

**Special Edition: Conference Wrap-up**

June 2015



# Journeys

A Newsletter of Travelers Aid International

Link to Program with Speaker Bios: <http://bit.ly/1BEuKwj>

## Ideas

### Members Program Updates, Fostering Partnerships

*These were some of the ideas which are shared during the opening General Session and the concurrent session on Creating Partnerships. Travelers Aid is always looking for new ideas. Look for more ideas in the Idea Exchange section of future Journeys newsletters.*

**Community Link**, Charlotte - Partners with Goodwill to provide employment training for clients. Community Link provides financial literacy classes. The federal government is no longer providing grants for transitional housing and Community Link is now providing permanent housing for vets as it accepts donated homes, repairs them and then sells them.

**Hope Atlanta** - In a program to provide housing for the working poor, Hope Atlanta has on-site staff available to provide social services and assistance to the clients to obtain income tax credits. Working with the Veteran Administration in the Support Services for Veterans and their Families program, 3 staff members work from VA locations. Participates in a local Diversion Court to assist the homeless.

**TA Birmingham** - Works with the Family Values Center for professional assessment of Travelers Aid clients and TA then provides safe transportation. Community service officers at Police Department also make referrals to TA.

**TA Detroit** - Uses Detroit Employment Solutions to provide workforce training for TA clients. Travelers Aid manages a Michigan Dept. of Corrections Prisoner Re-Entry Program for discharged individuals providing counseling and job placement.

**TA Honolulu** - Pacific Asia Travel Association ([www.pata.org](http://www.pata.org)) is a source of funding for services provided to tourists. There are PATA chapters in other cities that may be potential funding sources. Volunteers are participating in the Certified Tourism Ambassador program ([www.ctanetwork.com](http://www.ctanetwork.com))

**TA San Diego** - Work your way home - Downtown San Diego businesses band together to provide jobs for homeless where they can earn money to get back home and, via a fee the businesses pay, TA will provide the bus tickets for the homeless to return home. At San Diego International Airport, Travelers Aid works with a national group, Therapy Dogs, matching dog owners, their dogs and TA volunteers to calm travelers at the airport. (

[See story in May edition.](#))

**Upward Transitions**, Oklahoma City - Works with Homeless Shelters to re-establish the IDs for the homeless to obtain jobs, benefits, etc.

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## Action

### Report of Recent Activity; Responses to Member Suggestions

*From Dave Asselin, President of Travelers Aid International*

*This report is based in part on Dave Asselin's report to the membership as well as work that has been underway for the last several months.*

#### Responding to the Membership:

- To improve member communication and idea-sharing, Travelers Aid International will host quarterly webinars. Each call will focus on a specific topic with a guest speaker. Is there a topic or speaker you would like to hear? [Tell us](#).
- As we revamp the TAI website, we will include a members-only area to foster communication among members.

- We will send out a refresher on Purchasing Point group purchasing program.

### **Recent activity:**

- Greyhound - Trying to improve the relationship to clear up the ticket problems
- USO - Trying to re-build the relationship starting with local contacts as well as with the national office
- United Way - Continuing to seek meetings to improve our relationship.
- Exploring opportunities to work together with the Crittenton Foundation ([www.nationalcrittenton.org](http://www.nationalcrittenton.org)) and other similar groups.

## **Battling Human Trafficking**

### **General Session, Thursday, June 18**

*Presented by Lara Powers and Courtney Walsh,  
National Human Trafficking Resource Center.*

*Presentation:* <http://bit.ly/1BEuSvU>

*The Making of a Girl video:* <http://bit.ly/1BPw7ZF>

#### **Take Aways:**

U.S. laws draw a distinction between commercial sex trafficking and labor trafficking in terms of what is needed to be successful for criminal prosecution. Proof of force, fraud and coercion are not needed to prosecute parties involved in trafficking minors for commercial sex acts.

Neither victims nor traffickers can be stereotyped in that all genders, races and income groups are exploited and/or perpetrators.

Indicators of child sex trafficking: Under 18; Evidence of a controlling relationship; Signs of abuse; Online presence that indicates sexual activity; and Unexplained new purchases.

Indicators of labor trafficking: Confined to workplace or employer provided housing; Owes a large debt and unable to pay it off; Does not control his own ID and other legal documents; Recruited through false promises; and Unpaid, paid very little or paid only in tips.

Contact the Hotline rather than the local police should you suspect any form of

trafficking. Rationale - The Hotline has a relationship with trained police officers so these officers will be dispatched and the victims will be treated as victims and not arrested as criminals.

**Hotline resources:**

Phone - 1-888-373-7888 or text 233733 (BeFree)

Training resources, including pre-recorded webinars:

<http://www.traffickingresourcecenter.org/resources>

Factsheet: <http://bit.ly/1RAa1f8>

## Recruiting, Training and Retaining Great Volunteers

**Concurrent Session, Thursday, June 18**

### Recruiting

*Christian Heaven, Newark Airport*

3 steps

1. Recognize the obstacles to recruiting - at Newark it is the hours and transportation issues
2. Stress the positives - what do you sell to make the job attractive
3. Do outreach - target the type of recruits you are seeking

Areas of Newark outreach

- Colleges and their job fairs
  - Now have 6 students
- Post on United Way, RSVP boards, Craig's List
- Recruiting at senior centers has not been successful

### Idea Sharing:

- Seek out airport/av geeks and retired airline employees
- Provide volunteers with business cards, useful in volunteer- to-volunteer recruitment - best source of new volunteers
- Use social media

### Training

### 3 steps

1. Prospective volunteer interviewed by a group of volunteers, staff
2. Orientation and airport tour
3. Shadowing process - until they feel comfortable

### Idea Sharing:

- Inland Empire - Once training is completed - volunteer graduation ceremony with vest, pin, treats for all present

### Retaining Volunteers

*Lisa Fitzpatrick, Reagan Airport, Volunteer*

Bottom line - Keep them happy with other social activities and recognitions

### Idea Sharing:

- Staff should visit every volunteer on every shift
- Keep volunteers informed - they like the scoop of what is going on behind the scenes at the airport, the more information they have the better they can perform
- Promote volunteers for airport recognition effectors - WMAA's Gem awards

### Other conversations:

- Develop a Chat Room for TA members to talk with each other on pending topics
- Educate the "Airport Family" on our role and what we do

## Succession Planning

**Concurrent Session, Thursday, June 18**

*Presented by Tom Adams, Raffa.*

Presentation: <http://bit.ly/1Jmigwv>

### Take Aways:

Succession planning should begin 1 to 5 years prior to the anticipated departure of the

CEO with the goal of increasing the organization's ability to deliver its mission under new leadership, whenever that transition occurs. Key attributes of an organization facing a transition - vitality, sustainability and stability.

Sustainability and succession planning is not limited to the CEO, but should include key program officers to ensure continuity, build a deep bench, minimize crisis of an unplanned absence and identifies gaps within the organization.

Adams presented 2 mini-assessment worksheets (contained in the presentation) for members to assess their own organization both in terms of succession and sustainability planning.

## Show Me the Money

**Concurrent Session, Friday, June 19**

*Presented by Sarah Lange, New Era for Nonprofits*

Presentation: <http://bit.ly/1NkCdLL>

### **Take Aways:**

New era - donors give to an agency that is fiscally responsible and that it is having an impact meeting a documented need.

A non-profit is a tax status, not a business model - don't focus only on cost recovery. To attract donors, you need to be a high performance nonprofit.

Communicate, communicate, communicate - donors won't give if they don't know where you are and what you do.

High performance nonprofits are sexy - they have an easier time attracting and retaining high-quality staff, board and donors.

Donors give based on their self-interests and philanthropy is a heart-centered activity. If you cannot connect with their hearts - you won't get their money.

## Airport Best Practices

**Concurrent Session, Friday, June 19**

## **How to recruit new members into the Travelers Aid transportation family**

- We know how to recruit volunteers
- We can bring important resources to the table.
- We are the problem solvers
- Opportunity for new program managers to shadow peers at member airports
- Research target airports, survey their passengers to find out their needs so as to develop a strategy to meet these challenges
- Get video endorsements from airport managers to their peers
- Demonstrate how to pick-up the customer service "slack" since the airlines are no longer doing it
- Because we traditionally provide more than directions with social services links and heritage, this can sway a contract decision in our favor

## **Suggestions as to how to assist/help existing members**

- Identify common practices, provide video training that can be shown at any airport
- Develop mentoring programs, ability to train new employees
- Get passengers to fill out comment cards for airport management
- Better educate airlines as to what we do since they refer passengers to us
  - Alaska Airlines lists TA on their website
  - Get airlines to provide testimonials
- The Travelers Aid program manager should be involved with the airport-airline council or the airport's stakeholders committee - this structure varies with each airport
- Become involved in what was Association for Volunteer Administration (AVA), but is now Council for Certification in Volunteer Administration (<http://cvacert.org>) and/or Association of Leaders in Volunteer Engagement ([www.volunteeralive.org](http://www.volunteeralive.org))
- Attend ACI/AAAE Customer Service Conference to learn and share.
- Develop a "welcome packet" that better explains all things Travelers Aid to new program managers.
- Provide an annual update of Travelers Aid's member benefits
- Improve communication among the members and with TAI. Perhaps bring back the conference calls, but only if there is a speaker or focused purpose.

## **Airport Crisis Management**

**Concurrent Session, Friday, June 19**

**Bottom-line:** Don't take on issue we cannot deliver

**However, in an ideal situation, members:**

- Would like Travelers Aid to be part of the team that makes the decisions
- Have liaison with the key individual working with airport management to establish protocols
- Bridge the disconnect between upper management and the "on the ground" airport personnel
- Have a diversion plan in place for displaced citizens (or weather stranded travelers)
- Attend airport's monthly management meeting
- Develop a quick, easy to follow guide on what to do in case of an active shooter
- Circulate the evacuation guides for fires and similar emergencies
- Install panic button at the information desk - Reagan has them

**In Weather emergencies:**

- Where to put the passengers
- Enough sleeping areas
- Have a process in place - how to assist passengers who can't wait for weather to pass and are waiting for the next available flight
  - Have provisions/supply kit pre-made for these passengers
- Keep breast pump on hand for emergency use - ask for donation to cover the costs.

## Changes on the Board

**New 2015-16 Officers**

**David P. Fleming**, Chair

Reston, Va.

**Edward T. Powers**, Vice Chair

Hope Atlanta

**Floyd Davis**, Treasurer

Community Link

**Ellen Horton**, Secretary

Alexandria, Va.

**New Board Member Terms**

**Richard Ring**, unexpired term of Bruce Liddell



FamilyAid Boston

**Mark Taylor**, first term

Greyhound

**Ellen Horton**, second term

Private citizen

**Dick Dei Tos**, third term

Metropolitan Washington Airlines Committee

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## TAI Headquarters Staff

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STAY CONNECTED

