supporting youth.

ANNE THIDEMANN FRENCH (B5. Service-Learning for College and Career Readiness) is the Team Leader for School Adjustment Counselors and has served since 1994 as Program Director for the North Adams, MA Service-Learning Program. She teaches graduate level courses on service-learning, has led workshops at national and state conferences, and provides training and consultation to school systems. Anne served two terms on the CSL Advisory Board to the Massachusetts Board of Education. In 2013, Anne was honored with the Outstanding Service-Learning Practitioner Award by the Massachusetts Service Alliance. In 2016, Anne was honored with the National Service-Learning Practitioner Leadership Award at the National Service-Learning Conference. As a team leader for school counselors, Anne has been actively engaged in district planning related to college and career readiness. Anne wrote a syllabus for an in-service graduate-level course on Service-Learning for College and Career Readiness that has been approved by Massachusetts College of Liberal Arts.

VICTORIA GRASELA (B2. Is your organization a "Service Enterprise?" - Panel) serves as the Marketing & Community Relations Officer for United Way of Greater New Bedford. She began as a volunteer at United Way in

2009 and was hired on staff in 2012. Victoria is responsible for the organization's marketing, events, special community projects, Summer Fund Program, Service Enterprise Initiative and volunteer management. She serves as a local coach for the Service Enterprise Initiative. She holds a Masters in Public Administration from Bridgewater State University and is a 2014 graduate of Leadership SouthCoast. She was honored in 2016 as a South Coast Emerging Leader.

RICH GREIF (A1. *Engaging Older Adults as Impactful Volunteers - Panel*), Vice President of Marketing, Communications & Community Relations, Big Brothers Big Sisters of Massachusetts Bay, oversees the agency's marketing, volunteer recruitment and community partnership strategies. He brings over 20 years of marketing experience and involvement in youth mentoring. As a former Big Brother, his mentoring experience inspired him to write a book about the impact of being a Big and focus his career on the field of youth mentoring. In his previous role, he was the Director of Marketing and Public Awareness at Mass Mentoring Partnership, which received an Excellence in Communications award from the Massachusetts Nonprofit Network in 2014 for the Mentor Effect campaign. Prior to that, he was the National Executive Director of Read to a Child. He currently teaches Writing for Communications at the Boston University College of Communication.

RONALD GRILLO (A4. *Keys to Successful Peer to Peer Volunteers*) is the Lead Peer Specialist for New England at Fellowship Health Resources. He works as a Certified Peer Specialist at Southeast Mobile Treatment in New Bedford, MA. Ron is also a Certified Older Adult Peer Specialist, WRAP Group Facilitator, and WHAM Group Facilitator. He is in his third year as a member of the Board of Directors for The Transformation Center, and is currently serving as co-chair of their Outreach & Education Committee. In his spare time, Ron enjoys genealogy, gardening, and camping.

GEO HERNANDEZ (A9. *Diversity & Service: Best Practices for Engaging Volunteers of Color*) is the Program Manager at Peer Health Exchange (PHE), a 501c3 nonprofit organization that aims to empower young people with the knowledge, skills, and resources to make healthy decisions. PHE recruits over 250 volunteers a year to deliver comprehensive health education to over 3,000 students annually. Geo directly manages 272 volunteers at three Boston colleges, Boston University, Northeastern University, and Tufts University. Geo is one of two staff members that is working on PHE's five-year volunteer diversity plan. Geo also served as a member of City Year and conducted diversity and cultural competence trainings for City Year volunteers.

COLLEEN HOLOHAN (B11. *Relationship Based Teambuilding for Volunteers*) has been in the national service field since 2003, serving as an AmeriCorps*VISTA and VISTA Leader for three years followed by 11 years as an AmeriCorps program manager and director. Colleen facilitates the annual teambuilding of 40 AmeriCorps members serving across the state on an annual basis and also supports member and supervisor relationships. In 2011, Colleen created the Non-Profit Leadership Institute, a ten session leadership course focused on leadership theory and networking with non-profit executives for AmeriCorps members and alums in the Massachusetts Promise Fellowship network. She facilitated the program for 4 years and currently manages the staff facilitators. Colleen also serves on the team of directors within Northeastern University's Center of Community Service, supporting the growth and development of the Center's staff team.

JENNIFER JAVIER (A3. *Creating Inclusive Spaces*) has 5 years of volunteer management experience, which includes previously running youth leadership programs at Cradles to Crayons, supporting volunteer engagement with Project 351, and managing the recruitment, on-boarding, and training of 28 AmeriCorps members and 50 volunteers at Tenacity. This is her second year as Volunteer Manager at 826 Boston, where she manages 600+ volunteers and interns across programs and supports staff who directly interface with volunteers. She is also a City Year Boston alumna! She realized very early on just how important it is to train, support, and engage volunteers in diversity, equity, and inclusion (DEI) work, especially those serving populations of color. Prior trainings that she's facilitated include 101 workshops on diversity and inclusion, working with students of color, identities and self-reflection, and active listening for volunteers across nonprofits.

TYISSHA JONES-HORNER (A1. *Engaging Older Adults as Impactful Volunteers - Panel*) was born and raised in Boston, Ma—residing in Orchard Gardens, formally known as the Orchard Park Housing Projects, one of the toughest places for a child to grow up in. With tenacity and grit, Tyissha went on to study Information Technology and Business Management at the University of Massachusetts, Lowell. At 14 years old, Tyissha helped to effectuate the Teens Networking with Teens Initiative through the Roxbury Multi Service Center, CPASA (Community Program Against Sexual Assault)--in order to educate her peers on matters such as personal development, creating healthy boundaries and dating violence. Tyissha also served as a Youth Outreach Worker for the Orchard Park Community. Tyissha's passion for community service was further ignited when she was hired by the City of Boston's Commission on Affairs of the Elderly to serve as the Senior Corps RSVP Program's Administrative Assistant. Tyissha was promoted to the RSVP Program Director. In this role, Tyissha was responsible of every aspect of programming, developing new partnerships, grant writing and administration,

volunteer recruitment, retention and recognition. Currently, Tyissha is serving as the Administrative Director of Volunteer Programs; in this role Tyissha oversees all of the City of Boston's senior volunteer programs.

STEPHANIE KELLY (B2. *Is your organization a "Service Enterprise?" - Panel*) began employment as Assistant Director for the Samaritans on Cape Cod and the Islands in 2011. Upon the Executive Director's retirement in 2012, Stephanie was chosen to fill that role and has led the organization ever since. As an active member of the suicide prevention community, Stephanie is a member of the Cape and Islands Suicide Prevention Coalition's Steering Committee and the Massachusetts Coalition for Suicide Prevention's Executive Committee. As a resident of Bourne, Stephanie supports her community by serving as a Trustee for the Jonathan Bourne Public Library since 2009.

ROBERT KORDENBROCK (B6. *Achieving Organizational Readiness to Maximize the Impact of Skills-Based Volunteering*) As Common Impact's Director of Consulting, Robert oversees all corporate and nonprofit consultancy programming/services. Robert believes in the power of partnership and the impact that can be achieved when companies and motivated skills-based volunteers are connected with the mission-driven nonprofit organizations. Robert has more than 10 years of experience in the Boston Nonprofit Sector after he began his career as a teacher in the Chicago Public Schools prior to moving to Boston where he has served as an AmeriCorps National Teaching Fellow with Citizen Schools, Program Director with the Boston Chinatown Neighborhood Center, and as the interim Executive Director of JP KidsArts. Prior to joining Common Impact, Robert was the Director of Nonprofit Programs with Building Impact. Robert has a BA in Sociology and Political Science from the University of Missouri – Columbia and he currently matriculates at Boston University Questrom School of Business where he is a Professional Evening MBA candidate with a concentration in Public Nonprofit Management. Robert also actively serves on the Board of Directors of the Josiah Quincy Orchestra Program.

CLAUDIA LACH (A7. *When Conflicts Arise - Effective Techniques to Deal with Challenging Volunteer Situations*) is an Organizational Development consultant, trainer, facilitator, and coach. She works with leaders, teams and organizations to identify and generate the necessary change to achieve desired outcomes. Her work focuses on leadership development, diversity and inclusion, strategic planning, conflict resolution, and teamwork. She partners with clients to create effective work environments based on respect, trust, and commitment where members think strategically and demonstrate high levels of motivation. Claudia works with a variety of organizations in the fields of health care, education, social services, community organizing, community development, legal services, philanthropy, finance and consulting services. She also is an affiliated consultant and coach with Third Sector New England. Claudia is a lecturer on Organizational Behavior at Boston University. Claudia is a native of Argentina and a native Spanish speaker. She holds a Master's in Management from Lesley University, a Master's in Museum Studies from City College of the City University of New York, and a B.A. in Education and Art History from Haifa University, Israel.

LUCAS MALO (A8. *Building Adaptive Volunteer Training Models Using the ADDIE Framework*) has been actively engaged locally and globally for the past 20 years through a variety of civic engagement programs. He currently serves as the Director of Community Service at Brandeis University where he advises student leaders, develops and maintains reciprocal partnerships with community based organizations, conducts assessments, writes grants, and serves as a major contributor to town-gown relations. He currently serves on the Board of Directors for the Prospect Hill Community Center, is a corporate member of the Greater Waltham ARC, and serves on the Stanley Elementary School Council.

ALLIE HUNTER MCDADE (B3. *Opioid Epidemic: A Community Solution for a Community Problem*) is PAARI's first full time Executive Director. Since its inception in June 2015, PAARI has made significant strides to help those struggling with the disease of addiction by establishing a network of more than 200 police departments nationwide. Allie has over 10 years of experience in nonprofit management and leadership, which began with her AmeriCorps VISTA year of service as Corporate Volunteer Coordinator at Boston Cares. Allie came to PAARI following her role as the Deputy Director of the Nonviolent Initiative for Democracy and has worked at several other Boston-area nonprofit organizations, including ZUMIX and Bikes Not Bombs. Additionally, Allie is the Treasurer of the Restless Development USA Board of Directors and Chair of the Bikes Not Bombs Board of Directors. She holds a bachelor's degree in politics and international relations from Ursinus College and a master's degree in international development from Ohio University. She also earned a certificate from the Institute for Nonprofit Practice at Boston University's School of Business. Like many, she has been personally touched by the disease of addiction and has a loved one who is in recovery from an opioid use disorder.

ERIN MCGRATH (A11. *Good Processes Get Results: Increasing Volunteer Engagement through Volunteer Management*) has been the Program Director at Boston Partners in Education since 2008. In that role, Ms. McGrath has participated in and helped oversee several improvements to Boston Partners' volunteer management processes, including the adoption of the Salesforce.com database. She has also been a volunteer for the

organization since 2001. Ms. McGrath has presented at several conferences, including sessions on the use of new media at the 2009 Massachusetts Conference on Service and Volunteering, and on Measuring for Impact at the 2010 National Conference on Volunteering and Service. From 2006-2008 she was also the primary trainer for Boston Partners in Education's Power Lunch program.

AMY MULVENA (B11. Relationship Based Teambuilding for Volunteers) is the Commonwealth Corps Program Assistant at MSA, helping support the breadth of programming noted above. After graduating from Villanova University in May 2013, Amy served as an AmeriCorps Fellow with Tenacity, helping to support Family Engagement and Literacy programming at the Mary E. Curley School in Jamaica Plain. Upon finishing her year of service with AmeriCorps, Amy worked at Tenacity Inc. as the Family Engagement Coordinator at the McCormick Middle School in Dorchester, helping to support 80 students and Families, leading behavior management and student support trainings, and supervising the Family Engagement AmeriCorps Fellows serving at the school.

JENNIFER MUNOZ (B5. Service-Learning for College and Career Readiness) has been partnering with the North Adams Service-Learning Program for more than 10 years for the school gardens. The school gardens were initiated in response to a community initiative to address food insecurity and produce from the gardens is donated to a local free meals program. Jennifer provides training and consultation on community gardening, nutrition and other health topics. She previously worked as a health educator at a local hospital. Jen serves the North Adams Public Schools Service-Learning Advisory Committee and has participated in and co-led district S-L training.

LATONIA NAYLOR (B4. Turning Youth Volunteers in Leaders) has an MS in Nonprofit Management and Philanthropy and Certificate of Board Governance and Volunteerism from Bay Path University. She has been at the with the United Way of Pioneer Valley since December 2012 and currently serves as the Senior Manager, Community Investments. Prior to that, LaTonia established a 501c3 in 2006 that relies heavily on volunteer support to operate. She also started the Volunteer Engagement Network of Hampden County to: 1) Establish a resource for individuals from all sectors to receive technical assistance and training to increase volunteer programming and organizational capacity, and 2) Establish (or strengthen) partnerships to combat local or regional issues with community impact. She convenes or co-facilitates the following volunteer management networks: Hampden County Volunteer Engagement Network, Hampden County Mentoring Network, Students Engage Springfield

ROBERT ORTIZ (A4. Keys to Successful Peer to Peer Volunteers) is the Director of Peer Services NE for Fellowship Health Resources. A 2014 MA Certified Peer Specialist, Trainer of Trainers (TOT) and Community Peer Volunteer Director, Robert is a person holding ten years of recovery from both substance addiction and mental health issues. For two years, he has been a Whole Health Action Management (WHAM), Wellness Recovery Action Plan (WRAP), and Peer facilitator. WHAM and WRAP are both evidenced-based programs through SAMHSA. He does trainings and presentations for organizations, state agencies, and to community volunteers that are involved in the program. He is a survivor of a family who has lost four family members to suicide due to addiction and major depression. Robert has dedicated himself to assist individuals by providing them opportunities to explore recovery through peer support. As active director of the Community Peer Volunteer program he has successfully matched 35 individuals to 14 volunteers.

AMRITH FERNANDES PRABHU (B7. Holistic and Nurturing Approach to Volunteer Recruitment and Retention) is the Volunteer Manager at The Center for Hope and Healing, Inc. where she creates meaningful experiential opportunities for individuals, particularly those from marginalized communities. As an immigrant of South Asian descent and a person with a lifelong disability, she is committed to working with students of color, LBGQ/T, limited English speakers, immigrants and refugees, and students from low-income households who have typically not had opportunities to receive professional mentorship and work experience. Prior to joining CHH, Amrith was a Database Administrator/Continuous Quality Improvement Analyst at the International Institute of New England. She later worked at Asian Task Force against Domestic Violence as a Residential Counselor with limited English speaking families at the domestic violence shelter. More recently in a volunteer capacity, Amrith developed a mindful and culturally cohesive social media and communications plan for a South Asian domestic violence agency which helped them raise over \$10,000.

KEEGAN PYLE (B1. Current Opportunities and Challenges Utilizing Volunteers to Serve Immigrants and Refugees - Panel) is the Volunteer Manager for Catholic Charities' refugee resettlement program in Northampton, MA. Working with a Steering Committee, she has formed and oversees fifteen volunteer Circles of Care, which includes over 200 people. The Circles of Care work closely with arriving refugee families to successfully rebuild their lives in Northampton. She has also formed and oversees volunteer committees for: donations, fundraising, pre-arrival, and community trainings. Prior to her work with the Catholic Charities' refugee resettlement initiative, Keegan worked as the Development Director for Pioneer Valley Habitat for Humanity, and as the Development Director of the International Rescue Committee in San Diego.

SHAWN SALISBURY (B3. *Opioid Epidemic: A Community Solution for a Community Problem*) is EB Hope's Lead Peer Recovery Coach. Shawn trains and oversees a team of volunteer Peer Recovery Angels, who are at EB Hope's Drop-In Center to guide clients through the many resources available with the understanding that comes from having lived through similar first-hand experiences. They also provide hope that there is a way out, because they, themselves, have found long term-recovery. While Shawn continues to lead a clean and sober life, he feels it is important to give back to others. He and the volunteers he oversees are vital to the EB Hope Drop-In Center and as co-responders with East Bridgewater Police Department on home visits that take place after an overdose. In addition to being in long term recovery, Shawn has a Recover Coach Certification through Worcester State College, emergency room training, and has 3 years of experience with the volunteer program.

MEGHAN SCHAFFER (B8. *Tools for Successful Recruitment, Training, and Stewardship to Develop Long-Term, High Quality Volunteers*) has been working with non-profits supporting volunteers since 2003. Currently Meghan is the Playspace Program Director-Southeast Region for Horizons for Homeless Children where she oversees a program that designs and builds trauma informed Playspaces for young children living in homeless shelters. She recruit, trains and manages 250 volunteers who donate 2 hours each week to providing quality play opportunities to help children heal from the trauma of homelessness. Meghan also worked for the Girl Scouts for 7 years as a Membership Specialist, Program Specialist and Outdoor Program Manager. During that time recruited, trained and managed volunteers in councils that encompassed from 4,000-17,000 volunteers.

SUSANNA FLUG SILVA (B11. *Relationship Based Teambuilding for Volunteers*) is the Manager of the Commonwealth Corps Program at the Massachusetts Service Alliance (MSA), where she directs the supervision, training, technical assistance, and team building for 40-50 service members and 15-20 host site partners across MA each year. She brings over 15 years of experience in the community partnerships, service/service learning, and education policy worlds, often seeking out their overlap. Prior to joining MSA, she served as the Youth Services Planner for the City of Cambridge's Department of Human Service Programs and Agenda for Children Out-of-School Time Initiative and as a Family Engagement Consultant for the National College Advising Corps at Brown. Susie has managed community partnerships and service learning programming at Simmons College and Phillips Academy Andover and fostered civic engagement programming in higher education at the national level at Idealist.org/COOL. In each of these roles, she has managed and trained around service/volunteerism and team building, among other topics.

LAUREN SOARES (A8. *Building Adaptive Volunteer Training Models Using the ADDIE Framework*) joined Brandeis in 2017 as the Community Service Specialist. In this role, Lauren advises and support students engaged in community service opportunities within the Brandeis and greater Waltham community, including the Waltham Group. She also collaborates with campus partners on a number of service initiatives and co-teaches a community engagement practicum course. Lauren has previous experience working with nonprofit internships, civic engagement, and student leadership development. She obtained a bachelor of arts in Economics and Psychology from Boston University and a master of science in College Student Affairs from Nova Southeastern University.

MALLORY ST. BRICE (A12/B12. *Achieving Greater Service Member Impact Through Civic Reflection*) served as an AmeriCorps Massachusetts Promise Fellow in 2006 and subsequently went on to operate a similar statewide AmeriCorps program at her host site, Mass Mentoring Partnership. She currently serves as Associate Director of Programs at YouthBuild USA, overseeing compliance monitoring, training and technical assistance provided to over 80 YouthBuild programs across the U.S. Mallory has been formally trained in the practice of facilitating and training others in Civic Reflection through the Center on Civic Reflection at Valparaiso University. She holds an M.S. in Urban Affairs and a Graduate Certificate in Nonprofit Leadership from Boston University.

AMY STEIN (B1. *Current Opportunities and Challenges Utilizing Volunteers to Serve Immigrants and Refugees - Panel*) is the manager of volunteer resources at JVS (Jewish Vocational Service) in Boston. She has been in this role for two years and is responsible for recruiting and engaging community volunteers, college interns and work study students as ESOL teaching assistants, career coach assistants, tutors, mock interviewers and administrative support across the agency. Amy earned an MBA in Nonprofit Management from Boston University. Prior to entering the nonprofit field, Amy worked in architectural and lighting design and construction project management and earned a BFA in Environmental Design from Parson's School of Design.

MIRIAM STEIN (B9. *Advocacy Consultant; author, Make Your Voice Matter With Lawmakers: No Experience Necessary*) was the Director of Governmental Affairs at the National Association of Social Workers, MA Chapter for 14 years. In that capacity, she advocated with State House lawmakers on issues that affected low-income people and immigrants. She also won media coverage for those issues. In addition, she recruited social work volunteers to serve on the organization's committees, and staffed those committees. Currently, she is the advocacy consultant to the interfaith Advocacy Network to End Family Homelessness, which she helped found. She has extensive knowledge and experience about Massachusetts state legislation on low-income and immigrant issues,

and about measures that can prevent homelessness and reduce its duration. From her experience, she has first-hand knowledge about effective ways constituents can share their opinions with their state house lawmakers, and the important impact this can have.

MELANIE TORRES (B1. *Current Opportunities and Challenges Utilizing Volunteers to Serve Immigrants and Refugees – Panel*) joined Project Citizenship in 2015. She is the Director of Programs and Operations and a DOJ Accredited Representative at Project Citizenship. She manages citizenship workshops, immigrant outreach, grants to community partners, and finance. As the daughter of a naturalized citizen, her interest in immigration and citizenship has shaped her studies and career. Melanie graduated from Boston University with a degree in International Relations, and then spent some time working abroad in Latin America. Previously, she worked as a Site Manager at Chelsea Community Schools, providing ESOL, arts and recreation courses for families of the Chelsea community. She currently serves on the Commission for Immigrant Rights and Citizenship for the City of Cambridge.

CHRISTOPHER WOODS (B4. *Turning Youth Volunteers in Leaders*) is a graduate from Bentley University with a bachelor's degree in Marketing. After graduation, Christopher joined AmeriCorps National Civilian Community Corps (NCCC) and traveled across the country for 10 months completing various community service projects for nonprofit and government agencies. His volunteer projects generated 1700 hours of service to diverse communities. Woods joined United Way of Pioneer Valley in January 2017 and currently manages their volunteer events including Stuff the Bus, Day of Caring, and Youth Generate. He is passionate about youth development and hopes to build a stronger community in Western Massachusetts.

CASEY ZINK (B8. *Tools for Successful Recruitment, Training, and Stewardship to Develop Long-Term, High Quality Volunteers*) serves as Playspace Program Director at Horizons for Homeless Children where she manages 19 shelter partnerships. She began at Horizons in 2008 as an AmeriCorps*VISTA and in 2009 joined Horizons as the Volunteer Manager. Casey served as the primary support person and stewarded relationships with a group of 250 volunteers. As Director she also focuses on recruitment and training of quality volunteers. Prior to joining the nonprofit world, Casey co-established a local Holistic Yoga Spa. She is a graduate of Bay Path University, with a Bachelor of Executive Management, minor in Psychology. She is a mother of two.