

# THE SUMMIT

*Where Volunteer, Philanthropy  
and Nonprofit Leaders Meet*

## **37th Annual State Conference**

**April 26th & 27th, 2012**

**Holiday Inn Airport, Little Rock**

Sponsored By

Arkansas Department of Human Services

**Division of Community Service  
& Nonprofit Support**

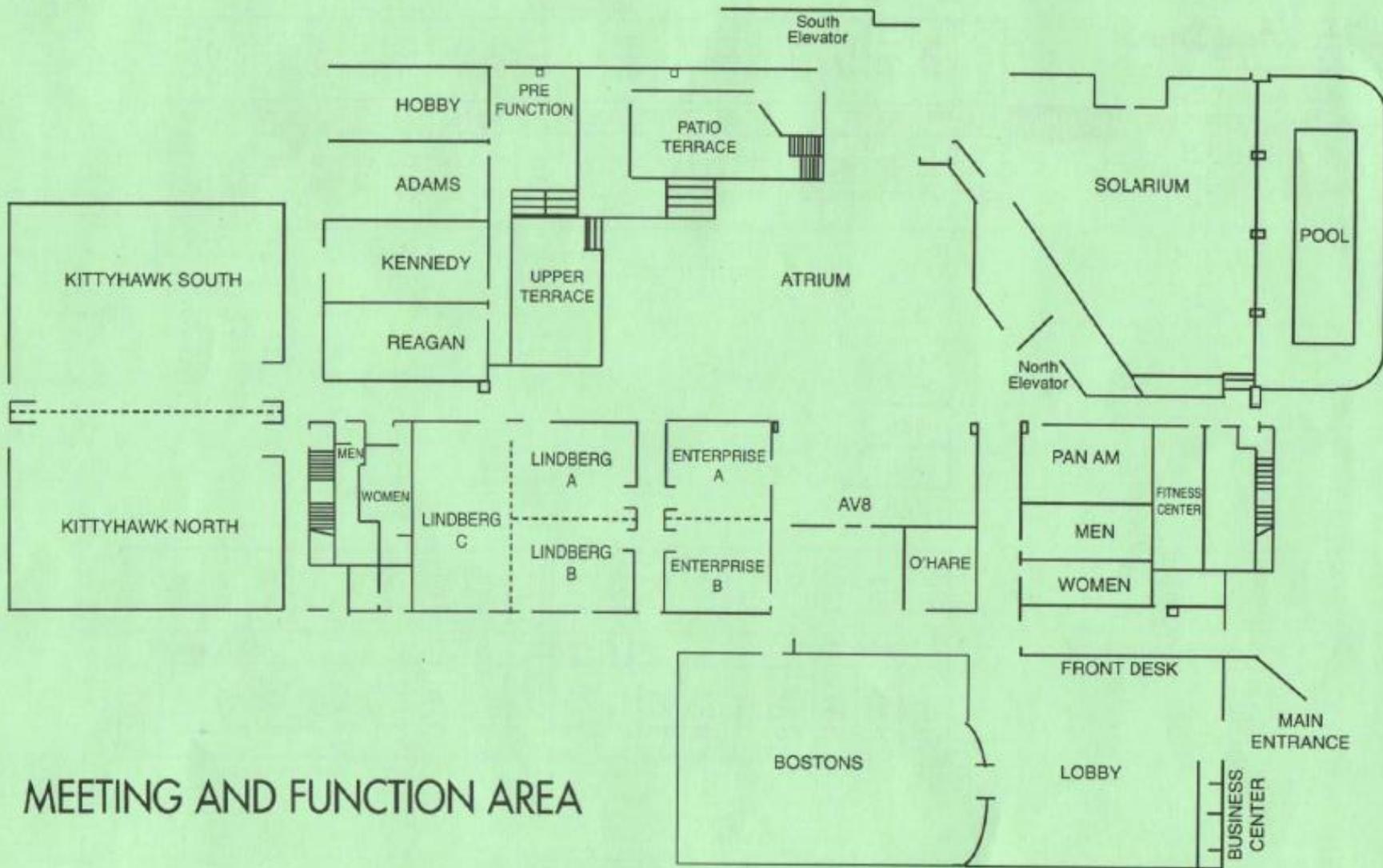
### **Conference Partners**

Arkansas Coalition for Excellence

Arkansas Community Foundation

In cooperation with

Arkansas Volunteer Coordinators Association (AVCA)



MEETING AND FUNCTION AREA

# CONFERENCE AGENDA

## Thursday, April 26, 2012

8:30–10:00 AM **Registration & Refreshments**

9:00–10:00 AM **Round Table Discussions** (*Kitty Hawk*)

10:00 AM **Opening Session** (*Kitty Hawk*)

*Opening Remarks: Sherry Middleton, Director– DHS Division  
of Community Service & Nonprofit Support*

*Greetings: Mark Stodola, Mayor of Little Rock*

10:30–11:45 AM **Concurrent Session 1**

12:00–1:15 PM **Lunch** (*Kitty Hawk*) *Keynote Address: Deborah Long*

1:30–2:45 PM **Concurrent Session 2**

2:45–3:00 PM **Afternoon Break**

3:00–4:30 PM **Super Session** (*Kitty Hawk*) *With Deborah Long*

4:30–5:30 PM **Arkansas Volunteer Coordinators  
Association (AVCA) Annual Meeting**

5:00–7:00 PM **Networking Event Sponsored by YNPN**

## Friday, April 27, 2012

8:00 AM **Registration & Refreshments**

8:00–9:00 AM **Round Table Discussions** (*Kitty Hawk*)

9:15–10:30 AM **Concurrent Session 3**

10:45–12:00 PM **Concurrent Session 4**

12:00–1:30 PM **Awards Luncheon** (*Kitty Hawk*)

*Boss of the Year*

*Volunteer Coordinator of the Year*

*Volunteer of the Year*

*Billie Ann Myers Paragon Award*

**2012 RECIPIENT—BETTY BUMPERS**



## ROUND TABLE DISCUSSIONS

Thursday, April 26th, 2012 9:00—10:00 AM ~ *Kitty Hawk*

Friday, April 27th, 2012 8:00—9:00 AM ~ *Kitty Hawk*

During refreshments and registration each morning experts in the following fields will be available to answer your questions or just brainstorm with you.

**VOLUNTEERING AFTER A DISASTER-** *Samantha Minster*~ *Volunteer Program Coordinator at AR, DHS Division of Community Service & Nonprofit Support*

Are you involved with an organization that wants to help after a disaster but they don't know how? Are you a volunteer that would like to become affiliated with a group that helps out after a disaster? Sit down with Samantha and learn how you can help, and where the help is needed the most.

**ARKANSAS VOLUNTEER COORDINATORS ASSOCIATION (AVCA)-**

*Kathy Weaver*~ *AVCA State President*

Want to be involved in a top-notch organization? Sit down with Kathy as she answers questions about the membership benefits, continuing education opportunities, and even ways to start a chapter in your community.

**VOLUNTEER TRACKING-** *Susan Harper*~ *Volunteer Coordinator & Visitor Services Manager at Garvan Woodland Gardens*

Do you want an easy, not too expensive way to keep track of your volunteers? Come hear about the program used at Garvan Woodland Gardens to keep up with 300 volunteers– self-scheduling, service hours, email, awards, and more!

**FINANCIAL MANAGEMENT FOR NONPROFITS-** *Jacob Wells*~ *Audit Senior Manager of JPMS Cox, PLLC*

Jacob will discuss information about internal controls, tax filing requirements, and auditor selection as well as board management and staff responsibility.

## **ROUND TABLE DISCUSSIONS cont.**

**VOLUNTEER RECOGNITION**– *Amanda May~ Volunteer Program Coordinator at AR, DHS Division of Community Service & Nonprofit Support*

How do you award and recognize your volunteers? Do you need more ways to show them your appreciation? Sit down with Amanda and learn about many ways to recognize the heart of your organization.

**ARKANSAS COALITION FOR EXCELLENCE (ACE)** - *ACE Representative*

Would you like to know more about becoming a member of ACE? ACE is a membership organization made up of nonprofits, individuals, foundations and businesses united by their commitment to nonprofit success in Arkansas. They are dedicated to elevating capacity and promoting success of Arkansas' non-profit sector.

**VOLUNTEER INCOME TAX ASSISTANCE PROGRAM (VITA)**- *Theresa Ward~ Relationship Manager & Tax Consultant for the Internal Revenue Service*

Know of someone that needs free tax preparation? Do you know about the Earned Income Credit (EIC)? Do you qualify for more money back this year? The VITA program is an IRS-sponsored program that provides underserved communities with free tax filing assistance, using IRS-certified volunteers.

**ARKANSAS COMMUNITY FOUNDATION (ARCF)**– *ARCF Representative*

Arkansas Community Foundation helps nonprofit organizations connect resources to create positive change in our state. Your organization can apply for funding through one of their competitive grant programs.

**CYBER SAFETY**- *Patrina Robinson*

Patrina Robinson, of Little Rock, is a certified law enforcement instructor and child advocate for Arkansas Attorney General Dustin McDaniel's office. She presents programs to groups of students statewide, in efforts to decrease the juvenile crime rate and raise awareness of the dangers of social media. A former Pulaski County Deputy Sheriff, Robinson spent a decade in law enforcement. Today she will discuss tips on how to improve cyber safety, how cyber bullying can be tracked and the permanent affects bullying can have.

## **CONCURRENT SESSION 1**

**Thursday ~ 10:30—11:45 AM**

### **LEVERAGING THE SKILLS OF COLLEGE STUDENTS FOR YOUR CAUSE**

*Angela Oxford ~ University of Arkansas*

This session will show how to engage college students in leadership roles within your organization. Angela Oxford is the Director of the Center for Leadership and Community Engagement at the University of Arkansas.

### **GENERATIONAL MENTALITIES**

*Chad Brown ~ Department of Finance & Administration*

There will be discussion on the four generational mentalities in the workplace. Chad says “Over my years of trying to build a career, I have observed few leaders and many role models. My belief is that role models fade with time and leaders continue to strive from individual values passed down from one person to another.”

### **RISK MANAGEMENT 101: WHAT DO YOU HAVE TO LOSE?**

*Claire Haun ~ Community Activist, Grant Writer & Volunteer*

We all know that problems will occur - some that may jeopardize the sustainability of our organization – so, are we prepared? By identifying what can put your organization at risk and how developing a plan can assist in managing those risks will be discussed in this workshop.

### **TEN RULES FOR CREATING A DYNAMIC SERVICE CULTURE**

*Jacqueline Richardson ~ Arkansas Children’s Hospital, Arkansas HIPPIY  
(Home Instruction for Parents of Preschool Youngsters)*

This presentation will focus on the dynamics of providing appropriate service to the community. Participants will be presented strategies for providing quality service in a positive manner.

## **KEYNOTE ADDRESS ~ “The Struggle for Character”**

*Deborah H. Long, Ed.D., DREI, CDEI*

**Thursday ~ During Lunch—12:45—1:15**

## **CONCURRENT SESSION 2**

**Thursday ~ 1:30—2:45 PM**

### **THE GOOD, THE BAD & THE UGLY: DEALING WITH CONFLICT**

*Dr. Karen Ballard ~ University of Arkansas, Division of Agriculture,  
Cooperative Extension Service*

As Americans, historically, we have seemed to be a country that has “loved a good fight.” The question has to be . . . what is a good fight? While some people seem to avoid conflict at all costs, other folks appear to spend their days looking for trouble!

### **THINK BIGGER— NOTHING IS STOPPING YOU!**

*Clay Mercer ~ CFRE, Arkansas Capital Corporation Group/Arkansas  
Economic Acceleration Foundation*

Philanthropy builds meaningful relationships with investors who share a passion and commitment to your mission and expect to see the clear impact of their support. The session will focus on key development elements and tools that help organizations THINK BIGGER and raise BIG private dollars.

### **YOUNG NONPROFIT PROFESSIONALS NETWORK (YNPN)**

*YNPN steering committee members ~*

The YNPN will reveal the results of the Arkansas Voice Survey. The Arkansas Voice Survey was launched in January 2012 and captures input from young professionals in the nonprofit and public service field about opportunities and challenges to next generation leadership. All workshop participants will receive a copy of the Arkansas Voice Survey results.

### **STARTING AND MAINTAINING A MENTORING PROGRAM**

*Erric Totty ~ B.A., CVM Baxter County Juvenile Services and Alternative  
School*

This session will cover how to start a mentoring program based upon geographic location and clientele, how to obtain funding, recruit and train volunteers and the use of multimedia to promote your program.

## **SUPER SESSION– “KISS, BOW, OR SHAKE HANDS? DEVELOPING CULTURAL PROFICIENCY”**

**Thursday ~ 3:00– 4:30 PM**

***Deborah H. Long, Ed.D., DREI, CDEI***

A veteran educator and real estate broker, Deborah is the daughter of two European parents who spoke eight languages fluently. Her immigrant parents believed they should assimilate into American culture as soon as possible when they arrived here in 1946. So Deborah humbly advises that while she tries to be sensitive to other cultures, she can only speak English. She has written over 18 books, and her workshops have earned national awards. Additionally, Deborah is one of 125 teachers in the U.S. awarded the DREI (Distinguished Real Estate Instructor), and she has been certified by the prestigious Josephson Institute of Ethics.

In the past twenty years the U.S. has undergone dramatic, social, and demographic changes. It has never been more important for professionals who work with the public to be culturally sensitive. Yet Latinos, African-Americans, the elderly, and other minorities continue to report discrimination in public and private settings. Many Americans would not intentionally discriminate against others, in some part due to legal repercussions. But many of us intentionally create hostile environments for minorities and immigrants. In this session, we discuss some simple strategies to become more culturally proficient in the work place.

Deborah's Email: [d\\_long@mindspring.com](mailto:d_long@mindspring.com)

Deborah's Website: [www.deborahlong.com](http://www.deborahlong.com)

**AVCA ANNUAL MEETING**

**Thursday ~ 4:30– 5:30 PM**

**NETWORKING EVENT– SPONSERED BY YNPB**

**Thursday ~ 5:00– 7:00 PM**

## CONCURRENT SESSION 3

Friday ~ 9:15—10:30 AM

### LEGAL GUIDE FOR ARKANSAS NONPROFITS AND VOLUNTEER ORGANIZATIONS

*Bonnie J. Johnson ~ Williams & Anderson PLC; Jessie Wallace Burchfield ~ Reference & Circulation Librarian/ Professor of Law Librarianship, UALR Bowen School of Law Library*

Come hear from the writers of “Legal Guide for Arkansas Nonprofits and Volunteer Organizations”. This publication will be a valuable tool in your efforts to serve others. This manual was made possible from the joint efforts of the Department of Human Services Division of Community Service and Nonprofit Support, UALR William H. Bowen School of Law, and Williams & Anderson PLC. Each participant of this session will receive a copy of the manual.

### PLANNING A BETTER MEETING

*Dr. Joseph D. Waldrum ~ University of Arkansas Division of Agriculture Professor of Leadership Development*

This session will provide tips on how to plan a better meeting. It will include what to do before, during and after the meeting, how to keep audience’s attention, how to deal with audience problems, and meeting room arrangements.

### TEEN TALK: STRATEGIES FOR EFFECTIVELY COMMUNICATING WITH ADOLESCENTS

*Cathy Hagemeyer ~ M. Ed., Trainer at MidSOUTH Training Academy*

When it comes to talking with a teenager, are you tired of “Whatever” with a side of eye-rolling? You are not alone! This workshop will provide valuable information regarding the challenges of communicating with teenagers, developmental considerations (including the latest research on the teenage brain), and practical strategies for re-establishing and improving communication with adolescents.

### WHY CAN’T WE JUST COLLABORATE?

*Dr. Margaret F. Reid ~ Professor and Chair, Department of Political Science University of Arkansas*

The session will focus on the various types of collaborations, when they should be attempted, what to do before collaborations are started and how to align services with resources. Learning outcomes: participants gain better familiarity with the benefits and challenges/barriers of collaborations. Sharing of experiences is highly encouraged.

## **CONCURRENT SESSION 4**

**Friday ~ 10:45—12:00 PM**

### **WORKING WITH THE MEDIA**

Mary Hightower ~ Assistant Director-Communications & Marketing  
Cooperative Extension Service, University of Arkansas System Division of  
Agriculture

This presentation will offer tips on creating and making the most of media opportunities.

### **LEADERSHIP— GOING FROM GOOD TO GREAT!**

Randy Frazier ~ *More Than Leadership*

This workshop will motivate participants to A) take responsibility for continual self-improvement professionally and personally B) Become open to seeking and following up on recommendations from coworkers C) Commit to assisting coworkers who desire to move from good to GREAT, thereby moving their organization from good to GREAT.

### **HOW TO IMPLEMENT A SERVICE LEARNING PROGRAM IN YOUR COMMUNITY**

Melanie Berman ~ Service Learning Coordinator for DCSNS' Arkansas Service Commission; Connie Crisp ~ Service Learning Coordinator for Fayetteville High School; Margaret Wilks ~ Director of Federal Programs & Technology in the Paris School District; Little Rock Central High School Students ~ Service Learning Students from the Memory Project

In this workshop the concept of service learning will be explained. Service learning professionals and students will discuss their own experiences in their communities.

### **A GUIDE TO MORAL DECISION MAKING**

Dr. Keith Vire ~ CEO of Arkansas Support Network, Inc.

This session is designed as a dialogue, in which participants discuss the effect of our personal values, morals, and ethics on the business of running or working in a mission driven nonprofit corporation.

## **BILLIE ANN MYERS PARAGON AWARD**



This award is presented to an Arkansan who has had a profound impact on the community and the entire state by inspiring others in nonprofit endeavors.

To be eligible for the award, an individual must meet the following criteria:

- Be a resident of the State of Arkansas
- Have a history of volunteering and inspiring others to volunteer
- Exhibit servant leadership in advocating changes for the better, working to bring them about and helping others bring them about
- Have caused a significant improvement in the quality of life for Arkansas as a result of these efforts

The Billie Ann Myers Paragon Award was established by the Arkansas DHS Division of Community Service & Nonprofit Support in 2001.

Previous recipients are:

2001 ~ Billie Ann Myers

2002 ~ Willie Oates

2003 ~ Freeman McKindra

2004 ~ Randy Frazier

2005 ~ Ray Baker

2006 ~ Roby Robertson

2007 ~ Bob Torvestad

2008 ~ Pat Lile

2009 ~ Ginger Beebe

2010 ~ Dick Trammel

2011 ~ Steve Jones

**2012 ~ Betty Bumpers**

# **SUMMIT SPONSOR**

## **DEPARTMENT OF HUMAN SERVICES DIVISION OF COMMUNITY SERVICE & NONPROFIT SUPPORT**

Arkansas Department of Human Services



**Division of  
Community Service  
and Nonprofit Support**

The Division of Community Service & Nonprofit Support's (DCSNS) mission is to strengthen community resources, volunteerism and national service in Arkansas.

As of July 1, 2011 the division's name changed to  
**The DHS Division of Community Service &  
Nonprofit Support**

Our new name is more reflective of all the services we provide. The DCSNS provides training and technical assistance to build and strengthen capacity in non-profits throughout Arkansas.



The Arkansas Service Commission is a unit within DCSNS and provides sub grants for AmeriCorps programs in Arkansas. The Arkansas Service Commission also manages the Learn and Serve Program which introduces K-12 programs in Arkansas to a lifetime of civic engagement for students before entering higher education.

For a detailed directory of services come by our displays while at the Summit or visit our website: <http://humanservices.arkansas.gov/dcsns>



<http://www.facebook.com/ardcsns>

Phone: 501-682-7540  
1-800-482-5850 Ext. 2-7540  
Fax: 501-682-6752  
TDD 501-682-1605

## **CONFERENCE PARTNERS**

**The Arkansas Community Foundation (ARCF)** was incorporated in 1976 as an independent philanthropic organization serving all 75 counties of Arkansas. Providing services to individual donors, corporations and nonprofit organizations, the Foundation manages assets of more than \$130 million through 1,200 charitable funds. One of Arkansas' largest grant making foundations, ARCF has developed a network of 26 local affiliate community foundations with advisory boards and services at the county level. Working with fund donors, grant recipients and communities, ARCF is a powerful catalyst for building charitable giving in our state. Contributions to ARCF, its funds, and its affiliates are fully tax deductible. Find additional information at: [www.arcf.org](http://www.arcf.org)

**Arkansas Coalition for Excellence (ACE)** is a statewide association of members representing nonprofits, funders, businesses and others committed to excellence in Arkansas' nonprofit sector. ACE works with nonprofits of every size and function with one goal: maximizing effectiveness so that every donated dollar results in greater impact. This is achieved through a groundbreaking combination of training, collaboration and networking, focused upon The Arkansas Diamond Standards™ for operational excellence. Additional benefits, such as cost sharing, public advocacy and news about the nonprofit sector, make ACE the connection to success for its members. Additional information can be found at: [www.acenonprofit.org](http://www.acenonprofit.org)

# ***SPECIAL THANKS***

TO

**Arkansas Volunteer Coordinators Association**

**(AVCA)**

**Be sure to visit the AVCA Teacup Auction**

**located in the Kitty Hawk Room**



**Tickets are 3 for \$5.00**

**All proceeds go to the AVCA Scholarship Fund**



<http://arvolunteercoordinators.shuttlepod.org/>



Find us on Facebook "Arkansas Volunteer Coordinators Association"

## REGISTRATION FORM FOR 2012 SUMMIT

PLEASE REGISTER ME FOR THE SUMMIT EVENTS BELOW

Name \_\_\_\_\_ Organization \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_ (Email will be used for registration confirmation only.)

- Please check one.
- \$100 for April 26th & April 27th, lunches and refreshments included  
(\$150 on-site registration fee)
- \$75 for April 26th only, lunch included  
(\$100 on-site registration fee)
- \$35 for April 27th only, awards lunch included  
(\$60 on-site registration fee)

- Special dietary needs
- Vegetarian Menu
- Diabetic Menu

Please make your check payable to **The Summit**. Send this form and your check to:

**Little Rock Convention & Visitors Bureau**  
**The Summit ~ PO BOX 207 ~ Little Rock, AR 72203**  
**501-376-4781 ~ 1-800-844-4781 ~ Fax 501-376-4143**

To register with a credit card online, go to  
<http://humanservices.arkansas.gov/dcsns> and click "Online Registration for The Summit 2012". Registration fees will be accepted postmarked or online through April 20th. Registrations after April 20th will be payable at the on-site rate.

**Call Selena Ellis 501-682-7851 or email [selena.ellis@arkansas.gov](mailto:selena.ellis@arkansas.gov)**

***NO REFUND WILL BE MADE AFTER APRIL 20TH, HOWEVER SUBSTITUTIONS ARE ALLOWED.***