Volunteers build our community.

- In 2011, Chase employees volunteered hundreds of thousands of hours of service.

- Our Good Works Volunteer Leadership Groups planned and led nearly 1,800 volunteer activities for employees across the globe.

Chase employees help grow strong communities.
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Dear friends,

Welcome to the 2012 National Conference on Volunteering and Service. Thanks to you, this conference is the largest convening of volunteer, national service and civic leaders in the world.

As we come together, we find ourselves at a turning point, both in the service sector and the world at large. We face significant challenges and constrained resources. And, yet, we have an abundance of human capital that is generating unprecedented energy for positive change. This wellspring of super-empowered citizens holds the potential to address the critical challenges of our time and reshape our world.

This year’s Conference will look at how a new generation of citizens is making their mark – young people, veterans and civic entrepreneurs who are creating new solutions. These individuals are not bound by old traditions or sector boundaries, and are less patient with institutional change. They are creating new pathways for direct action and social enterprise to make a difference and unleashing their optimism with new levels of speed and scale.

A new “greatest generation” is also returning from war, almost one million strong, and they want to apply their knowledge, skills and experience in continued service to our country. How we welcome them and reintegrate their service into civilian life will have enormous implications for our nation.

Together, we are redefining what it means to be a citizen – people are using their time, talent and dollars in new and unique ways. Over the course of our time together, we will hear how three generations of a great American family - the Bushes - have defined, and are redefining, service.

We will hear from valiant veterans like J.R. Martinez who are bringing their skills and service home to lift up our communities. We will explore how Dr. Jill Biden and first lady Michelle Obama are leading us all in Joining Forces with our returning veterans in solidarity and support.

Points of Light’s Service Ambassador Kevin Bacon will share how he is leveraging his fame and talent to generate dollars for nonprofits through social connections. CNN’s Soledad O’Brien will frame our nation’s education challenges and discuss how individuals and institutions can become a part of our national strategy to boost graduation rates and increase academic performance.

We will be inspired by Chicago’s great leaders and favorite sons, like Secretary of Education Arne Duncan and Mayor Rahm Emanuel. Mark Shriver will help us celebrate the legacy of Sargent Shriver, one of our nation’s great citizen activists and a Chicago hometown hero. And that is just a small sampling.

We will have large moments of inspiration and intimate gatherings for Conference participants to meet with civic leaders and time to celebrate and reconnect with our colleagues and friends. This year’s conference will be rich with opportunities for thought-provoking conversations about national service, social entrepreneurship and hands-on action. Together, we’ll examine new ideas that lead to bigger possibilities for activate 21st century volunteers, helping them use all of their assets to build strong, vibrant communities around the world.

We are so excited you are here with us in Chicago to share your story and be inspired by the stories of other change agents like you. Across sectors, geographies and affiliations, we gather together in the hope that through collaboration, alignment and action we can make this a turning point to put people at the center of change.

Michelle Nunn
CEO, Points of Light
<table>
<thead>
<tr>
<th>Name</th>
<th>Position and Company/Association</th>
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</thead>
<tbody>
<tr>
<td>Kevin J. Arquit</td>
<td>Partner, Simpson Thacher &amp; Bartlett LLP</td>
</tr>
<tr>
<td>Jean Becker</td>
<td>Chief of Staff, Office of George H. W. Bush</td>
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<tr>
<td>Marcia Bullard</td>
<td>Chairman of the Board, America’s Charities</td>
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<tr>
<td>Neil Bush</td>
<td>President, ATX Oil</td>
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<tr>
<td>Kyle Caldwell</td>
<td>President and CEO, Michigan Nonprofit Association</td>
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<tr>
<td>Raymond G. Chambers</td>
<td>Founding Chairman, Points of Light, Co-founder, America’s Promise Alliance, Amelior Foundation</td>
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<tr>
<td>Marilee Chinnici-Zuercher</td>
<td>President and CEO, HandsOn Central Ohio</td>
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<tr>
<td>James Collins</td>
<td>Vice President, Roark Capital Group</td>
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<tr>
<td>Steve Cranford</td>
<td>Managing Director and CEO, WHISPER</td>
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<tr>
<td>Artur Davis</td>
<td>Former member of the U.S. House of Representatives</td>
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<tr>
<td>David Eisner</td>
<td>President and CEO, National Constitution Center</td>
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<tr>
<td>Jeffrey K. Haidet</td>
<td>Chairman, McKenna Long &amp; Aldridge, LLP</td>
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<tr>
<td>Marian L. Heard</td>
<td>President and CEO, Oxen Hill Partners</td>
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<tr>
<td>Jeff Hoffman</td>
<td>President, Jeff Hoffman &amp; Associates Global Philanthropy and Civic Engagement</td>
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<tr>
<td>AJ Johnson</td>
<td>Managing and Founding Partner, Georgetown Capital</td>
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<tr>
<td>Michael Kay</td>
<td>Board Chair, The Community Foundation for Greater Atlanta, Former President and CEO, LSG Sky Chefs</td>
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<tr>
<td>Patrice Keegan</td>
<td>Executive Director, Boston Cares</td>
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<tr>
<td>Katherine Lauderdale</td>
<td>SVP, General Counsel, Public Broadcasting Services</td>
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<tr>
<td>Michelle Kydd Lee</td>
<td>Executive Director, Creative Artist Agency, Inc.</td>
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<tr>
<td>J. Brady Lum</td>
<td>President and COO, Special Olympics International</td>
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<tr>
<td>Diane Melley</td>
<td>Corporate Community Relations Executive, IBM Corporation</td>
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<tr>
<td>Bernard J. Milano</td>
<td>President and Trustee, KPMG Foundation</td>
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<tr>
<td>Michelle Nunn</td>
<td>CEO, Points of Light</td>
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<tr>
<td>Gregg Petersmeyer</td>
<td>Founder and CEO, Personal Pathways LLC</td>
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<tr>
<td>Dr. Judith A. M. Smith</td>
<td>President and CEO, HandsOn Jacksonville, Inc.</td>
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<tr>
<td>Silda A. Wall</td>
<td>Founding Chair, Children for Children</td>
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<tr>
<td>Ken Sternad</td>
<td>Retired President, The UPS Foundation</td>
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National Conference on Volunteering and Service

Welcome!

As Governor of the State of Illinois, I am proud to welcome everyone gathered for the 2012 National Conference on Volunteering and Service.

I commend Points of Light for selflessly dedicating your time and energy to performing acts of good will and improving the quality of life for the people of America. One person can affect a positive change with just a single volunteer action, no matter how big or small. I have no doubt that the individuals present have made a lasting impact on countless lives.

I would like to thank all in attendance for your unwavering support to the mission of moving forward as a Nation through service innovation. I am certain that the variety of speakers and presentations planned for this conference will greatly benefit both individual attendees and your organization collectively as you continue to pursue your worthy goals.

Once again, I wish to express my gratitude for your efforts. On behalf of the people of the Land of Lincoln, I offer my best wishes for an enjoyable and productive event.

Sincerely,

Pat Quinn
Governor
Dear Friends,

As Mayor of Chicago, it is my great pleasure to welcome you to the 2012 National Conference on Volunteering and Service. We are thrilled to have you in our city, attending the marquee event for America’s service sector. During your time here, you will have the opportunity to learn and cultivate new ideas, discuss challenges and work together to create solutions through the power of people.

Chicago has long been a living laboratory for innovation and creativity in service and philanthropy. More than 6,000 nonprofits call Chicago home. I am proud to support their collective work, and the work of nonprofit organizations around the nation that strive to address some of our country’s most pressing challenges.

During your stay, I hope you will be inspired and challenged. I hope you take time to experience the Second City and all it has to offer – our architecture, art, food and entertainment are unrivaled. Chicago, in my opinion, is the greatest city in the world and I hope you fall in love with it as well.

On behalf of the people of Chicago, I hope you have an enjoyable and productive convention. Best wishes for much continued success.

Sincerely,

Mayor
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<td><strong>Honorary Co-Chairs</strong></td>
<td><strong>Working Co-Chairs</strong></td>
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<tr>
<td>Illinois Governor Pat Quinn</td>
<td>Leslie Bluhm, Co-Founder, Chicago Cares</td>
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<td>Chicago Mayor Rahm Emanuel</td>
<td>Jenné Myers, Chief Service Officer, City of Chicago</td>
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<tr>
<th>Bridget Altenburg</th>
<th>Kathy Hannan (Chair, Fundraising)</th>
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<tr>
<td>(Chair, Community Engagement) Executive Director, Chicago Cares</td>
<td>National Managing Partner, Diversity and Corporate Responsibility, KPMG LLP</td>
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<td>Josh Anderson</td>
<td>Jill C. Heise</td>
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<td>Executive Director, Teach For America</td>
<td>Chair, Serve Illinois Commission</td>
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<td>Christy Beighe-Byrne</td>
<td>John Hosteny</td>
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<tr>
<td>Director of Mentor and Volunteer Services, Chicago Youth Centers</td>
<td>Director, Corporation for National and Community Service</td>
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<tr>
<td>Kathy Blair</td>
<td>Beth Houle</td>
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<tr>
<td>Executive Director, Giving DuPage</td>
<td>Executive Director, Taproot Foundation</td>
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<td>Octavia Bonds</td>
<td>Sonya Jackson</td>
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<tr>
<td>Program Manager, Midwest Region, Citi</td>
<td>Managing Director, Corporate &amp; Community Affairs, United Airlines</td>
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<td>Christine Bork</td>
<td>Daniel Kaufman</td>
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<td>CEO,YWCA Metropolitan Chicago</td>
<td>Partner, Michael Best &amp; Friedrich</td>
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<tr>
<td>Amy Buchan</td>
<td>Howard Lathan</td>
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<tr>
<td>Director, Strategic Partnerships - Corporate Social Responsibility, Apollo Group/University of Phoenix</td>
<td>Associate Executive Director, Chicago Area Project</td>
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<tr>
<td>William Burfeind</td>
<td>Scott Lorenz</td>
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<tr>
<td>Business Development Manager, Turner Construction Company</td>
<td>Vice President, External Affairs, Boys and Girls Club of Chicago</td>
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<tr>
<td>Gloria Castillo</td>
<td>Jenny Love (Chair, External Affairs)</td>
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<td>President, Chicago United</td>
<td>Managing Director, Edelman</td>
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<td>Merri Dee</td>
<td>Mike Lufrano</td>
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<td>Illinois State President, AARP</td>
<td>Executive Vice President, Community Affairs, Chicago Cubs</td>
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<td>Deb DeHaas</td>
<td>Bob McCammon</td>
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<tr>
<td>Vice Chairman and Central Region Managing Partner, Deloitte LLP</td>
<td>Executive Director, Youth Conservation Corps</td>
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<tr>
<td>Wendy DuBoe</td>
<td>Scott McFarland (Chair, Programs)</td>
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<tr>
<td>Chief Executive Officer, United Way of Metropolitan Chicago</td>
<td>Acting Executive Director, Serve Illinois Commission</td>
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<td>Francesca Edwardson</td>
<td>Patrice Mingo</td>
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<tr>
<td>CEO, American Red Cross of Greater Chicago</td>
<td>Director, Global Corporate Citizenship, The Boeing Company</td>
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<td>Kathy Engelken</td>
<td>Lisa Morrison Butler</td>
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<tr>
<td>Executive Director, Illinois Campus Compact</td>
<td>Executive Director, Chief Impact Officer, City Year Chicago</td>
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<td>Mary Fitzgibbons</td>
<td>Fred O’Connor</td>
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<tr>
<td>Executive Director, HandsOn Suburban Chicago</td>
<td>Managing Director, O’Connor Advisors</td>
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<tr>
<td>Darell Hammond</td>
<td>Christine O’Reilly</td>
</tr>
<tr>
<td>Founder and CEO, KaBOOM!</td>
<td>Senior Director of Community Relations, Chicago White Sox</td>
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<td></td>
<td>Brian Richardson</td>
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<td>Director, Public Affairs, Center on Halsted</td>
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<td>Howard Rosing</td>
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<td>Executive Director, DePaul University - Steans Center</td>
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<td>Jon Schmidt</td>
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<td>Service-Learning Manager, Chicago Public Schools</td>
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<td></td>
<td>Shannon Schuyler</td>
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<td></td>
<td>Senior Managing Director, Corporate Responsibility Leader, PwC</td>
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<td></td>
<td>Patrick Sheahan</td>
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<td></td>
<td>Head of Community Affairs and Corporate Responsibility, UBS</td>
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<td>Alexander Gail Sherman</td>
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<td></td>
<td>Principal, Civic Consulting Alliance</td>
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<td>John Sirek</td>
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<td>Director, Civics Program, Robert R. McCormick Foundation</td>
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<td></td>
<td>Steve Sullivan</td>
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<td>Executive Director, Public Allies</td>
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<td>Eileen Sweeney</td>
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<td>Foundation and Community Relations, Motorola Mobility Foundation</td>
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<td></td>
<td>Glenn Tilton</td>
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<td></td>
<td>Vice Chairman and Chairman of the Midwest, JPMorgan Chase &amp; Co.</td>
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<td></td>
<td>Barb Tubekis</td>
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<td></td>
<td>Executive Director, The Volunteer Center of N.E. Metro Chicago</td>
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<tr>
<td></td>
<td>Don Welsh (Chair, Operations)</td>
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<td></td>
<td>President and CEO, Chicago Convention &amp; Tourism Bureau</td>
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<td></td>
<td>Pamela Wilcox</td>
</tr>
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<td></td>
<td>President and CEO, Executive Service Corps of Chicago</td>
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</table>
Points of Light thanks the 2012 National Conference on Volunteering and Service sponsors for their support and dedication to service.

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TARGET
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University of Phoenix is proud to support Points of Light’s 2012 National Conference on Volunteering and Service, and its mission to inspire, equip and mobilize people to take action that changes the world.

We celebrate our HandsOn Network Affiliates that serve as the key Turning Point in communities around the world. Their commitment to leveraging time and talent to solve community challenges is inspiring.

We put people at the center of change.

To find your local HandsOn Network Affiliate, access our website at www.handsonnetwork.org.
Using QR Codes

Throughout the program book, you will see Quick Response (QR) codes for smart phone users to easily navigate to Conference information online. QR codes are now widely used by consumer advertisers, for commercial and industrial tracking, product and loyalty marketing, and in-store product labeling.

Using the camera on your smart phone, you can scan a QR code and be taken to more information online. All you need is a QR code reader application (search for “QR reader” or “QR converter” on your smart phone).

Try it out today by scanning the QR code to the right to download the Conference mobile app.

Mobile Application

New for Conference attendees this year is a mobile application for iPhone and Android users. Navigate the Conference like a pro with the “NCVS2012” mobile app as your pocket guide.

- View the exhibit hall floor plan
- Search sessions and special events
- Follow what people are saying on Twitter and Facebook

Scan the QR code below with your phone and download the right app for your device.

Reimagining Service, a national multi-sector coalition, seeks ways to increase social impact through effective volunteer engagement practices.

Does your organization strategically engage volunteers?

WANT TO LEARN MORE?

Scan the QR code to access resources to increase effective volunteer engagement and take our quiz to find out how your organization is measuring up.

Sign-on in support of the Reimagining Service principles.
### SCHEDULE AT A GLANCE

#### Saturday, June 16, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30 - 6 p.m.</td>
<td>Registration Open</td>
</tr>
<tr>
<td>12 - 6 p.m.</td>
<td>Pre-Conference Sessions</td>
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</table>

#### Sunday, June 17, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7 a.m. - 6 p.m.</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8 a.m. - 6 p.m.</td>
<td>Pre-Conference Sessions</td>
</tr>
<tr>
<td>12 - 6 p.m.</td>
<td>Exhibit Hall Open</td>
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</table>

#### Monday, June 18, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>6 a.m. - 6 p.m.</td>
<td>Registration Open</td>
</tr>
<tr>
<td>7 a.m. - 12 p.m.</td>
<td>Service Project (includes transportation time)</td>
</tr>
<tr>
<td>7 a.m. - 1 p.m.</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>8 a.m. - 12:30 p.m.</td>
<td>Pre-Conference Sessions</td>
</tr>
<tr>
<td>1 - 2:30 p.m.</td>
<td>Breakout Session 1</td>
</tr>
<tr>
<td>1 - 2:30 p.m.</td>
<td>Corporation for National and Community Service Town Hall (3139)</td>
</tr>
<tr>
<td>3 - 4:30 p.m.</td>
<td>Opening Session: A New Generation of Service (3112)</td>
</tr>
<tr>
<td>4:30 - 6:30 p.m.</td>
<td>Welcome to Chicago Celebration</td>
</tr>
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</table>

#### Tuesday, June 19, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30 a.m. - 6 p.m.</td>
<td>Registration Open</td>
</tr>
<tr>
<td>7 a.m. - 4:30 p.m.</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>7 - 8 a.m.</td>
<td>Books and Brew</td>
</tr>
<tr>
<td>8:30 - 10 a.m.</td>
<td>Breakout Session 2</td>
</tr>
<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>Breakout Session 3</td>
</tr>
<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>Civics and Service: Helping Drive Economies Through Action (3115)</td>
</tr>
<tr>
<td>12:30 - 2 p.m.</td>
<td>Networking Lunches</td>
</tr>
<tr>
<td>2:30 - 4 p.m.</td>
<td>Breakout Session 4</td>
</tr>
<tr>
<td>4:30 - 6 p.m.</td>
<td>Celebrating the Power of Service in Education (3117)</td>
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#### Wednesday, June 20, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>6:30 - 11 a.m.</td>
<td>Registration Open</td>
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<tr>
<td>7 - 11 a.m.</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>7 - 8 a.m.</td>
<td>Books and Brew</td>
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<tr>
<td>8:30 - 10 a.m.</td>
<td>Breakout Session 5</td>
</tr>
<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>Closing Session: How Citizen Service Strengthens Communities (3118)</td>
</tr>
</tbody>
</table>
Convention Center Floor Plans
McCormick Place — West Building

Level 5
Rooftop Garden

Level 4
Meeting Rooms (W470–W476)
Media Office

Level 3
Conference Registration
Exhibit Hall
Skyline Ballroom (W375)
Central Concourse
Access to W190 Meeting Rooms

Level 2
Food Court
Access to Level 3

Level 1
Meeting Rooms (W175–W196)
Hotel Shuttle Pickup & Drop Off
Transportation Center
(Gates 43 & 44)

Directions to W190 Meeting Rooms:
• Go to the Central Concourse on Level 3
• Take the escalator next to Starbucks down to Level 1

Information:
• Convention Center Information Desk
• Chicago Convention and Tourism Bureau Desk
• First Aid Station
• ATM

W183a: Luggage Check (Wednesday Only)

W183b: HandsOn Network Affiliate Lounge

W183c: Volunteer Office

W181c: Speaker Ready Room

W181b:

W181a:

W180:

W179b:

W179a:

W178b:

W178a:

W177b:

W177a:

W176b:

W176a:

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W3:

W2:

W1:

Level 1

Transportation Center
Gates 43 & 44

Hotel Shuttle Pickup & Drop Off

W187b: HandsOn Network Affiliate Lounge

W187c: Volunteer Office

W187a: Luggage Check (Wednesday Only)

ATM

Escalator Access
To/From Level 3

Escalator Access
To/From Level 2

Information:
• Convention Center Information Desk
• Chicago Convention and Tourism Bureau Desk
• First Aid Station
• ATM

Escalator Access
To Level 3 and Skyline Ballroom

Escalator Access
To Central Concourse on Level 3
Rhonda Ulmer is an AmeriCorps Alum.

When her term of service ended, Rhonda’s lifetime of service had just begun. She founded University for Parents and has been recognized as an Eli Segal Fellow. Rhonda is one of 775,000 alumni of AmeriCorps.

Join AmeriCorps Alums today:

- Connect with other alumni - in city chapters and online
- Access career and leadership resources and member benefits
- Lend your story & voice in support of National Service
Our Conference has a legacy of active engagement with its host cities’ communities. This year’s service program, *Seeds for Change*, engages students, parents, local nonprofit leaders and grassroots community organizers, all serving to meet the growing concern regarding access to healthy food options. On Monday, June 18, Conference attendees and Chase volunteers will work alongside community members at Theophilus Schmid Elementary School and five other community gardens in Chicago. Volunteers will build plots, plant seedlings and construct greenhouses and benches, and learn how to overcome the challenges of finding fresh produce in various parts of the city known as “food deserts.” More than 609,000 Chicago residents live in these areas, which lack access to grocery stores and healthy food options.

During the Welcome to Chicago all-Conference celebration, attendees will assemble seed packets, seedlings, implementation guides, service learning materials and gardening supplies to create 500 “Seeds for Change: Community Garden Kits” to be distributed to schools throughout the city. Throughout Conference we are accepting donations of seed packets from attendees to be included in the garden kits. Look for donation bins in the registration area.
We are excited to bring service leaders together for the official start of the Conference in a city founded on innovation and leadership. Pre-Conference workshops and learning-intensive sessions will engage volunteer leader professionals, those who work with and for our nation’s veterans and military families, social media and digital advertising trainees and many others. All pre-conference sessions require preregistration.

**Summit on Advanced Volunteer Engagement (2897)**  
*Leading at the Crossroads*  
June 16 – 18

Explore advanced topics in volunteer engagement through challenging discussions on issues, strategies, trends and research. The Summit on Advanced Volunteer Engagement (SAVE) features plenary sessions led by the top thought leaders in the field, challenging workshops and focused peer networking.

**Professional Speaking Training with Bill Hoogterp (2299)**  
June 17

In the corporate sector, executives pay $450 per person for top training with one of the world’s leading public speaking coaches. Want to be more effective in your meetings, one-on-one conversations and when you speak to large groups? This session is highly interactive and engaging, including getting people on camera and having fun.
**PRE-CONFERENCE HIGHLIGHTS**

### All the Way Home: The Blueprint for Meaningful Community Response (3136)

A Points of Light Military Community Blueprint Summit for Change
Sponsored by Chase and ITT Exelis
June 17 - 18

During the Community Blueprint Summit for Change, participants will immerse themselves in exploration of bridging the military-civilian divide. Topics include military and civilian partnership and collaboration, coordination of services and care, trends and research on challenges facing service members, veterans and their families, as well as scalable and replicable solutions to those challenges. Points of Light leverages the expertise of proven, successful practitioners and national leaders in the military space to provide a platform for open dialogue, learning and relationship building.


### generationOn Youth Summit

June 17

The generationOn Youth Summit will convene 250 young people ages 13-18 for an afternoon of civic dialog and service-learning. The Youth Summit is free to participants but preregistration is required.

The event includes a panel discussion with notable youth leaders, leadership development skill-building activities and a service project to benefit the local Chicago community. All attendees will be equipped with a toolkit to identify their assets, interests and community needs and develop a civic engagement action plan to address an issue area of their choice. Armed with this new expertise, students will leave the summit equipped to implement their service plans to better effect change in their communities.

### America’s Sunday Supper (3126)

June 17

As part of the National Conference on Volunteering and Service, Points of Light will convene America’s Sunday Supper to honor the legacy of Dr. Martin Luther King, Jr. and his vision for a brighter future. America’s Sunday Supper is an opportunity for people of diverse backgrounds to come together to share a meal, discuss the challenges our nation faces and take action.

Join Rev. Otis Moss III, Eboo Patel, Connie Lindsey and other distinguished faith leaders who will join in dialogue and dinner to talk about the opportunity Dr. King’s message represents in our communities and why it is more pertinent today than ever before.

### HandsOn Network Affiliate Pre-Conference (2879 and 2911)

June 17 - 18

The HandsOn Network Affiliate Pre-conference is an exciting opportunity for members to celebrate success, discuss common goals and challenges, and share innovations. Attendees will explore how to leverage Points of Light assets of generationOn, Americorps Alums, Corporate Institute, Reimaging Service and others to raise more money, attract partners and strengthen local programs.
Social Media for Social Good (2881)
Presented by NTEN
June 17

This half-day workshop, led by the nonprofit sector’s leading organization focused on nonprofit technology, covers basic and intermediate levels of social media topics including an introduction to core tools, evaluation, implementation and strategic application.

New Attendee Orientation (3153)
June 18

Is this your first time attending the National Conference on Volunteering and Service? If so, this session is for you. We will spend an hour introducing the Conference and what you can expect during our time together.

Developing Excellence in Employee Volunteer Programs (2926)
The Basics of EVPs
June 18, 10 a.m. - 12:30 p.m.

Now more than ever, businesses are increasingly interested in being recognized as good corporate citizens, and employee volunteer programs (EVPs) are one of the best ways to demonstrate such a commitment. Over the years, EVPs have evolved and adapted to address employee, business and community needs. Today, EVPs are made up of a wide range of innovative practices and activities. Join us and learn the basics of EVPs, including what they are, what they include and what makes them effective and successful. Whether you’re new to employee volunteering or need a refresher on best practices and trends, this workshop is for you.

UPS is proud to support Points of Light and the National Conference on Volunteering and Service.
ABOUT CHICAGO

Did you know...

- Chicago has produced more Nobel Prize laureates than any other North American city – 83 to be exact (77 are out of University of Chicago).

- Walt Disney was born in Chicago in 1901. He studied drawing at Chicago’s McKinley High School and the Institute of Fine Arts.

- Chicago invented the skyscraper (the original is lost, but number two is the Manhattan Building in the south loop).

- The term “jazz” was coined in Chicago in 1914. The city’s native musicians included band leader Benny Goodman and drummer Gene Krupa.

- Beneath the downtown streets is a honeycomb of tunnels, created to remove ashes and waste without disturbing traffic.

- Buckingham Fountain is the number one destination and most recognized Chicago landmark for German tourists thanks to “Married with Children.”

- Even though the city is 800 miles from the nearest body of salt water, Chicago is the number one container port in the western hemisphere.

- Northside and Southside blocks are different sizes — with eight blocks to the mile on the Northside and 10 blocks to the mile on the Southside.

- The first Ferris wheel made its debut in Chicago in 1893 at the World’s Columbian Exposition.

Chicago Firsts
First introduced to the world in Chicago...

- Cracker Jacks, 1893
- Car race, 1895
- Zipper, 1896
- American Nobel Prize winner, 1907
- Malted milkshake, 1922
- Pinball game, 1930
- All-Star baseball game, 1933
- Daytime TV soap opera, 1949
Welcome to Chicago

Welcome to Chicago and the 2012 National Conference on Volunteering and Service. This year marks a juncture in our history. A true turning point for advocacy, policy and service. Over the next few days, we’ll demonstrate how people can harness their power to create enduring change. Regardless of age, experience, industry or affiliation, we share common goals and Points of Light strives to accelerate progress by convening and connecting the brightest and most cutting-edge civic entrepreneurs for change.

With leadership from Honorary Co-chairs Illinois Governor Pat Quinn and Chicago Mayor Rahm Emanuel, we will focus on how citizen-led solutions address unmet needs and propel us forward through innovative thinking and programs that affect societal change. We’ll be joined by notable artists, musicians, authors, elected officials, innovative thinkers, advocates, representatives from the public and private sectors, and numerous other volunteering and service experts from across the country.

In addition to workshops and plenary sessions, we have added new session formats to provide more opportunities for networking and hands-on learning laboratories with well-known practitioners. We hope you take full advantage of the expertise gathered here this week and walk away with an expanded network, approaches to strengthen your community tools and inspiration for a lifetime of service.

Opening Session: A New Generation of Service (3112)
June 18, 3 – 4:30 p.m

With Barbara Bush, Rahm Emanuel, Kevin Bacon, J.R. Martinez, Melissa Harris Perry, Lauren Bush Lauren, and Neil Bush.

Explore the history of progressive movements and what the service community can learn to propel its promise and potential for the next generation. Join former first lady Barbara Bush, whose personal history as a champion for literacy made her a believer in progress through social action.

Welcome to Chicago Celebration (3113)
June 18, 4:30 – 6:30 p.m

During the Welcome to Chicago all-Conference celebration, attendees will assemble seed packets, seedlings, implementation guides, service learning materials and gardening supplies to create 500 “Seeds for Change: Community Garden Kits” to be distributed to schools throughout the city.
CONFERENCE HIGHLIGHTS

Civics and Service: Helping to Drive Economies through Action (SID 3115)
Sponsored by Chase
June 19, 10:30 a.m. – 12 p.m.

Featuring Glenn Tilton, Carol Cone, Randy Kroszner, Jackie Lynn Coleman, Stan Litow, and Jennè Myers, with improv sketches by Second City.

In the Economy Super Session, presented by Chase, we’ll discuss the most pressing economic issues and how we can use service to partner, leverage resources and engage communities across the country through financial literacy, job empowerment, coaching and readiness. Join us to see how economic empowerment runs across sectors and how a shared vision can be an economic driver.

Education Plenary: Celebrating the Power of Service in Education (3117)
Sponsored by Target
June 19, 4:30 – 6 p.m.

The Education Plenary is presented by Target and features Secretary Arne Duncan, Laysha Ward, and many more. Improving education is the issue ranked most important to Americans today. We will provide concise framing of our education crisis and demonstrate how individuals and institutions are leveraging the power of people as part of a comprehensive strategy to increase graduation rates and improve students’ academic performance.

Closing Session: How Citizen Service Strengthens Communities (SID 3118)
June 20, 10:30 a.m. – 12 p.m.

Featuring Wendy Spencer, Laura Ling, Rev. Otis Moss III and Mark Shriver.

As we conclude our time together in Chicago, we will explore how civic engagement is central to the ongoing strengthening of the service movement. Join us as we explore “what it means to be a citizen,” defining the role 21st century volunteers play in their communities, how we see our role as citizens and the connections we have to our communities.

Civic Fellows Leadership Exchange

Through intimate conversations with experts and thought leaders, the Civic Fellows Leadership Exchange facilitates the exchange of ideas, innovation and effective practices for engaging people to make a difference in their communities.

The sessions will be recorded and broadcast in a 10-week podcast series after the Conference. A tool or resource related to each subject will accompany each podcast. Preregistration for these sessions is required. Civic Fellows include:

- Israel Idonije (2900)
- Col. David Sutherland (2901)
- Isabel Wilkerson (2902 and 2905)
- Craig Newmark (2903)
- Michael Carter (2904)
- Susan Ellis (2906)
- Rev. Paul Murray (2907)
- Jill Friedman Fixler (2908)
Solution Centers

Solution Centers are 90-minute, highly interactive sessions that explore a service solution that has been effective and also creates an environment where participants can form solutions together. Presenters come from a variety of national, local, nonprofit, business and government agencies with proven track records of successful programs. Solution Centers are focused in the following areas:

- Business
- Economic Opportunity - sponsored by Chase
- Emergency Preparedness and Response - sponsored by W. W. Grainger, Inc.
- Environmental Sustainability
- Excellence in Education - sponsored by Target
- National Service Programs
- Veterans and Military Families - sponsored by Chase

Visit the Program Viewing Station on Level 3 of the Central Concourse or online registration to view individual sessions and organizations within each Solution Center.

Books and Brew

Books and Brew is a book club-type session providing participants with an opportunity to have intimate conversations and discussions with featured authors on new and relevant books for civic engagement practitioners. Pre-registration for these sessions is required.

Authors include:

- **Dalya Massachi**  
  *Writing to Make a Difference (2981)*  
  June 19, 7 – 8 a.m.

- **Paul Schmitz**  
  *Everyone Leads (2984)*  
  June 20, 7 – 8 a.m.

- **Laura Ling**  
  *Somewhere Inside (2985)*

Livestreaming sponsored by Redbox, a Coinstar, Inc. Company.

All general sessions will be streamed live and available for replay on the Points of Light livestream channel. Visit www.volunteeringandservice.org and click on the “Livestream” button.
FEATURED SPEAKERS

We have an inspiring lineup of featured speakers from across the nonprofit, government and corporate sectors.

Sunday, June 17

Rev. Otis Moss, III
Pastor, Trinity United Church of Christ
Session 3126 - America’s Sunday Supper

Craig Newmark
Founder of craigslist.org and craigconnects
Session 3136 - All the Way Home: The Blueprint for Meaningful Community Response

Gov. Pat Quinn
State of Illinois, Honorary Co-chair
Session 3136 - All the Way Home: The Blueprint for Meaningful Community Response

Eboo Patel
Founder and President, Interfaith Youth Core
Session 3126 - America’s Sunday Supper

Jason Saul
CEO, Mission Measurement LLC
Session 2912 - HandsOn Network Affiliate Awards Luncheon

Connie Lindsey
Executive Vice President and Head of Corporate Social Responsibility, Northern Trust & National Board President, Girl Scouts of the USA
Session 3126 - America’s Sunday Supper

Monday, June 18

Bryan Anderson
Veteran, Reporting for Service
Session 3136 - All the Way Home: The Blueprint for Meaningful Community Response

Kevin Bacon
Actor, Musician, SixDegrees.org Founder
Opening Session 3112 - A New Generation of Service

First Lady Barbara Bush
Opening Session 3112 - A New Generation of Service

Neil Bush
Chairman, Points of Light
Opening Session 3112 - A New Generation of Service

Pierce Bush
Murphree Venture Partners
Opening Session 3112 - A New Generation of Service
Monday, June 18 (cont)

Gen. George W. Casey
Former Chief of Staff of the U.S. Army
Session 3136 - All the Way Home: The Blueprint for Community Response

Merri Dee
AARP Illinois State President and Broadcast Legend
Session 2900 - Civic Fellows Leadership Exchange: Israel Idonije

Mayor Rahm Emanuel
City of Chicago, Honorary Co-chair
Opening Session 3112 - A New Generation of Service

Israel Idonije
Chicago Bears and Founder, The Israel Idonije Foundation
Session 2900 - Civic Fellows Leadership Exchange

Melissa Harris-Perry
Host of MSNBC’s “Melissa Harris-Perry”
Opening Session 3112 - A New Generation of Service

WE’RE HONORED TO SPEND THIS TIME WITH PEOPLE WHO GIVE SO MUCH OF THEIRS.

Toyota proudly supports the National Conference on Volunteering and Service. And we’re committed to doing our part, too. Across the U.S., Toyota shares our experience and expertise with non-profit and community groups – so they can expand their good work and help more people. Because, like all of you, we know that when good ideas are shared, great things can happen.

www.toyota.com/community
**Monday, June 18 (cont)**

**Lauren Bush Lauren**  
CEO, Creative Director and Co-founder of FEED Projects, LLC  
*Opening Session 3112 - A New Generation of Service*

**J.R. Martinez**  
Veteran, Actor, Winner of “Dancing with the Stars”  
*Opening Session 3112 - A New Generation of Service*

**Craig Newmark**  
Founder of craigslist.org and craigconnects  
*Session 3136 - All the Way Home: The Blueprint for Meaningful Community Response*

**Michelle Nunn**  
CEO, Points of Light  
*Opening Session 3112 - A New Generation of Service*

**Lary Soler**  
CEO and President, Partnerships for a Healthier America  
*Session 2853 - Getting Our Kids Moving Again: Small Steps to Fight Childhood Obesity*

**Wendy Spencer**  
CE, Corporation for National and Community Service  
*Session 3139 - CNCS Town Hall*

**Col. David W. Sutherland**  
Special Assistant to the Chairman of the Joint Chiefs of Staff  
*Session 2963 - Collective Impact and Commitment Session*  
*Session 2901 - Civic Fellows Leadership Exchange*

**Lynne Vaughan**  
Senior Vice President and Chief Innovation Officer, YMCA of the USA  
*Session 2853 - Getting Our Kids Moving Again: Small Steps to Fight Childhood Obesity*

**Tuesday, June 19**

**David Armano**  
Executive Vice President, Global Innovation and Integration, Edelman Digital  
*Session 2351 - What Nonprofits Can Learn from Corporate Social Media Managers*

**Michael Carter**  
Founder, President and CEO, Strive for College Collaborative  
*Session 2904 - Civic Fellows Leadership Exchange*

**Jackie Lynn Coleman**  
Executive Director, National Community Tax Coalition  
*Session 3115 - Civics and Service: Helping Drive Economies through Action*

**Carol Cone**  
Global Vice Chairman of Edelman Business + Social Purpose  
*Session 2512 - Celebrating Excellence - Business Track Opening*  
*Session 3115 - Civics and Service: Helping Drive Economies through Action*
Tuesday, June 19 (cont)

Joshua DuBois
Special Assistant to President Barack Obama and Executive Director of the White House Office of Faith-Based and Neighborhood Partnerships
Session 2758 - Faith and Neighborhoods in Action: Addressing Problems with Tangible Solutions

Secretary Arne Duncan
U.S. Department of Education
Session 3117 - Celebrating the Power of Service in Education

Susan Ellis
President, Energize, Inc.
Session 2906 - Civic Fellows Leadership Exchange

Mark Hoplamazian
President and CEO, Hyatt Hotels
Session 2512 - Celebrating Excellence - Business Track Opening

Brad Keywell
Co-founder and Managing Partner of Lightbank, Co-founder and Director of Groupon
Session 2512 - Celebrating Excellence - Business Track Opening

Transforming the future
one student at a time.

Fidelity Investments® is proud to sponsor the National Conference on Volunteering and Service.

Call 800.FIDELITY, visit Fidelity.com, or stop by a Fidelity® Investor Center near you.

When we come together as one, we see beyond the challenges before us and recognize the opportunities that lie ahead. Boeing proudly supports those who work together to help us build the dreams of tomorrow.
Tuesday, June 19 (cont)

Dr. Randall Kroszner
Former Governor of the Federal Reserve System and Norman R. Bobins Professor of Economics, The University of Chicago, Booth School of Business
Session 3115 - Civics and Service: Helping Drive Economies through Action

Stanley S. Litow
Vice President of Corporate Citizenship and Corporate Affairs and President, IBM Foundation
Session 3115 - Civics and Service: Helping Drive Economies through Action

Kate Maehr
CEO, Greater Chicago Food Depository
Session 2512 - Celebrating Excellence - Business Track Opening

Dalya Massachi
Founder, Writing for Community Success
Session 2981 - Books and Brew - Dalya Massachi’s “Writing to Make a Difference”

Senior Pastor, Lighthouse Christian Fellowship, CEO and Co-founder, Vision Ministries International
Session 2907 - Civic Fellows Leadership Exchange - Rev. Paul Murray

Jennè Myers
Chief Service Officer, City of Chicago
Session 3115 - Civics and Service: Helping Drive Economies through Action

Craig Newmark
Founder of craigslist.org and craigconnects
Session 2903 - Civic Fellows Leadership Exchange

Neil Nicoll
President and CEO, YMCA of the USA
Session 2512 - Celebrating Excellence - Business Track Opening

Brian Reich
Session 2979 - Books and Brew - Brian Reich’s “Shift and Reset”

Second City Communications
Session 3115 - Civics and Service: Helping Drive Economies through Action

Betty Stallings
President, Building Better Skills
Session 2366 - Leading an Extreme Makeover of Your Organization’s Volunteer Engagement
Tuesday, June 19 (cont)

Glenn F. Tilton
Chairman of the Midwest, JP Morgan Chase & Co.
Session 3115 - Civics and Service: Helping Drive Economies through Action

Laysha Ward
President, Community Relations and Target Foundation
Session 3117 - Celebrating the Power of Service in Education

Dan Waldschmidt
Business Strategist, Author of “Edgy Conversations”
Session 2921 - Turning Point Business Luncheon

Isabel Wilkerson
Pulitzer Prize-winning Journalist and Author, “The Warmth of Other Suns”
Sessions 2902 and 2905 - Civic Fellows Leadership Exchange

Wednesday, June 20

Jill Friedman Fixler
President, JFFixler Group
Session 2908 - Civic Fellows Leadership Exchange

Laura Ling
Journalist, Host, E! Investigates, Co-Author, “Somewhere Inside”
Books and Brew Session 2985 - Laura Ling’s “Somewhere Inside”
Closing Session 3118 - How Citizen Service Strengthens Communities

Rev. Otis Moss III
Pastor, Trinity United Church of Christ
Closing Session 3118 - How Citizen Service Strengthens Community

Paul Schmitz
CEO, Public Allies and White House Council for Community Solutions
Books and Brew Session 2984 - Paul Schmitz’s “Everyone Leads”

Mark Shriver
Author, “A Good Man: Rediscovering My Father, Sargent Shriver”
Closing Session 3118 - How Citizen Service Strengthens Communities

Wendy Spencer
CE, Corporation for National and Community Service
Session 3139 - CNCS Town Hall
EXHIBIT HALL OVERVIEW

2012 promises to offer more opportunities to network with nonprofit, government, corporate and merchandising vendors from across the nation. Conference attendees will glean the latest education, communications, recognition and consulting tools and techniques to support and enhance their volunteer programs and civic engagement.

Exhibit Hall Hours

Sunday, June 17, 12 - 6 p.m.
Monday, June 18, 7 a.m. - 1 p.m.
Monday, June 18, 4:30 - 6:30 p.m.
Tuesday, June 19, 7 a.m. - 4:30 p.m.
Wednesday, June 20, 7 - 11 a.m.

Books and Ideas Exchange
Managed by Energize, Inc.

Back by popular demand in 2012 is the Conference book store. Stop by the Books and Ideas Exchange in the Exhibit Hall for the opportunity to purchase publications relevant to the Conference audience, book signings and great networking opportunities.

POINTS OF LIGHT

Join Points of Light as we champion federal, state and local public policies that advance 21st century volunteer strategies directed toward national needs.

For more information, visit pointsoflight.org/policy-center

Scan the QR code above to tell Congress that national and community service matter to you.
Booth Organization

201 NobleTour
202 SocialImprints
203, 205, 207, 210, 212, 213, 304, 306
206 Center for Civic Reflection
207 The Center for Civic Reflection’s mission is to build community, deepen understanding and commit to civic life by helping people and organizations talk and think about the meaning of their work in the world. www.civicreflection.org

208 Youth Volunteer Corps
209 Scholaric, inc.
211 Equal Justice Works
212 National Park Service
213 The Heller School, Brandeis University
214 ServiceNation
215 USA WEEKEND Magazine

Booth Organization

220 Chase
221 VolunteerMatch
222 Kaiser & Blak, Inc.
223 Comcast Cable
224 Presidio Trust
225 MTS Travel
226 Points of Light Foundation
227 Alive/CCA & LVDA
228 LTD Travel
229 Nonprofit Ventures
230 WeDevelop
231 Cabot Creamery Cooperative
232 America Leans, LLC
233 Project C.U.R.E.
234 The NonProfit Times

Booth Organization

236 Pathway to Financial Success
237 MyGoodDeed 9/11 Day Observance
238 Junior Achievement of Chicago
239 Junior Achievement...(continued)
240 MyGoodDeed 1/1/1 Day Observance
241 Good Deed Organization
242 Good Deed Organization
243 American Leans, LLC
244 Project C.U.R.E.
245 The NonProfit Times

Booth Organization

246 Pathway to Financial Success
247 MyGoodDeed 9/11 Day Observance
248 Junior Achievement of Chicago
249 Junior Achievement...(continued)
250 MyGoodDeed 1/1/1 Day Observance
251 Good Deed Organization
252 Good Deed Organization
253 American Leans, LLC
254 Project C.U.R.E.
255 The NonProfit Times

Booth Organization

254 Youth Service America (YSA)
255 Youth Service America (YSA)
256 Youth Service America (YSA)
257 MicroEdge
258 Student Conservation Association
259 Benefits
260 Peace Corps
261 Yootopia
262 Peace Corps
263 Yootopia
264 Good Deed Organization
265 Good Deed Organization
266 American Leans, LLC
267 Project C.U.R.E.
268 The NonProfit Times

Booth Organization

269 Z2 Systems, Inc.
270 Z2 Systems, Inc.
271 Z2 Systems, Inc.
272 Civic Education Project
273 Barbara Bush Foundation for Children
274 Digital Opportunity Trust USA (DOT USA)
275 Salus Lab
276 Pearls With A Purpose
277 VolunteerMatch
278 VolunteerMatch
279 OnCorps Reports
280 Toyota
281 Freddie Mac Foundation
282 Voices for National Service
283 Broker Promotions
284 Samaritan Networks

Booth Organization

285 IAVE & AAJLI
286 Medical Reserve Corps
287 Bespoke Softwares, Inc.
288 Serve Illinois
McCormick Place West is home to the 2012 National Conference on Volunteering and Service. Registration is located on Level 3 of the Central Concourse of McCormick Place West in the middle of the Exhibit Hall. The all-conference general sessions are held on Level 3 in the Skyline Ballroom (W375). All other sessions are on Level 1, rooms W178-W196, and on Level 4, rooms W470-W476.

McCormick Place West is located at:
2301 S. Lake Shore Dr.
Chicago, IL 60616

Conference shuttles drop off and pick up at Gates 44 and 43; cabs drop off and pick up at Gate 40.

**Being Green at Conference**

The National Conference on Volunteering and Service is committed to minimizing its impact on the environment and being increasingly eco-friendly through the planning and execution of our 2012 Conference. Now we’re asking you to help us by practicing green habits in your workspaces, your communities and throughout every aspect of your trip to Chicago. We’ve provided some tips and ideas to get you thinking, but the rest is left to your own resourcefulness and decision-making.

The practices of **REDUCING, REUSING, RECYCLING** and **RETHINKING** will be the base of our planning in the following areas for the 2012 Conference:

- Community education and growth
- Energy efficiency
- Air quality
- Waste management
- Environmental resources
Ways to Be Green in Chicago

At your Conference hotel:

- Follow hotel guidelines on re-use programs (i.e., hanging towels so they aren’t replaced)
- Unplug your phone and computer chargers from wall when not charging; chargers when plugged into wall still pull electricity from the socket even when the device is not charging
- Request to not have a newspaper delivered to your room
- Turn off the TV, coffeemaker, lights, heat and AC when you are not in your room

Participating in Conference:

- Utilize the complimentary shuttles provided by the Conference, mass transit, carpooling or choose to walk to/from Conference sites
- Take only the brochures, program books or maps necessary; return others to the brochure stand or recycle in appropriately marked containers
- Use your own water bottles to refill at our water stations, reducing water bottle waste
- Refer to Conference materials online and reduce your own paper use
- If conducting your own meeting, refrain from using printed materials
- Add your schedule to your calendars instead of printing it

Registration

Registration is located on Level 3 of the Central Concourse.

The hours of operation are:

Saturday, June 16, 12:30 - 6 p.m.
Sunday, June 17, 7 a.m. - 6 p.m.
Monday, June 18, 6 a.m. - 6 p.m.
Tuesday, June 19, 6:30 a.m. - 6 p.m.
Wednesday, June 20, 6:30 - 11 a.m.

Badges and Access to Sessions

While participating in any Conference event and especially those at McCormick Place West, Conference name badges must be worn at all times. Attendees will not be allowed in sessions, the Exhibit Hall or on any transportation without a badge. If you have misplaced your badge, please visit the registration desk for a new one. There is a $25 fee to replace a badge.

You must register in advance for all events that have an additional fee, luncheons, Books and Brew and Civic Fellows sessions online through the Itinerary Builder application or onsite at one of our Program Viewing Stations.

This year, as a replacement for tickets, Conference name badges will display a barcode that will be scanned at the door of the events outlined above to verify preregistration for the session.
Guest Registration

Guest registration is available to any spouse or companion of a registered attendee. It does not apply to co-workers or business partners. Guests may only visit the Exhibit Hall, attend the “Opening Session: Power of Social Movements To Drive Change” (3112) on Monday afternoon, participate in the “Welcome to Chicago Celebration” (3113) special event Monday evening and attend the “Closing Session: How Citizen Service Strengthens Communities” (3118) on Wednesday. If a guest wishes to attend any other event, they must register as a full Conference attendee and pay the onsite registration fee.

To register a guest onsite, please visit the registration desk. The cost is $290 per guest.

Billion + Change Connection Corner

Powered by Hewlett-Packard

The Billion + Change Connection Corner, powered by HP, is open to all registered Conference participants and offers online computer access. Visit the Connection Corner between workshop blocks to stay connected to the web while away from home and network with fellow conference participants.

The Billion + Change Connection Corner is located in the Exhibit Hall on Level 3 of the Central Concourse.

Hours of operation are:
Sunday, June 17, 12 - 6 p.m.
Monday, June 18, 7 a.m. - 1 p.m.
Monday, June 18, 4:30 - 6:30 p.m.
Tuesday, June 19, 7 a.m. - 4:30 p.m.
Wednesday, June 20, 7 - 11 a.m.

Wireless Internet Service

The National Conference on Volunteering and Service offers complimentary wireless service throughout the convention center. To use this service, select “MCCORMICK” as your WiFi network. Launch your web browser and click “I Agree” to accept the convention center terms and conditions and you will be redirected to the Conference website.

The connection is unsecure and will disconnect after 20 minutes of inactivity.

Turning Point Daily Newsletter

Be sure to pick up your copy of the on-site daily newsletter, Turning Point, each morning to review events happening that day, as well as featured photos and highlights from events you may have missed. Copies of the newsletter are available at the News Desk on Level 3 of the Central Concourse.

If being green is your thing, you can also check out the daily newsletter online at www.VolunteeringandService.org.

Turning Point News Desk

Visit the Turning Point News Desk, brought to you by Points of Light, to get up-to-the minute news on Conference, watch live interviews and for the opportunity to tell your story of community impact. The news desk is located on Level 3 of the Central Concourse, near registration and the Skyline Ballroom.
Media Room

Badges for registered media will be distributed at the media registration desk on Level 3 of the Central Concourse. Headquarters for registered media is located on Level 4 in room W472.

Hours of operation are:
June 17 - 19, 7 a.m. - 6 p.m.
June 18, 7 a.m. - 3 p.m.

HandsOn Network Affiliate Lounge

If you’re a HandsOn Network Affiliate, this is the place to be. Join with members of the Points of Light enterprises — generationOn, AmeriCorps Alums and Corporate Institute — to engage in meaningful dialogue, network with your peers and share best practices. The lounge is located is on Level 1 in room W187B.

Speaker Ready Room

Sunday - Wednesday, 7 a.m. - 4 p.m.

Speakers can take advantage of our Speaker Ready Room on the first floor of the convention center in room W181C.

ATMs

There are two ATMs in McCormick Place West, both located on Level 1. There is one located next to the first aid station near the concierge desk. There is another located across from room W190B.

Luggage Check

Wednesday, June 20, 6:30 a.m. - 3 p.m. - Room W183A

If you don’t have time to go back to the hotel before heading to the airport, leave your bags with McCormick Place West luggage attendant for $5 per bag.

Onsite Shipping - The UPS Store

UPS®, the Conference’s Official Preferred Carrier, makes it easy for you to ship materials inbound and outbound using a comprehensive portfolio of ground, air and LTL freight services. Come to the Exhibit Hall to ship your small packages or freight.

Location: Exhibit Hall
Hours of Operation:
• Tuesday, June 19, 10 a.m. - 2 p.m.
• Wednesday, June 20, 7 a.m. - 2 p.m.
Phone: 312-882-6810
Email: store1853@TheUPSSStore.com

Lost and Found

Please return any found items or search for missing items at the Conference registration desk located on Level 3. Upon the close of the Conference, all found items will be returned to the Points of Light office in Atlanta and be held for 30 days.

If you discover you lost something when you return home, please feel free to contact us at conference@volunteeringandservice.org to see if we have your item.
Meals

Meals, snacks and coffee will be available in the cafeteria-style food court located on Level 2, 10 a.m. – 3 p.m. Monday and Tuesday, and 10 a.m. – 2 p.m. on Wednesday.

The food court offers several quick restaurants and space for people to sit and eat. Grab-and-go meals are available in the food court and from kiosks located around the building.

Starbucks is also available on Level 3 at the end of the Central Concourse near the escalators to the W190 rooms.

Parking

McCormick Place West parking is located in Lot A. Lot A is a six-level garage with 2,100 parking spaces and is located on Martin Luther King Drive adjacent to the West Building.

Covered walkways from Lot A leading directly into McCormick Place and the Hyatt Regency McCormick Place Hotel also provide added convenience. The parking rate is $21 for up to 16 hours and $32 from 16 to 24 hours.

There are no in-and-out privileges. Overnight parking is available in Lot A only. Lost tickets will require a $32 per day payment.

Volunteers

During the 2012 National Conference on Volunteering and Service, we have more than 500 roles being filled by Conference volunteers. It is only through their support that we can inspire, equip and mobilize volunteer leaders and social entrepreneurs around the world.

If you need assistance on site, please look for volunteer staff in white t-shirts with the Conference logo and “Volunteer” across the back.

If you are a volunteer supporting the Conference, thank you for your service. Please be sure to check in at the volunteer office on Level 1 in room W187C.
GETTING AROUND CHICAGO

Accessibility

Points of Light strives to ensure that all programs and facilities are accessible to individuals with disabilities. To meet this goal, an accessibility and accommodation desk will be staffed at registration located on Level 3 of McCormick Place West. At the desk, individuals can get assistance on accessibility and accommodations related to the Conference venue and surrounding area.

Emergency Information and Safety Tips

Enroll in the free Notify Chicago program to receive recorded telephone messages, text messages and/or email alerts on various emergency and non-emergency situations taking place throughout Chicago. Go to https://webapps.cityofchicago.org/NotifyChicago.

In case of an emergency, please check your email and mobile number submitted through the Conference registration system for further updates and information directly from the Conference staff.

Know your exact location at all times (street, floor, room):

- McCormick Place West: 2301 South Indiana Ave.
- Palmer House Hilton: 17 East Monroe St.
- Best Western Grant Park Hotel: 1100 South Michigan Ave.
- Hampton Majestic Theatre District: 22 West Monroe
- The Blackstone, a Renaissance Hotel: 636 South Michigan Ave.
- Hyatt Regency McCormick Place: 2233 South Martin Luther King Jr.

If you are at any other Conference-related event at a location not listed above, please document that address. In any evacuation, calmly proceed to the nearest exit and take the direction of local authorities to the safest location. Below are important numbers and information:

Fire and medical emergencies at McCormick Place West

**McCormick Place Security:** 312-791-6060  
**Convention Center Switchboard:** 312-791-7000  
**First Aid (West Building):** 312-808-2800 and is located on Level 1, Gate 43

**Note:** In case of emergency, please call McCormick Security FIRST at 312-791-6060 or 6060 on a house phone. Calling 911 directly could delay the process.

Stay on the line as calls are recorded. An officer will answer immediately. Be prepared to identify the location of the emergency site by building, level and either hall, meeting room or corridor. Do not hang up until you are sure no further information is required, unless there is an immediate threat to your safety.
Fire and Medical Emergencies at McCormick Place West (cont)

Local Hospitals
Mercy Hospital & Medical Center
2525 South Michigan Ave.
Chicago, IL 60616
General Information: 312-567-2000
Emergency: 312-567-2200

Police Station
Chicago Police Department – 1st District
1718 South State St.
Chicago, IL 60616
312-745-4295
Please dial 911 for emergencies

Multilingual Visitors Information Counselors
Chicago Greeters located at the Chicago Cultural Center Visitors Information Center
77 East Randolph St.
Chicago, IL 60602
312-744-8000

Chicago Police Department Non-Emergency
Please dial 311 for non-emergency incidents

Urgent Care
Physicians Immediate Care
811 South State St., Suite B
Chicago, IL 60605
312-566-9510

Pharmacies
Walgreens (24 hours)
757 North Michigan Ave. Chicago, IL 60611
312-664-4000

Jewel-Osco
1224 West Wabash Ave.
(Corner of Roosevelt and Wabash)
312-663-4646

Walgreens
2 East Roosevelt Rd.
Chicago, IL 60605
(Corner of Roosevelt and State)
312-212-1583

*Also, for important numbers go to www.cityofchicago.org or call 312-744-5000.

Hotel Information

Headquarters Hotels:

Hilton Chicago
720 South Michigan Ave.
Chicago, IL 60605
312-922-4400

Palmer House Hilton
17 East Monroe St.
Chicago, IL 60603
312-726-7500

Other Options:

Best Western Grant Park Hotel
1100 South Michigan Ave.
Chicago, IL 60605
312-922-2900

Hampton Majestic Theatre District
22 West Monroe
Chicago, IL 60603
312-332-5052

The Blackstone, a Renaissance Hotel
636 South Michigan Ave.
Chicago, Illinois 60605
312-447-0955

Hyatt Regency McCormick Place
2233 South Martin Luther King Dr.
Chicago, IL 60616
312-567-1234
GETTING AROUND CHICAGO

Transportation

All Conference shuttles will drop off and pick up at Gates 44 and 43; cabs will drop off and pick up at 40.

Taxis

There are more than 6,000 taxis in Chicago. Cabs will pick up and drop off at Gate 40 on Indiana Avenue at McCormick Place West. Reputable companies include:

American United: 773-248-7600
Checker Taxi: 312-243-2537
Chicago Disability Transit: 630-653-9815
Yellow Cab: 312-829-4222

Public Transportation

Chicago Transit Authority (CTA)

Buses run approximately every 15 minutes. To get back and forth from the convention center to downtown Chicago, take the #3 King Drive bus, which runs from morning to midnight every day. From McCormick Place West, the bus stops are at the southwest and northwest corners at the intersection of Indiana Avenue and Cermak Road.

www.transitchicago.com 888-968-7282

Conference Transportation

Hotel shuttles to and from the convention center will be available on two routes. Route 1 for the Hilton Chicago, Renaissance Blackstone Hotel and Best Western Grant Park. Route 2 for the Palmer House Hilton and Hampton Inn Majestic. Pick-up and drop-off points are Gates 43 and 44. Shuttles will not pick up or drop off at the Hyatt McCormick Place due to its proximity to McCormick Place West. Shuttles will run approximately every 15 minutes.

Transportation will be provided to service projects at Gates 43 and 44 on Monday, June 18, 2012. You will be asked to present your badge that was given to you at registration to load the buses.

If you need accessible transportation, please visit the Accessibility and Accommodation booth at the convention center registration desk.

METRA

METRA is northeast Illinois’ commuter rail system. There is a METRA stop located on Level 2.5 of the Grand Concourse in McCormick Place South. The METRA provides direct service within seven minutes to and from downtown Chicago.


Local Transportation

Chicago is making strides in its efforts to be more efficient with natural resources and kinder to the environment. Points of Light respects those efforts by making the National Conference on Volunteering and Service as green as possible. Attendees can help us in these efforts by walking and using public transportation or riding your bike as your main modes of transportation.

Bicycle racks are located at Gate 43 of the West Building (in Parking Lot A, Level 1, as you enter the garage on the right side).
**Attendance Policy**

There are a limited number of seats available for every Conference session. Attendees must register for every event through Itinerary Builder in the registration system in order to reserve a seat. If a session is full, you will have the option to add yourself to a wait list and you will be contacted if space becomes available.

You will not be able to attend a session if you have not added it to your itinerary online. Conference staff will use access-control scanners to scan attendees’ name badges to verify registration.

**Focus Areas**

The Conference sessions are organized across a series of focus areas so attendees can tailor their schedules to meet their learning and networking needs. In 2012, we are offering these tracks:

- Business - *sponsored by Toyota*
- Digital Mobilization
- Economic Opportunity - *sponsored by Chase*
- Emergency Preparedness and Response - *sponsored by UPS and Allstate Insurance*
- Environmental Sustainability
- Excellence in Education - *sponsored by Target*
- Faith and Neighborhoods
- Health and Wellness
- National Service Programs
- Nonprofit Capacity Building
- Service Innovation - *sponsored by Bank of America and Gap, Inc.*
- Veterans and Military Families - *sponsored by Chase*
- Volunteer Management - *sponsored by KPMG, LLP and Northern Trust*
- Youth Leadership - *sponsored by State Farm*

In addition, sessions may be tagged with points of interest areas such as youth service and leadership, global volunteering, philanthropy and partnerships.
Session Experience Level

Conference sessions are classified by skill level to help attendees tailor their schedules with meaningful content.

- **Beginner:** For learners new to a career in the volunteering and service sector, these workshops are intended to build a strong foundation of skills and knowledge.
- **Intermediate:** For mid-career learners who already have a strong foundation, these workshops offer a robust selection of topics that will help participants explore new areas and opportunities or take their skills to a higher level.
- **Advanced:** For those who have been working in the nonprofit or volunteer sectors for a number of years, these workshops will highlight fresh and innovative approaches or challenge assumptions with cutting-edge research and ideas.

Session ID Numbers

If you have pre-registered for a workshop or session, please pay specific attention to the session ID number (SID), the four-digit number immediately following the session title. Some workshop and session titles may have changed since the registration site opened. The session ID numbers, however, have remained the same.

Schedule Changes

The Conference itinerary, including room assignments, is subject to change. Points of Light will make every effort to communicate these changes to you. To ensure that you are updated on the latest Conference news, you can also check the program viewing station on Level 3 near registration or download the Conference mobile app.

Evaluation

This year there are two opportunities to participate in the Conference evaluation. First, at the conclusion of each session, evaluation volunteers will distribute session assessment forms. Please take a few minutes to complete and return these forms. Then, immediately following the Conference, you will receive an email invite to participate in an online survey to provide feedback regarding your overall experience attending the National Conference on Volunteering and Service. All feedback you provide is strictly confidential and will be used to inform the development of future conferences. Thank you in advance for sharing information about your experience and helping us continue to improve the Conference. Your feedback is very important to us.

Session Materials

To access presenter materials, go to the Conference website at [www.volunteeringandservice.org](http://www.volunteeringandservice.org). Click the “2012 Session Materials” button and use the search feature to find your session. Click on the session details button and look for the link to download materials. Not all session materials may be available.
ITT Exelis is proud to support all those who make our world a better place to live.

We are especially proud to support the National Conference on Volunteering and Service. Together, we excel.

Visit us at www.exelisinc.com
### PRECONFERENCE

**Saturday, June 16**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session ID</th>
<th>Session Title and Hashtag</th>
<th>Track</th>
<th>Points of Interest</th>
<th>Experience Level</th>
<th>Room</th>
<th>Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 - 5 p.m.</td>
<td>2897</td>
<td>Summit on Advanced Volunteer Engagement: Leading at the Crossroads Day 1 #NCVSSAVE</td>
<td>Nonprofit Capacity Building, Volunteer Management</td>
<td>Advanced</td>
<td>W470</td>
<td></td>
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</tr>
</tbody>
</table>

On June 16-18, join the only national gathering for advanced leaders in volunteer engagement. The summit features plenary sessions led by the top thought leaders in the field, challenging workshops and focused peer networking.

**Sunday, June 17**

<table>
<thead>
<tr>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>8 a.m. - 5 p.m.</td>
<td>2879</td>
<td>HandsOn Network Pre-Conference Day 1 #NCVSHON</td>
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<td>W190 A</td>
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</tbody>
</table>

Join your Affiliate friends and learn how using assets offered as part of you HandsOn Network membership can help you raise more money, attract more nonprofit partners, strengthen your program savvy and much more. This session is for HandsOn Network Affiliates ONLY. Non-affiliates who register for this event will be removed.

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<th>Time</th>
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<th>Room</th>
<th>Sponsor</th>
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<tbody>
<tr>
<td>9 a.m. - 4 p.m.</td>
<td>2897</td>
<td>Summit on Advanced Volunteer Engagement: Leading at the Crossroads Day 2 #NCVSSAVE</td>
<td>Nonprofit Capacity Building, Volunteer Management</td>
<td>Advanced</td>
<td>W470</td>
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On June 16-18, join the only national gathering for advanced leaders in volunteer engagement. The summit features plenary sessions led by the top thought leaders in the field, challenging workshops and focused peer networking.

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<th>Sponsor</th>
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<tbody>
<tr>
<td>9 a.m. - 7 p.m.</td>
<td>2936</td>
<td>Maximizing Disability Inclusion in Your State #NCVS2936</td>
<td></td>
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<td>W178 B</td>
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</table>

The session will focus on how programs can develop disability inclusion performance measures, leverage partnerships to accomplish those measures, and share resources that increase capacity to include all qualified individuals with disabilities.

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<th>Sponsor</th>
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<tbody>
<tr>
<td>9 a.m. - 7 p.m.</td>
<td>3136</td>
<td>All the Way Home: The Blueprint for Meaningful Community Response - A Points of Light Community Blueprint Summit for Change Day 1 #CommunityBlueprint</td>
<td>Veterans and Military Families</td>
<td>All</td>
<td>W183</td>
<td></td>
<td>Chase and ITT Exelis</td>
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</table>

Participants will immerse themselves in exploration of bridging the military civilian divide. Topics include military and civilian partnership and collaboration, coordination of services and care, trends and research on challenges facing service members, veterans and their families, as well as scalable and replicable solutions to those challenges.

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<th>Room</th>
<th>Sponsor</th>
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</thead>
<tbody>
<tr>
<td>9:30 a.m. - 3 p.m.</td>
<td>2910</td>
<td>Service Works: Creating Meaningful Service Experiences that Provide Professional and Educational Benefits to Members and Volunteers #NCVS2910</td>
<td>Economic Opportunity, National Service Programs</td>
<td>Intermediate</td>
<td>W181 A</td>
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</table>

Meaningful service begins with a decision about the volunteer opportunity and whether it is a good match. Strategies to support an effective match and help individuals build on their experiences for future work or education will be discussed.

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<tbody>
<tr>
<td>10 a.m. - 5 p.m.</td>
<td>2980</td>
<td>MLK Day and 9/11 Day of Service and Remembrance Grantee and Partner Meeting #NCVSS2980</td>
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<td>W475 A</td>
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</table>

This session is for MLK Day and 9/11 Day of Service and Remembrance grantees of CNCS and will focus on creating and measuring impact using performance measures. Identified partner organizations may also attend in the afternoon.

All sessions require preregistration.
### Sunday, June 17 (cont)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session ID</th>
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<th>Room</th>
<th>Sponsor</th>
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<tbody>
<tr>
<td>12 - 2 p.m.</td>
<td>2912</td>
<td>HandsOn Network Affiliate Awards Luncheon #NCVSHON</td>
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<td>All</td>
<td>W196 A</td>
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<td>Celebrate HandsOn Network Affiliates at the 2012 George W Romney Awards Luncheon. Enjoy the awards presentation, hear from Points of Light leaders and enjoy the keynote presentation. This session is for HandsOn Network Affiliates ONLY. Non-affiliates who register for this event will be removed.</td>
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<tr>
<td>12 - 5 p.m.</td>
<td>2964</td>
<td>Measuring Your Performance and Building Impact #NCVS2964</td>
<td></td>
<td>Beginner</td>
<td>W180</td>
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<td>Learn the basic concepts of performance management to collect evidence of your program’s outcomes and contribute to telling the larger story of the collective impact of national service on national priorities.</td>
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<tr>
<td>1 - 4 p.m.</td>
<td>3091</td>
<td>generationOn Youth Summit #NCSVyouth</td>
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<td>All</td>
<td>W196 BC</td>
<td>Hasbro</td>
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<td>The generationOn Youth Summit convenes 250 young people ages 13-18 for an afternoon of civic dialog and service-learning that will inspire participants to make their mark on the world.</td>
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<tr>
<td>1 - 5 p.m.</td>
<td>2881</td>
<td>Social Media for Social Good Pre-conference Session presented by NTEN #NCVS2881</td>
<td>Digital Mobilization</td>
<td>Digital Mobilization</td>
<td>All</td>
<td>W178A</td>
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<td>This half-day workshop will cover basic and intermediate levels of social media topics including an introduction to core tools, evaluation, implementation and strategic application.</td>
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To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.

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**Celebrating 200 Years Through Service**

In 2012, Citi celebrates our 200th anniversary. Our principles – common purpose, responsible finance, ingenuity and leadership – are the bridge that connects our 200-year history with the future we want to create. To celebrate this occasion, thousands of Citi employees, families, friends alumni and clients came together on June 16, 2012 to demonstrate our dedication to the communities we serve.

Citi is proud to support the National Conference on Volunteering and Service and Points of Light for their innovative solutions designed to bring about positive change.

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### Sunday, June 17 (cont)

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<tbody>
<tr>
<td>1 - 6 p.m.</td>
<td>2299</td>
<td>Professional Speaking Training with Bill Hoogterp #NCVS2299</td>
<td>Youth service and leadership</td>
<td>Beginner</td>
<td>W194 B</td>
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<td>In the corporate sector, executives pay $450 per person for top training with one of the world’s leading public speaking coaches. Want to be more effective in your meetings, one-on-one conversations and when you speak to large groups? This session is highly interactive and engaging, including getting people on camera and having fun.</td>
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<td>2 - 5 p.m.</td>
<td>3002</td>
<td>AmeriCorps Alums Pre-Conference #ACAImnsNCVS</td>
<td>All</td>
<td>W179 A</td>
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<td>AmeriCorps Alums, in partnership with AmeriCorps programs and networks in the Chicago area, is convening alumni of AmeriCorps programs to discuss how your year of service can influence your role as a local change agent, as well as contribute to a national movement.</td>
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<tr>
<td>3:30 - 5:30 p.m.</td>
<td>3126</td>
<td>America’s Sunday Supper #SundaySupper</td>
<td>Beginner</td>
<td>Offsite</td>
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<td>At America’s Sunday Supper, we will explore Dr. Martin Luther King, Jr.’s message and why it is more pertinent for our communities than ever before. Join us to share a meal, discuss the challenges our nation faces and take action in honor of Dr. King.</td>
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<tr>
<td>3:30 - 5 p.m.</td>
<td>2666</td>
<td>Corporate Volunteer Councils: Top Five Challenges to Effective CVCs #NCVS2666</td>
<td>Business</td>
<td>All</td>
<td>W476</td>
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<td>What hot issues is your corporate volunteer council (CVC) dealing with right now? Join this pre-conference session to hear more about the top five challenges that CVCs are facing and how others are addressing the same issues.</td>
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<tr>
<td>5 - 6 p.m.</td>
<td>2948</td>
<td>HandsOn Disaster Task Force and Friends #NCVS2948</td>
<td>Emergency Preparedness and Response</td>
<td>Beginner</td>
<td>W192 A</td>
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<td>Come engage in a discussion with the Points of Light Disaster Task Force members and help identify solutions for emergency preparedness and response.</td>
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<tr>
<td>5 - 7 p.m.</td>
<td>2973</td>
<td>ALIVE Networking Reception #NCVS2973</td>
<td>All</td>
<td>Offsite</td>
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<td>Join us for an evening of networking with volunteer resource management professionals from around the country. Hosted by the Association of Leaders in Volunteer Engagement (ALIVE), this event is always a great way to start the Conference.</td>
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All sessions require preregistration.
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<tr>
<th>Time</th>
<th>Session ID</th>
<th>Session Title and Hashtag</th>
<th>Track</th>
<th>Points of Interest</th>
<th>Experience Level</th>
<th>Room</th>
<th>Sponsor</th>
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<tbody>
<tr>
<td>8 - 11:30 a.m.</td>
<td>2911</td>
<td>HandsOn Network Pre-Conference Day 2 #NCVSHON</td>
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<td>All</td>
<td>W190 A</td>
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<td>Join your Affiliate friends and learn how using assets offered as part of your HandsOn Network membership can help you raise more money, attract more nonprofit partners, strengthen your program savvy and much more. This session is for HandsOn Network Affiliates ONLY. Non-affiliates who register for this event will be removed.</td>
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<tr>
<td>7 a.m. - 12 p.m.</td>
<td>3189</td>
<td>Seeds for Change Service Project #NCVS</td>
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<td>Offsite</td>
<td>Chase</td>
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<td>Join 300 attendees for a hands-on project where we will plant “Seeds for Change.” With generous support from Chase, we will create and maintain community gardens in partnership with Chicago Public Schools in food deserts.</td>
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<tr>
<td>8:30 a.m. - 12 p.m.</td>
<td>3136</td>
<td>All the Way Home: The Blueprint for Meaningful Community Response - A Points of Light Community Blueprint Summit for Change Day 2 #CommunityBlueprint</td>
<td>Veterans and Military Families</td>
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<td>All</td>
<td>W183</td>
<td>Chase and ITT Exelis</td>
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<td>Participants will immerse themselves in exploration of bridging the military civilian divide. Topics include military and civilian partnership and collaboration, coordination of services and care, trends and research on challenges facing service members, veterans and their families, as well as scalable and replicable solutions to those challenges.</td>
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<tr>
<td>9 - 10 a.m.</td>
<td>2992</td>
<td>Networking Session for Education Organizations #NCVS2992</td>
<td>Partnerships, Excellence in Education</td>
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<td>All</td>
<td>W181 A</td>
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<td>Join Points of Light to meet and network with organizations that run education programs. There will be opportunities to find partner organizations and learn about new models for improving educational outcomes in children.</td>
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<tr>
<td>9 - 10:30 a.m.</td>
<td>3135</td>
<td>Toyota Production System for Nonprofit Capacity Building #toyota</td>
<td>Nonprofit Capacity Building</td>
<td>Faith and Neighborhoods, Service Innovation, Volunteer Management</td>
<td>All</td>
<td>W176 A</td>
<td>Toyota</td>
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<td>Do more with less. This free session demonstrates how the renowned Toyota Production System helps nonprofits increase capacity. Seminar includes hands-on training and an in-depth look at Toyota’s work with food banks. All nonprofits are welcome.</td>
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<tr>
<td>9 a.m. - 3:45 p.m.</td>
<td>3206</td>
<td>Youth Leadership Track #NCVSyouth</td>
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<td>Intermediate</td>
<td>W196 A</td>
<td>State Farm</td>
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<td>The Youth Leadership Track, hosted by generationOn, is a set of seven sessions focused on engaging youth in leadership skill-building to drive community change. Attendees, ages 13-18, will participate in interactive service-learning and leadership development workshops that will mobilize them to make their mark on the world. Chaperones of youth attendees can convene in W191 for thoughtful conversation after dropping off your group.</td>
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<tr>
<td>10 - 11 a.m.</td>
<td>2991</td>
<td>Networking Session for Economic Opportunity Organizations #NCVS2991</td>
<td>Partnerships, Economic Opportunity</td>
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<td>All</td>
<td>W181 A</td>
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<td>Join Points of Light to meet and network with other organizations that focus on improving economic opportunity for low- and moderate-income households. Meet potential partners and hear about new program strategies.</td>
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To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.
This session will offer the opportunity for engaged discussion among attendees on the new competitive process and requirements.

Join NAVPLG - the National Association of Volunteer Programs in Local Government - for this session designed for volunteer managers who work in city and county government.

Active participation in civic life (such as volunteering, neighboring and giving) is required for communities to be socially and economically healthy. This session will present research on this connection and facilitate discussion to explore further.

Learn the basics of EVPs including what they are, what they include and what makes them effective and successful. Whether you’re new to employee volunteering or need a refresher on new best practices and trends, this workshop is for you. Lunch provided.

Do more with less. This free session demonstrates how the renowned Toyota Production System helps nonprofits increase capacity. Seminar includes hands-on training and an in-depth look at Toyota’s work with food banks. All nonprofits are welcome.

Is this your first time attending the National Conference on Volunteering and Service? If so, this session is for you. We will spend an hour introducing the Conference and what you can expect.

All sessions require preregistration.
<table>
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<tr>
<th>Time</th>
<th>Session ID</th>
<th>Session Title and Hashtag</th>
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<th>Room</th>
<th>Sponsor</th>
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</thead>
<tbody>
<tr>
<td>11:30 a.m. - 1 p.m.</td>
<td>2880</td>
<td>Building Nonprofit Capacity through the Use of Skills-Based Volunteers #NCVS2880</td>
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<td></td>
<td>Beginner</td>
<td>W184 BC</td>
<td>Capital One</td>
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<td>Capital One will host and facilitate a luncheon and dialogue on the Nonprofit Readiness Roadmap that is being launched at Conference. Attendees will learn how to use this tool in accessing and leveraging pro bono support effectively and efficiently.</td>
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<tr>
<td>1 - 2:30 p.m.</td>
<td>2947</td>
<td>Good &amp; Ready Initiative #NCVS2535</td>
<td>Emergency Preparedness and Response</td>
<td>All</td>
<td>W175 A</td>
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<td>WW. Grainger, Inc.</td>
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<td>Come learn from Points of Light, nonprofit and corporate partners about the benefits and process for getting engaged with the Good &amp; Ready initiative.</td>
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<td>2900</td>
<td>Civic Fellows Leadership Exchange - Israel Idonije #NCVSCivicFellows</td>
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<td>All</td>
<td>W175 B</td>
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<td>Join an intimate conversation with Israel Idonije, Chicago Bears defensive tackle and founder of the Israel Idonije Foundation. Learn about his work promoting education and physical, emotional and social growth through programs in Chicago, Canada and Africa.</td>
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<td>2901</td>
<td>Civic Fellows Leadership Exchange – Colonel David Sutherland #NCVSCivicFellows</td>
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<td>All</td>
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<td>Join an intimate conversation with Col. David Sutherland, special assistant to the chairman of the joint chiefs of staff, to explore how Americans can engage and support returning service members, veterans, military families and families of the fallen.</td>
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<td></td>
<td>2829</td>
<td>Service Innovation Summits: The Spanish Experience #NCVS2829</td>
<td>Service Innovation</td>
<td>Global volunteering</td>
<td>All</td>
<td>W176 C</td>
<td>Bank of America</td>
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<td>Meridian’s Global Service Leaders Program is partnering with U.S. embassies to convene thought leaders to develop solutions for scaling volunteerism in response to social issues. Explore how this happened at the Service Innovation Summit in Madrid.</td>
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<td>3015</td>
<td>Service Learning: Progressive Measures to Increase Educational Performance #usеyourblank</td>
<td>Excellence in Education</td>
<td>Youth service and leadership, National Service Programs</td>
<td>All</td>
<td>W178 A</td>
<td>Target</td>
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<td>Impact volunteering strategies target specific needs, set clear outcomes and measure progress. This session presents proven models for service-learning and mentoring, and its impact on the overall academic and social performance of students.</td>
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<td>2711</td>
<td>Leveraging AmeriCorps Members to Engage and Support Urban Student Success #NCVS2711</td>
<td>Excellence in Education</td>
<td>National Service Programs, HandsOn Network: Equip</td>
<td>Intermediate</td>
<td>W178 B</td>
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<td>This workshop will explore evidence-based programming that uses AmeriCorps members to support urban schools in their quest to increase student success. Participants will join in interactive activities in order to walk away with their own action plan.</td>
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<td>2949</td>
<td>Solution Center: Grade-Level Reading Interventions #NCVS2949</td>
<td>Excellence in Education</td>
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<td>Intermediate</td>
<td>W179 A</td>
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<td>In this session, Minnesota Reading Corps will bring to life the interventions that have proven effective for struggling readers. Through simulation and discussion, experience the interventions and assessment that ground the work of Reading Corps.</td>
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<td>2696</td>
<td>The Key to Successful Military and Civilian Partnerships #NCVS2696</td>
<td>Veterans and Military Families</td>
<td>Veterans and Military Families</td>
<td>Intermediate</td>
<td>W179 B</td>
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<td>Collaboration is the key to bridging the military - civilian divide, but let’s be honest partnerships are not easy. Yet to really serve veterans, service members and their families, we know they are a necessity. Come and learn how to employ effective partnership strategies and institute your political savvy.</td>
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<tbody>
<tr>
<td>1 - 2:30 p.m.</td>
<td>2375</td>
<td>Blueprint for Community-Based Financial Education #NEFEORG</td>
<td>Economic Opportunity</td>
<td>Global volunteering, Philanthropy, Economic Opportunity, Faith and Neighborhoods, National Service Programs, Nonprofit Capacity Building, Service Innovation, Volunteer Management</td>
<td>All</td>
<td>W180</td>
<td>Chase</td>
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<td>2540</td>
<td>Volunteerism and Economic Development #UpGloVolunteer</td>
<td>Economic Opportunity</td>
<td>Global volunteering, Partnerships</td>
<td>All</td>
<td>W181 A</td>
<td>Chase</td>
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<td>2355</td>
<td>A Good Man Is (Not So) Hard to Find #TheOneManProject</td>
<td>Volunteer Management</td>
<td>Intermediate</td>
<td>W181 B</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>3139</td>
<td>Corporation for National and Community Service (CNCS) Town Hall #NCVS3139</td>
<td>National Service Programs</td>
<td>All</td>
<td>W183</td>
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<td>2563</td>
<td>Maximizing the Potential of Every Volunteer: Universal Design and Volunteer Management #NCVS2563</td>
<td>Volunteer Management</td>
<td>Partnerships</td>
<td>All</td>
<td>W184 D</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>2626</td>
<td>Engaging Volunteers in Citizen-Science Activities #NatureAbounds</td>
<td>Environmental Sustainability</td>
<td>Global volunteering, Environmental Sustainability</td>
<td>All</td>
<td>W185 A</td>
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<td>2825</td>
<td>Are you Ready for Collective Impact? #NCVSCI</td>
<td>Nonprofit Capacity Building</td>
<td>Partnerships</td>
<td>Intermediate</td>
<td>W185 BC</td>
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The National Endowment for Financial Education is committed to continual development of money tools and resources for volunteers, and would like to introduce the entire suite of money resources for their use and use of their clients.

Learn how Upwardly Global creates economic opportunity for new Americans. Volunteers help underemployed refugees and immigrants learn to navigate the U.S. professional job search while building their own cross-cultural communication skills.

There is a significant gender gap in volunteerism. Females volunteer five times more than men. Most charities are staffed predominantly by women. Join us to learn about The One Man Project and how your organization can engage more men in volunteerism.

Join Wendy Spencer, CEO of CNCS, to talk about her vision, emerging national service initiatives and to honor the 2012 National Service Impact Awardees. Connect with peers and colleagues who are addressing vital community issues through service.

In Japan, it’s referred to as 3-11. That’s the date that three disasters hit Japan - an earthquake, tsunami and nuclear incident. How are schools, the non-profit and the private sectors working together to help rebuild the region and the country?

Volunteers bring skills and dedication to our organizations. This session will help you think about innovative practices for creating inclusive programs in order to maximize the potential of all volunteers, including volunteers with disabilities.

Volunteering in the community is great, but engaging your volunteers in citizen-science activities is also great for the environment. Volunteers can help scientists collect data on weather, wildlife and seasonal changes.

Learn about Collective Impact, a new movement that seeks to foster cross-sector and organizational collaborations to achieve sustainable social change. Through learning about emerging projects, you’ll discover if your organization is ready for Collective Impact.

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<td>Residents are catalysts for social change. Learn how asset-based community development and neighboring can help agencies empower the communities they serve. Learn about work in Chicago, where engaged residents are taking back their communities.</td>
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<td>2853</td>
<td>Getting Our Kids Moving Again: Small Steps to Fight Childhood Obesity #NCVS2853</td>
<td>Health and Wellness</td>
<td>Partnerships</td>
<td>All</td>
<td>W186 C</td>
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<td>A discussion with Larry Soler, CEO of Partnership for a Healthier America and Lynne Vaughan, YMCA’s chief innovation officer, to think creatively about how youth programs, whether focused on reading, writing or rebuilding, can help kids move more.</td>
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<td>2438</td>
<td>Building Service Enterprises: Two Models from Two Coasts #NCVS2438</td>
<td>Service Innovation</td>
<td>Partnerships, HandsOn Network: Inspire</td>
<td>Advanced</td>
<td>W192 A</td>
<td>Bank of America</td>
<td>United Way of King County and New York Cares have piloted two innovative programs to transform community organizations into service enterprises. Leaders looking to increase the impact of volunteerism will learn about the programs’ results and lessons.</td>
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<td>Bank of America</td>
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<td>2419</td>
<td>Build Capacity with Dynamic Volunteer Engagement #dynamicengagement</td>
<td>Nonprofit Capacity Building</td>
<td>Philanthropy, Volunteer Management</td>
<td>Advanced</td>
<td>W192 B</td>
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<td>Learn innovative ways in which nonprofits are leveraging volunteers as leaders, fundraisers and to provide skills to save money, make money and increase impact. Effective practices will be shared from a new volunteer engagement report.</td>
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<td>2312</td>
<td>Military Affiliation and Civic Engagement: A Culture of Volunteerism #milfam</td>
<td>Service Innovation</td>
<td>Partnerships, Service Innovation, HandsOn Network: Inspire, Veterans and Military Families</td>
<td>All</td>
<td>W192 C</td>
<td>Bank of America</td>
<td>This session features a panel discussion with nonprofit leaders in the military community to discuss the effects of military affiliation on serving and highlights successful models on how to engage them in service.</td>
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<td>2362</td>
<td>Building Inclusive National Service and Volunteer Programs: Staff and Member Perspectives #disabilityinclusion</td>
<td>National Service Programs</td>
<td>Partnerships, Economic Opportunity, Nonprofit Capacity Building</td>
<td>Intermediate</td>
<td>W193 B</td>
<td></td>
<td>Participants will learn strategies for building stronger local programs and launching statewide inclusion initiatives. Illinois and Iowa inclusion team members, national service participants, and program staff will present best practices.</td>
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<td>2793</td>
<td>Civic Reflection and National Service Programs: Case Studies of Public Allies, City Year, and AmeriCorps Project YES! #civicroflection</td>
<td>National Service Programs</td>
<td>Youth service and leadership</td>
<td>All</td>
<td>W194 A</td>
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<td>This session will look at the relationship between service and reflection. We will discuss the model of civic reflection, how it is incorporated into national service programs, and its impact on AmeriCorps members and the communities they serve.</td>
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<td>2652</td>
<td>Grants Management 101 #NCVS2652</td>
<td>National Service Programs</td>
<td>HandsOn Network: Equip</td>
<td>Beginner</td>
<td>W194 B</td>
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<td>Organizations can become vulnerable to risk due to a lack of understanding of rules and regulations. This session will provide a basic overview of financial and grants management for new CNCS grantee, subgrantee, sponsor and site staff members.</td>
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<tr>
<td>1 - 2:30 p.m.</td>
<td>2514</td>
<td>The Scarce Resources Model for Measuring the Return on Investment of Volunteer Engagement #VolunteerROI</td>
<td>Volunteer Management</td>
<td>Economic Opportunity, Service Innovation</td>
<td>All</td>
<td>W471 A</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>2927</td>
<td>A Billion + Change: Leading Service and Inspiring Change #NCVS2927</td>
<td>Business</td>
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<td>Intermediate</td>
<td>W471 B</td>
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<tr>
<td></td>
<td>2826</td>
<td>Building and Sustaining Community-Based Job Readiness Programs #jobreadycommunity</td>
<td>Economic Opportunity</td>
<td>Partnerships</td>
<td>Beginner</td>
<td>W474 A</td>
<td>Chase</td>
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<td></td>
<td>2956</td>
<td>Solutions for Finding and Engaging Veterans in Service #NCVS2956</td>
<td>Veterans and Military Families</td>
<td></td>
<td>Beginner</td>
<td>W474 B</td>
<td>Chase</td>
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<td></td>
<td>2955</td>
<td>The Community Blueprint Network: Organizing Communities to Support Veterans, Service Members and Families #communityblueprint</td>
<td>Veterans and Military Families</td>
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<td>Intermediate</td>
<td>W476</td>
<td>Chase</td>
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<tr>
<td>3 - 4:30 p.m.</td>
<td>3112</td>
<td>Opening Session: A New Generation of Service #NCVS</td>
<td>All</td>
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<td>Skyline Ballroom (W375)</td>
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<td></td>
<td>3113</td>
<td>Welcome to Chicago Celebration #NCVS</td>
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<td>Hall F1</td>
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All sessions require preregistration.
Your official welcome to the 2012 Business Track - hosted by the Corporate Volunteer Council (CVC) Advisory Council. Enjoy breakfast with other Business Track attendees and CVC peers.

Books and Brew is book club-type session providing participants with an opportunity for discussion with featured author Brian Reich on his new book, *Shift and Reset: Strategies for Addressing Serious Issues in a Connected Society*.

Books and Brew is a book club-type session providing participants with an opportunity for discussion with featured author Dalya Massachi on her book, *Writing to Make a Difference: 25 Powerful Techniques to Boost Your Community Impact*.

To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.

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**Proud to Partner with the Points of Light Institute to Celebrate Volunteerism and Service**

As part of our commitment to lending, investing, and giving to create economically vibrant communities, Bank of America is helping advance service and volunteerism in neighborhoods across the U.S.

Our support of the National Conference for Volunteering and Service is just one of the ways we are engaged to help find meaningful solutions to pressing community challenges, including housing, jobs and hunger. We commend the Points of Light Institute for its leadership in creating a culture of service across communities.

**Visit us at bankofamerica.com**
<table>
<thead>
<tr>
<th>Time</th>
<th>Session ID</th>
<th>Session Title and Hashtag</th>
<th>Track</th>
<th>Points of Interest</th>
<th>Experience Level</th>
<th>Room</th>
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<tbody>
<tr>
<td>8:30 - 10 a.m.</td>
<td>2708</td>
<td>Strategic Action for Volunteer Engagement in Middle Schools #VolunteerInfo</td>
<td>Excellence in Education</td>
<td>Youth service and leadership, Partnerships, Economic Opportunity, Service Innovation, Volunteer Management</td>
<td>All</td>
<td>W175 A</td>
<td>Target</td>
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<td></td>
<td>2902</td>
<td>Civic Fellows Leadership Exchange - Isabel Wilkerson #NCVSCivicFellows</td>
<td>All</td>
<td>W175 B</td>
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<td></td>
<td>2952</td>
<td>Learn, Share and Connect: The National Service Knowledge Network #NSKN</td>
<td>Beginner</td>
<td>W175 C</td>
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<td></td>
<td>2957</td>
<td>Reimagining Financial Education: Using Video Games and Yearly Events to Engage Your Audience #NCVS2957</td>
<td>Economic Opportunity</td>
<td>Intermediate, W176 A, Chase</td>
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<td></td>
<td>2903</td>
<td>Civic Fellows Leadership Exchange - Craig Newmark #NCVSCivicFellows</td>
<td>All</td>
<td>W176 B</td>
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<td></td>
<td>2567</td>
<td>How Technology and Intergenerational Volunteers Can Enhance Your VITA and Service Learning Program #NCVS2567</td>
<td>Economic Opportunity</td>
<td>All, W176 C, Chase</td>
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</table>

Learn about HOSC’s after-school tutoring program, CHiL, serving at-risk middle school students in partnership with Wheeling District 21. This cross-sector volunteer program could help increase student engagement and achievement levels anywhere.

Join an intimate conversation with Isabel Wilkerson, Pulitzer Prize-winning journalist and author of “The Warmth of Other Suns.” Explore the Great Migration and how these American journeys unfolded, altering our cities, our country and ourselves.

Explore D2D’s award-winning online video games that teach financial concepts. Learn how to use the games as a volunteer training resource and as a tool for volunteers to use with the community to teach hard-to-reach audiences.

Join an intimate conversation with Craig Newmark, founder of craigslist. Discover craigconnects, his initiative to link up everyone on the planet using the Internet to bear witness to good efforts and encourage the same behavior in others.

The Van Buren Intermediate School District has been recognized locally and nationally for their innovative tax and service learning programs. Learn how the VBISD is using intergenerational partnerships and technology to transform their community.

All sessions require preregistration.
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<tbody>
<tr>
<td>8:30 - 10 a.m.</td>
<td>2781</td>
<td>Chi Volunteering: Apply the Principles of Chi Running To Make Your Volunteer Center Run Smoothly #ChiVolunteering</td>
<td>Nonprofit Capacity Building</td>
<td>Partnerships, Volunteer Management</td>
<td>Beginner</td>
<td>W178 B</td>
<td>Chase</td>
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Get aligned. Engage your core. Create balance. Make a choice. Move forward. Learn to apply the principles of Chi Running to your volunteer center so it runs smoothly. How’s your organizational chi? Let the chi flow and your center will grow!

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<th>Session ID</th>
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<tr>
<td>2484</td>
<td>From the Couch to the Cause: Leveraging Military and Civilian Online Networks #SocialMediaMil</td>
<td>Veterans and Military Families</td>
<td>Service Innovation, Volunteer Management</td>
<td>All</td>
<td>W179 B</td>
<td>Chase</td>
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Come learn how experts are connecting, inspiring and mobilizing the military and civilian communities to action using online networks.

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<tbody>
<tr>
<td>2520</td>
<td>Financial Aid U: Innovative Models of Volunteer Service to Help Kids Pay for College #FinAidU</td>
<td>Economic Opportunity</td>
<td></td>
<td>Intermediate</td>
<td>W180</td>
<td>Chase</td>
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For aspiring families and students, tax time is ideal to discuss making college a reality by accessing financial aid. Learn how FAFSA preparation compliments your mission of promoting financial security for all.

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<tr>
<td>2510</td>
<td>Eden Place Service Collaboration #NCVS2510</td>
<td>Excellence in Education</td>
<td>Youth service and leadership</td>
<td>Beginner</td>
<td>W181 A</td>
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This session describes a service learning collaboration that focused on urban agriculture and food security that took place among three partners - two universities and a community organization - Eden Place Nature Center.

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<tbody>
<tr>
<td>2498</td>
<td>Essential Advocacy Skills for the Successful Volunteer Leader #volunteeradvocacy</td>
<td>Volunteer Management</td>
<td>Nonprofit Capacity Building</td>
<td>All</td>
<td>W181 B</td>
<td>KPMG, LLP and Northern Trust</td>
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A good volunteer manager is a good advocate. Leaders in the profession from the Association of Leaders in Volunteer Engagement will show you how to be successful advocates for your volunteers, program, position, organization and the profession.

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<tbody>
<tr>
<td>2512</td>
<td>Celebrating Excellence - Business Track Opening #NCVS2512</td>
<td>Business</td>
<td>Global volunteering, Philanthropy, Partnerships, Service Innovation, Volunteer Management</td>
<td>Intermediate</td>
<td>W183 BC</td>
<td>Toyota</td>
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</table>

This forum serves as the opening for the Business Track. Join us as we announce the 2012 Corporate Engagement Award of Excellence winners.

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<th>Room</th>
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<tbody>
<tr>
<td>2300</td>
<td>Joplin: A Case Study on Disaster Volunteer Management #joplinvolunteer</td>
<td>Emergency Preparedness and Response</td>
<td>Partnerships</td>
<td>All</td>
<td>W184 A</td>
<td>UPS and Allstate Insurance</td>
</tr>
</tbody>
</table>

An in-depth look into the robust volunteer management structure that stood up hours after the tragic May 22, 2011 Joplin tornado that captured more than 727,595 hours of volunteer service.

To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.
### TUESDAY, JUNE 19

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<tr>
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<tbody>
<tr>
<td>8:30 - 10 a.m.</td>
<td>2374</td>
<td>Maximizing Organizational Effectiveness Through Director Leadership: Principles of Nonprofit Law and Corporate Governance for Nonprofit Leaders #newhorizonsfornonprofits</td>
<td>Nonprofit Capacity Building</td>
<td>Partnerships, Business, Economic Opportunity, Faith and Neighborhoods</td>
<td>All</td>
<td>W184 D</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>3013</td>
<td>Engaging Youth in Meaningful Environmental Action: The Water Planet Challenge and Girl Scout Forever Green #enviroyouthaction</td>
<td>Environmental Sustainability</td>
<td>Youth service and leadership, Partnerships</td>
<td>All</td>
<td>W185 A</td>
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<td></td>
<td>2848</td>
<td>Volunteer Management Toolkit #NCS2848</td>
<td>Volunteer Management</td>
<td>HandsOn Network: Equip</td>
<td>All</td>
<td>W185 BC</td>
<td>KPMG, LLP and Northern Trust</td>
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<td></td>
<td>3021</td>
<td>Wide Open Spaces: Multi-site AmeriCorps Program Management #NCSWwideopen</td>
<td>National Service Programs</td>
<td></td>
<td>Advanced</td>
<td>W192 B</td>
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</table>

In addition to basic managerial skills, you’ll learn about nonprofit law, corporate governance, leadership, communication, director and officer engagement and fundraising.

Engaging youth in everyday solutions to environmental issues offers opportunities to go green and blue. Discover a replicable service-learning process that is easy to use with diverse groups. Be inspired by youth-led initiatives right for your community.

Any tradesperson has a set of tools they carry with them. They are required no matter the job size or scope. What are the essential tools for creating and positioning a volunteer program? How do you get them or find them? When do you throw out a tool?

How do you build bridges between a faith community and businesses? Or with the un-churched? United Methodist Communications will share how Rethink Church has built a successful model producing positive impact on communities around the globe.

Talk about a revolution, corporate campuses are sprouting gardens. Be inspired by Minnesota’s first-ever corporate giving garden, and learn how more than 20 Twin Cities corporations now grow more than 10,000 pounds of fresh produce annually to feed the hungry.

Join us for the latest updates regarding Reimagining Service, including research as well as tools and resources to increase effective volunteer engagement practices in the nonprofit, corporate and philanthropic sectors.

Local, statewide and national AmeriCorps program staff will share strategies for managing multi-site programs, including host site support, staff roles and responsibilities, and tools you can implement with your program. Prepare to learn and share.

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<tbody>
<tr>
<td>8:30 - 10 a.m.</td>
<td>2655</td>
<td>Public, Private and Social Partnerships for Good</td>
<td>Service Innovation</td>
<td>Partnerships, HandsOn Network: Equip</td>
<td>Beginner</td>
<td>W192 C</td>
<td>Bank of America</td>
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<td></td>
<td>2782</td>
<td>Recruiting and Supporting Job Seekers as Volunteers</td>
<td>Volunteer Management</td>
<td>All</td>
<td></td>
<td>W471 A</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>2840</td>
<td>“Sweet” Secrets and Pro Bono Prizes</td>
<td>Nonprofit Capacity Building</td>
<td>Intermediate</td>
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<td>W471 B</td>
<td>Capital One</td>
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<td>2650</td>
<td>National Service Criminal History Checks: Advanced</td>
<td>National Service Programs</td>
<td>Volunteer Management</td>
<td>Advanced</td>
<td>W474 A</td>
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<td>2712</td>
<td>MLK Day of Service: What Can Really Be Done in a Day?</td>
<td>National Service Programs</td>
<td>Partnerships</td>
<td>Beginner</td>
<td>W474 B</td>
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<td></td>
<td>2404</td>
<td>Volunteer Management Best Practices and HandsOn</td>
<td>Digital Mobilization</td>
<td>Partnerships</td>
<td>All</td>
<td>W475 B</td>
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<tr>
<td></td>
<td>2353</td>
<td>Digital Politics: Explore Best Practices in Online Political Campaigning</td>
<td>Digital Mobilization</td>
<td>Partnerships</td>
<td>All</td>
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<td></td>
<td>3206</td>
<td>Youth Leadership Track</td>
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<td>Intermediate</td>
<td>W196 A</td>
<td>State Farm</td>
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</table>

A strong partnership between the NGOs, government and business can create exponentially more social good than each group could generate alone. The Case Foundation and partners will talk about best practices in creating partnerships for social good.

Common advice to job seekers is to volunteer. This session will give advice to organizations on the latest research on volunteerism and employability, and practical tools for successfully engaging job seekers as volunteers.

Have you ever wondered how to engage skill-based volunteers to build your capacity? Or have you had a bad experience with pro bono and want to avoid those hiccups in the future? Stop by our “sweet” secrets suite to get access to tools and talent.

CNCS officials will offer guidance beyond the basics of National Service Criminal History Checks. The session will include requesting alternative search procedures, exemptions, obtaining FBI checks and evaluating the suitability of vendors.

Impact is on the tip of everyone’s tongue. Join us to learn about projects that increase programmatic impact, community connections and strategic positioning.

Learn best practices in digital campaigning from a professional interactive campaign organizer. A digital campaign manager shares his secrets and talks about how his strategies can be applied in the context of volunteer mobilization.

Join the Points of Light digital team to learn about volunteer management best practices and HandsOn Connect. HandsOn Connect is a third generation volunteer management solution built on Salesforce.com and infused with decades of best practices from the field.

The Youth Leadership Track, hosted by generationOn, is a set of seven sessions focused on engaging youth in leadership skill-building to drive community change. Attendees, ages 13-18, will participate in interactive service-learning and leadership development workshops that will mobilize them to make their mark on the world. Chaperones of youth attendees can convene in W191 for thoughtful conversation after dropping off your group.

To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.
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<tr>
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<tbody>
<tr>
<td>10 a.m. - 12 p.m.</td>
<td>2922</td>
<td>Business Track Solution Center - Technology Solutions for Volunteer Management #NCVS2922</td>
<td>Business</td>
<td>Business</td>
<td>All</td>
<td>W476</td>
<td>Toyota</td>
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<td>Implementing a technology platform can be a complex and daunting process. Drop in and learn how to assess your needs, plan for and successfully implement the right technology tool for your community program.</td>
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<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>3115</td>
<td>Civics and Service: Helping Drive Economies Through Action #NCVS</td>
<td>Economic Opportunity</td>
<td>All</td>
<td>Skyline Ballroom (W375)</td>
<td>Chase</td>
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<tr>
<td></td>
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<td>Nonprofits, governments, foundations and companies want to serve their communities. Social innovators have new ways to help people channel creativity for economic and social good. Join Chase to see how economic empowerment runs across sectors and how a shared vision can be an economic driver.</td>
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<td>2905</td>
<td>Civic Fellows Leadership Exchange - Isabel Wilkerson #NCVSCivicFellows</td>
<td>All</td>
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<td>Join an intimate conversation with Isabel Wilkerson, Pulitzer Prize-winning journalist and author of <em>The Warmth of Other Suns</em>. Explore the Great Migration and how these American journeys unfolded, altering our cities, our country and ourselves.</td>
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<td>2953</td>
<td>RSVP Competition: Strengthening the Program for Greater Impact #NCVS2953</td>
<td>All</td>
<td>W175 C</td>
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<td>This session will offer the opportunity for engaged discussion among attendees on the new competitive process and requirements.</td>
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<td>2904</td>
<td>Civic Fellows Leadership Exchange - Michael Carter #NCVSCivicFellows</td>
<td>Intermediate</td>
<td>W176 B</td>
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<td>Join an intimate conversation with Michael Carter, founder of Strive for College. Explore how college students mobilize to ensure that all qualified, underserved high school students who have earned the right to go to college can achieve their dreams.</td>
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<td>2427</td>
<td>How Scenario Planning Can Help Prepare for the Future in a Changing World #NCVSJL</td>
<td>Intermediate</td>
<td>W176 C</td>
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<td>How can nonprofits plan for the future when the future is anything but clear? Scenario planning provides techniques that empower organizations to look to the future and plan for uncertainties. You’ll gain tools to take back to your organization today.</td>
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<td>3017</td>
<td>Leveraging Volunteers to Improve Educational Outcomes #EdOutcomes</td>
<td>Intermediate</td>
<td>W178 A</td>
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<td>Target</td>
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<td>Caring adults can play a vital role in improving the educational experience of a child. Join a dialogue with three dynamic organizations to discuss strategies for mobilizing volunteers to partner with schools to improve educational outcomes.</td>
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All sessions require preregistration.
State service commissioners and staff will have an opportunity to share best practices, ask program management-related questions and connect with their peers in an informal, conversational-style setting.

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<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>2941</td>
<td>State Service Commission Peer Networking Session #NCVS2941</td>
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<td>All</td>
<td>W178 B</td>
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<tr>
<td>3092</td>
<td>Solution Center: Minimizing Summer Learning Loss #NCVS3092</td>
<td>Excellence in Education</td>
<td></td>
<td>Intermediate</td>
<td>W179 A</td>
<td>Target</td>
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<tr>
<td>2609</td>
<td>The Secret to Successful Programs to Strengthen Military Families #StrengthenMilitaryFamilies</td>
<td>Veterans and Military Families HandsOn Network: Equip</td>
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<td>Intermediate</td>
<td>W179 B</td>
<td>Chase</td>
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<tr>
<td>2690</td>
<td>Aim for Success: Literacy Strategies + Service Learning, a Winning Combination #cbkaye</td>
<td>Excellence in Education Youth service and leadership, HandsOn Network: Equip</td>
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<td>All</td>
<td>W181 A</td>
<td>Target</td>
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Explore tangible examples of volunteers who coordinate summer activities that expose students to continued learning during the summer months. You will leave with low-cost, high-impact, turnkey activities to leverage the power of local volunteers.

Learn about proven programs that strengthen military families and provide opportunities for community volunteers. Learn the touch points necessary to develop meaningful programs and share best practices from your programs serving military families.

How do we engage every young person to attain success? What academic and life skills propel youth to self-identify as thriving learners? Experience easy-to-use, research-based methods that enliven students as they develop competencies and confidence.

To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.
**TUESDAY, JUNE 19**

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>2617</td>
<td>Maximize Volunteer Impact: Assess Your Volunteer Program #ESCSusanFort</td>
<td>Volunteer Management</td>
<td>Nonprofit Capacity Building</td>
<td>All</td>
<td>W181 B</td>
<td>KPMG, LLP and Northern Trust</td>
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<td></td>
<td>2665</td>
<td>Sustainable Social Change: Moving Beyond Doing Good to Creating Lasting Change #BeyondGoodIdeas</td>
<td>Nonprofit Capacity Building</td>
<td>Philanthropy, Partnerships</td>
<td>All</td>
<td>W184 D</td>
<td>UPS and Allstate Insurance</td>
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<td></td>
<td>2557</td>
<td>Public Lands Service: Pathways to Careers #PLCcCareers</td>
<td>Environmental Sustainability</td>
<td>Youth service and leadership</td>
<td>All</td>
<td>W185 A</td>
<td>KPMG, LLP and Northern Trust</td>
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<td></td>
<td>2442</td>
<td>Houses of Worship as Service Enterprises #Service+Faith</td>
<td>Faith and Neighborhoods</td>
<td>Partnerships</td>
<td>All</td>
<td>W185 D</td>
<td>KPMG, LLP and Northern Trust</td>
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</table>

How can you maximize the impact of your volunteers? Analyze your volunteer program with a comprehensive assessment tool. Share results and hear best practices and lessons learned from use of the tool in 2011-2012 with 19 diverse Chicago nonprofits.

California Secretary of Service and Volunteerism, Karen Baker, will review the disaster regional lead concept and how it impacts planning and operations before, during and after disaster. Volunteer center leaders will share successes and challenges.

What’s firing the trend toward skills-based/pro bono volunteering? This session explores recent research and success stories that demonstrate how nonprofits can more effectively engage skills-based volunteers to build capacity and meet mission goals.

Public lands provide rich service experiences for young people and promote diverse career opportunities in natural and cultural resources. Learn how service can lead to careers to protect, preserve and sustain our nation’s natural treasures.

Congregations are ideal service enterprises. This session will feature a panel discussion on how to build a stronger volunteer infrastructure as well as how to leverage volunteers to expand and enhance programming.

All sessions require preregistration.
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<th>Time</th>
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<th>Session Title and Hashtag</th>
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<th>Experience Level</th>
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<tbody>
<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>3018</td>
<td>Changing Lives through Community and Youth Gardening #NCVS3018</td>
<td>Health and Wellness</td>
<td>Youth service and leadership</td>
<td>Beginner</td>
<td>W186 C</td>
<td>KPMG, LLP and Northern Trust</td>
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<tr>
<td>Thinking about building a community or youth garden? Learn to plan sustainable community and youth gardens and understand solutions to common challenges. Gain tips on organizing volunteers and teaching children about food and nutrition.</td>
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<td>Experts share thought-provoking ideas that aim to support service leaders in demonstrating the value of their programs. Explore evaluation and data collection approaches that can be used to show impact and improve your program.</td>
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<td>Chief Service Officers will share the innovative ways that their Mayors have engaged volunteers in partnership with local organizations to achieve real and measurable impact in solving complex community problems.</td>
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<td>3019</td>
<td>Know When to Hold ‘Em, Know When to Fold ‘Em: Recruiting and Retaining Members Across the Generations #InsightAct</td>
<td>National Service Programs</td>
<td>Business, Volunteer Management</td>
<td>Intermediate</td>
<td>W192 B</td>
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<td>We’ll have fun exploring innovative, concrete strategies for recruiting and retaining AmeriCorps members from the Boomer, Gen X and Millennial generations.</td>
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<td>2808</td>
<td>Passion + Fire + ASAP #YouthService</td>
<td>Service Innovation</td>
<td>Youth service and leadership</td>
<td>All</td>
<td>W192 C</td>
<td>Bank of America</td>
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<td>How can youth apply their passions, interests, and talents in order to move the needle on the world’s biggest problems? Discover three powerful steps to design initiatives that make real impact on youth volunteers and the communities they serve.</td>
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<td>2641</td>
<td>Data Collection and Aggregation for CNCS Agencywide Priority Performance Measures #NCVS2641</td>
<td>National Service Programs</td>
<td>All</td>
<td>W194 B</td>
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<td>Discuss with experts and peers the challenges, opportunities and effective practices of collecting data and presenting that data to improve your program and contribute to the local and national story about the impact of service.</td>
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<td>3008</td>
<td>Generate Some Buzz: Promoting Your EVP through Traditional and Social Media #NCVS3008</td>
<td>Business</td>
<td>Intermediate</td>
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<td>Do you struggle to explain your EVP and why it’s important? Generating attention and support for your EVP’s impact should be a core component of your communications strategy. At this session, learn how to become your own best advocate and PR expert.</td>
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<tr>
<td>10:30 a.m. - 12 p.m.</td>
<td>2569</td>
<td>One Size Doesn’t Fit All: Understanding and Overcoming the Challenges of Building an Employee Volunteering Program in a Decentralized Structure #NCVS2569</td>
<td>Business</td>
<td>Global volunteering, HandsOn Network: Inspire</td>
<td>Intermediate</td>
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<td>2763</td>
<td>Strategic Professional Development: Taking Careers to the Next Level through Volunteerism #NCVS2763</td>
<td>Business</td>
<td>Partnerships, Service Innovation</td>
<td>All</td>
<td>W474 A</td>
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<td>2432</td>
<td>Turning Your Supporters into Fundraisers #F2F</td>
<td>Digital Mobilization</td>
<td>Philanthropy</td>
<td>All</td>
<td>W475 A</td>
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<td></td>
<td>2351</td>
<td>What Nonprofits Can Learn from Corporate Social Media Managers #NCVS2351</td>
<td>Digital Mobilization</td>
<td>Partnerships, HandsOn Network: Equip</td>
<td>All</td>
<td>W475 B</td>
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<td>12:30 - 2 p.m.</td>
<td>2921</td>
<td>Turning Point Business Luncheon #NCVS2921</td>
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<td>2944</td>
<td>AmeriCorps Alums Town Hall #ACAlumsNCVS</td>
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Skills-based, pro bono and board service programs can be challenging to implement within a decentralized corporate structure. Corporate leaders, skills-based volunteers, pro bono and board service experts will share how to assess your needs and build a program that works.

Strategic volunteering aligns volunteerism with leadership and professional development goals. Learn how to implement strategic volunteer programs that engage employees in meaningful service while linking to company-driven professional development plans.

This session will provide participants with outreach strategies and ways to utilize current platforms, such as Joining Forces, to design, market, and develop service projects to support and engage military families in their communities.

Recruiting committed supporters to fundraise on your behalf can help you tap into new sources of passion, contacts and funding. Learn the tools and best practices to prepare your team of volunteer fundraisers to raise money for your organization.

Join this panel of social media managers from well-known corporate brands. Learn how they are using social media to engage their customers and how these strategies might be used for nonprofit volunteer engagement.

Enjoy lunch and networking with your peers while exploring new ideas and insights to strengthen your work.

Connect with AmeriCorps Alums and hear best practices and stories about continuing service throughout your career. Includes a policy and advocacy conversation with ServeNext.

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<tr>
<td>2 - 4 p.m.</td>
<td>3004</td>
<td>Business Track Solution Center - Partnerships That Work: Business, Schools and Community #NCVS3004</td>
<td>Business</td>
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<td>Drop in and learn how to cultivate, expand and sustain partnerships that are both innovative and results-driven. Learn how to align business, community and school goals and receive tangible tools and resources to maximize impact in your hometown.</td>
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<td>2:30 - 4 p.m.</td>
<td>2907</td>
<td>Civic Fellows Leadership Exchange - Rev. Paul Murray #NCVSCivicFellows</td>
<td>Intermediate</td>
<td>W175 B</td>
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<td>Join a conversation with Rev. Paul Murray, minister and international consultant and speaker, on his work with churches, faith-based NGO's and governments to harness resources and talents to bring forth social change through moral and innovative leadership.</td>
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<td>2954</td>
<td>Turn Done-in-a-Day Service Days into Long-Term Impact and Engagement #DaysofService</td>
<td>National Service Programs</td>
<td>Intermediate</td>
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<td>Successful large-scale service day leaders will share their experiences and lead attendees in planning for their own days of service.</td>
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<td>3095</td>
<td>The Opportunity Index: Using Data to Tackle Community Problems #AssetBuilding</td>
<td>Economic Opportunity</td>
<td>Partnerships, Service Innovation</td>
<td>All</td>
<td>W176 A</td>
<td>Chase</td>
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<td>This session will explore how communities can utilize the Opportunity Index, an innovative tool measuring access to opportunity at the county and state-levels, to engage volunteers in solving problems. Learn how it’s already catalyzing local efforts.</td>
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<td>2906</td>
<td>Civic Fellows Leadership Exchange - Susan Ellis #NCVSCivicFellows</td>
<td>Intermediate</td>
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<td>Is being published in your future? Join author and volunteer engagement expert Susan Ellis for an intimate conversation about writing as professional development. Learn how to begin, what to write about and how to know if anyone is interested in what you have to say.</td>
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<td>World Vision and Chase will discuss their strategies to help communities not only rebuild after a disaster, but rebound economically, by leveraging volunteers, collective planning and expertise to come back stronger than ever.</td>
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<td>2326</td>
<td>Why Volunteer? Introducing Youth to Volunteerism. #faizazarin</td>
<td>Volunteer Management</td>
<td>Youth service and leadership</td>
<td>All</td>
<td>W178 A</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>As our current work and volunteer labor forces age, youth are increasingly becoming the focus of our plans to engage a new generation of volunteers. Learn how we can set them up for success in their careers as volunteers, because youth matter.</td>
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<td>2684</td>
<td>Leading Innovation: A Preview of the National Center for Service and Innovative Leadership #NCVS2684</td>
<td>Service Innovation</td>
<td>Partnerships, Nonprofit Capacity Building, Service Innovation</td>
<td>All</td>
<td>W179 A</td>
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<td>How do you approach change? Understand your style and create a plan to better manage for innovation in this leadership training. Learn about a pilot program for the Presidio Trust’s emerging National Center for Service and Innovative Leadership.</td>
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**TUESDAY, JUNE 19**

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<tr>
<td>2:30 - 4 p.m.</td>
<td>2709</td>
<td>Veterans as Assets: From Military to Civilian Service #NCVS2709</td>
<td>Veterans and Military Families</td>
<td>Intermediate</td>
<td>W179 B</td>
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<td>Why is it a question as to whether service should be with or for veterans, service members and their families? It’s time to change the conversation! Come learn specific ways to mobilize communities to serve alongside our military neighbors.</td>
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<td>3012</td>
<td>Corporate and Nonprofit Innovations in Addressing Today’s Job Crisis #NCVS3012</td>
<td>Economic Opportunity</td>
<td>Partnerships, Business</td>
<td>Intermediate</td>
<td>W180</td>
<td>Chase</td>
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<td>Join Chase, Starbucks, Accenture and their nonprofit partners for a discussion about innovations in developing the skills needed by today’s companies. Explore how corporations and nonprofits can partner together and use volunteers to employ more people.</td>
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<td>2794</td>
<td>Best Practices for Service-Learning Programs: Engaging the Learner #NCVS2794</td>
<td>Excellence in Education</td>
<td>Youth service and leadership, HandsOn Network: Equip</td>
<td>All</td>
<td>W181 A</td>
<td>Target</td>
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<td>Service-learning can be enormously successful, but only if the experiences are meaningful for the learner. In this session, several projects with the highest outcomes will be presented and participants will discover the reasons why.</td>
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<td>2743</td>
<td>Service-Learning: Collaboration Style #MNABenefit</td>
<td>Excellence in Education</td>
<td>Partnerships, HandsOn Network: Equip</td>
<td>All</td>
<td>W181 B</td>
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<td>Learn how to build partnerships between higher education, pre-K through 12 schools and HandsOn Action Centers to create a service-learning program. The challenges, benefits and successes will be shared for participants to leave with ideas and next steps.</td>
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<td>Your agency experienced major disaster losses, but the community needs you now more than ever. With many of your resources lost or damaged, how will you help meet survivors’ critical needs? Prepare to survive and serve the post-disaster community.</td>
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<td>2395</td>
<td>Organizational Culture: The Key to Employee and Volunteer Commitment #NCVS2395</td>
<td>Nonprofit Capacity Building</td>
<td>Business, Health and Wellness, Volunteer Management</td>
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<td>Organizational culture is a leadership responsibility, closely related to employee and volunteer commitment. We will explore the concept of culture, sharing a tool to measure it across physical, intellectual, emotional and spiritual dimensions.</td>
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<td>Participants will learn how to market their nonprofit without spending any money. We will focus on social media and touch on other, more advanced, free marketing strategies for those ready to take the next step.</td>
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<tr>
<td>2:30 - 4 p.m.</td>
<td>2590</td>
<td>From Cubicles to Fields of Green: Successful Strategies for Involving Corporate America in Environmental Volunteerism #NCVS2590</td>
<td>Environmental Sustainability</td>
<td>Partnerships</td>
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<td>2390</td>
<td>The Volunteer Leader as Consultant and Change Agent #NCVS2390</td>
<td>Volunteer Management</td>
<td>Nonprofit Capacity Building</td>
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<td>2758</td>
<td>Faith and Neighborhoods in Action: Addressing Problems with Tangible Solutions #partnersforgood</td>
<td>Faith and Neighborhoods</td>
<td>Partnerships</td>
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<td>2835</td>
<td>The Garden of Feedin': Creating and Sustaining Youth Vegetable Gardens #HandsOnBroward</td>
<td>Health and Wellness</td>
<td>Youth service and leadership, HandsOn Network: Equip</td>
<td>All</td>
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<td>2830</td>
<td>The Cities of Service Model in Action: Examples from Diverse Communities Across the Country #CitiesofService</td>
<td>Service Innovation</td>
<td>Global volunteering, Philanthropy, Partnerships</td>
<td>Intermediate</td>
<td>W192 A</td>
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<td>3020</td>
<td>Better Together: Successful Cross-Sector Collaboration Between National Service Programs #NCVSPartnerships</td>
<td>National Service Programs</td>
<td>Partnerships, HandsOn Network: Inspire</td>
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This panel discussion aims to share best practices in forging successful corporate and nonprofit partnerships, both at the national level and in local communities.

Now, more than ever before, volunteer engagement professionals have an opportunity to be change agents within their organizations. Learn how you can create and sustain innovative change and position yourself as an internal consultant and leader.

Join the White House Office of Faith-Based and Neighborhood Partnerships and engage key administration reps to discuss forming partnerships between the federal government and faith-based and neighborhood groups to effectively serve Americans in need.

Learn to build and sustain successful vegetable gardens in local schools and youth centers utilizing volunteers and community organizations. This session will cover funding, planning, logistics and program implementation for sustaining youth gardens.

The Cities of Service model of appointing a senior city official - a Chief Service Officer – dedicated to developing and implementing a high-impact service plan is working in cities large and small. CSOs will share key insights from their experience.

Learn successful approaches to leveraging time, talent and resources from experienced national service leaders who have collaborated in citywide and statewide initiatives. We will share lessons learned from from Montana, Nevada and Dubuque, Iowa.

The UN State of the World’s Volunteerism Report demonstrates the universality, trends, scope and reach of volunteerism. How can volunteerism, a vital human asset, be factored into sustainable social, economic, and environmental development agendas?

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TUESDAY, JUNE 19

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<tr>
<td>2:30 - 4 p.m.</td>
<td>2647</td>
<td>National Service Criminal History Checks: Basics Briefing #NCVS2647</td>
<td>National Service Programs</td>
<td>Business, Volunteer Management</td>
<td>Beginner</td>
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<td>2701</td>
<td>Beyond Business as Usual, Billion + Change: Leading Innovation and Driving Social Change #NCVS2701</td>
<td>Business</td>
<td>Partnerships, HandsOn Network: Inspire</td>
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Criminal history checks are required for all participants and employees serving under grant-funded national service programs. What exactly is required of programs to be compliant? CNCS officials will demystify this requirement.

Learn about inspiring and innovative international volunteer programs and their impact on real world problems. We’ll highlight management models based on various philosophies and showcase unique approaches in employee volunteering from around the world.

How do companies encourage innovation and challenge others to step outside of their comfort zone? What lessons can we borrow from social entrepreneurs? Join this dynamic panel and interactive session and learn to move beyond business as usual.

All sessions require preregistration.

2012 Leadership Partners

Points of Light thanks our Leadership Partners for making year-round, strategic investments in our initiatives and the communities where they live and work.

Altria Group - Best Buy - GlaxoSmithKline - Google - JPMorgan Chase

IBM - McKenna Long & Aldridge
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<td>2:30 - 4 p.m.</td>
<td>3009</td>
<td>Apps, Maps and Micro- volunteering: Innovative Approaches in Volunteering #NCVS3009</td>
<td>Business</td>
<td>Intermediate</td>
<td>W474 A</td>
<td>Toyota</td>
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<td>2752</td>
<td>Stepping Up: Managing vs. Leading a Volunteer Program #steppingupvolmanagement</td>
<td>Volunteer Management</td>
<td>Nonprofit Capacity Building, HandsOn Network: Mobilize</td>
<td>Advanced</td>
<td>W474 B</td>
<td>KPMG, LLP and Northern Trust</td>
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<td></td>
<td>3011</td>
<td>Digital Mobilization Roundtable #NCVS3011</td>
<td>Digital Mobilization</td>
<td>All</td>
<td>W475 A</td>
<td>All</td>
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<td>3215</td>
<td>Bringing Your Signature Program to Life #NCVS3215</td>
<td>Service Innovation</td>
<td>Intermediate</td>
<td>W190 A</td>
<td>Bank of America</td>
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<td>3217</td>
<td>AmeriCorps State and National Town Hall #actownhall</td>
<td>National Service Programs</td>
<td>All</td>
<td>W196 BC</td>
<td>All</td>
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<tr>
<td>4:30 - 6 p.m.</td>
<td>3117</td>
<td>Celebrating the Power of Service in Education #NCVS</td>
<td>All</td>
<td>Skyline Ballroom (W375)</td>
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Leverage the latest technology to enhance your programs - from Microsoft’s cloud computing tools, to Sparked.com’s leading edge micro-volunteering platform, to mobile applications for tracking things such as volunteer hours or walkathon steps.

Knowing when to manage a volunteer team or project and when to lead that work is a critical skill for the volunteer manager. We’ll explore those differences and how to bring the best of our management and leadership skills to the work at hand.

Talk with online marketing experts about how to design and build interactive, online campaigns that will draw new volunteers to your organization. Also explore ways to pursue ongoing digital engagement.

A panel of corporate funders and nonprofit partners will offer innovative strategies attendees can integrate into their work around creating, refining and managing programs that include marketing, communications, grant making and volunteer engagement.

Come meet with the AmeriCorps state and national leadership team.

Improving education is the issue ranked most important to Americans today. The Education Plenary, presented by Target, will provide concise framing of our education crisis and demonstrate how individuals and institutions are leveraging the power of people as part of a comprehensive strategy to increase graduation rates and improve students’ academic performance.

To add sessions and see the latest schedule changes, visit the Program Viewing Stations on Level 3.
<table>
<thead>
<tr>
<th>Time</th>
<th>Session ID</th>
<th>Session Title and Hashtag</th>
<th>Track</th>
<th>Points of Interest</th>
<th>Experience Level</th>
<th>Room</th>
<th>Sponsor</th>
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<tr>
<td>7 - 8 a.m.</td>
<td>2984</td>
<td>Books and Brew - Paul Schmitz’s Everyone Leads: Building Leadership from the Community Up #BooksNBrew</td>
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<td>Books and Brew is a book club-type session providing participants with an opportunity for discussion with featured author Paul Schmitz on his book, Everyone Leads: Building Leadership from the Community Up.</td>
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<tr>
<td>7 - 8:30 a.m.</td>
<td>2985</td>
<td>Books and Brew - Laura Ling’s Somewhere Inside: One Sister’s Captivity in North Korea and the Other’s Fight to Bring Her Home #BooksNBrew</td>
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<td>Books and Brew gives participants an opportunity for discussion with featured author Laura Ling, co-author of Somewhere Inside: One Sister’s Captivity in North Korea and the Other’s Fight to Bring Her Home that she penned with sister Lisa.</td>
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<tr>
<td>7 - 8:30 a.m.</td>
<td>2920</td>
<td>Corporate Honors Breakfast #NCVS2920</td>
<td>Business</td>
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<td>All</td>
<td>W470</td>
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<td>Join us to celebrate the outstanding achievements of the 2012 Corporate Award of Excellence winners. Winning companies will share practices associated with excellence and lessons learned along the way. Opportunity for networking, dialogue and Q&amp;A.</td>
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<tr>
<td>7:15 - 8:30 a.m.</td>
<td>2937</td>
<td>2012 9/11 Day of Service and Remembrance Launch Breakfast #Iwill</td>
<td>Business</td>
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<td>Please attend this breakfast event where 9/11 Day organizers will share new research, best practices and strategies to help nonprofits, educators and employers leverage the inspirational power of 9/11 Day to attract new volunteers, donors and supporters.</td>
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All sessions require preregistration.
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<tr>
<td>8 - 10 a.m.</td>
<td>2931</td>
<td>Business Track Solution Center - Steps to Effective Corporate Engagement in Times of Disaster #NCVS2931</td>
<td>Business</td>
<td>All</td>
<td>W476</td>
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<td>Motorola Mobility</td>
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<td>8:30 - 10 a.m.</td>
<td>3212</td>
<td>Take Volunteer Recognition Mobile #NCVS3212</td>
<td>Digital Mobilization</td>
<td>Beginner</td>
<td>W175 A</td>
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<td>Motorola Mobility</td>
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<td>3025</td>
<td>Investing in Nonprofit Leadership #NPLead</td>
<td>Nonprofit Capacity Building</td>
<td>All</td>
<td>W176 A</td>
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<td>2908</td>
<td>Civic Fellows Leadership Exchange - Jill Friedman Fixler #NCVSCivicFellows</td>
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<td>Intermediate</td>
<td>W176 B</td>
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<td>2788</td>
<td>Start Strong: Build a Foundation for Effective Financial Coaching #financialclinic</td>
<td>Economic Opportunity</td>
<td>All</td>
<td>W176 C</td>
<td>Chase</td>
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<td>2946</td>
<td>We Are the Outdoors – Come Partner with Us #YouthGO</td>
<td>Environmental Sustainability</td>
<td>Youth service and leadership</td>
<td>W176 C</td>
<td>Chase</td>
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<td>3024</td>
<td>Partnership + Innovation = Success #NCVS3024</td>
<td>Nonprofit Capacity Building</td>
<td>Partnerships, HandsOn Network: Inspire</td>
<td>W178 A</td>
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Become better prepared to engage employees and consumers in a time of disaster. Learn best practices and challenges faced by companies developing disaster preparedness and response programs. Designed to provide learning in a laboratory setting.

Learn why mobile apps are important to nonprofits and explore how to build your own.

Under-investment in leadership is a roadblock to solving society’s complex challenges. Session participants will inform the goals of the Initiative for Nonprofit Talent and Leadership to help social sector leaders thrive and achieve impact.

Join consultant, author and change agent Jill Friedman Fixler for an intimate conversation about what it means to be a civic engagement leader. A 30-year veteran of volunteer engagement, Jill is passionate about supporting current and upcoming leaders.

This session will introduce participants to the importance of helping people build financial security. Through the use of a five-part framework, the training gets participants to understand how to work through low-income customers’ presenting issues.

Come learn about how you and your organization can benefit from public lands stewardship and involvement in conservation through volunteerism and service-learning programs. Meet with representatives from the Forest and Park Services.

In this session, explore how Everybody Wins! USA worked with national partner University of Phoenix to increase capacity, build infrastructure, strengthen boards and increase mentors through innovative implementation of each partner’s unique assets.

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<tr>
<td>8:30 - 10 a.m.</td>
<td>3016</td>
<td>The Third Grade Reads Blueprint: A Literacy Model for Cities #CitiesofService</td>
<td>Excellence in Education</td>
<td>Philanthropy, Partnerships</td>
<td>Beginner</td>
<td>W178 B</td>
<td>Target</td>
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<td>3093</td>
<td>Solution Generation Center: Improving School Attendance #NCVS3093</td>
<td>Excellence in Education</td>
<td>Intermediate</td>
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<td>W179 A</td>
<td>Target</td>
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<td>2741</td>
<td>Military 101: An Individuals Guide to the Military #shoppin</td>
<td>Veterans and Military Families</td>
<td>Partnerships</td>
<td>All</td>
<td>W179 B</td>
<td>Chase</td>
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<td>2339</td>
<td>Volunteering to Sustain Families and Build Assets #AssetBuilding</td>
<td>Economic Opportunity</td>
<td>Partnerships, Faith and Neighborhoods, National Service Programs, HandsOn Network: Equip</td>
<td>Intermediate</td>
<td>W180</td>
<td>Chase</td>
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<td>2624</td>
<td>Engaging Youth in Addressing the Achievement Gap #engagingyouth</td>
<td>Excellence in Education</td>
<td>Youth service and leadership</td>
<td>All</td>
<td>W181 A</td>
<td>Target</td>
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<td></td>
<td>2516</td>
<td>Telling Our Stories: Business Narratives as Advocacy Tools #NCVS2516</td>
<td>Volunteer Management</td>
<td>Philanthropy</td>
<td>All</td>
<td>W181 B</td>
<td>KPMG, LLP and Northern Trust</td>
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<td>2728</td>
<td>What Volunteer Managers Can Learn From the People Who Sell Soap #volmarketing</td>
<td>Volunteer Management</td>
<td>All</td>
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<td>W184 D</td>
<td>KPMG, LLP and Northern Trust</td>
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The Third Grade Reads Blueprint is a high-impact service strategy developed in partnership with Target, Cities of Service and ServiceNation. Discover how volunteers serving as reading coaches can drive educational outcomes for high-need students.

Communities in Schools will facilitate a discussion that generates ideas for how volunteers can address school attendance and its effect on students’ learning and performance. These ideas will be turned into volunteer activity toolkits after the Conference.

The military has its own culture with its own set of acronyms. From deployments to retirement, the military life has its own set of benefits and challenges. Need the CliffsNotes? Come learn the basics about this culture so you can feel more comfortable serving alongside your military neighbors.

This session will explore how volunteers can be creatively utilized to support low-income households through free tax preparation, access to benefits, and asset-building efforts. In a small group setting, learn about models from around the country.

Join us as we discover ways in which nonprofits are connecting with their audiences using technology to build community, provide trainings and information, raise funds and more.

The process of building a volunteer program has much in common with the process of marketing consumer products. Explore how tools commonly used to sell soap and diapers can also be used to build a volunteer program and increase its effectiveness.

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<tr>
<td>8:30 - 10 a.m.</td>
<td>2698</td>
<td>Sustainability through Grassroots Employee Engagement and Operational Efficiencies #CaesarsSustainability</td>
<td>Environmental Sustainability</td>
<td>Philanthropy, Business, Volunteer Management</td>
<td>All</td>
<td>W185 A</td>
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<td>Learn about a best-in-class strategy driven from the bottom up and supported from the top down and how a company can capture innovations and recognition systems to scale across the enterprise. Develop metrics for a long-term employee driven program.</td>
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<td>2456</td>
<td>The Place for Interfaith Cooperation in Higher Education: Developing 21st Century Leaders and Fostering Global Citizenship #INCampusCompact</td>
<td>Faith and Neighborhoods</td>
<td>Global volunteering, Partnerships</td>
<td>Intermediate</td>
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<td>Effective leadership in the 21st century involves working across differences, including religious differences. Interfaith cooperation has the ability to foster global citizens. Join us in exploring ways to engage universities in interfaith cooperation.</td>
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<td>2513</td>
<td>Volunteering the Sesame Way: Mobilizing Communities to Ease the Challenges of Food Insecurity #Food4Thought</td>
<td>Health and Wellness</td>
<td>Partnerships</td>
<td>All</td>
<td>W186 C</td>
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<td>Join Sesame Workshop in supporting food insecure families. You will learn how to utilize volunteers to create educational workshops around food insecurity and help families discover ways to eat healthy on a budget.</td>
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<td>Nonprofit service enterprises leverage volunteers to increase organizational capacity leading to greater community impact. This workshop will review the key elements of this emerging model as well as available tools and resources to assist organizations.</td>
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<td>2507</td>
<td>1 + 1 = 3: How Nonprofits Can Join Forces to Share Resources and Magnify Impact #NCVS2507</td>
<td>Service Innovation</td>
<td>Partnerships</td>
<td>Advanced</td>
<td>W192 C</td>
<td>Bank of America</td>
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<td>AARP and Experience Corps recently joined forces to engage more older adults in K-3 classrooms who will help students achieve grade-level reading. Learn how and why they did this and the pros and cons of combining efforts.</td>
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<td>2945</td>
<td>Change That Sustains: Creating Effective Environmental Programs and Partnerships #NCVS2945</td>
<td>Environmental Sustainability</td>
<td>Partnerships, Excellence in Education</td>
<td>All</td>
<td>W193 A</td>
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<td>Come discuss creating effective environmental projects and partnerships by showcasing environmental engagement in the areas of K-12 sustainability education, green business development and employee engagement for a sustainable business.</td>
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<td>3122</td>
<td>Green Dollars and Sense: Community Gardening on Vacant Land #CommunityGreening</td>
<td>Environmental Sustainability</td>
<td>Partnerships</td>
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<td>What can be done in historically vibrant communities burdened with neglect? Come learn about a framework implemented in Philadelphia where community gardens incubate green ventures on vacant land.</td>
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<td>2807</td>
<td>Engaging Disconnected Youth: Can Community-Benefit Projects Help Young People in Your Community? #NCVS2807</td>
<td>Economic Opportunity</td>
<td>Youth service and leadership</td>
<td>Intermediate</td>
<td>W195</td>
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<td>A range of programs supported by the NYC Center for Economic Opportunity uses community-benefit projects to engage disconnected young people. Programs include the NYC Justice Corps and the new Social Innovation Fund Project Rise.</td>
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<th>Room Sponsor</th>
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<tbody>
<tr>
<td>8:30 - 10 a.m.</td>
<td>2572</td>
<td>Leading Insights and Emerging Opportunities in International Corporate Volunteering #NCVS2572</td>
<td>Business</td>
<td>Global volunteering, HandsOn Network: Inspire</td>
<td>Advanced</td>
<td>W471 A</td>
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<td>2573</td>
<td>Learning From Your Peers: Tackling the Most Common Challenges at Different Stages of Building a Skills-Based Volunteer Program #NCVS2573</td>
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<td>2437</td>
<td>Volunteer Empowerment: Building Capacity through Organizational Values and Practice #bestbuddiesil</td>
<td>Volunteer Management</td>
<td>Youth service and leadership</td>
<td>Intermediate</td>
<td>W474 B</td>
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<td>3010</td>
<td>Leverage the Intranet to Mobilize Employee Volunteers #NCVS3010</td>
<td>Digital Mobilization</td>
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<td>10:30 a.m. - 12 p.m.</td>
<td>3118</td>
<td>Closing Session: How Citizen Service Strengthens Communities #NCVS</td>
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<td>Skyline Ballroom (W375)</td>
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Discover why companies send employees abroad on pro bono assignments and how these innovative programs meet social and business needs. Gain practical insights from a variety of program models and learn about opportunities to accelerate your efforts.

Whether you’re getting started, looking to enhance your program or have already taken it to scale, there are common experiences and challenges your peers have faced. Hear lessons and practices from different stages of skills-based volunteer program development.

Explore practices around tracking, reporting and benchmarking tools that demonstrate the social and business return on investment. Learn how to quantify the social and business impact of your volunteer programs while gathering best practices.

Move away from traditional volunteer management practices and create a culture of empowerment. Identify ineffective practices and create meaningful opportunities that lead to long-term volunteer retention and organizational sustainability.

The CSR department of University of Phoenix’s parent organization, Apollo Group, has deployed innovative uses of technologies to inspire and engage employees. Learn how they use their intranet and other technologies to promote employee engagement.

Guess what? You can quantify a person’s engagement with your organization. You know exactly who to target for your next fundraiser or lobby day because you know exactly where your supporters stand on your engagement pyramid.

Civic engagement is central to the ongoing strengthening of the service movement. How we see our role as citizens and tie ourselves to each other in our communities and through national service is a clear indicator of our country’s direction. Join us as we explore “what it means to be a citizen.”

All sessions require preregistration.
We bring the power of HP to make a positive impact on the company and the world

HP is proud to support the National Conference on Volunteering and Service

www.hp.com/go/socialinnovation
At Abbott, caring is central to everything we do. Abbott is proud to partner with the Points of Light Institute in their efforts to promote, recognize and measure volunteer service.
Giving $1 billion for education. And bright futures.

Target® is on track to give $1 billion to support education by the end of 2015, so kids and schools in your community have what they need to succeed.

Target.com/Community
As the world’s leading volunteer organization with more than 20 years of history and a bipartisan presidential legacy, our mission is to inspire, equip and mobilize people to take action that changes the world.

Over the last year, our Action Networks, Programs and Civic Incubator have made a tremendous impact:

- 4.3 million volunteers engaged
- 260,000 service projects a year, more than 21,000 each month
- 11,000 corporate partners supporting service
- 32 million hours of volunteer service
- $701.6 million of valued service
- 45,000 nonprofit partners supported
- 38,500 volunteer leaders mobilized

Join Us Today.

Points of Light Enterprises

Hands On Network
the largest network of volunteer centers across the country and around the world with 250 local affiliates

Generation On
the youth service movement that ignites the power of kids to make their mark on the world

Corporate Institute
the go-to organization that supports companies engaging their employees and customers in volunteer service

Americorps Alums
the national service alumni network that activates the next generation of service leaders

www.pointsoflight.org