

# PROGRAM

## 2011 Symposium on Service and Inclusion

### Improving the MEMBER EXPERIENCE

**COMMUNITY**



**ENGAGEMENT**



**GROWTH**



### Through INTENTIONAL STRATEGIES



**PARTNERSHIP**



**SKILLS**



**INNOVATION**



**Arlington, VA | Hyatt Regency Crystal City**

December 8-9, 2011

Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** ★★★



**NextSTEP** ★  
National Service To Employment Project

The National Service Inclusion Project (NSIP) is the national training and technical assistance provider on disability inclusion, under a cooperative agreement (#08TAHMA001) from the Corporation for National and Community Service (CNCS) at the Institute for Community Inclusion (ICI) at the University of Massachusetts Boston. NSIP partners with the Association of University Centers on Disabilities, the Association on Higher Education and Disability, the Center for Technical Assistance and Training, and Operation TBI Freedom at Denver Options to build connections between disability organizations and all CNCS grantees, including national directs, to increase the participation of people with disabilities in national service.

The National Service to Employment Project (NextSTEP) is funded by the Corporation for National and Community Service (cooperative agreement #09TAHMA001). NextSTEP is a collaboration of the Institute for Community Inclusion (ICI) at the University of Massachusetts Boston; the State Employment Leadership Network of the National Association of State Directors of Developmental Disabilities Services and the ICI; and the US Business Leadership Network.



“How wonderful it is  
that nobody need wait a single  
moment before starting to  
improve the world.”

*Anne Frank*

# Welcome

to the 2011 Symposium on Service and Inclusion: Improving the Member\* Experience Through Intentional Strategies. This symposium will offer opportunities to show how national service and volunteering positively impact the lives of individual participants and the communities they serve. The 2011 Symposium on Service and Inclusion is sponsored by the Corporation for National and Community Service (CNCS), in partnership with the National Service Inclusion Project (NSIP) and the National Service to Employment Project (NextSTEP) of the Institute for Community Inclusion at the University of Massachusetts Boston.

CNCS seeks to improve lives, strengthen communities, and foster civic engagement through service and volunteering by providing opportunities for Americans of all ages and backgrounds to serve their communities. Goal 2 of the CNCS 2010 –2015 Strategic Plan articulates the desire to make service opportunities accessible and attractive to all Americans and to ensure opportunities for professional, educational, civic, and personal growth. National service and volunteer programs work to create accessible, high-quality service experiences through which members find satisfaction, meaning, opportunity, and a life-long commitment to serving communities.

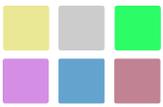
The symposium will advance Goal 2 of CNCS’s Strategic Plan by bringing together representatives from the disability and national service communities and their many partners to exchange promising, evidence-based practices; strengthen skills; explore innovations; develop strategies; and connect and re-inspire commitment to the mutual goal of full inclusion of people with disabilities in service and in all areas of American life.

During the next two days, representatives from CNCS programs including AmeriCorps, Senior Corps, and Learn and Serve America; public and private disability agencies; national and state disability organizations; volunteer programs; past and current members and volunteers with disabilities; educational institutions; the nonprofit sector; and employers will learn, share, and celebrate policies and practices that lead to service-member and volunteer success. These individuals and organizations have advanced the ideal that Americans with disabilities are valuable contributors to and leaders in their communities.

We hope that the 2011 Symposium on Inclusion and Service will be an exceptional networking and learning experience. Together we will lead the way to ensure that all members and volunteers engaged in national service and volunteer programs consistently find satisfaction, meaning, and opportunity.

*\* The term member is used generically to reflect all volunteers, participants, and anyone engaged in national and community service.*





## Table of Contents:



Welcome



Conceptual Framework



Hotel Floor Plan &  
Schedule at-a-glance



Plenaries



Session Descriptions



Plenary Speaker Bios &  
Event Staff



“ If we are **to achieve** a richer culture... We must weave one in which each diverse human gift will **find a fitting place.**”

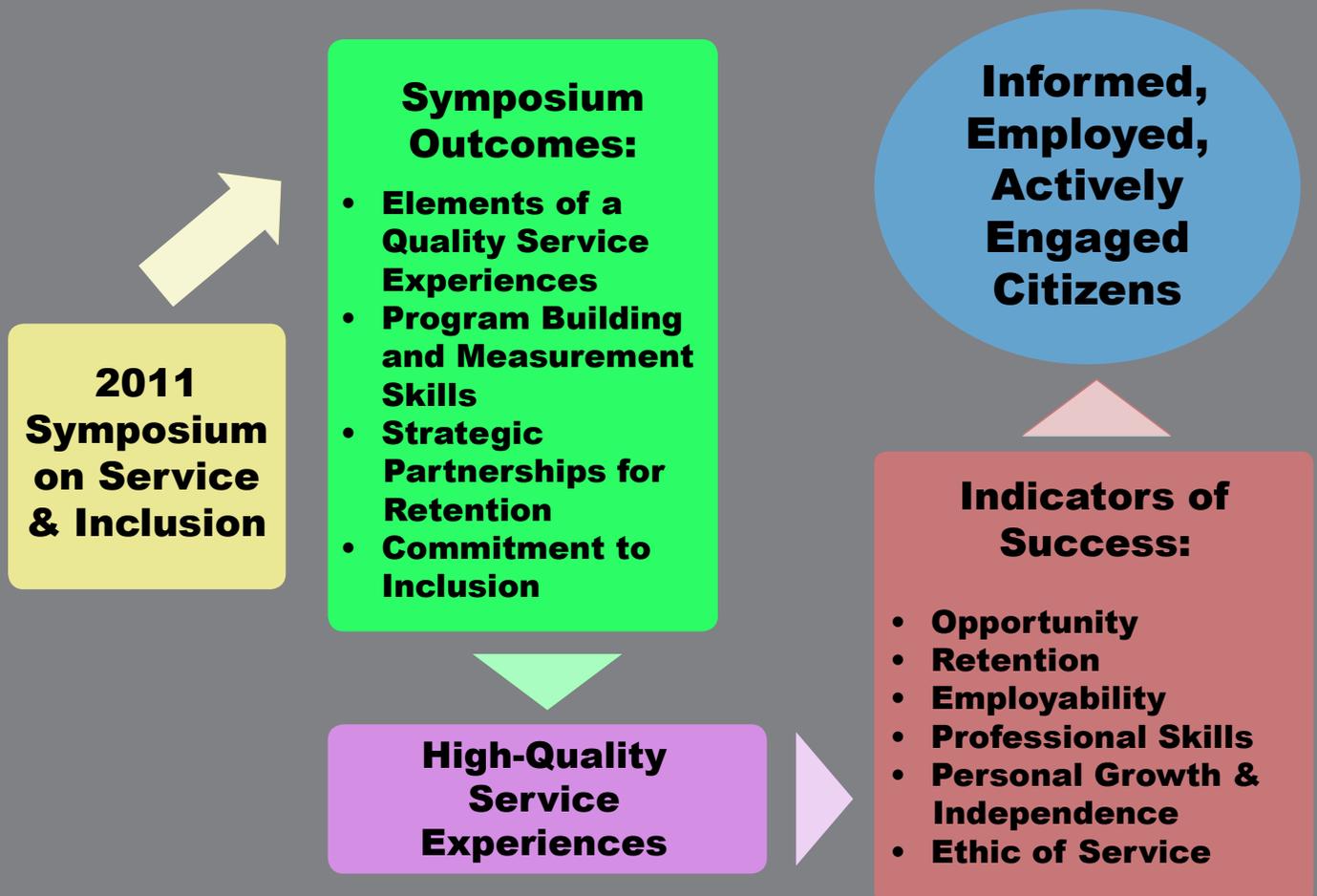
*Margaret Mead*

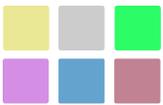
“Interdependent people **combine** their own efforts with the efforts of others **to achieve** their greatest success.”

*Stephen Covey*

## Conceptual Framework for The 2011 Symposium on Service and Inclusion

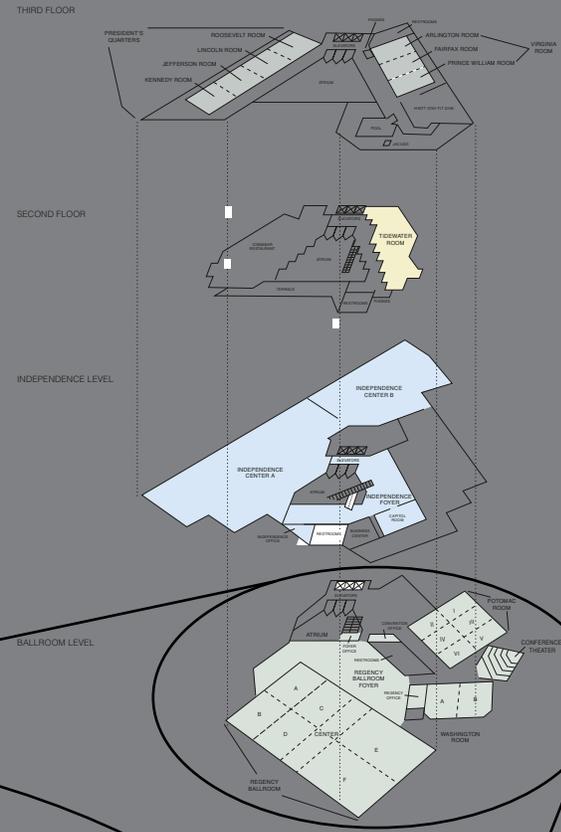
The conceptual framework depicts the different communities that are represented at the 2011 Symposium on Service and Inclusion, among others. Participants in the Symposium will: identify elements of a quality service experience; enhance program building and measurement skills; build strategic partnerships for retention; and strengthen their commitment to inclusion. As a result of participating in the 2011 Symposium, it is expected that attendees will be in a stronger position to create high-quality experiences for members and volunteers engaged in service.



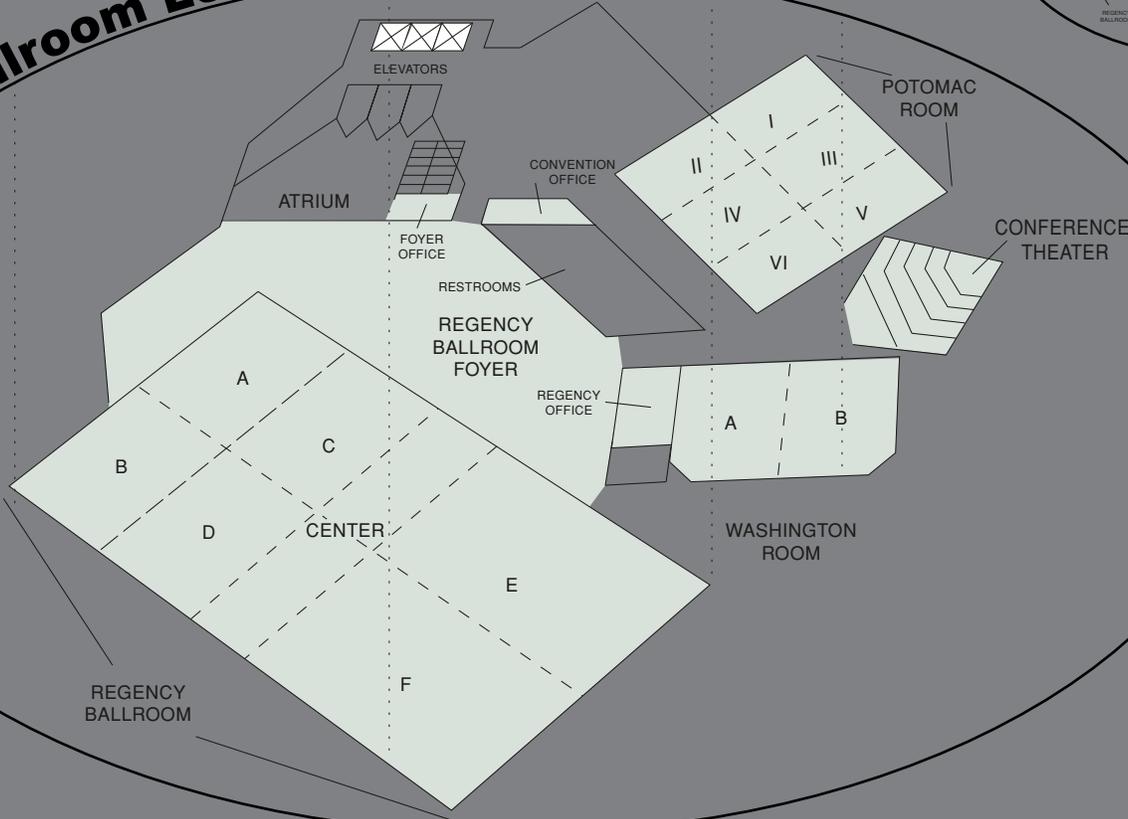


### Hotel Floor Plan

All Symposium activities will take place on the **Ballroom Level** of the hotel.



## Ballroom Level



“We must all hang together, or assuredly, we shall all hang separately.”

*Benjamin Franklin*

## Thursday, December 8, 2011

### 8:00 - 8:45 am Opening Plenary (Regency Ballroom C & D)

Building the Foundation for Service	Potomac I & II	Potomac III	Potomac IV	Potomac V	Potomac VI	
	9:00 - 10:30 am	Managing for Success: Data as a Tool in Performance Evaluation, Part I	Disability 101: Overview of Disability Inclusion in the U.S.	Mapping Federal Government Disability Support Systems	National Service 101: Overview of Corporation for National and Community Service Programs	
	10:30 - 10:45 am	<i>Session Break</i>				
	10:45 - 12:15 pm	Managing for Success: Data as a Tool in Performance Evaluation, Part II	Leveraging Partnerships		Making the Most of the Service Member Experience	

### 12:30 - 1:45 pm Lunch Plenary (Regency Ballroom C & D)

Strategies for Engagement in Service	Potomac I & II	Potomac III	Potomac IV	Potomac V	Potomac VI	
	2:00 - 3:30 pm	Disability, National Service and Veterans Benefits – the Basics and Beyond	Making the Connection: How to Effectively Recruit the Right Candidate, Part I	Creating Inclusive Member and Volunteer Experiences for Individuals with Mental Health Issues	Building your Infrastructure for Virtual Recruiting and Virtual Volunteering	
	3:30 - 3:45 pm	<i>Session Break</i>				
	3:45 - 5:15 pm	By the Book: An Introduction to Disability Laws and National Service	Making the Connection: Breaking Down the Application, Interviewing, and Selection Processes, Part II	Expanding Opportunities for Veterans in National Service	Reaching a Wider Audience: Developing a Marketing Plan that Embraces Diversity	

## Friday, December 9, 2011

### 8:00 - 8:45 am Opening Plenary (Regency C & D)

Strategies for Success During Service	Potomac I & II	Potomac III	Potomac IV	Potomac V	Potomac VI	
	9:00 - 10:30 am	Cultivating the Flame of Idealism: The City Year Leadership Development Experience	Design for Full Programmatic Access	Setting up for Success: Inclusive On-boarding Experiences	School-Based Initiatives for Youth in Transition	
	10:30 - 10:45 am	<i>Session Break</i>				
	10:45 - 12:15 pm	Incorporating Effective Reasonable Accommodations Solutions in National Service	Expanding the Recruitment Base: Targeting the Needs of Underrepresented Communities	Supporting Members with Significant Intellectual Disabilities	Promising Practices that Connect Service to Work: Lessons Learned	

### 12:30 - 1:15 pm Lunch Plenary (Regency Ballroom C & D)

Continuing Success After Service	Potomac I & II	Potomac III	Potomac IV	Potomac V	Potomac VI
	1:30 - 3:00 pm	Marketing Service to the Business Sector: What are they looking for?	The Segal Education Award: Learning the Facts and Using the Award	What We've Learned: How Service Prepares Individuals for Employment and Post-Secondary Education	Life After Service: Preparing Members for their Transition out of Service

### 3:00 - 3:30 pm Closing, Reflection and Evaluation (Regency Ballroom C & D)





## **Building the Foundation for Success Opening Plenary**

Thursday, December 8, 2011: 8:00 - 8:45 am

*Speakers:*

**Jennifer Byerly**

*Director, Rockport Engagement Center and AmeriCorps Alum*

**Jewel Bazilio-Bellegarde**

*Senior Training Officer for Disability Inclusion, The Corporation for National and Community Service*

**Mary Bryant**

*Project Director, Nevada Center for Excellence in Disabilities Project*

**Paula Sotnik**

*Project Director, NSIP*

**Scott Carter**

*AmeriCorps Member*

## **Strategies for Engagement in Service Lunch Plenary**

Thursday, December 8, 2011: 12:30 - 1:45 pm

*Speakers:*

**Jamie Kirsch**

*Veteran/ AmeriCorps Alumna*

**Jewel Bazilio-Bellegarde**

*Senior Training Officer for Disability Inclusion, The Corporation for National and Community Service*

**Robert Velasco, II**

*Chief Executive Officer (Acting), The Corporation for National and Community Service*

**Zernial Bogan**

*Veteran/ AmeriCorps Alumnus*

“Build for your team a feeling of oneness, of dependence on one another and of strength to be derived by **unity**.”

Vince Lombardi

## Strategies for Success During Service Opening Plenary

Friday, December 9, 2011: 8:00 - 8:45 am

Speakers:

**Erin Gannon**

*Senior Training Associate, NSIP*

**Paula Sotnik**

*Project Director, NSIP*

**Roxy B. Rucker**

*Training Associate, NSIP*

## Continuing Success After Service Lunch Plenary

Friday, December 9, 2011: 12:30 - 1:15 pm

Speakers:

**Jill Houghton**

*Executive Director, US Business Leadership Network*

**Sheila Fesko, PhD**

*Project Director, NextSTEP*

**William Kiernan, PhD**

*Director, The Institute for Community Inclusion, University of Massachusetts Boston*





## Building the Foundation for Success

Thursday, December 8, 2011: 9:00 - 10:30 am

Room	Workshop Description
Potomac III	<p><b>Disability 101: Overview of Disability Inclusion in the U.S.</b></p> <p>The organized disability service system began after World War I in response to the large numbers of veterans returning home with disabilities. Societal expectations and attitudes have developed over time to focus on inclusion in learning, living, and working in the community for individuals with disabilities. This session will cover the major milestones of the disability movement, focusing on the adoption of the Americans with Disabilities Act and Section 504 of the Rehab Act; the implications of these laws on American society, particularly community inclusion; and participation of individuals with disabilities in national and community service.</p> <p><b>Karen Flippo</b> - Program Director, The Institute for Community Inclusion, University of Massachusetts Boston</p> <p><b>Kelly Buckland</b> - Executive Director, National Center on Independent Living</p>
Potomac I & II	<p><b>Managing for Success: Data as a Tool in Performance Evaluation, Part I</b></p> <p>Issues such as quality of member experience and level of inclusion can be challenging concepts to quantify. Yet making progress in your program requires understanding where you are and your long- and short-term goals. This session will discuss strategies used to identify and count numbers of individuals with disabilities in other contexts, and how they can be applied to service programs. Strategies for collecting qualitative and quantitative information about member experience and levels of inclusion, and how to share this data, will be discussed. Activities in applying these concepts will be included.</p> <p><b>Jean E. Winsor, PhD</b> - Research Associate, The Institute for Community Inclusion, University of Massachusetts Boston</p> <p><b>Sheila Fesko, PhD</b> - Project Director, NextSTEP</p> <p><b>Susan Foley, PhD</b> - Senior Research Fellow, The Institute for Community Inclusion, University of Massachusetts Boston</p>
Potomac IV	<p><b>Mapping Federal Government Disability Support Systems</b></p> <p>This session will provide important information on federal and state programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members. Participants will become acquainted with the government agencies that support people with disabilities and fund disability services that ensure full inclusion in all aspects of communities. Participants will be able to identify agencies in their states, learn how to connect with them for specific purposes, and explore how to take advantage of their expertise and resources.</p> <p><b>George Jesien, PhD</b> - Executive Director, AUCD</p> <p><b>Mathew McCullough, MPA</b> - Executive Director, DC Developmental Disabilities Council</p>
Potomac V & VI	<p><b>National Service 101: Overview of Corporation for National and Community Service Programs</b></p> <p>The Corporation for National and Community Service (CNCS) provides a wide variety of national service opportunities through programs such as AmeriCorps, Senior Corps, and Learn and Serve America. This session will provide an overview of CNCS programs, an introduction to the CNCS commitment to diversity, and advice on how to connect with national service programs. This presentation will discuss how national service opportunities can benefit members and volunteers with disabilities while having a positive impact on their communities.</p> <p><b>Jewel Bazilio-Bellegarde</b> - Senior Training Officer for Disability Inclusion, The Corporation for National and Community Service</p> <p><b>Margie Legowski</b> - Senior Training Officer and Education Sector Specialist, The Corporation for National and Community Service</p>

“All of us, at certain moments of our lives, need to take advice  
and to receive help from other people.”

*Alexis Carrel, Reflections on Li*

## Building the Foundation for Success

Thursday, December 8, 2011: 10:45 am - 12:15 pm

Room	Workshop Description
Potomac III & IV	<p><b>Leveraging Partnerships</b></p> <p>Round-table discussions will provide participants an opportunity to build on what they have learned in National Service 101, Mapping Federal Government Disability Support Systems, and Disability 101 as they engage in conversations about using strategic partnerships throughout the member cycle. This will be an opportunity to share your expertise, learn from other participants, and create a plan to maximize partnerships between the disability community and national service in your state!</p> <p><b>Erin Gannon</b> - Senior Training Associate, NSIP <b>Jewel Bazilio-Bellegarde</b> - Senior Training Officer for Disability Inclusion, The Corporation for National and Community Service <b>Paula Sotnik</b> - Project Director, NSIP</p>
Potomac V & VI	<p><b>Making the Most of the Service Member Experience</b></p> <p>Participants in national service experience predictable stages of adjustment during their service term, from excitement to anxiety to success. This session will explore the typical stages of adjustment and discuss strategies for providing support throughout all of the stages.</p> <p><b>Amy Salinas</b> - CAC Consulting - Cultivating Agents of Change <b>Nancy Keeler</b> - Training Associate, NextSTEP</p>
Potomac I & II	<p><b>Managing for Success: Data as a Tool in Performance Evaluation, Part II</b></p> <p>Issues such as quality of member experience and level of inclusion can be challenging concepts to quantify. Yet making progress in your program requires understanding where you are and your long- and short-term goals. This session will discuss strategies used to identify and count numbers of individuals with disabilities in other contexts, and how they can be applied to service programs. Strategies for collecting qualitative and quantitative information about member experience and levels of inclusion, and how to share this data, will be discussed. Activities in applying these concepts will be included.</p> <p><b>Jean E. Winsor, PhD</b> - Research Associate, The Institute for Community Inclusion, University of Massachusetts Boston <b>Sheila Fesko, PhD</b> - Project Director, NextSTEP <b>Susan Foley, PhD</b> - Senior Research Fellow, The Institute for Community Inclusion, University of Massachusetts Boston</p>





## Strategies for Engagement in Service

Thursday, December 8, 2011: 2:00 - 3:30 pm

Room	Workshop Description
Potomac VI	<p><b>Building your Infrastructure for Virtual Recruiting and Virtual Volunteering</b></p> <p>Potential service members and volunteers increasingly look to the web and social-media platforms for information about programs and opportunities—both site-based and virtual. This session will focus on the use of virtual environments for recruitment and as potential service sites. Virtual environments have the potential to create new opportunities for programs and members as service may be conducted at a location other than the program site. In this session, we'll define virtual service and explain how it can benefit programs, discuss how to build your virtual service positions and infrastructure, and uncover ways to make virtual service opportunities successful for your program in the long term through recruitment and staff support.</p> <p><b>Alice Krueger (Gentle Heron)</b> - President, Virtual Ability, Inc. <b>Chad Gobert</b> - Senior Training Associate, NSIP <b>Jason Scott</b> - Training Officer/eLearning Specialist, Strategy Office, The Corporation for National and Community Service <b>John McDermont</b> - Project Coordinator, AZ National Service Inclusion Work Team, Institute for Human Development, Northern Arizona University</p>
Potomac I & II	<p><b>Disability, National Service and Veterans Benefits – the Basics and Beyond</b></p> <p>Understanding the basics of disability, national service and veterans benefits will enable members and volunteers to make informed decisions and assist with sound financial planning. A successful national service experience, including veterans reintegration efforts, must include an understanding of the impact of other benefits to which members are entitled. Join the lively session to learn some benefits basics and engage in discussion about the potential intersection of benefits.</p> <p><b>Joyce Armstrong</b> - Project Director Connect to Work Project <b>Lanny Taulbee</b> - Disabilities Coordinator, Kentucky Commission on Community Volunteerism and Service <b>Patrick McKiernan, PhD</b> - Homeless Veterans Outreach Coordinator, KY Department of Veterans Affairs <b>William Kiernan, PhD</b> - Director, The Institute for Community Inclusion, University of Massachusetts Boston</p>
Potomac V	<p><b>Creating Inclusive Member and Volunteer Experiences for Individuals with Mental Health Issues</b></p> <p>Mental health issues range from distress over life stressors to significant psychiatric disorders. Typically, the impact of these issues is intermittent, so there are periods of more or fewer symptoms. This session will review the range of mental health issues that can present in service, with a specific focus on veterans who may be dealing with post-traumatic stress disorder (PTSD). Practical ideas for responding to accommodation needs and creating inclusive work environments for individuals with mental health concerns will be addressed.</p> <p><b>Jennifer Byerly</b> - Director, Rockport Engagement Center and AmeriCorps Alum <b>Lisa Stern</b> - Training and Technical Assistance Consultant, Stern Consulting</p>
Potomac III & IV	<p><b>Making the Connection: How to Effectively Recruit the Right Candidate, Part I</b></p> <p>To accomplish diversity within their participant population, programs must consider whether to take a marketing approach that targets specific underserved populations or to integrate diverse messaging into general marketing. What message will be appealing to candidates and give them a good sense of their potential service experience? Examples from different programs and different populations will be discussed.</p> <p><b>Joanne Cohen</b> - Organizational Consultant, Center for Technical Assistance &amp; Training (CTAT) at Denver Options <b>Robin M. Fisher, DCVA</b> - Manager, Delaware Foster Grandparent Program <b>Sadelle Sweet</b> - Program Inclusion Specialist, Mississippi Commission for Volunteer Service <b>Sheila Fesko, PhD</b> - Project Director, NextSTEP</p>

“The basic building block of **good teambuilding** is for a leader to promote the feeling that every human being is unique and **adds value.**”

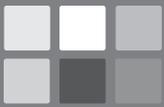
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## Strategies for Engagement in Service

Thursday, December 8, 2011: 3:45 - 5:15 pm

Room	Workshop Description
Potomac I & II	<p><b>By the Book: An Introduction to Disability Laws and National Service</b></p> <p>This workshop will provide an overview of the most important legal requirements about disability inclusion for national and community service programs. During this session, participants will discuss practical implications of inclusive practices and common-sense ways for programs to meet or exceed those requirements.</p> <p><b>Doug Hilton</b> - Associate General Counsel, Corporation for National and Community Service <b>Erin Gannon</b> - Senior Training Associate, NSIP <b>Kim Musheno</b> - Director of Legislative Affairs, AUCD</p>
Potomac V	<p><b>Expanding Opportunities for Veterans in National Service</b></p> <p>The Corporation for National and Community Service places a high priority on engaging veterans in national service opportunities. Informed by veterans, the Engaging Veterans with Disabilities Initiative has identified practices to successfully recruit, engage, and support veterans with disabilities as active service members in structured volunteer experiences. This session will share information about how service programs can develop their capacity to recruit veterans with disabilities and develop successful service experiences, and what veterans are saying about how they view service as a path to meaningful reintegration into the community.</p> <p><b>Joanne Cohen</b> - Organizational Consultant, Center for Technical Assistance &amp; Training (CTAT) at Denver Options <b>Paula Sotnik</b> - Project Director, NSIP <b>Zernial Bogan</b> - Veteran/ AmeriCorps Alumnus</p>
Potomac III & IV	<p><b>Making the Connection: Breaking Down the Application, Interviewing, and Selection Processes, Part II</b></p> <p>Marketing will help identify potential candidates, but finding the right match of member and program occurs in the application and interview process. Learn to place qualified members in your program by developing interview protocols, preparing for the unexpected, and using tools to assess candidates. Through case study examples, participants will practice and improve their interview skills to apply in their programs.</p> <p><b>Cathy McAdam, ACSW</b> - Consultant, DiverseAbility, LLC <b>Kayla Morris-Doyle, LLMSW</b> - AmeriCorps Manager, Cherry Street Health Services, Westside Health Center <b>Nancy Keeler</b> - Training Associate, NextSTEP</p>
Potomac VI	<p><b>Reaching a Wider Audience: Developing a Marketing Plan that Embraces Diversity</b></p> <p>National service programs are charged with recruiting a diversity of Americans. This workshop will provide programs with tools to develop a marketing plan that reaches a diverse audience. Since its inception, Peace Corps has worked to reflect the diversity of the United States in their volunteer population. This workshop will give participants an opportunity to learn from the experience and expertise of Peace Corps and AmeriCorps and NCCC staff who have crafted a marketing message that appeals to a diversity of qualified volunteers.</p> <p><b>Katrina Mathis</b> - Assistant Director of Recruitment and Partnerships, Office of AmeriCorps NCCC <b>Kiva Wilson</b> - Diversity Outreach Specialist, Peace Corps <b>Sheila Fesko, PhD</b> - Project Director, NextSTEP</p>





## **Strategies for Success During Service**

Friday, December 9, 2011: 9:00 - 10:30 am

<b>Room</b>	<b>Workshop Description</b>
<b>Potomac III &amp; IV</b>	<p><b>Design for Full Programmatic Access</b></p> <p>One essential way national service programs can ensure that everyone has the opportunity to serve is by taking steps to make their program more inclusive. In this session, you will learn about access, including physical, programmatic, and training accessibility. Then you will apply what you know to case studies based on real questions from the field. Universal design strategies that respond to the needs of all volunteers will be discussed.</p> <p><i>Erin Gannon - Senior Training Associate, NSIP</i> <i>Mathew McCullough, MPA - Executive Director, DC Developmental Disabilities Council</i></p>
<b>Potomac I &amp; II</b>	<p><b>Cultivating the Flame of Idealism: The City Year Leadership Development Experience</b></p> <p>City Year's Leadership Development model, the Flame of Idealism, distills more than two decades of innovation developing idealistic leaders willing and able to work for social change. The model integrates four elements: an immersive, inspiring culture of idealism; a focus on civic identity ("Be"); a focus on civic capacity ("Know"); and, a focus on civic action ("Do"). Dr. Klau will share the conceptual framework for developing idealistic civic leaders, as well as leadership development tools and exercises.</p> <p><i>Max Klau, PhD - Director of Leadership, Development, City Year, Inc.</i></p>
<b>Potomac VI</b>	<p><b>School-Based Initiatives for Youth in Transition</b></p> <p>This session will explore the impact of national service on transition-age youth, with the goal of highlighting innovative lessons learned from Project Impact. The ongoing benefits of service learning for youth K-12, the long-term effects it has on their education, and the impact it makes on their families, will also be discussed.</p> <p><i>Felicia Wilczenski, EdD - Professor, Interim Dean, The College of Education and Human Development, University of Massachusetts Boston</i> <i>Jaimie Timmons, MSW - Research Associate, NextSTEP</i> <i>Paul Martel - Accessibility Program Manager, FL Governor's Commission on Volunteerism and Community Service</i></p>
<b>Potomac V</b>	<p><b>Setting up for Success: Inclusive On-boarding Experiences</b></p> <p>The experience as members and volunteers begin service can be critical to their retention and ultimate success. "On-boarding" volunteers so they are clear about their role and engaged in the process is a first step toward a high-quality service experience. Including all members and volunteers in this process through mentorship opportunities as well as inclusive training will be discussed.</p> <p><i>Ebony Scott - Program Director, Public Allies</i> <i>Lisl Hacker - AmeriCorps Portfolio Manager, YouthBuild USA</i></p>

“It is better to have one person working with you than three people working for you.”

Dwight D. Eisenhower

## Strategies for Success During Service

Friday, December 9, 2011: 10:45 am - 12:15 pm

Room	Workshop Description
Potomac III & IV	<p><b>Expanding the Recruitment Base: Targeting the Needs of Underrepresented Communities</b></p> <p>How can the national service network collaborate with many partners, including nontraditional grass-roots community based organizations, to strengthen outreach efforts in underserved communities and implement best practices that ensure a powerful service experience? This discussion session will define and describe the perspectives of programs in diverse, urban, poor, and rural areas. Together, we'll explore the successes and strategies used in each of these areas to support members and volunteers to help their communities.</p> <p><i>Iricely Ortiz - Training &amp; Inclusion Office, Puerto Rico's Commission for Volunteerism &amp; Community Services</i> <i>Janet Zeller - Accessibility Program Manager, U.S. Forest Service</i> <i>Kate Stephens - Assistant Director, Utah Conservation Corps</i> <i>Lanny Taulbee - Disabilities Coordinator, Kentucky Commission on Community Volunteerism and Service</i></p>
Potomac I & II	<p><b>Incorporating Effective Reasonable Accommodations Solutions in National Service</b></p> <p>An inclusive program is one that encourages and facilitates disclosure and a request for an accommodation. How do you encourage disclosure in your program so members feel comfortable requesting a reasonable accommodation? How can you ensure that these needs are addressed? We will review no-tech, low-tech, high-tech, and creative accommodation solutions, including some assistive technology/software options, and discuss resources available for providing them.</p> <p><i>Carrie Clawson, OTR/L - Assistive Technology Specialist, Northern Region, Virginia Department of Rehabilitative Services</i> <i>Karen Flippo - Program Director, The Institute for Community Inclusion, University of Massachusetts Boston</i> <i>Robert Krollman, CRC, NCC - Assistive Technology Specialist Senior, Virginia Assistive Technology System</i></p>
Potomac VI	<p><b>Promising Practices that Connect Service to Work: Lessons Learned</b></p> <p>Volunteers and members should be empowered to control their service experience and to access supports they need to be successful. Strategies from employment services to individuals with disabilities have proven to be effective in giving individuals the tools to contribute to their employment. This session will address these strategies, including structured mentoring, person-centered planning, natural supports, and using the skills gained during service experiences for future employment.</p> <p><i>Allison Hall, PhD - Research Associate, NextSTEP</i> <i>Jaimie Timmons, MSW - Research Associate, NextSTEP</i> <i>Jean E. Winsor, PhD - Research Associate, The Institute for Community Inclusion, University of Massachusetts Boston</i></p>
Potomac V	<p><b>Supporting Volunteers with Intellectual Disabilities</b></p> <p>We are seeing seismic shifts in our cultural paradigms as people with intellectual disabilities take advantage of opportunities to fully engage in and contribute to their communities. Who is this population? How do we successfully engage, support, and include individuals from this underrepresented population? Myths are debunked and fears are alleviated as everyone has the opportunity to demonstrate their talents and potential for meaningful contribution.</p> <p><i>Jerry Alliston, PhD - Coordinator for Community Inclusion and Volunteer Service, The Institute for Disability Studies, The University of Southern Mississippi</i> <i>Mary Bryant - Project Director, Nevada Center for Excellence in Disabilities Project</i> <i>Scott Carter - AmeriCorps VISTA Member</i></p>





## **Continuing Success After Service**

Friday, December 9, 2011: 1:30 - 3:00 pm

<b>Room</b>	<b>Workshop Description</b>
<b>Potomac V &amp; VI</b>	<p><b>Life After Service: Preparing Members for their Transition out of Service</b></p> <p>The last three months of a service experience is a critical time for members to reflect on what they have learned and how to apply these skills to their future, whether employment or education. This session will review supports provided to members and volunteers during this critical time which can include assistance on using the education award, seeking employment and how to identifying transferable skills.</p> <p><i><b>Bob Shogren</b> - Executive Director, Arizona Governor's Commission on Service and Volunteerism</i></p> <p><i><b>Kate Stephens</b> - Assistant Director, Utah Conservation Corps</i></p> <p><i><b>Robin M. Fisher, DCVA</b> - Manager, Delaware Foster Grandparent Program</i></p> <p><i><b>Roxy B. Rocker</b> - Training Associate, NSIP</i></p>
<b>Potomac I &amp; II</b>	<p><b>Marketing Service to the Business Sector: What are they looking for?</b></p> <p>Service members and volunteers gain experience and skills that they can transfer to work. However, the language of service and the language of the workforce can be very different. Learn more about the expectations of business and how to support members to position themselves for future careers that build on their expertise.</p> <p><i><b>Jill Houghton</b> - Executive Director, US Business Leadership Network</i></p> <p><i><b>Lisa Stern</b> - Training and Technical Assistance Consultant, Stern Consulting</i></p>
<b>Potomac III</b>	<p><b>The Segal Education Award: Learning the Facts and Using the Award</b></p> <p>AmeriCorps members, who are enrolled in the National Service Trust, are eligible to receive a Segal AmeriCorps Education Award (the "ed award"). This can be used to pay tuition at qualified institutions of higher education, for educational training, or to repay qualified student loans. Did you know that those who do not plan to continue their education in a traditional four-year degree program may still use the "ed award"? This session will review different options to use the "ed award" including how it can support a broad and creative range of post-secondary education options.</p> <p><i><b>Cindy Tyler</b> - Senior Trust Officer, Office of National Service Trust</i></p> <p><i><b>Mary Bryant</b> - Project Director, Nevada Center for Excellence in Disabilities Project</i></p> <p><i><b>Paula Sotnik</b> - Project Director, NSIP</i></p> <p><i><b>Scott Carter</b> - AmeriCorps VISTA Member</i></p>
<b>Potomac IV</b>	<p><b>What We've Learned: How Service Prepares Individuals for Employment and Post-Secondary Education</b></p> <p>Service has provided an excellent opportunity for some individuals with disabilities to move into employment and post-secondary education. The National Service to Employment Project has been conducting research on what contributes to service leading to employment, and will discuss findings and highlight members' experiences.</p> <p><i><b>Dana Carpenter</b> - Self Advocate, Inclusion Team of Texas</i></p> <p><i><b>Sheila Fesko, PhD</b> - Project Director, NextSTEP</i></p>



“An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity.”

*Dr. Martin Luther King, Jr.*

## Plenary Speaker Biographies

### Erin Gannon

Erin Gannon served as a Peace Corps Volunteer in South Africa (2007–2009) and China (2009–2010), where she worked as a trainer and community resource in areas including disability inclusion. Prior to her Peace Corps service, Erin taught in a variety of settings, including public schools, experiential education programs, and university classrooms. She earned her master’s degree in art education from Kent State University, where she studied the intersections between art education practice and the disability rights movement.

### Jamie Kirsch

Jamie Kirsch is a retired staff sergeant in the Army Reserves who did three tours of duty in Iraq and Afghanistan. She completed a year of AmeriCorps Service with St. Cloud Children’s Home in Minnesota while completing her BA in political science and criminal justice at St. Cloud University. Jamie completed her master’s degree in international conflict resolution at the University of Massachusetts Boston and was selected as a Presidential Management Fellow. She is completing her fellowship at the U.S. Department of State with a focus on reconstruction and stabilization efforts, and coordinating preventive strategies with foreign countries, non-government organizations, and private-sector entities.

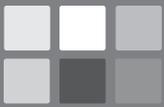
### Jennifer Byerly

Jennifer Byerly is a certified recovery specialist at the Rockport Indiana Engagement Center. Jennifer is a past AmeriCorps member. She volunteers with a local unit of the Medical Reserve Corps and with a chapter of the American Red Cross. Servant leadership is part of her wellness toolbox.

### Jewel Bazilio-Bellegarde

Jewel Bazilio-Bellegarde joined the Corporation for National and Community Service (CNCS) in 1994 in the initial days of its establishment. She currently serves as a senior training officer and disability inclusion specialist in the Office of Strategy and Special Initiatives and works to strengthen the competency of national service programs to effectively manage and implement inclusive programs where participants find meaning as well as personal and professional growth. Jewel’s responsibilities include managing formal and informal partnerships with disability organizations for the provision of training and capacity building technical assistance to national service programs; promoting national service as a valuable option for Americans with disabilities; and representing CNCS on various disability inclusion federal initiatives that work to ensure full participation of persons with disabilities. Her passion for human development and extensive experience in program management, training, and human and community development have served her well in her current position. Before joining CNCS, Jewel’s previous assignments include directing a multi-disciplined training fellowship program, managing an international primary health care and community development project, working on the faculty and institutional development of an international university, and teaching English as a foreign language. Jewel is fluent in four languages and holds a BS from Georgetown University and an MA from Columbia University.





# Jill Houghton

brings over 19 years of work experience at the federal, state, and local levels to advance the employment and economic self-sufficiency of all people with disabilities. Her undergraduate degree in social work is from the University of Kansas. Most recently, Jill served as the executive director of the Ticket to Work and Work Incentives Advisory Panel from February 2005 until its legislative sunset in January 2008. Her diverse background includes working with employers in the state of Washington to found the Washington State Business Leadership Network. Jill's career has included building relationships with employers while at the Florida Division of Vocational Rehabilitation, and leading the transition to community-based services at United Cerebral Palsy of King and Snohomish Counties (WA). She also worked at the University of Northern Colorado Center for Technical Assistance and Training and served as the executive director of support services for Citizens with Autism, Inc. In October 2011, the US Business Leadership Network's board of directors appointed Jill as the executive director after she had successfully served 10 months as the organization's acting executive director.

# Mary Bryant

has been administrative faculty at the Nevada Center for Excellence in Disabilities since 2001. In 2002, she assisted Nevada self-advocates to establish a statewide People First organization by writing a grant in which people with intellectual/developmental disabilities (IDD) are VISTA members. This grew into a ten-year youth transition project, which has 13 VISTA members (six with IDD) who operate nine People First of Nevada self-advocacy chapters throughout the state, as well as other statewide youth transition projects.

Bryant is the former chairperson of the Nevada Governor's Council on Developmental Disabilities and currently serves on the Nevada Commission on Services for People with Disabilities and Nevada's Special Education Advisory Committee. She is the mother of two teenage girls, one of whom has Down syndrome.

# Paula Sotnik

has over twenty-five years of experience working as a director, curriculum developer, trainer, and diversity and disability specialist. She oversees the National Service Inclusion Project, the national training and technical assistance center on accessibility and disability issues funded by CNCS. She also oversees the ICI's Community Capacity Building team, which houses federal and state projects designed to support underrepresented communities and individuals to access mainstream services. Ms. Sotnik has served as a lead training consultant and author on culture brokering for the Center for International Rehabilitation Research Information and Exchange at the University at Buffalo, SUNY. Prior to overseeing NSIP, she developed and coordinated several capacity-building projects with community organizations that examined the experiences of individuals with disabilities from diverse cultures related to person-centered planning and assistive technology. She also developed and directed several federal- and state-funded assistive technology projects to help individuals with cognitive disabilities live more independently in their homes. Paula has served on several consumer advocacy boards, consulted nationally, and conducted presentations and published on topics related to diversity and disability, accommodations, responsive outreach strategies, and developing the capacity of organizations to include individuals with disabilities. Paula has undergraduate degrees in social work and psychology and has taken graduate courses in business and nonprofit management.

“I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do.”

*Edward Everett Hale*

**Robert Velasco, II** was designated acting CEO of CNCS by President Obama on May 27, 2011. Robert's early volunteer experiences catalyzed a lasting interest in public service. As a youth volunteer in his local community, he experienced first-hand the ability of service to change lives. Robert promoted literacy skills for young readers and worked with first-time juvenile offenders who were offered a chance to serve their communities instead of serving time. Now, he guides a network of organizations that help Americans across the country reach their full potential.

Robert has over a decade of experience managing large programs and complex organizations, and has the skills, judgment, and leadership ability to increase the effectiveness of national service. Prior to becoming acting CEO, Robert served as Chief Operating Officer and acting chief of program operations for CNCS. He has boosted efficiency, bolstered accountability, and fostered innovation, and has developed the infrastructure to carry out the Serve America Act and fulfill the President's vision for national service.

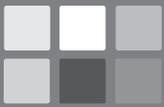
With his extensive experience, knowledge of CNCS, and management ability, Robert is a strong leader who will effectively manage the agency, maintain the President's priorities, and continue to ensure that service plays an important role in addressing some of our nation's toughest challenges. He leads an agency that is poised for greater impact and success, with well-run programs, an impact-focused strategic plan, and a high-performing workforce. He directs a strong network of state service commissions, key partnerships in the nonprofit and corporate sector, thousands of results-driven grantees that include some of America's most entrepreneurial organizations, and a widespread culture of impact and accountability.

Robert earned an MA and a BA in English and a BS in political science from Southern Methodist University. He lives with his wife and their two sons in Arlington, VA.

**Roxy Rocker** formerly held the position of disability program navigator and provided outreach, helped job seekers with disability understand the challenges of seeking employment, and educated One-Stop Career Center partners and community organizations on One-Stop services. Roxy served in AmeriCorps (2002–2003) and has been actively engaged in her community for over fifteen years. Roxy was appointed by the governor of Arizona in 2008 to serve on the Governor's Commission on Volunteerism and Service as the disability representative. In this role, she was able to work closely within a team environment to provide training and technical assistance and leadership for the commission and the inclusion work team. Since high school, Roxy has been involved with civic engagement, being appointed to boards and commissions and participating in a wide variety of volunteer roles including community outreach, park clean-ups, camp support, and planning and projects such as spinal cord injury retreats, wheelchair basketball tournaments, and other events and conferences. She is a graduate of Northern Arizona University with a BS in sociology. Roxy is working toward a master's degree in public administration with Walden University in Arizona.

**Scott Carter** lives in Carlin, NV, which is near Elko, in the eastern part of the state. He graduated from Moses Lake High School, Washington. His family moved to Carlin when Scott was 20 years old. He was working part-time in a fast food restaurant cleaning tables when he attended an Employment Fair in Elko and was interviewed for an open VISTA position for the People First/Youth Transition Project.





*(Scott Carter Continued)*

Scott is now in his third year as a VISTA member. He is supported and works interdependently with the Youth Transition Project VISTA member in Elko. Some of the highlights of his job are that he gets to see everybody in town, has made many new friends, gets to travel around the state and to attend conferences. He has recently achieved one of his lifelong goals of taking a college class. He is currently taking an American Sign Language (ASL) Class through the Community Learning Department at Great Basin College and will be taking ASL I in the spring semester.

**Sheila Fesko** has 25 years of experience working on the inclusion of individuals with disabilities in the workplace. As the director of the National Service to Employment Program (Next-STEP), Sheila is working with CNCS on increasing employment opportunities for youth with disability through community service and volunteerism. Areas of her research include inclusion of people with disabilities in the generic workforce development system, effective job development strategies, and universal strategies to support inclusion of all employees in the workplace. Sheila has an extensive history of national and international training of employers, community providers, and workforce development personnel. She has a PhD from Boston College in rehabilitation administration. Sheila has also worked at the Massachusetts Rehabilitation Commission (the state vocational rehabilitation commission) and as a program manager for a community-based employment program, and is a certified rehabilitation counselor.

**William Kiernan** is the director of the Institute for Community Inclusion and a research professor in the Graduate College of Education and the McCormack School of Policy Studies at the University of Massachusetts Boston. Dr. Kiernan has served in a variety of capacities for 30 years at Children's Hospital Boston, and has been a university faculty member at the University of Massachusetts Boston for over two decades. He has served as an international consultant in seven countries and has provided training and technical assistance in nearly every state. Dr. Kiernan holds national offices in professional and advocacy groups, including current president of the Association of University Centers on Disabilities (AUCD) and past president of the American Association on Mental Retardation (now the American Association on Intellectual and Developmental Disabilities). He is the author of six books and more than 125 articles and reports emphasizing employment and public policy development in adult services, and is considered a national expert on the subject.

**Zernial Bogan** is a Vietnam veteran who served in the United States Air Force and went to St. Joseph's Military Academy in the early 1960s. He currently is a volunteer member of AmeriCorps, serving at the Champaign County Regional Planning Commission, Social Services, No-Limit Program. Zernial is currently enrolled at Ashford University studying to obtain his master's degree in human resources and organizational management, with a specialty in health care administration, and is a member of the Human Services Council in Champaign, Illinois. He obtained a bachelor's degree from Ashford University in human resources and organizational management. Since 2005, Zernial has served as president of the Champaign County Black Chamber of Commerce. He was the director of the computer lab at Salem Baptist Church in Champaign, Illinois; served as the pastor of a prison ministry; and became a licensed minister in the 1990s, ordained in January of 2006.

## **Event Staff**

### **National Service and Inclusion Project (NSIP)**

Paula Sotnik  
*Project Director NSIP*

Erin Gannon  
*Senior Training Associate*

Roxy Rocker  
*Training Associate*

Chad Gobert  
*Senior Training Associate*

Berenise Reyes-Albino  
*Events Coordinator*

### **National Service to Employment Project (NextSTEP)**

Sheila Fesko  
*Project Director NextSTEP*

Nancy Keeler  
*Training Associate*

Allison Hall  
*Research Associate*

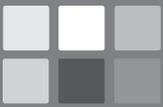
Jaimie Timmons  
*Research Associate*

Linda Freeman  
*Training Associate*

Suzanne Freeze  
*Project Manager*

Karen Flippo  
*Senior Training Associate*





## Notes

“ It is amazing how much you can **accomplish** when it doesn't matter who gets the credit.”

*Unknown*

