



# 2015 ANNUAL CONFERENCE

June 17-19, 2015

Crystal City Marriott at Reagan National Airport, Arlington, VA

All Meetings on Hotel's Mezzanine Level

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## BACK TO BASICS

**Day 1: Wednesday, June 17**

**3 – 4 pm**                    **Travelers Aid International Board Meeting**  
Jefferson Room

**3 – 5 pm**                    **Registration Open**  
Mezzanine Foyer

**4:30 – 6:30 pm**        **Opening Reception**  
Roosevelt Room

**Evening**                    **Washington Nationals vs Tampa Bay Rays: Game Time - 7:05**  
Tickets will be distributed at the Registration Desk and the group will depart at 6 pm from Reception's Roosevelt Room.  
*Suggested Route:* MetroRail Yellow Line from Crystal City Station via hotel's lower level, Transfer to Green Line at L'Enfant Plaza Station, travel 2 stops and Exit at Navy Yard/Ballpark Station.

Total estimated travel time: 33 minutes including 7-minute walk from Metro station to ballpark. Train departs every 6 minutes, if on schedule.

Estimated, round-trip fare with paper ticket: \$6.40.

Those with special travel needs, please see Dave Asselin.

**Alternative Plan: Dinner on your own**

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## Day 2: Thursday, June 18

### 7:30 – 8:30 am     **Registration**

Mezzanine Foyer

### 7:30 – 8:30 am     **Breakfast**

Chesapeake B-C

### 9 – 10:45 am     **General Session**

Chesapeake B-C

#### **Opening Remarks**

Dave Asselin, President & CEO, Travelers Aid International

#### **Introductions and Member Program Updates**

*Each member is invited to give a brief, 3-minute, overview of their latest programming innovations.*

### 10:45 – 11 am     **Break**

Chesapeake Salon Foyer

### 11 – Noon     **General Session**

Chesapeake B-C

#### **Battling Human Trafficking**

Lara Powers, National Human Trafficking Resource Center

Courtney Walsh, National Human Trafficking Resource

#### *Bios*

*Lara Powers* joined Polaris and National Human Trafficking Resource Center as a Call Specialist in October 2012 before moving on to a role as the Mid-Atlantic Regional Specialist, where she oversaw the anti-trafficking response to calls originating in the 14 states of the region. As the Hotline Manager, Ms. Powers is responsible for hotline case quality assurance, development of hotline protocols and systems, staff training and wellness, and creating and maintaining the hotline's monitoring and evaluation program. In her role, she cultivates relationships with strategic stakeholders at the national level to improve hotline infrastructure as well as hotline reporting and referral mechanisms. Ms. Powers oversees the NHTRC Hotline Supervision team and has conducted training and presentations on human trafficking to a diverse range of audiences including law enforcement, service providers, and international delegations.

Prior to joining Polaris, Ms. Powers worked for 3 years as the Marketing Manager for a market research firm in Shanghai, China. Ms. Powers returned to the U.S. to pursue her Master of Arts in International Development from American University and focused her research on gender, refugees, and human trafficking.

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At Polaris, *Courtney Walsh* serves as a Regional Specialist for 14 states. In her region, she manages relationships with key stakeholders, such as law enforcement, service providers, government agencies, and community members. She also oversees the anti-trafficking response to National Human Trafficking Resource Center cases and conducts capacity building.

Prior to joining Polaris, Ms. Walsh worked as a management consultant for Booz Allen Hamilton and as a Research Associate and Fellow for Catalyst's Research Center for Equity in Business Leadership. She holds a Masters in Public Policy from Harvard University's John F. Kennedy School of Government. At Harvard, she managed a policy analysis project with Microsoft Research and USC on technology and trafficking; conducted a field study in Moldova, Italy, and the U.K. on tri-sector responses to trafficking; and worked as an assistant to Ambassador Swanee Hunt on women's peacebuilding efforts in conflict zones. Ms. Walsh graduated with a B.A. in Psychology from Colgate University (Phi Beta Kappa).

### Noon – 1:30 pm **Lunch and Annual Meeting**

Chesapeake B-C

#### **Remarks**

Dave Asselin, President & CEO, Travelers Aid International

Pam Boswell, Board Chair, American Public Transportation Association

#### **Reports**

Floyd Davis, Board Treasurer, Community Link

Bruce Freeman, Professional Council Chair, Travelers Aid Dallas/Fort Worth

### 2 – 3:30 pm

#### **Behind the Scenes Tour of Historic Reagan National Airport**

Meet at Chesapeake Salon B-C and re-group at Travelers Aid "B" Desk

*Suggested Route:* Via hotel's lower level, take MetroRail Yellow/Blue Line from Cystal City Station for 1 stop to Washington Reagan National Metro Station. Take pedestrian bridge to B Terminal and meet at the Travelers Aid Information Desk in B Terminal.

Estimated, round-trip fare with paper ticket: \$5.90.

Those with special travel needs, please see Dave Asselin.

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## Day 2: Thursday, June 18, continued

3:45 – 4:45 pm

Jefferson Room

### Concurrent Session: Airports

#### Recruiting, Training and Retaining Great Volunteers

Moderator, Jane Mrosko, Travelers Aid – JFK

Christian Havens, Volunteer Coordinator, Travelers Aid – Newark

Cliff Heady, Volunteer, Travelers Aid – Dulles

Lisa Fitzpatrick, Volunteer, Travelers Aid – Reagan

#### Bios

The coordinator of volunteers for Travelers Aid at Newark Liberty International Airport, *Christian Havens* joined Travelers Aid in May 2014. He previously worked with volunteers at RSVP of Bergen County, N.J., where he was an assistant program manager placing volunteers in addition to grant writing. He had earlier served as a volunteer with Bergen County Volunteer Center.

Mr. Havens had 9 years' experience working with Hilton Hotels in front office positions. His assignments included the Hilton Boston Logan Airport Hotel. A graduate of Johnson & Wales University with a sports facility management degree, Mr. Havens' first job was the manager of group ticket sales for minor league baseball and hockey teams.

A corporate training manager, *Cliff Heady* has been training new Travelers Aid volunteers at Dulles International Airport since 1994. He joined Travelers Aid as a volunteer in 1992 and currently works two shifts per week.

Mr. Heady retired from Verizon with over 30 years of service. He had assignments in New Jersey, Maryland and Virginia. At the time of his retirement, he was director of human resources and training. He then joined Senn Delaney Leadership in Long Beach, as a consultant. While at Senn Delaney, he delivered corporate culture change and team building seminars throughout the United States and Europe. He also operated his own consultancy in Northern Virginia.

Mr. Heady lives in Oakton, Va., with his wife, Lorraine. He has 3 daughters and 15 grandchildren. His interests are walking, travel, tennis, ice hockey and gardening.

*Lisa Fitzpatrick* is a Travelers Aid volunteer at Ronald Reagan Washington National Airport. She is the design principal at Fitzpatrick Design Studio in Alexandria, Va., where she practices interior architecture and design, and she is a faculty member at Marymount University, also in Arlington.

Ms. Fitzpatrick's research specializes in "Sense of Place" in the airport and how the architectural design relates to the geographical and cultural

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## Day 2: Thursday, June 18, continued

### 3:45 – 4:45 pm    **Concurrent Session: Airports, *Bios continued***

connection of an airport to the region to which it serves. She has participated in many engaging social and learning experiences at Reagan National, beyond her volunteer hours aiding travelers and their families.

Driven by her passion for design and airports, Ms. Fitzpatrick recently created a walking tour of the architecture and the art of Reagan National which she shared with the airport management and with the volunteers of Travelers Aid.

### 3:45 – 4:45 pm    **Concurrent Session: Leadership Succession Planning**

Chesapeake B-C

*Bio*

Tom Adams, Director of Succession and Sustainability, Raffa, P.C

*Tom Adams* is the Director, Sustainability, Succession and Transition Planning services for Raffa PC. He and the entire TransitionGuides team joined Raffa PC in January 2014. Prior to 2014, Mr. Adams served as president and co-founder of TransitionGuides, a national consulting and educational services company based in Silver Spring, Maryland, that advises non-profits on leadership succession, executive searches, and transition management.

Mr. Adams and his team joining have assisted more than 400 local, regional, and national nonprofits from a wide variety of missions.

He has served non-profits as an executive director and consultant for more than 30 years. Mr. Adams has led leadership and capacity-building projects for the Annie E. Casey Foundation, as well as other national and local foundations. A national thought leader, speaker, and trainer on leadership and leadership topics, he has published extensively, including his current book, *The Nonprofit Leadership Transition and Development Guide: Proven Paths for Leaders and Organizations*.

Mr. Adams has a particular interest in coaching and consulting with founders and long-term executive directors/CEOs and their boards of directors. In 2009, He was presented with the Innovator Award by the Alliance for Nonprofit Management for his leadership in advancing executive transition and succession planning practices for the nonprofit sector. He received his BA from St. Mary's Seminary and University and his MSW from the University of Maryland.

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## Day 2: Thursday, June 18, continued

### 6:30 – 7 pm      Reception

Chesapeake Salon Foyer

### 7 – 9 pm      Dinner with Speaker

Chesapeake B-C

*Bio*

#### **Stewart McLaurin, President, White House Historical Association**

*Stewart Douglas McLaurin* was appointed in June 2014 as the sixth President of the White House Historical Association— a nonprofit organization whose purpose is to enhance the understanding, appreciation and enjoyment of the White House. He brings more than 25 years of senior leadership experience across the nonprofit, higher education, corporate, and public policy fields to the Association.

Prior to being named President of the Association, Mr. McLaurin served as Executive Vice President, American Village Citizenship Trust, a unique national educational institution located on a 183-acre campus near Birmingham, Alabama.

As Vice President of George Washington’s Mount Vernon Estate, he collaborated on the opening of the new presidential library for George Washington. Mr. McLaurin conceptualized and created the endowed research fellowships, major program partnerships, leadership programs and enhanced education outreach. He successfully engaged major donors for the library capital campaign, and established national and international relationships on behalf of Mount Vernon.

Mr. McLaurin was the Executive Director for the Ronald Reagan Presidential Foundation, Ronald Reagan Centennial Celebration. He was responsible for the conceptualization, planning, fundraising and implementation of a multi-million dollar, yearlong program of national and international events and initiatives.

For 6 years, Mr. McLaurin served as Chief of Staff to Georgetown University President John DeGioia. He designed and built a successful infrastructure and staff team to support and execute global positioning and engagement of the university with heads of state, international organizations, the diplomatic corps, faith leaders, academic organizations and international business.

Prior to Georgetown, he served as Chief of Staff to American Red Cross President Elizabeth Dole. He directed operations for the international humanitarian organization of 32,000 paid staff and 1.2 million volunteers. He has also held positions with the Motion Picture Association of America, Memorial Sloan-Kettering Cancer Center, and the U.S. Department of Energy.

Mr. McLaurin is a graduate of the University of Alabama.

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## Day 3: Friday, June 19

**7:45 – 9 am Breakfast**

Chesapeake B-C

**9 – 10:15 am Concurrent Session: Airports**

Jefferson Room

**Best Practices Sharing**

Open forum among members

Moderator, Andrea Itkin, Travelers Aid International

**9 – 10:15 am Concurrent Session: Social Services**

Chesapeake B-C

**Show Me the Money**

Sarah Lange, Founder, New Era for Non-Profits

*Bio*

*Sarah Lange* is Principal & Founder of New Era, a Worcester, Mass-consulting firm focused on helping nonprofits fly higher by integrating best practices. Ms Lange is well known and respected for her depth and breadth of expertise in fund development, board development, strategic planning and communications. She has helped more than 200 agencies achieve their goals, is a published author, has led dozens of workshops, raised more than \$71 million and has taught at Clark University, Boston University School of Social Work, Worcester State University, and U-Mass Boston. Her BA is from Colgate University; her Masters from BU School of Social Work.

**10:15 – 10:30 am Break**

Chesapeake B-C

**10:30 – 11:15 am Concurrent Session: Airports**

Jefferson Room

**Crisis Management**

Idea sharing/Strategizing: How we can help airports in times of crisis

Moderator, Andrea Itkin, Travelers Aid International

**10:30 – 11:15 am Concurrent Session: Social Services**

Chesapeake B-C

**Creating Partnerships**

Open forum among members

Moderator, Dave Asselin, Travelers Aid International

**11:15 – Noon General Session**

Chesapeake B-C

**Where Do We Go From Here**

Open forum among members

**12:15 – 2 pm Networking Lunch and Adjournment with Closing remarks**

Chesapeake B-C