A1: Introduction to Disability & Inclusion: Building an Inclusive Volunteer Program

Did you know that one in five people in the U.S. has a disability at any point in time? Statistically speaking, if you serve more than five youth and/or work with more than five volunteers, you are working with people with disabilities in your program. Join Partners for Youth with Disabilities to learn about disability inclusion best practices, promising models, and available resources. Increase your confidence, knowledge and skills and be prepared to take the next step in your organization's disability inclusion journey.

At the end of the session, participants will be able to...
· Understand the difference between the social and medical model of disability
· Identify the elements that go into implementing a program inclusive to people with disabilities
· Understand resources in the field to support disability inclusion work

Presenter: Kristen Humphreys, Mentoring Director, Partners for Youth with Disabilities

Kristen Humphrey, Mentoring Director & National Disability Mentoring Coalition (NDMC) Program Manager, oversees the one-to-one mentoring, group mentoring and leadership development programs at PYD. She manages the NDMC, which has a goal of expanding the number and quality of disability mentoring programs across the country. A strong proponent of mentoring, she has been involved with mentoring for over fifteen years, beginning with her role as a volunteer mentor. She has worked with youth with disabilities for the past fifteen years. She co-authored the manuscript, “Expanding Horizons: A Pilot Mentoring Program Linking College/Graduate Students and Teens with ASD,” which was published in the Journal of Clinical Pediatrics in 2015. Kristin graduated from Connecticut College with a BA in Psychology and was a selected scholar for the Holleran Center’s Program in Community Action and Public Policy. She holds a Master’s in Public Administration from Clark University.
A2: Strategies for Sustaining University Civic Engagement Remotely

In this session, participants will learn several strategies for sustaining community partnerships, alumni relationships, and building internal and external relationships for sustaining university civic engagement programs. We will highlight our work through several programs, including developing our Global Day of Service, a hybrid program that engaged 1,545 volunteers through 71 community partner projects on 5 continents, along with the Journeys Toward Justice series, a multi-college series that took students virtually across the country (an alternative to alternative spring break) to learn about social justice work where 1,294 participants from 85 colleges and universities engaged in the series.

At the end of the session, participants will be able to...
· Identify strategies for recruiting student volunteers
· Identify strategies for sustaining alumni and community partnerships
· Develop pathways to sustain volunteerism from pre-matriculation to post-graduate life

Presenters: Travis Lovett, Assistant Dean, Civic Engagement and Service, Harvard University; Varsha Ghosh, PhD, Director, Director, Student Engagement and Leadership, Harvard University

Travis Lovett currently serves as the Assistant Dean of Civic Engagement and Service at Harvard College. Through his work, Travis is responsible for communications, partnership building, and mobilizing key stakeholders to broaden and deepen Harvard’s community engagement efforts. Travis has been responsible for developing or co-developing several signature programs including Harvard’s Global Day of Service, SPARK, Fellows at the Forefront, Journeys Toward Justice, the Mindich Service Fellowship Program, Harvard Serves Everywhere - a virtual volunteering program, and the Harvard Winnovation Program for future social innovators. Travis earned his M.A. in Public Policy and Administration from Northwestern University. He also earned a M.A. in Journalism from Northeastern University and a B.S. in Integrated Science and Technology from James Madison University. He was one of five founding members of YNPN Boston, a nonprofit professional development organization focused on creating pipelines for future leadership in the nonprofit sector.

Varsha Ghosh, PhD, serves as Director of Student Engagement and Leadership, as well as the First Year Urban Program (FUP), a pre-orientation program for first year students. She acts as a key advisor over 40 public service programs in areas of risk management, program development, finance and fundraising, volunteer and community relations. Originally from Queens, NY, she is a graduate of Connecticut College, Harvard Graduate School of Education, and University of Massachusetts–Boston, where she earned a doctoral degree in education with a focus on higher education administration. Varsha has over twenty years of experience in the non-profit sector, with international and national experience. She has managed programs in philanthropy, human service and community development programs focused on youth development, leadership training, domestic violence, anti-hunger and adult education. She is an alumnus of both AmeriCorps VISTA and the Peace Corps.
A3: Inside Secrets to Successfully Engaging People Over 50 as Your Best Volunteers

People over 50 are the fastest growing sector of the US workforce. If that’s not also true of your volunteer force, you may be missing out on a talented and growing resource that can make your organization more productive, resilient, and sustainable. In this interactive session, you’ll learn what makes this age group so valuable, what they have to offer, what they seek in return, and what you can do to attract and keep them. If volunteers are the secret of your success (or if you’re looking for a new secret), this session is for you.

At the end of the session, participants will be able to...

· Answer the question - what makes people over 50 the largest and most qualified pool for skills-based and project-based volunteers
· Create a working environment that will attract and keep older volunteers as part of your team
· Understand what people over 50 bring to nonprofit organizations that many leaders don't know or haven’t considered

Presenter: Amy Avergun, Volunteer, Encore Boston Network

Amy is a long-time volunteer with the Encore Boston Network and Discovering What’s Next. She is also a seasoned workshop presenter who has worked with both non-profit and for-profit organizations. Most recently she has been facilitating a series of workshops to help people over 50 reinvent themselves. She began her career as a career coach and her purpose is to help people play to their strengths and fulfill their purpose whether as a volunteer or as a paid employee. Amy's client list includes Jewish Vocational Services, Herrmann International, Safeway Foods, Nationwide Insurance, Hudson Institute of Coaching, Wholebeing Institute, and The Authentic Leadership Institute, Novo Nordisk, GSK, and KPMG.

A4: Civic Wellbeing: A New Framework for Employee Civic Engagement

Today, record numbers of everyday adults want to address society's inequities. Yet, to many, the problems feel too big and too dire so many don't engage at all. The simple truth is that people are seeking answers to 3 questions: How are issues of inequity impacting people in my community today? How do our systems and power structures shape those outcomes? What capacity do I have to make positive change? People's ability to answer these questions defines their 'civic wellbeing'. This session will share how organizations can support their employees to do so.

At the end of the session, participants will be able to...

· Identify what civic wellbeing is and how volunteerism programs support or fail to support employees' civic wellbeing needs
· Apply best practices for promoting employee civic wellbeing through existing and new volunteerism opportunities

Presenters: Jerren Chang, CEO & Co-Founder, GenUnity;
Nimisha Ganesh, COO & Co-Founder, GenUnity
Jerren Chang is the co-founder and CEO of GenUnity – a civic wellbeing nonprofit that envisions a community by everyone for everyone, where anyone has opportunity to thrive because everyone can promote their “civic wellbeing” – the capacity to critically evaluate, navigate, and change our systems. GenUnity’s community leadership programs create a space for diverse adults, community organizations, and businesses to come together to unpack critical issues in their communities and drive positive systems change. Prior to launching GenUnity, Jerren served in the Chicago Mayor’s Office focusing on economic development policy and worked as a consultant at McKinsey & Company advising public and social sector leaders. He holds an MPP and MBA from Harvard Kennedy School and Harvard Business School, where he was a George Leadership Fellow, David M. Rubenstein Fellow, and Pforzheimer-National Civic League Fellow. He is a graduate of Duke University where he majored in Economics and Mathematics.

Nimisha Garnesh is the Co-Founder and COO of GenUnity. She previously worked as Chief of Staff and Project Manager at Kitamba, a K-12 education consulting firm, partnering with public school districts across the U.S. on systems-level reform initiatives. Nimisha graduated with an MBA from Harvard Business School and a BS in Biomedical Engineering and Political Science from Yale.

**A5: Debunking Myths to Engaging Teens in Volunteer Service**

An interactive workshop debunking myths to engaging teens in volunteer service while sharing successes of the United Way’s youth service model and workshop participants’ own best practices. Participants will come away with a better understanding of why teens want to volunteer, overcoming barriers to working with teens, and tips to successfully recruit and engage teens in community service initiatives. This workshop is great for any volunteer coordinator looking to engage with youth or deepen youth engagement.

At the end of the session, participants will be able to...

- Debunk teen volunteering myths - understand why teens want to volunteer
- Overcome barriers to working with teens
- Learn tips to successfully recruit and engage teens in community service initiatives

**Presenter: Emily McCann, VP Community Engagement and Women's Initiative Director, United Way of Central Massachusetts**

Emily McCann joined the UW of Central Massachusetts in 2018 as the Women’s Initiative Director, a volunteer-led group igniting positive change for girls through women’s leadership and philanthropy. In 2020, she was promoted to Vice President Community Engagement, while maintaining her position as Women’s Initiative Director, to lead the overall community engagement strategy for the organization. She engages volunteers in meaningful opportunities that make measurable differences in the quality of life for people in the community. Emily has an extensive background in corporate philanthropy, community relations, and employee engagement from her prior corporate roles at Staples, The TJX Companies, and Citizens Bank. Emily currently serves on the steering committees of Investing in Girls Alliance and the Worcester Regional Chamber of Commerce’s Worcester Women’s Leadership Conference. Emily recently graduated from the Worcester Regional Chamber of Commerce’s Leadership Worcester Class of 2021. She has served as a Big Sister and volunteer reader in the Read to a Child program among other various volunteer activities.
A6: Redefining the Volunteer Community

Whether volunteers serve on-site or remotely, ensuring that volunteers feel a part of something bigger than just themselves can transform one-time volunteers into truly engaged and committed volunteers. Nowhere is that more important than in a hybrid volunteer workforce – with some volunteers onsite and others virtual. In this session, discover 7 principles to nurture your community of volunteers by leveraging social media, strategically designing communications, checking-in regularly, and celebrating together – even if virtually. Remember, individuals often start volunteering to make a difference, but they stay when they develop relationships and feel a part of a team. So, building those relationships and nurturing community today will serve your future well.

At the end of the session, participants will be able to...

- Understand the important of building community within a volunteer corps
- Implement strategies to create community within the volunteer community
- Recognize the connection between building community and volunteer retention

Presenter: Beth Steinhorn, President, VQ Volunteer Strategies

Beth founded VQ Volunteer Strategies which is a leading provider of high-impact volunteer engagement solutions designed to help organizations raise their VQ—or Volunteer Quotient. They help organizations maximize existing resources to unlock their potential and achieve mission by integrating volunteer engagement as a core strategy. Beth is the author of multiple books and articles on strategic volunteer engagement, she is a popular speaker and trainer, known for her interactive and inspiring presentations. As a thought leader, Beth regularly participates in the national dialogue about volunteerism and engagement. As a Service Enterprise Trainer, she has also trained and supported dozens of organizations to become certified Service Enterprises. Prior to becoming a consultant, Beth worked as an executive director and marketing director for education and faith-based organizations and spent years working with museums as an educator, manager, and anthropologist. She draws upon her anthropology experience still, helping organizations through the culture-shift process—from viewing volunteer management as a program to embracing engagement as a strategy to fulfill mission.

A7: 5-Steps to Streamline Volunteer Recruitment

During the time of COVID, Helping Our Women redesigned their volunteer experience that starts with an intake process to include just 5-Steps. What was once a drawn-out procedure is now efficient and effective and activated immediately through their agency website. A faster process has led to the recruitment and retention of more inspired & motivated volunteers. This effort also included newly designed ideas to not only recruit, but also engage!

At the end of the session, participants will be able to...

- State the 5-Steps for a streamlined volunteer intake process
- Understand the importance of an instantaneous response to volunteer requests
- Identify 3 innovative ways to reach potential volunteers

Presenters: Lisa Phillips, Volunteer Coordinator, Helping Our Women;
Alex Nelson, Development/Communication Manager, Helping Our Women
Lisa Phillips is the Volunteer Coordinator at Helping Our Women (HOW), located in Provincetown Massachusetts. HOW is a resource center for women living with chronic or life threatening conditions. We serve the Outer Cape community from Provincetown to Eastham. Lisa has been in this role for 3 years. Prior to that she worked with school-based youth volunteers at a department of public health for 15 years and was a division director for the American Heart Association in Hawai‘i.

Alex currently serves as the Development & Communications Manager at Helping Our Women. Previously a music educator in Chicago Public Schools, Alex recently moved back to Cape Cod to follow her passion for social services and non-profit work. She has been on the Board of Directors for Sharing Kindness – a suicide prevention and grief awareness group – since its founding in 2017. Originally from Orleans, Alex is thrilled to be taking her diverse skills from teaching and arts administration and applying them towards creating a healthier and safer Cape & Islands community.

A8: Countering Burnout with Recognition: Creating Positive Volunteer Interactions with Awards

There are few things more valuable than making a volunteer feel seen, recognized, and acknowledged for the work they give to our organization for free. We all know recognition drives volunteer retention and satisfaction, but how can you use recognitions to fuel your organization’s mission and goals? During this workshop, we’ll look at the value of volunteer recognition, the incredibly creative things our community has done to create new recognition opportunities, and how we use recognitions to create self-fulfilling cycles of positive action especially around long-term service and diversity, equity, inclusion and belonging.

At the end of the session, participants will be able to...

· Successfully identify 3–5 organizational goals
· Align goals with volunteer recognitions
· Design recognitions to incentivize and recognize volunteers in formal and informal ways

Presenter: Anne Gaughen, Manager of Volunteer Engagement, Girl Scouts of Eastern MA

Anne Gaughen serves as the Manager of Volunteer Engagement for Girl Scouts of Eastern MA. She holds a Masters in Education from Harvard Graduate School of Education, serves on the board of Boston GLOW (Girls Leadership and Organized Women) and is a traditionally published novelist. As Manager of Volunteer Engagement, her role is to continually assess, adapt, and support our 15,000 adult volunteers in delivery of their youth programming. This includes onboarding, training, organizing major engagement events and implementing their cycle of formal and informal appreciation. The past two years have made this a particularly challenging time for these tasks, but with new challenges comes new insight and learning opportunity, some of which she would love to share in her session.
B1: Recruitment and Retention - Begin with the End in Mind

In this session we will discuss what the end results or outcomes are that we wish to achieve in our volunteer program. Establishing a firm foundation begins with a plan. Attendees will learn the tools and methods to create a strategic plan for recruitment and retention of volunteers in our ever-changing world.

At the end of the session, participants will be able to...

- Identify SWOT, Strengths, Weaknesses, Opportunities and Threats. Also Identify SMART Goals
- Create a strategic plan to recruit and retain volunteers with successful outcomes
- Effectively engage volunteers and retain interest in activities and purpose

Presenter: Allyson Chalapatas, Volunteer Coordinator, Beacon Hospice - an Amedisys Company

Allyson Chalapatas is the Volunteer Coordinator at Beacon Hospice, in Leominster MA. Her previous career was as a Director of Sales and Marketing in the Hospitality Industry for 28 years, followed up by 11 years in the Non-Profit Sector. Allyson came to Hospice as a Volunteer, volunteering for 3 years visiting patients at the end-of-life. Her passion came from watching the hospice team that assisted her when her youngest brother was on hospice. She wanted to give back and hospice volunteering gave her purpose to share her compassion. In 2018, she was offered the job of Volunteer Coordinator at Beacon Hospice. She left her long career in Sales and Marketing as she felt drawn to this new chapter in her life. Allyson utilizes her knowledge and expertise from her previous career to ensure her volunteer program is successful. She loves hearing her volunteers share their stories of visiting with patients.

B2: Measures to Raise Volunteer Commitment Particularly in Youth

This session shares the research data from my dissertation that discusses qualitative results from the doctoral survey and follow-up interviews. The survey and interview data reveals specific components to volunteerism which participants consider indispensable to their personal and professional development. These factors underscore how future volunteer programs and related opportunities can be designed to ensure longevity and consistency among service members.

At the end of the session, participants will be able to...

- Identify highest needs among youth volunteers to engage in community service.
- Identify design components to structure meaningful volunteer experiences.
- Recognize and strategize around barriers which prevent volunteers from continuing/maintaining service involvement.

Presenter: Kristin Capezio, Instructional Specialist, Lowell Public Schools
Kristin Capezio is a 14-year teacher in Massachusetts. She started as an Assistant Director for Extended Day programming before being promoted to Executive Director. After working in non-profit, school aged leadership, Capezio transitioned to the public schools in a Reading Interventionist capacity. Her reading teacher experience led to opportunities to lead teacher training and development. In her current role for Lowell Public Schools, Kristin Capezio is a school-based administrator addressing equity and access across instructional practices.

B3: A Model for Civic Engagement and the New Retirement

Grounded in research on the value and benefits of volunteering, this interactive Workshop presents the "new retirement" as an opportunity to explore an expanded set of options available today for "Encore Careers." Part 1 of the Workshop presents current thinking on the changing patterns of retirement and the future of work and offers ideas for putting one's purpose to use in our communities by volunteering. Part 2 is designed to involve the audience in a discussion of a model for civic engagement through the "Discovery Centers for Civic Engagement" program that is currently being implemented in a number of communities through their Councils on Aging.

At the end of the session, participants will be able to...

- Explore the new Encore life stage, benefits of volunteering, and the many pathways to work with a social purpose.
- Learn about "Discovery Centers for Civic Engagement" as one model for identifying, motivating and deploying people to volunteer in their communities.
- Leave with new ideas for people as volunteers, helping nonprofits to achieve their missions and communities to thrive.

Presenter: David Guydan, Principal and Director - Discovery Programs, Discovering What's Next

David is Principal of Discovering What's Next, where he develops and delivers programs through corporations and other intermediaries, including "Discovery Centers for Civic Engagement" with Councils on Aging as conveners, to people, midlife and beyond, who are seeking purpose in their work, engagement in their communities, and balance in their lives. He provides his business expertise as a consultant to nonprofit clients in the areas of strategic planning, capacity building, and marketing. As part of a “portfolio career,” through his Peragro Strategies, David delivers strategic guidance to start-up and early-stage companies. Previously, David served as CEO of a company he founded that developed electronic payment solutions. He also held positions as Senior Vice President in Investment Management and Retirement Plan Services. He served on the Board of the Girl Scouts of Eastern Massachusetts and as Trustee and Corporation member of The Winsor School. David holds an MBA from Harvard Business School and a BA in Economics from the University of Pittsburgh.
B4: Navigating Power Dynamics: How to Foster Equity in Corporate Partnerships

It’s easy for nonprofits to feel like they have less control in a corporate partnership and can’t push back against requests or ideas. But successful, sustainable partnerships are rooted in mutual respect for the value both sides bring to the table. So, if a corporate partner is asking for too much, trying to take a project in a direction you know isn’t right, or offering support you don’t actually need, don’t be afraid to communicate that. Join this session to learn about best practices for healthy power dynamics and how to set clear expectations for partnerships from the start.

At the end of the session, participants will be able to:
- Understand common power dynamic pitfalls in nonprofit-corporate partnerships
- Confidently establish expectations and boundaries while also creating a culture of trust and open communication
- Know when to tell corporate partners “no” – and how to do it in a way that maintains strong, positive relationships

Presenter: Elizabeth Schwan-Rosenwald, Chief Program Officer, Common Impact

Common Impact is a nationally recognized nonprofit that designs and scales cross-sector partnerships and skills-based volunteer programs to fuel community organizations championing equity. Since 2000, Common Impact has collaborated with dozens of Fortune 500 and 1000 companies and hundreds of nonprofit organizations across mission types, sizes, and regions to create transformational change. Chief Program Officer Elizabeth Schwan-Rosenwald sets a bold vision for Common Impact’s strategic consulting and skills-based volunteering program execution that supports organizational growth and culture. Elizabeth is an expert in cross-sector partnerships, skills-based volunteering, leadership development, and nonprofit capacity building. She has worked with industry-leading companies, government entities, and social change organizations to build and advance the use of service and civic engagement as a resource for communities worldwide.

B5: Building a Youth and Family Volunteer Program

Youth and families are a core segment of our communities and allow for an introduction of your nonprofit’s mission to a wide audience. Through the engagement of youth and families (and their wider networks of schools, youth organizations, and places of worship), your nonprofit can gain tangible benefits while increasing awareness. The team from Project Giving Kids will share the benefits of engaging youth and families in volunteering for your nonprofit organization, while providing examples of successful programs and recommendations for hosting an engaging and beneficial program. Project Giving Kids supports kids, families, and schools to engage with local nonprofits through volunteer service in a variety of cause areas, to learn empathy and the importance of community engagement.

At the end of the session, participants will be able to:
- Offer volunteer opportunities for youth under the age of 18
- Implement best-practice volunteer recognition ideas
- Assess ways to better market their nonprofit to families

Presenters: Cristin O’Leary Jones, Executive Director, Project Giving Kids
Leslie Zales, Director of Outreach, Project Giving Kids
With 15+ years of experience in nonprofit fundraising and philanthropic consulting, Cristin brings to her role as Executive Director a passion for volunteerism, leadership development, and civic participation. Prior to Project Giving Kids, Cristin oversaw chapter fundraising and individual giving resources for 5,000+ college student leaders at Kesem, a national nonprofit supporting children impacted by their parent’s cancer, and provided capacity-building services to nonprofit and philanthropic organizations at Draper Consulting Group and Margery Tabankin & Associates.

Leslie has a background in business marketing and engagement with extensive experience in nonprofits, including The Foundation for MetroWest and The Community Endowment of Lexington. She joined PGK in 2019 and has proven to be a natural connector in the industry, growing PGK’s nonprofit partners and youth engagement exponentially. Leslie maintains relationships with hundreds of nonprofits East of the Mississippi. She lives and works to raise awareness and engagement with organizations that support underserved people, nature and social justice. Leslie is passionate about her family, friends, the outdoors, and her home state of Maine.

B6: Lessons Learned from Two+ Years of Virtual Volunteering

Virtual skills-based volunteering is a highly effective and engaging form of service for the remote work environment. From quick-hit pitch competitions to days of service all the way to months-long team consulting engagements, the wide range of skilled volunteering service models can easily be hosted virtually via video, breakout rooms, and online collaboration tools. Join this session to access key learnings and best practices that will help ensure your organization's virtual volunteering success. After all, this isn't a temporary pandemic measure; like remote and hybrid work, virtual volunteering is here to stay. Are you ready for the future of service?

At the end of the session, participants will be able to...

- Host seamless virtual volunteer events using top tips the Common Impact staff learned the hard way during the pandemic and over many prior years of virtual experience
- Construct a run of show that keeps projects moving and on track
- Make the most of virtual platforms and online tools to maximize the impact of volunteers in a virtual environment

Presenter: Tessa Vithayathil, Director of Programs, Common Impact

Tessa Vithayathil, Director of Programs at Common Impact, helps businesses and nonprofits create meaningful change through skills-based volunteering. Tessa believes knowledge is a powerful agent for change and strives to create opportunities for learning by connecting corporate skills-based volunteers with nonprofit leaders. Tessa has over ten years of experience in the social impact sector across program management, fundraising, teaching, and coaching at City Harvest, the NYC Department of Small Business Services, and the JET Programme in Japan. Core to Tessa’s work is her desire to help individuals and organizations grow their capacity for success.
B7: Strategies to Effectively Engage Volunteers and build community connections during the COVID-19 Pandemic and Beyond

Due to the unique circumstances arising from the coronavirus pandemic, new solutions are needed to retain critical volunteers for community-based organizations. EforAll, a nonprofit organization accelerating economic and social impact in communities nationwide through inclusive entrepreneurship, will share innovative best practices for digital volunteering. Using examples from 10+ EforAll/EparaTodos community locations, practical methods will be shared to build, train and grow a network of virtual volunteers, applicable to most organizations. In this workshop participants will discuss and brainstorm strategies to outreach to English and Spanish-speaking volunteers by creating meaningful connection and recognition to transform communities.

At the end of the session, participants will be able to...

- Host seamless virtual volunteer events using top tips the Common Impact staff learned the hard way during the pandemic and over many prior years of virtual experience
- Construct a run of show that keeps projects moving and on track
- Make the most of virtual platforms and online tools to maximize the impact of volunteers in a virtual environment

Presenters: Joanne Furgiuele, Entrepreneur Experience Manager, EforAll; Alejandra Galindo, Program Support Specialist, EforAll

Joanna Furgiuele is the Entrepreneur Experience Manager for EforAll based in Greater Boston. Joanna’s role is focused on ensuring entrepreneurs in under-resourced communities’ gain access to critical skills and networks to launch successful businesses. Prior to EforAll Joanna was the Director of Partnerships and Strategic Initiatives for Hanns R. Neumann Stiftung, North America. Joanna earned an MBA from UNC Kenan-Flagler Business School and a Masters in Environmental Management from Duke University. Also, Joanna has more than 10+ years of work experience in not-for-profit, advocacy-focused organizations.

Alejandra is the Program Support Specialist for EforAll based in Boston. Alejandra's role focused on support sites and new launches in terms of outreach. Prior this position, Alejandra was the Program Manager of the EparaTodos Program in Lynn. Alejandra has a bachelor's in Political Science and International Relations, she is a candidate of an MBA and a master's in Financial Risk from EUDE Business School Madrid, Spain.

B8: Cultivating Volunteers to be Catalysts for Community Change

To stay relevant and effective in a rapidly changing digital world, how can you reinvent the way your volunteers support your mission? This session will allow for an interactive group discussion about innovative volunteer practices that reshape the way you engage with skill-based volunteers, promote volunteer diversity, and stimulate community change through your organization’s mission.

At the end of the session, participants will be able to...

- Demonstrate an understanding for innovative volunteer practices that promote increased volunteer retention and support capacity building
- Identify key components of your own volunteer programs that can be reinvented to stimulate community impact
- Demonstrate an understanding for Citizen Schools’ innovative volunteer engagement program and support tools
Victoria serves as the Senior Volunteer Engagement Manager with Citizen Schools to support the Catalyst in-school program model. The Catalyst program uniquely partners Career Mentors with teachers to deliver high quality experiential learning to underserved communities during the school day. Victoria’s role oversees this program’s volunteer recruitment and retention efforts, while prioritizing community and corporate partnerships to find diverse mentors for students. Throughout her career, she has supported nonprofit organizations’ efforts to strengthen their community relationships, increase volunteer diversity, and promote opportunity access for underserved communities. In her previous roles at the Fresh Air Fund and LiveOn NY, she managed all volunteer engagement programs including career readiness and college access programs, peer to peer volunteer outreach programs, and grassroots awareness campaigns. Victoria received her bachelor’s degree in Political Science and Urban Studies from CUNY Hunter College and her master’s degree in Public Administration from Penn State University.