



# Governor's Conference on Volunteerism

## Session Information

Tuesday, June 23 - Thursday, June 25, 2020

Volunteer NH hosts the annual **Governor's Conference on Volunteerism** in partnership with the Governor's Office.

The purpose of the conference is to educate, enhance skills, and provide professional development that will support and strengthen New Hampshire's volunteer programs and organizations.

## Tuesday, June 23

### [Welcome & Keynote \(9:45 AM - 11:00 AM\)](#)

*Bryan Bessette, President & Executive Director, The Freedom Cafe*

*Gretchen Stallings, Executive Director of Volunteer NH*

*Governor Chris Sununu, Governor of New Hampshire*

*Larissa Striga, Event Chair, Governor's Conference on Volunteerism*

Volunteer NH leadership will welcome attendees to the 2020 Governor's Conference on Volunteerism, outlining the virtual event schedule and recognizing contributors.

The keynote address, "The Power of Giving Power Away: Finding fit to maximize volunteer and organization impact," will be delivered by Bryan Bessette of The Freedom Cafe.

Following the keynote address, Governor Sununu will make a special guest appearance.

### Keynote Description:

When you are in a position of power, you have the opportunity to hold onto power, controlling all or most decisions and outcomes, and you also have the opportunity to give power away. By investing power, permission, and control in others you enable them to run with the vision and bring their strengths and passion to bear to accomplish organizational goals. Giving power away is scary. It can lead to conflict and ineffectiveness, but it also holds the opportunity to exponentially increase the impact of your organization.

### Session Goals:

- Consider the challenges and opportunities of giving power away.
- Identify tools and approaches that build capacity by empowering members at all levels of the organization - to do what they love to do, and support the work necessary to accomplish your organization's mission

### Biography:

*Bryan is passionate about bringing diverse people together to learn from one another and translate ideas and beliefs into beneficial action. He is the co-founder and president of local non-profit, The Freedom Café and has served as a Chaplain at the University of New Hampshire since 2002. As a leader in the abolition movement and a member of the NH Human Trafficking Collaborative Task Force, Bryan seeks to bring critical understanding to the intersection of global supply chains, human trafficking and conscious consuming. Bryan appreciates having a range of roles, empowering leaders, managing events and building collaboration. A long-time tea lover, Bryan now equally enjoys the nuances of coffee and the culture and style of the specialty coffee world. Bryan, his spouse Hannah, and their musical family, live in Durham, NH.*

### Self-Care in the Technological Age (11:45 AM - 1:00 PM)

*Linda Douglas, Trauma Informed Services Specialist, NH Coalition Against Domestic and Sexual Violence*

Category: Health & Wellness

Target Audience: Volunteer Managers, Other Nonprofit Staff, National Service (AmeriCorps Members and/or Senior Corps Volunteers), National Service Program Staff (AmeriCorps and/or Senior Corps)

Session Level: Intermediate: for individuals who are familiar with the topic & and want a deeper understanding with actionable takeaways

### Session Description:

Social media, ever-changing new cycles, and serious FOMO at every turn have made us all slaves to the technology that we carry around with us every day. Increased opportunities to work and learn remotely have also changed our living spaces to work spaces and

increased isolation. It is easier than ever to find ways to numb out and check out. Is this healthy? Is it productive?

### Session Goals:

- Name at least three strategies to implement regularly that will reduce numbing out and increase engagement
- Describe how today's technology can help and hurt our ability to meaningfully engage with today's world
- Practice mindfulness in order to reduce the stress that comes with being plugged in 24/7

### Biography:

*Linda Douglas is the Trauma Informed Services Specialist for the NH Coalition Against Domestic and Sexual Violence working to enhance the capacity of programs of the Coalition, and local communities, to address the complex needs of victims with responses to trauma. She has been training statewide and nationally for the past ten years.*

### [Solve and Serve: Using Human-Centered Design](#)\* (1:45 PM - 3:00 PM)

*Juliana Good, Lead Changemaker Coach, University of New Hampshire Changemaker Education*

Category: General Nonprofit

Target Audience: Volunteer Managers, Directors of Nonprofits/Public Agencies, Other Nonprofit Staff, Business Staff, National Service (AmeriCorps Members and/or Senior Corps Volunteers)

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

### Session Description:

Nearly all work done for the betterment of our world centers around one common theme: human interaction. How can you design solutions that best meet the needs of the community you serve? How can you gather useful feedback about the services you are providing, directly from the people receiving them?

The answer: Human-Centered Design. Whether you are a volunteer, a nonprofit leader, an educator, or someone in a civic engagement position, this hands-on, collaborative

workshop will teach you how to design impactful solutions that effectively engage the people you serve and with those with whom you work.

Participants will participate with others attending to learn how to conduct an empathetic interview, turn information into purposeful action statements, and incorporate feedback to design solutions that really work. Please join us for this engaging and exciting session!

#### Session Goals:

- Understand the Human-Centered Design Process
- Learn how to implement HCD in your organization

#### Biography:

*Juliana is a student of the Accelerated Masters in Public Policy program through the Carsey School at UNH. She is determined to play a part in creating a world where all people, regardless of ability, have access to the places and resources that allow them to survive, thrive, and have fun! She works with UNH undergraduate students to find experiential learning opportunities related to their passions, and also helps to train students and faculty in elements of Human-Centered Design and Social Innovation.*

#### **[Best Practices for Virtual Services to Children, Youth, and Families](#)\* (3:45 PM - 5:00 PM)**

*Susan Linn, President & CEO, Epilepsy Foundation New England;  
Chanda Gunn, Director of Youth Services, Epilepsy Foundation New England;  
Sarah Specht, Camp Coordinator, Epilepsy Foundation New England*

Category: General Nonprofit

Target Audience: Other Nonprofit Staff; National Service (AmeriCorps Members and/or Senior Corps Volunteers); National Service Program Staff(AmeriCorps and/or Senior Corps)

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

#### Session Description:

On March 16, 2020, Epilepsy Foundation New England began rolling out daily virtual engagement programs for children, youth, and families. The Foundation is offering 35-40

virtual programs per week. We've learned so much about what works well and what doesn't work as well – both in terms of content (e.g., cooking and hip hop via zoom) and in terms of delivery (e.g., helping children succeed on zoom), and we invite you to learn from us. Foundation staff will share our Virtual Best Practice Highlights. Breakout room discussions will allow Q&A for organizations working with younger children and tips for camps, youth and young adults, and more.

#### Session Goals:

- Develop practical skills for providing effective services in virtual spaces
- Learn ideas for content that is engaging to children, youth, and families in the virtual space
- Understand best practices for helping service recipients be safe and successful in virtual meetings

## Wednesday, June 24

### [Organizations Preparing for Emergency Needs, "OPEN"\\* \(9:45 AM - 11:00 AM\)](#)

*Sara Varela, Regional Preparedness Liaison Contractor, FEMA Region I*

*Arlene Magoon, Emergency Preparedness Specialist, FEMA Region I*

Category: Organizational Management

Target Audience: Directors of Nonprofits/Public Agencies

Session Level: Advanced: for individuals who have a great deal of experience/responsibility related to the topic & want to ensure that they have the best understanding/approach possible

#### Session Description:

When community-based organizations are unable to continue operating, those who rely on them are left vulnerable. It is important for such organizations to maintain and improve their abilities to:

- Prepare for risks in their communities
- Develop emergency plans for various disaster types
- Understand what is necessary to keep their doors open during and after a disaster

We will also cover basics on individual and community emergency preparedness.

Organizations Preparing for Emergency Needs, "OPEN," is a new training that grants community-based organizations tools to prepare for disasters.

This class helps community leaders:

- Identify risks
- Learn essential preparedness actions
- Locate available resources to execute preparedness actions

#### Session Goals:

After attending this session participants will have a better understanding of what is necessary to keep their doors open during and after a disaster. Participants will know what/how to prepare, and will receive a template to start planning their organization's continuity of operations.

#### Biographies:

*Sara Varela is a contractor as the Regional Preparedness Liaison for FEMA Region 1. She has been implementing emergency preparedness campaigns across New England for 5 years.*

*Arlene Magoon has worked at FEMA since 2008. She has been deployed to many disasters around the country. She partners with organizations such as USDA, New England Disaster Chaplaincy Association, Medical Reserve Corps, CERT and other voluntary organizations to provide information regarding best practices and provides support that brings preparedness to New England communities.*

#### **Motivating Volunteers with Maslow's Hierarchy of Needs (11:45 AM - 1:00 PM)**

*Michele Lapierre, Program Manager, Senior Companion Program, Community Action Program Belknap-Merrimack Counties, Inc.*

*Kathleen Stuart, Program Coordinator, Senior Companion Program, Community Action Program Belknap-Merrimack Counties, Inc.*

Category: Volunteer Recruitment/Management

Target Audience: Volunteer Managers, Directors of Nonprofits/Public Agencies, Other Nonprofit Staff, National Service Program Staff (AmeriCorps and/or Senior Corps)

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

### Session Description:

Remember Maslow's hierarchy of needs? Just about everybody got a dose of Maslow somewhere along the line, either in high school social studies class, or college psychology or sociology courses.

People are complicated, so there's never going to be one easy formula. But I find myself drawn to Maslow's Hierarchy as a strategy-planning tool because it gives a starting point for action (those practical, physiological needs and barriers) – with a clear route (up through the levels of the pyramid) to travel from there.

“I'd love to help you, but...”

Motivation is only part of the equation, remember. Would you expect a bare-footed volunteer to climb a mountain for your cause? No matter what reward or incentive is at the end of the journey, first he'll need to have a pair of boots. And a rope. And maybe a climbing partner, too, depending on the challenge ahead.

We'll discuss and brainstorm how this theory relates to motivation of volunteers and how we can meet the needs of our communities.

### Session Goals:

- Understand the levels and how it impacts your program
- Learn how can we help volunteers “climb” the pyramid
- Plan how can we use this theory to increase the number of volunteers in our program
- Understand how can we use this theory to increase retention/ longevity

### Biography:

*Michele Lapierre was born and raised in New Hampshire. She has a BA from UNH in Sociology with minors in Philosophy and Communication. Her background is a combination of fundraising/ event planning and policy/ benefits. She has worked with a multitude of groups of individuals, from at-risk teens to individuals with disabilities to homeless women and currently, seniors. Michele has 3 young adult children. She loves camping, kayaking, and embracing the beauty of our planet.*

*Kathleen Stuart was born and raised in Massachusetts. She graduated with honors in 2002 with a BA in Mental Health Psychology from Southern Connecticut State University. Kathleen has worked with various adult populations in her career, including dually diagnosed adults, adults with disabilities, and, presently, seniors - decidedly her favorite group thus far. Kathleen lives in Rockingham County, NH and has 3 school aged children. She is particularly fond of animals, interior design and being a mom!*

## **It's Not as Hard as You Think: Grant Writing for Small Shops and Beginners**

**(1:45 PM - 3:00 PM)**

*Katie Collins, Director of Development, Capitol Center for the Arts*

Category: Fundraising

Target Audience: Directors of Nonprofits/Public Agencies, Other Nonprofit Staff, Board Members

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

### **Session Description:**

Competition for grant funding can be steep and the process confusing and intimidating, especially for beginners and small shops. This workshop is geared to the grant writing novice and will provide solid, concrete tips for the entire process, from making that first call to a foundation to writing that final report. This workshop aims to remove the stigma around grant writing and empower participants with the skills to become successful grant writers.

### **Session Goals:**

Participants in this session will come away with the tools to research, write, edit, and create budgets for competitive grant proposals.

### **Biography:**

*Katie Collins has been Director of Development for the Capitol Center for the Arts for 15 of her 30 years in NH's nonprofit sector. She is also a writer for "Grown and Flown" and works as an actor throughout the state. Katie tries not to take herself too seriously.*

## Civics 101: How Does Policy Change Happen, and What Can You Do About It?\* (3:45 PM - 5:00 PM)

*Stephen Pimpare, Principal Lecturer, US Politics & Public Policy, University of New Hampshire*

Category: Civic Engagement

Target Audience: National Service (AmeriCorps Members and/or Senior Corps Volunteers), National Service Program Staff (AmeriCorps and/or Senior Corps)

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

### Session Description:

If you've ever wished that you better understood how politics and policy-making work (or don't work!) in D.C., Concord, and in your own town, this session is for you. Starting with the basics, Stephen Pimpare will offer participants a tour of the operations of key political institutions and, most importantly, help you to identify the places in which you can affect change on the issues that matter most to you. Join us for this engaging session if you're ready to go from being a passive observer of national and local politics to a more involved individual.

### Session Goals:

- Describe how policy making generally works
- Identify the spaces where you can exert influence

### Biography:

*Stephen Pimpare is the founder of the Public Service & Nonprofit Leadership Program and director of the Center for Community Engagement and Experiential Learning at the University of New Hampshire in Manchester. A former leader of NYC nonprofit direct service and advocacy organizations, he is the author of three books and some sixty articles, essays, and reviews about poverty and US social welfare policy.*

Thursday, June 25

## [Assessing and Improving Organizational Health: Pathways to Effective Partnerships](#)\* (9:45 AM - 11:00 AM)

*Susan Linn, President & CEO, Epilepsy Foundation New England*

Category: Organizational Management

Target Audience: Directors of Nonprofits/Public Agencies

Session Level: Intermediate: for individuals who are familiar with the topic & and want a deeper understanding with actionable takeaways

### Session Description:

Strong, high-impact, organizational partnerships with a variety of relevant entities (government, for-profit, other nonprofit, and community agencies) are anchored in stable, long-term, mutually beneficial relationships. However, to collaborate effectively, organizations first need to build the strength to be an effective partner. Self-assessment of your organizational capacity provides insights into organizational health and readiness to partner, as well as creates a road map to effective organizational development. This session will provide key tools and insight on how to assess nonprofit organizational health.

### Session Goals:

- Understand the concept and facets of nonprofit organizational health
- Understand tools and applications for nonprofit organizational health assessment

### Biography:

*Susan Linn has been serving nonprofit organizations for more than 25 years. Susan's early career days as a direct service worker continue to influence her leadership of programs and services today. Her leadership roles include two decades in upper management, fundraising leadership, and chief executive roles for schools, municipalities, higher education, and nonprofits.*

## [Preparing for Your Next Career Move](#)\* (11:45 AM - 1:00 PM)

*Kathy DesRoches, Director, MS Leadership, Granite State College*

*Carina Self, Dean of Graduate Studies, Granite State College*

Category: General Nonprofit; Leadership

Target Audience: Nonprofit Staff

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

### Session Description:

Have you wondered if you are ready to take on more or move to a higher level of responsibility at work? If so, come explore key skill areas for leaders and discuss what you already know, as well as how you can "up your game" while staying focused in your current job. Participants will walk away with a detailed leadership self-assessment and an actionable professional growth plan. This plan will guide participants as they work toward achieving professional goals or taking that next step for their career.

### Session Goals:

Participants will walk away with a detailed leadership self-assessment and an actionable professional growth plan.

### Biographies:

*Dr. Kathy DesRoches is the Program Director in the Master's in Leadership at Granite State College (GSC). Kathy is the founding member of the nonprofit NHVegFest, and is chair of the Planning Board in her town.*

*Dr. Carina Self is the Dean for Graduate Studies and Academic Effectiveness at GSC. Carina has a passion for engaged student learning and has taught at Bowling Green State University, UNH, and Middlesex Community College. Carina lives in Dover with her wife, daughter, and various pets.*

*Kathy and Carina have served on boards and as volunteers on many community based organizations.*

### [Engaging Youth in Meaningful Ways](#)\* (1:45 PM - 3:00 PM)

*Maura McGowan, Program Director, NH Teen Institute*

Category: Diversity & Inclusion

Target Audience: Volunteer Managers, Directors of Nonprofits/Public Agencies, Other Nonprofit Staff, Board Members

Session Level: Beginner: for individuals who have never experienced this content before & want to know how to get started

### Session Description:

This session will dive into the benefits of youth involvement in schools, organizations, and communities. We will discuss how to engage youth and make sure their voices are heard, and explore the difference between meaningful and “token” opportunities for involvement.

### Session Goals:

- Understand why youth voices matter
- Identify strategies for engaging youth
- Identify what meaningful youth engagement looks like

### Biography:

*Maura McGowan, CPS Is the Program Director of the NH Teen Institute, a non-profit agency whose mission is to empower youth through personal leadership development and community engagement. Maura has worked in the field of prevention since 2002 and 2017, Maura became the Program Director for the agency. She is in charge of youth programming and volunteer engagement. Maura believes strongly in prevention and works to increase her own knowledge and skills while educating others.*

*\*To foster a more interactive experience, this session will be held as a Zoom Meeting rather than a Zoom Webinar. This means that all participants who enable their microphone and camera will be able to see and hear one another. While all sessions will be recorded and shared with registered participants, the experience is likely to be better for those who attend the Zoom Meeting sessions live.*