

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.

Expanded Agenda with Biographies

Welcome to Charlotte

Bios

The speakers biographies follow the program pages and are organized in presentation order.

Wi-fi

Here is the information needed to log into the host's wi-fi network:

Network: Conference; User name: tconference1; Password: n?uG84Sd

Evaluations

This year we are using 2 methods to gather your thoughts on the conference sessions. We will be using an online survey instrument to get your quick reviews after each session ends. So please take a few minutes, go online and grade the session. To ease the use of the online form each session has a 4-character identification code. The code is listed in this program beginning with a ✓ to the right of the session's title.

Here is the link to the survey – use the same link for each session survey: <http://bit.ly/TAlsurvey19>.

In addition, you will find in your registration packets, and on the tables, blank forms to use after a session if you would prefer to write out your review. This form has space for additional comments.

Our Final Evaluation will be a blue form that will be distributed on Friday and this form has plenty of room to offer a whole range of opinions. Please return all hard copy forms to the registration desk.

WE ARE GRATEFUL TO OUR SPONSORS FOR THEIR GENEROUS SUPPORT



WEDNESDAY, JUNE 12, 2019 • FEDERAL RESERVE BANK

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

All sessions today are in the Magnolia/Dogwood Suite

1:30 p.m. General Session: Welcoming

✓ TA01

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

✓ TA02

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.

Moderator: Jessica Lani Rich, president, Travelers Aid of Honolulu

2:45 p.m. Break

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

✓ TA03

A building exercise 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

6 – 8 p.m. Networking Reception, Springhill Suites Uptown, Hornet's Nest B

THURSDAY, JUNE 13, 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 — Engaging Local Government – Promises and pitfalls

Magnolia/Dogwood Suite

✓ TA04

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

Moderator: Floyd Davis, president, Community Link

9:30 a.m. Break

9:45 a.m. Option A — Immigration and Refugee Resettlement Programs

Raleigh Room

✓ TA05

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

Moderator: David Sinski, executive director, Heartland Human Care Services, Chicago

Option B — The TSA and CBP — What's Next?

Magnolia/Dogwood Suite

✓ TA06

Representatives of the TSA and CBP will discuss technology and procedural changes. Their information will assist our program managers to prepare their volunteers for passengers' questions.

Speakers: Paul R. Nielsen, Chief CBP Officer, Charlotte; and

Darrin Sanchez, TSA training specialist, Charlotte-Douglas International Airport

Moderator: Raechel Rucker, marketing and communications, ACI-NA

Option C — Developing an engaged board

Palmetto Room

✓ TA07

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 boards 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

Moderator: Mollie Hestor, manager, Travelers Aid of Greater Birmingham

10:45 a.m. Break

11 a.m.	Option A — The Lack of Affordable Housing	✓ TA08
	Raleigh Room	
	Housing vs. homelessness services: Are there solutions that a Traveler Aids member can implement?	
	<i>Speakers: Miles O. Vaughn, housing services division manager, Charlotte Department of Housing and Neighborhood Services, and Floyd Davis, president, Community Link</i>	
	<i>Moderator: David Sinski, executive director, Heartland Human Care Services, Chicago</i>	
	Option B — Lessons in Leadership	✓ TA09
	Palmetto Room	
	A panel of Travelers Aid CEOs will discuss the variety of challenges they now face and swap ideas to tackle these challenges.	
	<i>Panel: Marcy Roke, interim president, Travelers Aid Society of San Diego; Jeff Smythe, executive director, HOPE Atlanta; and Chet Sobotka, director of volunteer services, Travelers Aid of the Inland Empire;</i>	
	<i>Moderator: Kathleen Baldwin, president, Travelers Aid International</i>	
	Option C — The Art of Helping Travelers	✓ TA10
	Magnolia/Dogwood Suite	
	A discussion of the frequent, and some unusual, challenges travelers face and some of the workable solutions that may assist them.	
	<i>Panel: Shelia Dashiell, program manager, Travelers Aid at Union Station; John Ishu, associate director, Travelers Aid Chicago; Jessica Rich, president, Travelers Aid of Honolulu; and Raechel Rucker, marketing and communications, ACI-NA</i>	
	<i>Moderator: Raechel Rucker, marketing and communications, ACI-NA</i>	
Noon	Lunch, Annual Meeting and Discussion — Up through the ranks	✓ TA11
	Buffet served in the atrium with seating in the Magnolia/Dogwood Suite	
	Annual business meeting.	
	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?	
	<i>Speakers: Floyd Davis, chair, Travelers Aid International; and Kathleen Baldwin, president, Travelers Aid International</i>	

1:30 p.m.	Option A — Managing Your Volunteers	✓ TA12
	Palmetto Room	
	A pair of Charlotte-area volunteer managers 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 and Donate Life has 150 volunteers around the state.	
	<i>Speakers: Tanise Love, manager of multicultural affairs, Donate Life North Carolina; and Chauna Wall, volunteer manager, Charlotte Mecklenburg Library</i>	
	<i>Moderator: Jane Mrosko, program manager, Travelers Aid/JFK Airport</i>	
	Option B — What Challenges in Your Community Could be an Opportunity for You?	
	Magnolia/Dogwood Suite	✓ TA13
	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?	
	<i>Speakers: 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</i>	
	<i>Moderator: David Sinski, executive director, Heartland Human Care Services, Chicago</i>	
3 p.m.	Break	
3:15 p.m.	Option A — De-escalation Techniques for Use with Difficult Clients or Passengers	✓ TA14
	Palmetto Room	
	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.	
	<i>Speaker: Dr. Willie Ringold, director of social services, Travelers Aid/Union Station</i>	
	<i>Moderator: Kathleen Baldwin, president, Travelers Aid International</i>	
	Option B — Raising Funds - from A to Z	✓ TA15
	Magnolia/Dogwood Suite	
	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?	
	<i>Speakers: Mark Goldstein, CEO, Communication Mark, Arden, N.C.; and Randall C. Hitt, chief engagement officer, Men's Shelter of Charlotte Urban Ministry Center</i>	
	<i>Moderator: Jeff Smythe, executive director, HOPE Atlanta</i>	
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.*)

All sessions today are in the Magnolia/Dogwood Suite

8:30 a.m. **General Session — Discussion of *The Color of Law: A Forgotten History of How Our Government Segregated America*** ✓ TA16

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

Moderator: Floyd Davis, president, Community Link

9:30 a.m. Break

9:45 a.m. **General Session — Impact of the Wealth Gap**

✓ TA17

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

Moderator: Floyd Davis, president, Community Link

11 a.m. Break

11:15 a.m. **General Session — Renewing and Rebuilding the Travelers Aid Network: The Wrap Up**

✓ TA18

Facilitators: Kathleen Baldwin, president, Travelers Aid International, and David Sinski, executive director, Heartland Human Care Services, Chicago

Noon **Lunch and Discussion — Lessons from the Front line**

✓ TA19

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

Moderator: Floyd Davis, president, Community Link

1:30 p.m. Conclusion

Please complete your Final Evaluation form and leave it at the registration desk. Thank you!

2019 Annual Conference, Charlotte, N.C.
Speakers Biographies — In Order of the Event

Kathleen S. Baldwin

President and CEO

Travelers Aid International

Kathleen Baldwin began serving as the president of Travelers Aid International on Feb. 11, 2019.

Formerly she served as the president of Travelers Aid Society of San Diego, a position she held for 18 years. Kathleen was a member of the Travelers Aid International board for the last 13 years, holding the positions of chair of the Professional Council and board treasurer before resigning to take on her current leadership role.

Kathleen has led four organizations in her long nonprofit management career as well as served on numerous nonprofit and foundation boards.



She earned an undergraduate degree from University of California and an MBA from Pepperdine University as well as participated in several leadership fellowships in the San Diego area.

Floyd R. Davis, Jr.

President

Community Link

Board Chair

Travelers Aid International

With a heart for social justice and a mind for strategic business management, Floyd Davis is celebrating his 17th year as president and CEO of Community Link. Community Link has transformed through his visionary leadership from a local agency into a regional not-for-profit powerhouse that helps individuals and families obtain safe, decent, and affordable housing. Floyd is widely respected as a role model in non-profit management who uses practices and insights from the business world to produce Community Link's record of results. The agency placed 2,246 individuals in safe decent rental housing in 2018 alone. Since 2004 the agency has enable 3,256 families to become homeowners and since 2012 prevented foreclosure for 1,465 homeowners.



When Floyd arrived at Community Link, it served Mecklenburg County and had one staff member in Cabarrus County. Today, the agency operates in 26 counties in the Carolinas. The number of grants awarded from the U.S. Department of Housing and Urban Development and other sources has grown dramatically during his tenure, allowing Community Link to serve veterans at risk of becoming homeless, women and children needing safe housing after domestic violence, and many others. The organization has also taken over housing programs from other local agencies, including the Latin American Coalition and Safe Alliance.

Floyd's proudest accomplishments include a program which provides free tax preparation for low-income taxpayers so that they may appropriately claim their earned income tax credit. The program was implemented in 2005 and has grown significantly. In 2016, Community Link helped 9,154 taxpayers complete their 2015 tax returns. The average refund was \$1,600 – providing essential funds for housing and other necessities for individuals whose annual incomes average about \$21,000 a year. This service is provided to the individual filer at absolutely no cost.

Floyd discovered his life's work early in his career. After graduating from Norfolk State University with a B.S. in accounting and business administration, he joined IBM and later became controller at Model Cities in Poughkeepsie, N.Y. Model Cities was devoted to helping citizens to revitalize their neighborhoods. He saw their joy at their successes and also came to realize his contributions would have the greatest impact in this field.

Over a career spanning 50 years, Floyd has served as president and CEO of United Community Centers and Family Services in Fort Worth, Texas. Before that he devoted more than 20 year to working in United Way executive positions in Minneapolis, New York City, Miami and Flint, Mich. North Carolina benefitted from his expertise in the 1990s when he served as president and CPO of the United Way of Forsyth County in Winston-Salem.

From this extensive background, Davis came to realize how difficult it is for most people to figure out how to access and benefit from social services. As a result, he made one of his professional goals to change and improve the service delivery system for the individuals and families who depend upon it. That mission guides him still.

Floyd has been married to his wife, Ann, since 1976. They have two grown sons.

Margaret Cleveland

Board Chair

Community Link

Margaret Cleveland retired from UPS after a 36-year career that consisted of 34 years of management and leadership assignments at UPS locations across the country. Her professional experience included responsibilities as district controller for Oregon and the greater Detroit area in Southeastern Michigan and North Central Ohio. Her functional obligations included finance, cost and general accounting, payroll, billing, collections, payables, information services, revenue auditing, and Canada – U.S. brokerage operations.

Active in community engagement, after retiring and relocating to North Carolina, she renewed her involvement with non-profit organizations. She serves as board chair for Community Link, an organization that enables individuals and families to obtain and sustain safe, decent and affordable housing. Community Link is a partner agency in the Children and Family Services Center and Margaret sits on their board as Community Link's representative. In Cabarrus County, she is finance chair and treasurer for Habitat for Humanity and a member of the board for United Way of Central Carolinas.



Margaret earned a Bachelor of Science in business and accounting at the University of Pittsburgh, received her MBA from the University of Phoenix at Michigan. She was trained in corporate financial analysis at Georgia State University and logistics management at Michigan State University. She is a third-year student working on her dissertation proposal for a doctor of management in organizational leadership focusing on entities with missions that affect homelessness and housing initiatives.

In her free time Margaret enjoys playing golf and participating in area league competitions.

Dr. Tina Brookes

CEO and Founder

The Academy: National Institute for Crisis Response Training

Dr. Tina Brookes, a licensed clinical social worker, has specialized in critical incident crisis response for over 30 years. Tina is the CEO of The Academy: National Institute for Crisis Response Training, an organization in Lincolnton, N.C., that she co-founded in 2008. In 2013, Tina founded The Network-Dynamic Crisis Response and contracts nation-wide to provide critical incident stress management training, crisis response consultation, and corporate or agency health and wellness program development.

She created "Permission to be Human," a nationwide program to promote integrative health, wellness, and resilience.



She completed the one-year Duke University Certificate Program, Leadership in Integrative Medicine.

Tina attributes her personal resiliency and passion to do this significant work to her faith, family, friends, and remembering to have fun!

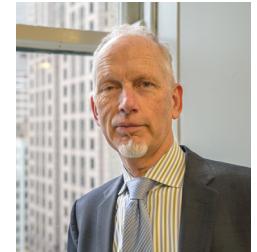
David Sinski

Executive Director

Heartland Human Care Services

David Sinski is the Executive Director of Heartland Human Care Services and Vice President of Heartland Alliance. In this position, he oversees Heartland Human Care Services and is committed to ending poverty through a wide range of programs aimed at ensuring safety, stability and pathways for long term success to over 500,000 persons each year primarily in Illinois and Michigan.

David leads a team committed to human rights and delivering programming and advocacy related to poverty reduction through contextualized literacy; vocational literacy/English as a Second Language; a continuum of housing services from homeless prevention to supportive housing, housing and residential services for adults, youth, families and seniors, and unaccompanied immigrant youth; resettlement for refugees; health education, wellness and prevention, and substance abuse counseling; and counseling and safety planning for survivors of trafficking, domestic violence, or sexual assault.



David joined Heartland in October 2012 with more than 20 years of experience in youth development and community-based programming. At After School Matters, he spent 11 years in various capacities including executive director. Prior to that assignment, he served as director of youth development programs at Alternatives. Before joining Alternatives Inc., David worked for Mujeres Latinas en Acción, delivering programs that addressed domestic violence, parenting, youth development, immigration issues and leadership development.

David received a B.A. from Marquette University and an M.A. in Guidance and Counseling from Northeastern Illinois University in Chicago and has practiced as a Licensed Clinical Professional Counselor in Illinois.

Peggy Eagan

Director

Mecklenburg County Department of Social Services

Peggy Eagan is the director of the Mecklenburg County Department of Social Services, an agency comprised of 1,300 employees managing a budget of \$188 million. The agency is responsible for the management of major services such as child welfare, services for adults, Medicaid, food and nutrition services, and Work First. The department is also responsible for other social service programs which are developed and managed locally.

Peggy was previously the executive director of the Children and Family Service Center, a 100,000-square-foot facility built to house 10 nonprofits serving children and families in the Charlotte area. In this capacity, she managed the collaboration between the nonprofits in the areas of space sharing, technology, shared back office services and programming.



She has managed local and statewide non-profits and held several leadership roles in national initiatives. Peggy holds a Master in Social Work from Indiana University, was named Woman of the Year by the Indianapolis Star in 1996, was a registered lobbyist and has served on the board of Prevent Child Abuse America as well as on many local boards.

Marsha Hirsch

Executive Director

Carolina Refugee Resettlement Agency

Marsha Hirsch has a bachelor's in International Studies and received an master's in East Asian Studies from University of Texas at Austin. She has been involved in cross cultural educational activities for most of her career. Marsha has taught English abroad in East Asia and Europe and has been an English as a second language instructor for intensive language institutes and community colleges.



She began working with the refugee population in Charlotte in 2011 and joined Carolina Refugee Resettlement Agency in 2012 teaching cultural orientations, vocational education classes and citizenship preparation as well as being the volunteer coordinator. Marsha became the executive director of Carolina Refugee Resettlement Agency in January 2016.

Paul R. Nielson

Chief CBP Officer

Area Port of Charlotte

U.S. Customs and Border Protection

Paul Nielsen is a Chief Customs and Border Protection officer in Charlotte, where he is responsible for managing passenger operations at one of the top 20 international airports in the United States. He is responsible for detecting and preventing threats from entering the U.S., while facilitating legitimate trade and travel.

Paul began his career as an immigration inspector with the former Immigration and Naturalization Service in Honolulu in 2002. He later spent six years in Toronto, where his duties focused on counter terrorism, and served as the American Immigration Lawyers Association liaison for the port.

Since arriving in Charlotte in 2012, Paul has been involved in day-to-day operations at the airport and has participated in CBP hurricane response efforts during Matthew and Florence in 2016 and 2018. In addition, he also served as the acting deputy port director for the Port of Washington, D.C., which is a proving ground for much of CBP's newest technology.

Paul holds a Bachelor's degree in biology from the University of Hawaii.

Darrin Sanchez

Training Specialist

Transportation Security Administration

Darrin Sanchez serves as training specialist for the U.S. Transportation Security Administration for Charlotte Douglas International Airport, Asheville Regional Airport and Concord Regional Airport. In this capacity, Darrin assists in overseeing all training needs for transportation security officers and federal security director staff. He is also responsible for the Threat Image Projection Program used on the X-Ray systems, preparation of all training simulators and local communications systems for TSA employees.



Darrin has been employed with TSA for 13 years. He began his career with TSA in 2006 as a transportation security officer, promoted to expert security training instructor in 2012 and subsequently training specialist in 2016.

Prior to moving to Charlotte and joining TSA, he was employed as an office systems analyst Ifor the Suffolk County Executive's Office in New York. He was also an adjunct college professor for the College of Management at Long Island University, C.W. Post in Brookville, NY.

Darrin holds a Bachelor of Science in Athletic Administration from St. John's University, NY and a Master's in Public Administration from Long Island University.

Ed Powers

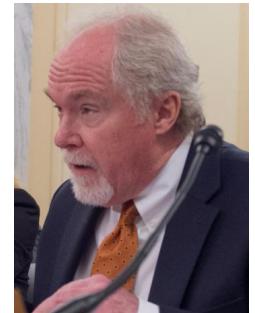
Consultant

HOPE Atlanta

Edward Powers, retired last year as the executive director of HOPE Atlanta, a position he has held since January, 1994.

Prior to HOPE Atlanta, he was the country director of the Pearl S. Buck Foundation's programs in Thailand and the Socialist Republic of Vietnam from 1985 to 1992. From 1979 to 1983 he worked for the Department of State as a contractor at the U.S. Embassy Refugee Section in Bangkok, where he was the Vietnamese resettlement coordinator.

Ed is a Vietnam veteran, serving as an Army interrogator in DaNang from 1971 to 1972. He holds a BA degree in Asian Studies from the University of Illinois and an MBA degree from the Middlebury Institute of International Studies at Monterey.



Evette Beckett-Tuggle

Managing Principal

The Agilant Group

Evette Beckett-Tuggle is a master coach and the founder and managing principal of The Agilant Group, a coaching and consulting firm in Charlotte, which provides leadership group facilitation and life coaching.

Prior to establishing her coaching practice, Evette served in senior level positions in the non-profit, public and private sectors which include president and chief executive officer of Carolinas Minority Supplier Development Council, chief marketing officer for Global Music Network and Essence magazine, and vice president of global marketing for Citibank.



She has held numerous community leadership positions in New York and in Charlotte and currently serves on the board of directors of The Harvey B. Gantt Center for African-American Arts & Culture, the advisory committee of Carolina Theatre at Belk Place, and the executive committee of The Crown Jewels chapter of The Links.

Evette holds an M.B.A. in marketing and finance from Columbia University Graduate School of Business and a B.A. in English and drama from Tufts University, and received her certified master coach credential from the Center for Coaching Certification.

Evette currently resides in the Greater Charlotte Area with her husband, the Rev. Reggie Tuggle.

Miles O. Vaughn

Housing Services Division Manager

Charlotte Department of Housing and Neighborhood Services

A New York City native, Miles Vaughn has over 20 years of experience in real estate and economic development. He received his undergraduate degree in business administration from Rochester Institute of Technology and his master's degree with a concentration in urban planning from Pennsylvania State University. Miles graduated from New York University's Real Estate Development Institute and has several postgraduate certifications.

He joined the Bank of America Community Development Corporation in 1999 as a real estate development officer. As a senior vice president, Miles was involved in all aspects of affordable housing development including the negotiation of partnership agreements, land acquisitions, structuring of financing packages, and the coordination of development teams.

While a senior business developer with Fannie Mae, his responsibilities included identifying affordable housing development opportunities across the country, managing Fannie Mae relationships with local housing and community development partners, as well as increasing access to credit and assisting borrowers in avoiding foreclosure.

Currently as the housing services division manager, Miles oversees the Housing Services Division and works with the City of Charlotte's Director of Housing and Neighborhood Services in implementing the city's affordable housing programs. His responsibilities include, working with external and internal partners to ensure that organizational policies and plans align with and support the priority of increasing the supply of affordable and workforce housing throughout the city, overseeing the Charlotte's Housing Trust Fund, project and program management activities including the financial structuring of proposed developments, ensuring the city's compliance with local, state, and federal funding sources, and coordinating applications for federal, state and local resources, including housing grants and loans, rental assistance, and requests for proposals.

Marcy Roke

Interim President

Travelers Aid Society of San Diego

Marcy Roke, interim president and CEO, has worked for the Travelers Aid Society of San Diego for 13 years.

In her current role, she works with partners within the community to further Travelers Aid's mission, and to secure the organization's position in the fabric of San Diego's social service space. Marcy engages with staff, board members, clients, vendors, and partners in order to serve the agency's clients.

In her previous capacity of director of development and communications, it was her responsibility to improve the agency's outreach, marketing, and fundraising efforts. She previously worked in the fields of advertising and marketing for 16 years, focusing on publishing, editing, graphic design, and project management.

She holds a Bachelors of Business Administration.



Jeffrey Smythe

Executive Director

HOPE Atlanta

Jeffrey Smythe has dedicated his career to serving human services organizations that make a transformative impact on those they serve. He became the executive director for HOPE Atlanta in December 2018, a 119-year-old organization that provides a comprehensive approach to helping more than 7,700 individuals and families experiencing homelessness.

For more than 13 years, Jeff served as the executive director for Meals On Wheels Atlanta. During his tenure, the organization was able to triple in both the numbers of seniors served and in the annual revenues raised, also expanding services to surrounding counties.

During his career, Jeff also served in leadership positions for Lutheran Services of Georgia, C5 Youth Foundation, EARTH University Foundation, Meals On Wheels America, and Open Hand Atlanta.

He completed his Master's in Public Administration from Georgia State University and his bachelor's in psychology and developing world history from the University of Colorado.



Chet Sobotka

Director of Volunteer Services

Travelers Aid of the Inland Empire

Chet Sobotka is the director of volunteer services for Travelers Aid of the Inland Empire at the Ontario International Airport in Ontario, Calif. Chet has been in this position for only 9 months and coordinates 77 volunteers at the airport.

Prior to be hired for the only paid position at Travelers Aid, Chet served as a volunteer for two years. While serving as a volunteer, he was the recipient of an Outstanding Community Service Award that was presented to him by the West End YMCA Ontario-Montclair Organization at their annual Veterans Prayer Breakfast.

Chet is a 10-year Navy and Vietnam War veteran. After the Navy, Chet worked for 34 for a major defense contractor before retiring. He started his career there as an instructor/curriculum writer and finished managing one of the largest Army programs that his division had at that time.



A board member of Honor Flights of the Inland Empire, Chet is the organization's liaison with the airport. Honor Flights of the Inland Empire is an organization that covers all expenses so that 30 Ontario area vets can travel to Washington to visit the various memorials.

Twice a year, Chet facilitates a 12-week personal finance class at his church.

Shelia Dashiell

Program Manager

Travelers Aid/Union Station

Since 1985, Shelia Dashiell has been a social worker and immigration counselor at Travelers Aid at Washington Union Station. She is currently the program manager.

In addition, she has been a program coordinator at the House of Ruth, a domestic violence shelter, since 2006 and an extern therapist at Sunrise Therapeutic Services since 2016.

Previously, Shelia was the director of family services and the housing coordinator at So Others Might Eat.

Shelia holds bachelor's degree in social work from Delaware State University and a master's degree in counseling psychology from Bowie State University.

She is a member of the International Association of Addictions & Offender Counselors, the American Counseling Society, the National Association for Alcoholism and Drug Abuse Counselors and the National Alliance for the Mentally Ill.



Jessica Lani Rich

President

Travelers Aid of Honolulu and The Visitor Aloha Society of Hawaii

Jessica Lani Rich is celebrating her 15th year as the president and CEO of Travelers Aid of Honolulu and The Visitor Aloha Society of Hawaii. Jessica has devoted her life to helping others in crisis. She is also a Stephen Minister for the First Presbyterian Church.

The Travelers Aid program provides referrals for the disadvantaged to local homeless shelters. The Visitor Aloha Society of Hawaii program assists visitors who have been victims of crimes or other adversities. There are reportedly over 9 million visitors who travel to Hawaii every year, and the Hawaii program assists visitors in crisis every day.

She also serves on the Board of Directors for Travelers Aid International.



Jessica is a TV producer and host of her own weekly TV show, *Inspire You & Me*, which is broadcast on the Family Broadcasting Corporation station every Sunday night statewide in Hawaii. She has helped to promote over 40 non-profit agencies on her TV program.

Jessica received her Bachelor's Degree in Communications from San Francisco State University and completed graduate work toward her Master's Degree at the University of Hawaii. She is a critical incident specialist and was trained in Baltimore. Jessica is a musician and plays the ukulele and is the leader of a musical group, The Mele Rotarians. She is also the author of the book, *The Gift of Hawaii, Island Inspirations*. Jessica keeps very busy with her non-profit agency work and her special community service projects.

Raechel Rucker

Manager, Communications and Marketing

ACI-NA

Raechel Rucker joined ACI-NA in March 2016 and currently serves as the communications and marketing manager. Her responsibilities include handling ACI-NA's publications, coordinating all email marketing efforts for ACI-NA's 20-plus conferences, and planning ACI-NA's communications-focused conferences. She is also the staff liaison for the Customer Service Working Group.

Prior to joining ACI-NA, Raechel served as a communications intern for the Message and Intel department at the National Education Association.

Raechel is a graduate of St. John's University and holds a Bachelor of Science degree in Communication Arts.



Tanise Love

Manager of Multicultural Affairs

Donate Life North Carolina

President

Metrolina Association of Volunteer Administrators

Tanise Love considers herself a serial smiler. She loves laughter, and all things people.

Philanthropy is a key part of her character, beginning with her days as a ferocious cookie selling Girl Scout. Tanise is a native of Indiana, and proud Indiana University alumni (go Hoosiers!). She loves going back to visit with family, but doesn't miss the snow one bit.

A health scare just four months after their wedding led Tanise to seek a career that could combine her love for non-profit, and healthcare. After landing a newly created role at Donate Life North Carolina, she knew she found her passion.

At Donate Life, Tanise is responsible for community outreach efforts around organ, eye, and tissue donation in minority and faith-based communities across the state. Her work has led her to develop seven statewide partnerships with historically black colleges and universities and educate more than 6,000 faith-based congregations. She also works with numerous professional and community groups. During her time at Donate Life, they have reached more than 5 million North Carolinians registered donors.

Her responsibilities also include managing a statewide volunteer program. She has more than 150 volunteers participating in a speakers bureau, events, social media and college campus programs. Many of the volunteers have a personnel connection to donation of organs. Tanise's duties include volunteer recruitment, retention, database management, communication efforts and appreciation events.

In addition to her staff role, Tanise volunteers with the Association of Multicultural Affairs in Transplantation. Her work at the association includes restructuring and formalizing operations, growing its national presence, and bringing more training resources to professionals in the field.

In January 2018, after seven years of membership, Tanise was appointed to the presidency role for the Metrolina Association of Volunteer Administrators, an educational resource group for nonprofit professionals and area volunteer managers. In this volunteer role, Tanise and her board led the group to grow its membership by 30% and recently formalized their 501c(3) status in July 2018.

In her downtime Tanise enjoys tennis, reading, and spoiling her rescue pup, Malcolm.



Chauna Wall

Volunteer Manager

Charlotte Mecklenburg Library

Chauna Wall graduated from University of North Carolina at Charlotte with a degree in human services and minor in visual art in 1989 and has worked with volunteers in some capacity ever since.

"I mobilize the caring power of people to make a positive impact in our community. I have always loved the idea of being an agent for change."

Chauna has a passion for people and connecting with those from diverse backgrounds. She has worked with special populations such as older adults, internationals, people with disabilities and youth. Highlights include being awarded the International Peace Prize for an Intergenerational



Program called “Common Ground” in the Highland Mill area of Charlotte.

Currently she is in her 14th year as volunteer manager for the Charlotte Mecklenburg Library where she oversees 1,400 volunteers yearly. The volunteers gave the library over 53,000 hours last year which is valued at over \$1.5 million.

At the library, Chauna’s responsibilities include overall coordination and management of the volunteer with sound volunteer management principals and best practices. She trains and coaches a staff of 25 who serve as a volunteer point person at their library branch location. Chauna recruits and trains volunteers for large events such as the annual book festival and book sale held every year.

She loves knowing that through service projects she is creating a more educated and literate community as well as empowering individuals to create their best life. “Access to good information is a great equalizer.”

When she’s not volunteering in a dog rescue program, she likes to listen to music and sing karaoke with her boyfriend, Ken, and take their dog, Mu Shu, to the dog park.

Amy Rynell

Senior Director of Research and Policy

Social Impact Research Center

Heartland Alliance

Amy Rynell has worked for Heartland Alliance since 1997 and currently oversees Heartland Alliance’s Research & Policy Division which is comprised of the Social IMPACT Research Center, Heartland Alliance’s National Initiatives on Economic Opportunity, and the Heartland Alliance Policy and Advocacy Team. She provides external and internal policy and thought leadership, strategic direction and planning, financial management, and oversight of the projects throughout the division. With the Social IMPACT Research Center, best known for its reports on poverty, Amy guides dynamic research and analysis on today’s most pressing social issues. In her role with Heartland Alliance’s National Initiatives, Amy supports policy change, research, and field building to advance and strengthen employment programs and policies that address chronic unemployment. Finally through the Policy and Advocacy Team, Amy supports the creation of state policies designed to end poverty.



With over 20 years’ experience in the nonprofit human services sector, Amy has devoted her career to ending poverty, homelessness and chronic unemployment and as such has developed unique expertise in these areas. Amy has in-depth knowledge of poverty and homelessness through providing direct services within a homeless system in a range of interventions, through leading the creation of plans to end homelessness, through leadership positions within the Chicago Continuum of Care and coordinating the Regional Roundtable on Homelessness, and through documenting and evaluating best practices in addressing poverty and homelessness, including having overseen the most comprehensive study of homelessness in northeastern Illinois. In addition, Amy has been involved in multiple studies of unemployed adults with multiple employment barriers, helped advise on the design and roll-out of large scale employment initiatives, and served on the boards of workforce development organizations.

Amy received her BA from University of Notre Dame and her AM from the University of Chicago’s School of Social Service Administration.

Dr. Willie Ringold

Director of Social Service
Travelers Aid/Union Station

Since 2000, Willie Ringold has been the director of social service for Travelers Aid at Washington Union Station, the rail, bus and transit hub for Washington, D.C. He is responsible for directing the day-to-day activities of the social services department; providing supervision for paid and volunteer staff; developing and implementing on-going staff and volunteer training; as well as responsible for assessing the needs of stranded and homeless individuals seeking emergency travel services.

Last year, Travelers Aid at Union Station assisted 224,536 travelers and provided first-level intervention for another 1,476 individuals in crisis.



While working for Travelers Aid at Union Station, Willie also held several other hands-on positions within the region, including mobile crisis specialist, Prince George's County Crisis Response System; director of clinical and outreach services, PreventionWorks!; and regional community services project coordinator, United Methodist Family Services.

Prior to joining Travelers Aid, Willie was the employment support services coordinator, Heartland Community College, Normal, Ill.; director of social work, Charter Behavior Health Services, Mobile, Ala.; and a court liaison and social worker, Arlington County Department of Social Services, Arlington, Va.

Willie has earned both a master's and doctorate in social work at Howard University and a bachelor's of social work at University of Mississippi.

Mark Goldstein

President and CEO
Communication Mark

Mark Goldstein, the president and CEO of Communication Mark, of Arden, N.C., is most sought after as an expert proposal writer and project strategist. He is the creator of the Open Communication Fundraising Model, a system that enables all nonprofit agency stakeholders to effectively work together toward organizational and fundraising goals.

Mark has consistently served nonprofits as a staff member, board member or consultant since 1991. He has raised more than \$40 million for his clients and employers by obtaining grants for organizations of all types, sizes and locales, particularly for health, human service, community development and technology needs.



Mark is an active member of the Association of Fundraising Professionals of Western North Carolina and the Grant Professionals Association. He has served as a founding board member for a public access television station and for Carolina Public Press. He regularly provides training sessions through a number of venues, including the Duke University Continuing Studies Nonprofit Management program, Alliance for Better Nonprofits, 4Good, and WNC Nonprofit Pathways.

Randall Hitt

Chief Engagement Officer

Men's Shelter of Charlotte | Urban Ministry Center

A native of Charlotte, Randall Hitt brings a long-time passion for work in the community sector. With a nonprofit background that began with helping runaway, homeless and youth in crisis, Randall has enjoyed more than 15 years of experience in fundraising, communications and partnership building for various organizations, mostly in the social services field.



For more than six years, Randall stepped out of nonprofits to help spearhead community events and sponsorship development for Tribble Creative Group (now TCG Events), an event production company.

Engaging the community through volunteerism, education, and advocacy to help end homelessness one life at a time is now his focus at the newly merged organization of Urban Ministry Center and Men's Shelter of Charlotte.

Randall loves North Carolina, holding degrees from Appalachian State University and the University of North Carolina at Charlotte.

Bob Simmons

Executive Director

Council for Children's Rights

Bob Simmons serves as executive director of Council for Children's Rights, a non-profit agency in Charlotte that provides legal representation and advocacy for individual children in cases involving special education, child welfare, high-conflict contested custody, mental health, and juvenile delinquency.



Before joining the Council, Bob practiced commercial real estate law for 32 years. He is a Fellow of the American College of Real Estate Lawyers and was co-chair of the annual Georgetown University Law Center Advanced Commercial Leasing Institute. Bob has twice received the Mecklenburg County Bar Pro Bono Award, in 1993 and 2010, and was honored with a John B. McMillan Distinguished Service Award from the North Carolina State Bar in 2010.

In 2015, Bob left his successful commercial law career to become executive director at the Council for Children's Right. He was well-positioned to accept this opportunity having volunteered since 1987 with the Council's predecessors – Children's Law Center and Council for Children – as president of the boards of both agencies and, upon their merger, as first board president of the new organization. Other than a hiatus from 2008 to 2011, when remained an adviser for the Council while he served his law firm, McGuireWoods, Bob served on the Boards of the three agencies continuously from 1994 to 2015.

Over the years, Bob has been involved in several other local community organizations and initiatives. He served as a founding member of the public Policy Committee of the United Way of Central Carolinas, an appointed member of the Charlotte-Mecklenburg Board of Education, and a founding member and chair of the Mecklenburg County Bar's Partnership with Schools Committee. He is the founder, former board president, and former pro bono general counsel of the Children and Family Services Center.

In addition to his duties as Council's executive director, Simmons currently serves as chair of the Mecklenburg County Child Fatality Prevention and Protection Team and as a member of the leadership team of Race Matters for Juvenile Justice.

Dr. Laura Ullrich

Regional Economist

Federal Reserve Bank of Richmond, Charlotte branch

Laura Ullrich is a regional economist at the Charlotte branch of the Federal Reserve Bank of Richmond.



Previously, Laura was associate dean for undergraduate programs and a professor of economics at Winthrop University, Rock Hill, S.C. She earned a bachelor's degree in economics from the University of Georgia and a master's and doctorate in economics from the University of Tennessee.

Prior to graduate school, Laura worked as a business consultant for Ernst & Young, specializing in executive compensation determination. In 2014, she served as a Fulbright Scholar teaching economics in Kosovo and has spent considerable time working on local economic development issues in Bolivia.

Laura's research interests include higher education, school finance reform, local and state level tax and expenditure analyses, welfare policy, and the economic impact of local development.

She is an active member of her community, currently serving as president of the board for Family Promise of York County. Laura also serves on the Leadership Committee for the Rock Hill Technology Incubator and the Winthrop Eagle Club board.

Dee O'Dell, II

Regional Executive

U.S. Bank

Dee O'Dell is a regional executive in U. S. Bank's Consumer and Business Banking Group. He is responsible all retail branches and small business banking in the metropolitan markets in Ohio, Kentucky and Tennessee. In this region, U. S. Bank has approximately 300 branches in the cities of Cleveland, Columbus, Dayton, Cincinnati, Louisville and Nashville. Dee has recently been named to this new role, building on an extensive banking career that has included experience in investment banking, corporate banking, capital markets, credit underwriting, and leadership at various levels.



Dee is an active member of the Charlotte community. From 2014 through 2017, Dee served as the co-chair of the Charlotte Mecklenburg Opportunity Task Force whose findings have shaped the dialog on economic mobility, affordable housing, early childhood development and college and career preparation in the Charlotte community. He currently serves on the boards of the United Way of the Central Carolinas, the YMCA of Greater Charlotte, the Leading on Opportunity Council, and the Charlotte Mecklenburg Community Foundation. He also serves as an advisor to Opportunity Insights and as a mentor with the Friedland Foundation. His previous service includes Heart Math Tutoring, The American Red Cross, The American Diabetes Association, and Habitat for Humanity.

Dee was born and raised in Oxford, Miss. He graduated from Hampden-Sydney College in Virginia and received an MBA from The University of North Carolina's Kenan Flagler School of Business. He and his wife Christina have three teenage daughters.