



THE COLORADO CONFERENCE ON VOLUNTEERISM

Engage. Unite. Ignite.

DOVIA

DIRECTORS OF VOLUNTEERS IN AGENCIES COLORADO

September 9, 2024

DENVER BOTANIC
GARDENS



KNUTSON
SPEAKS
EDUCATE • TRAIN • INSPIRE

THANK YOU TO OUR 2024 SPONSORS

TABLE OF CONTENTS

<u>Letter from the CCOV event committee</u>	3
<u>Meet the conference committee</u>	4
<u>Keynote speaker: Kari Knutson</u>	6
<u>Thank you to our host site</u>	7
<u>Event schedule</u>	8
<u>Session 1: Descriptions & speaker biographies</u>	10
<u>Session 2: Descriptions & speaker biographies</u>	12
<u>Session 3: Descriptions & speaker biographies</u>	13
<u>Sponsors</u>	15
<u>Letter from the DOVIA Board of Directors</u>	18

LETTER FROM THE COLORADO CONFERENCE ON VOLUNTEERISM EVENT COMMITTEE

Dear Conference Attendees,

It is with great enthusiasm that we welcome you to the 2024 Colorado Conference of Volunteerism (CCOV). Our committee has been hard at work this year to organize a meaningful event and we are so excited to finally be able to share it with all of you!

It is no secret within our industry that the task of volunteer engagement is often a labor of love. As volunteer management professionals, we are constantly striving to show up as our best selves every day so that we can effectively foster connections, provide adequate support to our team members, and uplift our communities. In the pursuit of positive change, we nurture the organizations and missions we believe in – sometimes without recognition or appreciation for what this work takes.

CCOV is a space that is exclusively dedicated to you and we believe that is what makes it so special. It is a unique opportunity to grow and learn surrounded by individuals who truly understand the joys and challenges of this field. We hope you leave here today inspired, re-energized, and with a full cup.

Thank you to everyone who supported us in bringing this event to life. We could not do what we do without our caring board, generous sponsors, and incredible presenters. We would also like to thank everyone in attendance today – your presence is a commitment to uplifting the profession that unites us.

**In Community,
Colorado Conference on Volunteerism Event Committee**

Lauren Rolfe, Cat Smith, Bobbie D'Addario, Emily Dobish, Kristin Richmann, Kirsten Hoaby, and Corryn Zylstra

MEET THE CONFERENCE COMMITTEE



Lauren Rolfe, CCOV committee co-chair

Volunteer Program and Social Media Coordinator, Denver Animal Shelter

Years in the field: 6

[Connect with me](#)



Cat Smith, CCOV committee co-chair

Senior Volunteer Coordinator, Dumb Friends League

Years in the field: 6

[Connect with me](#)



Bobbie D'Addario, CCOV committee member

Senior Program Manager, Alzheimer's Association

Years in the field: 37

[Connect with me](#)



Emily Dobish, CCOV committee member

Director of Volunteer Engagement, History Colorado

Years in the field: 15

[Connect with me](#)

MEET THE CONFERENCE COMMITTEE (CONTINUED)



Kristin Richmann, CCOV committee member
Communications and Marketing Specialist, Colorado
Department of Public Health and Environment in the
Office of Emergency Response and Preparedness.

Years in the field: 4

[Connect with me](#)



Kirsten Hoaby, CCOV committee member
Volunteer Coordinator, Rocky Mountain Immigrant
Advocacy Network (RMIAN)

Years in the field: 6

[Connect with me](#)



Corryn Zylstra, CCOV committee member
Volunteer Engagement Specialist, Colorado State
University Alumni Association

Years in the field: 1.5

[Connect with me](#)

These volunteers help make this conference happen!

Are you interested in being a part of the planning process next year?

Email us at dovia.ccov@gmail.com

KEYNOTE SPEAKER

Kari Knutson

Founder of Knutson Speaks



Kari Knutson (Pronounced: Carry Canoe-t-son) is a professional speaker, therapist, and storyteller whose goal is to take psychology 'off the couch' and bring it to the people. She does this through her engaging, humor-forward presentations and impactful coaching sessions.

In addition to training and coaching across the United States, Kari has a monthly podcast called Get Big Out Loud where she explores the funny, complex, and beautiful ride of life. She also performs in a laugh-out-loud storytelling show she wrote and directed called, 'Ain't Never Met a Stranger', all about our shared human experience.

Kari lives in Denver, Colorado with her husband, two children, two cats, and five very emotionally intelligent guinea pigs.

Connect with her on social media at Knutson Speaks or visit her website at www.knutsonspeaks.com.

THANK YOU TO OUR HOST SITE!

This conference would not be possible without the help from our host site.
A special THANK YOU for hosting your peers and colleagues!

DENVER BOTANIC GARDENS

DENVER BOTANIC GARDENS CHATFIELD FARMS SEEKS
VOLUNTEERS

Volunteers are needed for Pumpkin Festival at Chatfield Farms!
Oct. 11-13

Volunteers receive a free pumpkin and lunch for volunteering.

Pumpkin Festival is a classic autumn event centered around pumpkin picking and family-friendly activities. Volunteer opportunities include entrance ticket scanners, pumpkin patch cashiers, hayride attendants, event greeters and more.

[Pumpkin Festival Volunteer Application](#)



2024 CCOV EVENT SCHEDULE

Monday, September 9th

8:00 - 8:50 AM


- Check-in begins (On-site registration is not available)
- Coffee & networking - Mitchell Hall

9:00 - 9:10 AM Opening remarks - Sturm Family Auditorium

9:10 - 10:15 AM Keynote address - Sturm Family Auditorium

10:15 - 10:45 AM Reflection in the gardens

Breakout sessions: Please choose the presentation in each session that interests you. We've developed the following themes based on "years in the field" to help you decide the best fit:

 **Planting the Seeds:** new professionals, less than 2 years

  **A Time for Harvest:** intermediate professionals, 2-5 years

   **Changing with the Seasons:** advanced professionals, 5+ years

10:45 - 11:45 AM - Session 1 (Attendees will choose one)

  **Navigating Challenging Volunteer Dynamics with Confidence and Grace** - Sturm Auditorium

 **Integrating Youth Volunteers** - Gates Hall



  **Bring out the Best in Your Volunteers by Creating Supportive Environments for Effectiveness** - Mitchell Hall

   **Numbers to Narrative: Strategic Data Communication for Volunteer Professionals** - Classroom 1

2024 CCOV EVENT SCHEDULE (CONTINUED)

11:45 AM - 1:00 PM - Lunch: Pick up your lunch in Mitchell Hall and enjoy in the gardens.

1:00 - 2:00 PM - Session 2 (Attendees will choose one)

  **Navigating Volunteer Burnout: The Art of Saying No with Compassion** - Mitchell Hall



  **Engaging Volunteers as Donors** - Classroom 1

   **Enhancing Volunteer Engagement Metrics: Moving Beyond Headcount and Hours** - Sturm Auditorium

 **The Power of Focus** - Gates Hall

2:00 - 2:15 PM - Break

2:15 - 3:15 PM - Session 3 (Attendees will choose one)

  **Leading Volunteer Programs with a DEIB Lens** - Gates Hall

   **Closing the Gap: Pathways to Increase Support for Volunteer Engagement** - Mitchell Hall

  **Retain, Don't Recruit!** - Sturm Auditorium

3:15 - 4:30 PM - Networking in "Annuals" (Outdoor Space): Light appetizers and beverages provided

10:45 - 11:45 AM - SESSION 1

(Attendees will choose one)

Navigating Challenging Volunteer Dynamics with Confidence and Grace



Have you ever grappled with addressing a challenging volunteer issue or sidestepped an uncomfortable conversation due to concerns about potential reactions? Leading volunteers can be exceptionally fulfilling, but it also presents unique challenges—after all, navigating interpersonal dynamics can get messy. This workshop is designed to empower leaders by providing proactive strategies to confidently tackle awkward moments, mitigate conflicts, and cultivate a positive team atmosphere. Through engaging discussions and real-life case studies, participants will gain valuable insights into recognizing and addressing potential issues before they escalate. Practical exercises will help attendees apply proven techniques for leading courageous conversations.



Betsy McFarland is a principal consultant at Adisa (www.adisagroup.com) and Energize (www.energizevolunteers.com). As a certified volunteer administrator (CVA), she specializes in helping organizations leverage the power of volunteers. She began her 25-year career developing the first-ever volunteer program for a local animal shelter and went on to spearhead the launch of The Humane Society National Volunteer Center, the first broad-scale coordinated volunteer effort in the history of the organization, which now engages thousands of volunteers globally. Betsy also co-directs the Initiative for Strategic Volunteer Engagement for The Leighty Foundation.

Integrating Youth Volunteers

Ready to revolutionize your volunteer program? Join our workshop and learn how to engage youth volunteers! From social media strategies to fun incentives, we'll explore practical tips and creative ideas to harness the energy and passion of young changemakers between the ages of 12 and 25.



Aimee Resnick is a Senior at Northwestern University and founder of the 501(c)(3) ChemoComforts Baskets in Centennial, Colorado. As founding president of the Northwestern Rotaract Club, she has successfully recruited and retained over 200 young adults into Rotary's volunteer efforts.

10:45 - 11:45 AM - SESSION 1

Continued

Bring Out the Best in Your Volunteers by Creating Supportive Environments for Effectiveness

Supportive Environments for Effectiveness (SEE) is a research-based framework that offers a new way to think about volunteer engagement, considering how we support both volunteers and staff. Using this framework to provide what people need to succeed, we see happier volunteers and more productive organizations, with deeper and longer-lasting relationships between the two.



Traci Lato-Smith, a Certified Volunteer Administrator, has spent her career developing systems for engaging volunteers to support mission-focused work. Traci has created volunteer engagement strategies for organizations in the fields of social justice, senior support, and education, and consults on building infrastructure for effective, efficient volunteer engagement across all sectors.

Numbers to Narrative: Strategic Data Communication for Volunteer Professionals

Crafting compelling narratives from data is a crucial skill for volunteer leaders across all stages of their careers. This workshop delves into the art of data storytelling, where data, narrative, and visualization intersect to provide valuable insights into organizational operations.

Through hands-on activities and worksheets tailored to individual needs, learners will gain practical experience in crafting data stories that engage and inform. While a brief recap of visualization techniques will be provided, the primary focus will be on honing communication strategies. Although time constraints prevent a detailed exploration of narrative addition, attendees will receive a preview of this critical aspect.



Roseanna Galindo, with 30+ years in volunteer leadership, established Periscope BPA to bolster data communication among business professionals. Formerly a Director of Volunteer Services, her influence in volunteer engagement is far-reaching. Hailing from CSU, Chico, her work on the Volunteer Satisfaction Index, "VSI," has garnered international recognition, illuminating the intricacies of the volunteer experience. An advocate for data literacy, Roseanna guides leaders in the essentials of data storytelling. Her blog, "Periscope Insider" on PeriscopeBPA, intersects communication and data, solidifying her role as a champion for data literacy, the human experience in healthcare, and for volunteer leaders everywhere.

1:00 - 2:00 PM - SESSION 2

(Attendees will choose one)

Navigating Volunteer Burnout: The Art of Saying No with Compassion



In the dynamic world of volunteer engagement, the risk of burnout is ever-present. In this thought-provoking presentation, we explore the crucial role of boundaries and the art of saying "no" with compassion as well as teaching volunteers how to say no gracefully to prevent volunteer burnout.



Tim Suda is an experienced leader of volunteers whose niche is empowering leadership volunteers. Tim works for the American Red Cross and focuses on the engagement, empowerment, and support of 3,000+ volunteers across Georgia. He serves on multiple volunteer engagement-related boards and was a 2021 ALIVE Impact Award recipient as an Emerging Leader.

Engaging Volunteers as Donors

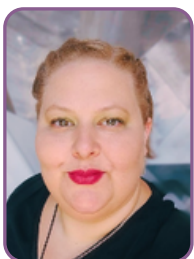
In this session, we'll focus on how you can turn your volunteers into loyal and engaged donors by understanding what motivates your volunteers and donors, tips for segmenting your volunteers, and how to double down on storytelling to connect with your audience.



With almost 20 years of experience working in nonprofit technology and sales and relationship management, **James Goalder** brings the perfect blend of experience for his role as Partnerships Manager at Bloomerang. In addition to his work experience, James volunteers with Project Grows, a community farm in Virginia, serving on the Board and on Volunteer Nights with the organization.

Enhancing Volunteer Engagement Metrics: Moving Beyond Headcount and Hours

Volunteer engagement is a vital aspect of any organization's success, and measuring the impact of volunteers goes beyond headcount and hours served. Together, we will explore innovative ways to enhance volunteer engagement metrics to provide a more comprehensive understanding of the value that volunteers bring to an organization.



Jordanya Reeves, CVA, is passionate about volunteerism and has been training others in the profession for 14 years. She is the Volunteer Engagement Lead with TD Bank, supporting volunteers across the US and Canada. She is the former President of DADV and serves as the VP of Programs for ALIVE.

1:00 - 2:00 PM - SESSION 2

Continued

The Power of Focus

Unlock unprecedented productivity in "The Power of Focus" workshop. Learn to leverage the 80/20 concept for transformative results. Identify high-impact activities, integrate strategies into daily habits, and gain tangible tools for maximum efficiency. Join us for an empowering session to amplify your capacity and achieve meaningful outcomes.



Chalice Springfield is a seasoned motivational speaker and certified personal coach with over 20 years of expertise. A dynamic presenter at National Conferences and in Colorado, she embodies a life of Mondo Beyondo possibilities, advocating "daring greatly" and constant growth. Founder of Unstoppable Curiosity, Chalice is committed to helping individuals and teams achieve their full potential.

2:15 - 3:15 PM - SESSION 3

(Attendees will choose one)

Leading Volunteer Programs with a DEIB Lens

Strong and comprehensive volunteer program leadership and management require ethical and culturally responsive leadership and guidance. Volunteer leaders and managers who develop and maintain a diversity, equity, inclusion, and belonging (DEIB) lens are capable of attracting, engaging, partnering, and maintaining relationships with a much more diverse volunteer population. Strategies volunteer program leaders employ to conduct outreach and message, recruit and onboard, then supervise, reward/recognize and advance their volunteers are assessed for inclusivity, cultural responsiveness, and ability to interrupt and remedy historic inequities and harmful narratives.



Dr. Ellen Winiarczyk developed, with community advisors, DU's University College's Nonprofit Leadership Master's and Certificate program. As the Academic Director, she is responsible for program management, course scheduling, enrollment, faculty, and program innovation and ongoing development. She teaches a variety of courses including Research Applications and Practices, Capstone, and Leadership with a strong DEIB lens. She was a nonprofit consultant and contractor for 18 years including with AmeriCorps VISTA, NCCC, and State programs. She holds a Doctor of Education in Educational Leadership.

2:15 - 3:15 PM - SESSION 3

Continued

Closing the Gap: Pathways to Increase Support for Volunteer Engagement

Despite growing evidence that engaging volunteers truly builds organizational capacity – reaching more people, increasing the quality of services, and extending resources – funding for volunteer engagement remains the exception rather than the rule. It's time we close the support gap – including funding. This session will open with a brief overview of key takeaways from recent research among nonprofit leaders and funders to understand the diverse perspectives around funding for volunteer engagement and will also highlight findings from a multi-year volunteer engagement initiative to demonstrate the power and potential of investing in volunteer engagement. Then, working in groups, participants will explore frameworks, strategies, and messages to apply in their communities to change the narrative – and the bottom line – about investing in volunteer engagement. Takeaways will be debriefed and shared with those who opt-in through follow-up communications.



Beth Steinhorn regularly participates in the national dialogue about volunteerism and engagement and is co-editor of the book, *Transforming Disruption to Impact: Rethinking Volunteer Engagement for a Rapidly Changing World*. As a national trainer, she provides consulting and training to organizations across the US and Canada.

Retain, Don't Recruit!

Discover the power of volunteer retention with Elizabeth Rachchh. Learn actionable strategies to enhance retention rates, uncover hidden turnover costs, and build resilient volunteer programs. Gain insights to maximize engagement and amplify your organization's impact. Join us to unlock the secrets of sustainable volunteer management.



Elizabeth Rachchh, CVA, is the Community Engagement Manager at LBDA. She has 4 years of volunteer leadership experience and started at an organization supporting families with low-income and housing instability. Rachchh initiated LBDA's volunteer program and earned her CVA in 2023. Rachchh now resides in GA with her husband, dog, and two cats.

THANK YOU TO OUR SPONSORS!

CLICK LOGOS TO FIND OUT MORE



KNUTSON

SPEAKS

EDUCATE • TRAIN • INSPIRE

[Click to Connect to the Podcast](#)

[Get Big Out Loud on Spotify](#)



School of Public Affairs

UNIVERSITY OF COLORADO **DENVER**



THANK YOU TO OUR SPONSORS!

CLICK LOGOS TO FIND OUT MORE



United Way of Weld County

5,200
organizations
choose our software

to help them manage
more than 6.6 million
volunteers.

Test drive 
volgistics.com/demo.htm



THANK YOU TO OUR SPONSORS!

CLICK LOGOS TO FIND OUT MORE



888.549.3601

info@cervistech.com



A SMARTER WAY TO MANAGE VOLUNTEERS

Simple tools to coordinate volunteers in a fraction of the time, so you can focus on what matters most.

COLORADO-BASED, PROVIDING VOLUNTEER MANAGEMENT SOFTWARE WORLD-WIDE

HELLO DOVIA COLORADO COMMUNITY!

Welcome to the 2024 Colorado Conference on Volunteerism (CCOV)! We are so happy to see you in person at the beautiful Denver Botanic Gardens! This is an incredible space to connect, reflect, and grow together.



DOVIA members and CCOV attendees join us from across Colorado and represent a wide array of fields. Whether you are a new volunteer engagement professional or someone who has been in this work for years, we hope you walk away from today feeling refreshed and revitalized in your work. If you are not yet a DOVIA Colorado member, we would love the chance to talk with you about the amazing benefits of becoming a DOVIA member.

Please consider sharing your time and talent with us! DOVIA Colorado seeks diverse perspectives to grow the field of volunteer engagement and we need your help. We value your voice, experience, and unique perspective and always need volunteers on our committees (Education, Marketing, CCOV Planning, and Membership).

The DOVIA Colorado Board of Directors is a group of dedicated volunteers who steer the organization and complete the work needed for its programs. The team is very dedicated to breaking down the work by committees with additional volunteer support and we deeply respect each person's work/life balance. We welcome folks from all backgrounds, including those who are not in the volunteer engagement field. We are actively recruiting new members to [join our Board of Directors](#) through September 20, 2024.

Please enjoy an inspiring day of connection with like-minded individuals in volunteer engagement. We proudly serve you today and every day by providing quality resources and networking opportunities. Thank you to our supporters, sponsors, and volunteers for making today possible!

In your service,

Board Members: Tracy Vlnicka, Lauren Rolfe, Abby Krstulic, Sunil Satish, Bobbie D'Addario, Brittany Smith, Heather Jackson, Jason Machado, Karla Grahn, Lisa Hughes, and Sarah Rice