



**ANNUAL MEETING AND CONFERENCE**  
**May 21-23, 2014**  
**Omni Parker House**  
**Boston, MA**



Welcome to Boston!

This Travelers Aid Annual Conference is very special to me in many ways. It is the first conference I am attending as the head of Travelers Aid International and the first time I will be meeting many of you in person. Also, since I grew up in Massachusetts I am GETTING BACK HOME, which just happens to be the theme of this year's meeting.

I hope all of you in one way or another feel that you, too, are getting back home since the conference is a chance to renew old friendships and also make new ones, to rekindle the passion you have for the work you do and the people you serve, to share some of your best practices and maybe pick up a new idea or two. Whatever your reasons for attending, we want you to feel at home and part of the Travelers Aid family.

I also want to take this opportunity to thank Bruce Liddell and his whole team at FamilyAid Boston for arranging some great activities for the group and securing a fascinating guest speaker, Boston Marathon Race Director Dave McGillivray. Dave's insights into last year's tragedy at the Boston Marathon as well as his personal life story are sure to inspire.

In addition, our keynote speaker Thursday evening, Joe DiDomizio from Hudson News has a very personal story to share with us. Earlier this year, Joe appeared on the CBS television show Undercover Boss. Joe spent time working incognito at a few airports and learned a lot about his front line employees and the passengers they serve. If you'd like a sneak preview, you can [Watch Joe's Undercover Boss Episode!](#)

These are just two highlights of what we expect to be a great meeting. Remember – you are among family. So sit back, relax and enjoy the meeting. You're home.

A handwritten signature in black ink, appearing to read "Dave Asselin", with a long horizontal flourish extending to the right.

Dave Asselin  
President & CEO

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AGENDA

Wednesday, May 21

- 3:00 – 4:30 pm TAI Board Meeting (Gardner)
- 3:00 – 5:00 pm Registration Open (Alcott Foyer)
- 5:00 – 7:00 pm Opening Reception (Stowe)
- 7:10 - ??? pm Red Sox Game or dinner on own

Thursday, May 22

- 7:00 – 8:30 am Registration & Breakfast (Alcott)
- 9:00 – 10:00 am General Session (Alcott)
  - Opening Remarks
  - Introductions
  - Icebreaker
- 10:00 – 10:15 am Break
- 10:15 – 11:15 am General Session (Alcott)
  - Presentation from Boston Marathon Race Coordinator  
Dave McGillivray
- 11:30 am – 1:30 pm Lunch and Duck Boat Tour (Off Site)
- 2:00 – 3:30 pm Concurrent Tracks
  - Airport (Stowe)**  
Navigating the airport procurement process
  - Social Services (Gardner)**  
Re-energizing the Travelers Aid Human Services Network
  - CEO (Alcott)**  
Roundtable forum for TAI Member Association Chief Staff Officers ONLY
- 3:30 – 4:45 pm General Session (Alcott)
  - Financial Management for Front-line Employees  
*Bridget McCabe, National Human Services Assembly*
- 6:30 – 7:00 pm Reception (Kennedy)
- 7:00 – 9:00 pm Dinner with Speaker  
*Joe DiDomizio, President & CEO, The Hudson Group*

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Friday, May 23

- 7:00 – 9:00 am Breakfast (at hotel, vouchers provided)
- 9:00 – 10:15 am Concurrent Sessions  
***Airport (Stowe)***  
Airports of the Future Campaign, Nathan Pick, ACI-NA  
***Human Services (Gardner)***  
Reframing Human Services, Bridget McCabe, National Human Services Assembly
- 10:15 – 10:30 Break
- 10:30 – 11:15 General Session (Alcott)  
Fundraising Techniques for Social Non-Profits  
Maureen Wallbeoff, Vice President, Firefly Partners
- 11:15 – 12:00 General Session (Alcott)  
Roundtable/Best Practices/New Programs
- 12:30 – 2:00 pm Lunch (Alcott)  
Annual Meeting of the Corporation