



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 as of May 29

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

Greetings: Kathleen Baldwin, president, Travelers Aid International; Floyd Davis, president, Community Link, board chair, Travelers Aid International, and host; Margaret Cleveland, board chair, Community Link

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.

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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.

Facilitators: Kathleen Baldwin, president, Travelers Aid International, and David Sinski, executive director, Heartland Human Care Services, Chicago; Maria Suggett, president, Mountaintop, Highlands Ranch, Colo.

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

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6:30 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

9:45 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: Marsha Hirsch, executive director, Carolina Refugee Resettlement Agency

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.

Speakers: Darrin Sanchez, TSA training specialist, Charlotte-Douglas International Airport; and Paul R. Nielsen, Chief CBP Officer, Charlotte

9:45 a.m. Option C — 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; Evette Beckett-Tuggle, managing principal, The Agilant Group, Charlotte; and Maria Suggett, former board member, Travelers Aid Society of San Diego, and president, Mountaintop, Highlands Ranch, Colo.

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10:45 a.m. Break

11 a.m. Option A — The lack of affordable housing

Housing vs. homelessness services: Are there solutions that a Traveler Aid member can implement?

Speakers: Miles O. Vaughn, housing services division manager, Charlotte Department of Housing and Neighborhood Services, and Floyd Davis, Community Link

Option B — 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; Jeff Smythe, HOPE Atlanta; and Marcy Roke, Travelers Aid Society of San Diego.

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; and Shelia Dashiell, Travelers Aid at Union Station

Noon Lunch, Annual Meeting 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

A pair of Charlotte-area volunteer coordinators promise a presentation and exercises that go beyond the basics of volunteer recruiting, incentives, team building and HR issues. Some activities are designed to get the right brain thinking! The library system has more than 1,400 volunteers at 20 branches.

Speakers: Tanise Love, manager of multicultural affairs, Donate Life North Carolina; and Chauna Wall, volunteer manager, Charlotte Mecklenburg Library

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, Heartland Alliance; and Marcy Roke, interim president, 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

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Option B — Raising Funds - from A to Z

Everything from A to Z ranging from foundation grants, individual donors and special events for your agency. What works? What does not work? How to manage your expectations and your board's expectations?

Speakers: Mark Goldstein, CEO, Communication Mark, Arden, N.C.; and Randall C. Hitt chief engagement officer, Men's Shelter of Charlotte | Urban Ministry Center

5 p.m. Evening free

FRIDAY, JUNE 14, 2019 • FEDERAL RESERVE BANK

6:30 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*

This 2017 book by economist Richard Rothstein, which is “a powerful, disturbing history of residential segregation,” will be the heart of a moderated discussion 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 our agencies 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
Facilitators: Kathleen Baldwin, David Sinski and Maria Suggett

Noon Lunch and Discussion — Lessons from the Front line

The [Charlotte Opportunity Task Force](#) in 2017 issued a series of recommendations to improve housing, education and economic stability. Are there lessons we can implement in our own communities or organizations?

Speaker: Dee O'Dell, co-chair, Opportunity Task Force; director, Leading on Opportunity

1:30 p.m. Conclusion