

Workshops

My Life, My Story

(2 Sessions: Wednesday, April 27, 9:30 - 11:30 am and 12:30 - 2:30 p.m.)

Faculty: Thor Ringler, Writer-Editor, William S. Middleton Memorial Veterans Hospital, Madison, WI

My Life, My Story is a VA program that interviews Veterans, writes up their stories, and places them in the medical chart where they are easily accessible by VA providers. Veterans receive printed copies of the story to share with family and/or friends. In this session attendees will learn about My Life, My Story and the role that volunteers play in the program. Attendees will also conduct practice interviews, write up stories, and reflect on the experience.



Mind-Body Workshop

(2 Sessions: Wednesday, April 27, 1:00 - 2:30 p.m. and 3:00 - 4:30 p.m.)

Faculty: Lisa Schawe, Art Therapist - LPC, American Red Cross

This session will teach techniques that engage both the mind and body to address common stress reactions. By building these healthy habits, participants will also increase their level of emotional intelligence or emotional quotient (EQ). Linked to higher levels of empathy and lower levels of stress, increased EQ leads to greater life satisfaction.



New Rep/Dep & New CDCE Staff Training

(Only 1 session: Wednesday, April 27, 1:00 - 2:15 p.m.)

Faculty: Nathan Witt, Voluntary Service Specialist, VA Center for Development & Civic Engagement

This session is designed to provide orientation for new VAVS NAC Representatives and Deputy Representatives, and new CDCE staff, and will also offer current information to seasoned VAVS NAC Representatives and Deputies. VAVS Representatives and Deputy Representatives serving on local VAVS Committees could also benefit and learn by attending this session.



Morning Yoga

(2 sessions: Thursday, April 28, 7:00 - 8:00 a.m. & Friday, April 29 7:00 - 8:00 a.m.)

Kelly Wulf, Executive Director, Comeback Yoga

Yoga is one of the evidence-based complementary and integrative health (CIH) approaches within the VHA Whole Health System of care. These sessions will provide an introduction to yoga and allow you to experience one of the components of care for our Veteran population. Used to treat conditions such as chronic low back pain, depressive disorders, anxiety, and insomnia; these classes will get you started on a practice of your own.



Workshops

What Really Matters?

Faculty: Melissa A. Heinlein Storti, Ph.D., CAVS, Chief, Center for Development & Civic Engagement, Corporal Michael J. Crescenz VAMC, and Nathan Witt, Voluntary Service Specialist, VA Center for Development & Civic Engagement

Metrics, evaluation, impact! Oh my! Why does this really matter? Join us for an interactive discussion that moves beyond traditional reports of total number of volunteers, hours, and donations. We will focus on current practices of data measurements, how the field of volunteer engagement needs to adapt to stronger impact standards, and pave a path forward for a more effective Annual Joint Review.



The Next Generation of Service: Driving Youth Engagement

Faculty: Tammy M. Finney MSN, RN, CWC, Chief, Community Relations & Engagement Service, Columbia VA HCS & Mary C. Golden, CAVS, Chief, Center for Development & Civic Engagement VA Central California HCS

Unleashing the impact of youth volunteers through effective recruitment, retention and recognition. Addressing misconceptions and dispelling stereotypes; while sharing best practices in collaboration with VSOs, VA/CDCE, and current VA youth leaders. Discover effective communication, marketing, and branding techniques.



Innovation & Human-Centered Design

Faculty: Crystal Woolen, Health Systems Specialist/HRO Coordinator, VA Western Colorado Health Care System

This session invites staff, volunteers, and community partners on a learning journey with Human-Centered Design (HCD). We're looking to understand how HCD can help us create volunteer programs and services to meet the changing needs of our Veterans, families and caregivers, as well as motivate individuals and organizations to continue their support and engagement in carrying out the mission of VA.



The Power of Stories: Maximizing Technology

Faculty: Jeffrey F. Grandon MHA, Digital Programs Manager, Digital Media Office, VHA Office of Communications

Storytelling is a great way to talk about the impact of our work as volunteers, community partners, and volunteer engagement professionals. Given the expanded use of social media platforms, it's important to understand how to get your message across, what works when telling stories on social media and what do we need to avoid--- being sure that the stories we want to tell are being heard and achieving our desired goals.



CDCE Educational Competencies

<p>Accountability - Holds self and others accountable for measurable high-quality, and timely results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.</p>	
<p>Creativity and Innovation - Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.</p>	
<p>Customer Service - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.</p>	
<p>Financial Management - Understands the organization's financial processes. Prepares, justifies and administers the program budget and General Post Funds (GPF). Understands required procurement and contracting for VAVS programs. Monitors expenditures and uses cost-benefit thinking for appropriated and donated and in-kind funds and services.</p>	
<p>Honesty and Integrity - Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.</p>	
<p>Human Resources Management - Builds and manages a volunteer workforce based on organizational goals, budget considerations, volunteer supervisors, and the needs of Veterans and their families. Ensures that volunteers are appropriately recruited, selected, evaluated, and rewarded; takes action to address any concerns that may arise. Manages a multi-sector blended volunteer workforce and a variety of work settings and situations.</p>	
<p>Interpersonal Skills - Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.</p>	
<p>Partnering - Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.</p>	
<p>Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.</p>	
<p>Strategic Thinking - Formulates objectives and priorities, and implements plans consistent with the long-term interests and needs of the organization. Capitalizes on opportunities and manages risks.</p>	