

# 2018 TRAVELERS AID INTERNATIONAL ANNUAL CONFERENCE

June 13 – 15, 2018 — Chicago Hyatt Regency

**Power of the Past — Shaping the Future: Innovation Matters**

## WEDNESDAY, June 13, 2018

All meetings in the West Tower, Concourse Level

**Noon** Registration – Open until 5 p.m.  
Wrigley Foyer

**Noon** Professional Council meeting

### 2:00 p General Session: Welcome and Introductions: Vision, Mission & New Ideas

Wrigley Suite

Our traditional welcome session; as we greet each other, please share your agency's Vision & Mission and your news, challenges, concerns, tips and questions for your peers.

*Speakers: Dave Asselin, President, Travelers Aid International*

*Evelyn Diaz, President, Heartland Alliance*

### 3:00 p General Session: Innovation and Trends in Social Issues that Intersect with Transportation

Wrigley Suite

San Diego has two distinct Social Service transportation programs – Family Reunification in conjunction with the Downtown Partnership and Senior Rides. This will be a facilitated discussion on how a Travelers Aid organization can continue to evolve to meet the needs of its locale.

*Speaker: Kathleen Baldwin, President, Travelers Aid Society of San Diego*

**3:45 p** Break  
Wrigley Foyer

### 4:00 p Social Services Concurrent: TBD

Wrigley Suite

### Transportation Concurrent: Innovation and Trends in Information Sharing

Columbian Suite

Using the latest technology to keep both your passengers and volunteers informed.

*Speaker: Leanne Omland, Program Manager, Travelers Aid/Reagan Airport*

### 5:00 p Networking Social Event Sponsored by Travelliance

Dusable Suite, West Tower, Third Floor



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## THURSDAY, June 14, 2018

All meetings in the East Tower, Plaza Ballroom, Lobby or Michigan 2 & 3, Concourse Level

### 8:00 a Registration – Open until 2 p.m.

Plaza Ballroom Foyer

### 8:00 a Breakfast

Plaza Ballroom

### 9:00 a General Session/Keynote: READI Chicago

Plaza Ballroom

Connecting people at highest risk for gun violence involvement to critical services – including transitional jobs, coaching, and cognitive behavioral therapy – has the potential to save lives and strengthen our communities. Find out about Chicago's Rapid Employment and Development Initiative, an innovative model that cities can utilize to keep our communities safe.

*Speaker: Eddie Bocanegra, Senior Director-READI, Heartland Alliance*

### 9:45 a Break

Plaza Ballroom Foyer

### 10:00 a Leadership and Social Services Joint Concurrent: Innovation and Trends in the Workforce

Plaza Ballroom

New models being used to improve the effectiveness of workforce programs- including expansion of apprenticeship programs, building career pathways, and talent pipeline management.

*Speaker: Julio Rodriguez, Deputy Director, Office of Employment and Training, Illinois Department of Commerce and Economic Opportunity*

### Transportation Concurrent: Innovation and Trends in Customer Service

Michigan 2

Learn fun ways to keep your volunteers interested and more invested. There are many exciting ways to offer valuable volunteer options to heighten the customer experience as well as identify customers needing social service more quickly and efficiently

*Speaker: Scott Elmore, Vice President, Communications and Marketing, ACI-NA*



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### **10:45a Break**

Plaza Ballroom Foyer

### **11:00 a Social Services and Transportation Joint Concurrent: Innovations and Trends in First Response**

Plaza Ballroom Foyer

First Responders are typically not who you think - bystanders are often first on the scene of an accident or an incident. Learn about O'Hare's Emergency Response Plan and how Travelers Aid fits in. The second half of the session will highlight Heartland Alliance's collaboration efforts addressing the opioid crisis.

*Panel: Tamara Mahal, Aviation Emergency Manager, Chicago Department of Aviation*

*Larry Kirkpatrick, Substance Abuse Counselor, Heartland Human Care Services*

*Iliana Espinosa-Ravi, Community Overdose Prevention Program Manager, Chicago Recovery Alliance*

### **Leadership Concurrent: Leading Innovation and Change through Program Design**

Michigan 2

New sources for program design, implementation, measurement, and evaluation come from data-driven interventions, a strengths-based framework, a harm reduction framework, and a human rights perspective.

*Speaker: Leslie Beller, Founder and CEO, MHL Labs*

### **Noon Lunch with Speaker: Kieran Sheridan, Chief Operating Officer, Chicago Department of Aviation**

Plaza Ballroom

### **1:30 p General Session: Telling Your Story: Data Research and the Power of Metrics**

Plaza Ballroom

Data is powerful and has great potential for driving better human outcomes. Learn how to harness the power of data to tell your story and impact social innovation.

*Speaker: Amy Rynell, Senior Director, Research & Policy, Social IMPACT Research Center*

### **2:15 p Social Services Concurrent: Innovation and Trends in Grant & Contract Management**

Plaza Ballroom

Transfer the focus of grant work from fulfilling funder requirements to fulfilling your mission and generating enthusiasm from the workforce and buy-in from the community. Move beyond paperwork to purpose-driven work.

*Speakers: David Sinski, Executive Director, Heartland Human Care Services*

*Alexis 'Ali' Carella, Senior Research Associate, Social IMPACT Research Center*





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### 2:15a Transportation Concurrent: Innovation and Trends in Assisting Travelers with Special Needs

Michigan 3

Learn about trends and innovation on a national level as well as an example of innovative collaboration between an airline and Travelers Aid program on a local level.

*Panel: Eric Lipp, Executive Director, Open Doors*

*Peggy Brennan-Matyas, Supervisor - Performance and Strategy, United Airlines*

*Bryan Van Rees, Lead Social Service Supervisor, Travelers Aid/Chicago*

### Leadership Concurrent: Leading Innovation and Change through Partnerships

Michigan 2

Collaboration is key to take on the complex challenges that nonprofits face. What are trends in making knowledge sharing and power aggregation more effective?

*Speaker: Jessica Fuentes, Co-Chair, The Puerto Rican Agenda*

### 3:00 p Optional Tours: National Museum of Mexican Art or Center on Halsted and Town Hall Apartments

Plaza Ballroom Lobby

### 5:00 p Off-site Networking Social Event

## COCKTAIL HOUR

Thursday, June 14 5:00PM

**Pinstripes**  
435 E Illinois St



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### 8:00 a Registration – Open until Noon.

Plaza Ballroom Foyer

### 8:00 a Breakfast with Annual Meeting

Plaza Ballroom

### 9:00a General Session: Leadership in a Time of Great Challenge & Opportunity

Plaza Ballroom

Inspiring leaders are courageous in their thinking, relationships, attitudes, and behaviors, and enable others to be courageous and creative. Times of uncertainty present an opportunity for brave actions and a chance to empower your team to be change agents.

*Speaker: BJ Walker, Director, Illinois Department of Children and Family Services*

### 10:00 a Break

Plaza Ballroom Foyer

### 10:15 a Social Services Concurrent: Innovation and Trends in Asset Building

Plaza Ballroom

Far too many families in America are living from paycheck to paycheck. Living amid financial insecurity destabilizes families and jeopardizes the long-term vitality and resiliency of our communities. Lack of savings is a serious issue demanding a solution that not only educates people about appropriate ways to spend and invest, but also includes mechanisms for increasing asset ownership and asset protections to attain economic success.

*Speakers: Theresa Gibbons, Director, Asset Building Programs, Heartland Human Care Services*

*Earlisha Blackmon Dinkins, Contract Outcomes Analyst, Heartland Alliance*

### Leadership and Transportation Concurrent: Innovation and Trends in Strategic Volunteer Management

Michigan 2

Ideas to recruit, manage and motivate your volunteers.

*Speaker: Caitlin Closser, Senior Manager, Volunteer Project Development, United Way Metro Chicago*



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### **11 a General Session: Innovation and Trends in Organizational Response to Trauma**

Plaza Ballroom

Learn more about trauma-informed approaches and interventions to aid both travelers in distress and the staff and volunteers who work with them.

*Speaker: Kathryn Bocanegra, Instructor, University of Chicago*

### **Noon Lunch with Speaker: Celena Roldan, CEO, American Red Cross of Chicago and Northern Illinois**

Plaza Ballroom

### **2:00 p Optional 90-minute tour of Chicago O'Hare Airport**

Plaza Ballroom Lobby



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