



**WE ARE ONE TRAVELERS AID.**

*Innovation Matters. Embracing Change. Shaping the Future.*

2019 Annual Conference, Charlotte, N.C.

## **Travelers Aid International Annual Conference**

**June 12 – June 14, 2019**

Meeting Site: Federal Reserve Bank, 530 East Trade St.

Host Hotel: Springhill Suites Uptown, 311 East 5th St.

### **Preliminary Program**

In keeping with our overall theme of One Travelers Aid, the 2019 Annual Conference will again offer three concurrent tracks on Thursday; however, this year these tracks are not the traditional industry niche specific. Instead, attendees will simply pick from Options A, B or C depending upon their interests.

#### **WEDNESDAY, JUNE 12, 2019 • FEDERAL RESERVE BANK**

*Logistics* Please check-in at the hotel prior to walking over to the Federal Reserve Bank. As a federal building, there is airport-like security in place and you will not be able to bring your luggage into the conference facility. It is a 15-minute walk to the Federal Reserve from the hotel. Lunch is on your own.

**12:30 p.m.** Registration Opens, Lobby Area.

**1:30 p.m.** **General Session: Welcoming**

**1:45 p.m.** **General Session — Coping with compassion fatigue**

Burn out is a major reason for poor morale and staff departures. Some ideas on how to keep your staff concerned and motivated will be presented.

*Speaker: Dr. Tina Brookes, CEO, The Academy - National Institute for Crisis Response Training, Connelly Springs, N.C.*

**2:45 p.m.** Break

**3 – 5 p.m.** **General Session — Renewing and Rebuilding the Travelers Aid network**

A series of icebreakers and team building exercises designed as an in-depth introduction to your Travelers Aid peers and the rich resources of talents, ideas and experience within the Travelers Aid Network. The conference begins with the exercises on Wednesday afternoon and wraps up with a reflections and brainstorming session on Friday morning.

**6 – 8 p.m.** Networking Reception, Springhill Suites Uptown,

**Preliminary Program effective April 17, 2019**

*Conference art work by Patti Englert, Travelers Aid/JFK*

**THURSDAY, JUNE 13, 2019 • FEDERAL RESERVE BANK**

- 7 a.m.** Complimentary breakfast buffet at Springhill Suites Uptown
- 8 a.m.** Registration Opens, Lobby Area (*It is a 15-minute walk to the Federal Reserve.*)
- 8:30 a.m.** **General Session — Engaging local government – Promises and pitfalls**  
Some ideas to navigate your local political waters to move your program forward will be discussed. There are both risks and rewards with a closer relationship.  
*Speaker: Peggy Eagan, Director, Mecklenburg County Department of Social Services*
- 9:30 a.m.** Break
- 10 a.m.** **Option A — Immigration and refugee resettlement programs**  
One of Travelers Aid’s historical roles was to assist immigrants and refugees. Is there a role for Travelers Aid to assist today’s refugees?  
*Speaker: Scott Phillips, Director, U.S. Committee for Refugees and Immigrants – North Carolina, Raleigh, N.C.*
- Option B — The TSA, CBP and what’s next?**  
Representatives of the TSA and CBP will discuss technology and procedural changes. Their information will assist our program managers prepare their volunteers for the passenger questions.
- Option C — Lessons in leadership**  
A panel of Travelers Aid CEOs will discuss the variety of challenges they now face and swap ideas to tackle these challenges.  
*Panel: Chet Sobotka, Travelers Aid of the Inland Empire*
- 11 a.m.** Break
- 11:15 a.m.** **Option A — The lack of affordable housing**  
Housing vs. homelessness services: Are there solutions that a Traveler Aid member can implement?
- Option B — Developing an engaged board**  
Engaged board members make a conscious decision to invest their time in organizations. How do you recruit and retain individuals to serve on TA member board that will be involved, accountable and dedicated to an agency’s long-term viability?  
*Panel: Margaret Cleveland, chair, Community Link; Ed Powers, retired CEO, HOPE Atlanta*
- Option C — The art of helping travelers**  
A discussion of the frequent, and some unusual, challenges travelers face and some of the workable solutions that may assist them.  
*Panel: Jessica Rich, Travelers Aid of Honolulu; John Ishu, Travelers Aid Chicago; Shelia Dashiell, Travelers Aid at Union Station*

**THURSDAY, JUNE 13, 2019 • FEDERAL RESERVE BANK**

**12:15 p.m. Lunch and Discussion — Up through the ranks**

From leading their respective Travelers Aid International member organizations to serving on the Professional Council of the board, they rose to lead TAI as board chair and as the president. How did they do it? What is their vision for TAI?

*Speakers: Floyd Davis, chair, and Kathleen Baldwin, president, Travelers Aid International*

**1:30 p.m. Option A — Managing your volunteers**

Some tips on building and managing a large volunteer force. The discussion will touch on recruiting, incentives, team building and HR issues.

**Option B — What challenges in your community could be an opportunity for you?**

Back home, what problems are being ignored or neglected by your social services community? Is there an opportunity for your agency to step forward and fill this gap? Are there funds available to tackle this challenge?

*Panel: Amy Rynell, senior director of research and policy, Social Impact Research Center, Heatland Alliance; Marcy Roke, interim president, and Adrianna Ramirez, case manager, Travelers Aid Society of San Diego*

**3 p.m. Break**

**3:15 p.m. Option A — De-escalation techniques for use with difficult clients or passengers**

While we all encounter difficult or frustrated clients or travelers, here are some ideas to cool them down and to avoid adding to the problem.

*Speaker: Dr. Willie Ringold, Director of Social Services, Travelers Aid/Union Station*

**Option B — Staging a major fundraiser**

Everything from A to Z in staging a major fundraising event for your agency. What works? What does not work? How to manage your expectations and your board's expectations?

**5 p.m. Evening free**

**FRIDAY, JUNE 14, 2019 • FEDERAL RESERVE BANK**

- 7 a.m.** Complimentary breakfast buffet at Springhill Suites Uptown
- 8 a.m.** Registration Opens, Lobby Area (*It is a 15-minute walk to the Federal Reserve.*)
- 8:30 a.m.** **General Session — Discussion of *The Color of Law: A Forgotten History of How Our Government Segregated America***  
One of the Top 10 books of 2017, this work by economist Richard Rothstein, which the *New York Times* calls “a powerful, disturbing history of residential segregation in America,” will be the heart of a moderated discussion on the author’s findings and suggested remedies.  
*Speaker: Bob Simmons, Executive Director, Charlotte Council for Children’s Rights*
- 9:30 a.m.** Break
- 9:45 a.m.** **General Session — Impact of the Wealth Gap**  
There is a growing gap between the wealthy and working class as well as between whites and minorities. With these facts in mind, can we adjust our services or change our practices to reduce this gap?  
*Speaker: Dr. Laura Ullrich, Regional Economist, Federal Reserve Bank, Charlotte*
- 11 a.m.** Break
- 11:15 a.m.** **General Session — Renewing and rebuilding the Travelers Aid network: The wrap up**
- Noon** **Lunch, Annual Meeting, Discussion — Lessons from the Front line**  
Some Charlotte residents rioted after a 2016 police shooting. One year later, the [Charlotte Opportunity Task Force](#) issued a series of recommendations to improve housing, education and economic stability. Has the community implemented any of these recommendations? Are there lessons we can implement in our own communities or organizations?
- 1:30 p.m.** Conclusion