

UNITED PARTNERS
for HUMAN SERVICES
The Voice for Human Services

2019 **ANNUAL CONFERENCE**
TALLAHASSEE COMMUNITY COLLEGE



CONNECT.
COLLABORATE.
INNOVATE.



**Conference for Excellence in
Nonprofit Management & Leadership**

Providing Assurance, Tax, Accounting & Controllershship,
Wealth Management, Technology Solutions, HR Consulting,
Business Advisory, and Corporate Training



***Developing innovative solutions that help
advance the missions of nonprofit organizations.***

Welcome

Conference Attendees,

Welcome to the United Partners for Human Services (UPHS) 20th Annual Conference for Excellence in Nonprofit Management & Leadership. When looking to influence social change or solutions to complex community-wide issues, we must turn to each other to connect, collaborate and innovate - both as individuals and nonprofit professionals.

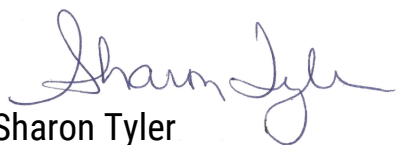
This year's conference is centered around the theme of Connect. Collaborate. Innovate. to assist in doing just that - seeking to influence social change for those we serve. Conventional wisdom says that scaling social innovation starts with strengthening internal management capabilities. Research shows that real social change happens when organizations step outside their comfort zones and seek creative ways to enlist the help of others.

Our capacity to reframe the future of human services enables each of us to better serve our neighbors experiencing homelessness, food insecurity, trauma, mental illness, addiction, domestic violence, physically limiting disabilities, etc. The challenges facing those we serve are multi-faceted and complex and our hope is that today's conference will inspire you to Connect. Collaborate. Innovate. to further improve the quality of life for our community and our most vulnerable citizens.

We host this annual conference to provide a high-quality professional development experience for our human services professionals, while also linking you to others in our community who are invested in similar work.

I want to extend my heartfelt thanks to each sponsor, partner, speaker and volunteer who helped make this 20th Annual Conference possible. We particularly want to thank our Conference Presenting Sponsor - James Moore & Company, CPAs whose commitment to the nonprofit sector is unmatched. Please take advantage of the learning opportunities presented today, as well as, each individual you may come to meet and the significance their role plays in the life of our neighbors.

With gratitude,



Sharon Tyler

President, UPHS Board of Directors

Executive Director, American Red Cross, Capital Area Chapter



Schedule

#UPHSLead19

8:00 - 8:30AM

Registration & Breakfast

8:00 - 4:00PM

Exhibits Open

8:30 - 9:45AM

Session #1 - Workshops

9:45 - 11:00AM

Session #2 - Workshops

11:00 - 11:15AM

Networking/Exhibits

11:15 - 1:15PM

Lunch Plenary & Awards

1:15 - 1:30PM

Networking/Exhibits

1:30 - 2:45PM

Session #3 - Workshops

2:45 - 4:00PM

Session #4 - Table Talks

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No Solicitation & Conference Badge Rules

The UPHS Conference seeks to bring together the leadership of the entire human services community. To maintain the spirit of this unique meeting space, we ask that you respect the no solicitation rule. Further, only attendees who wear their conference badge (received at registration) will be permitted to participate. Anyone without a conference badge or credentials will be asked to leave immediately.

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Keynote Speaker



Robert Egger is the Founder and President of L.A. Kitchen, which recovered locally sourced, cosmetically imperfect fruits and vegetables to fuel a culinary arts job training program for men and women coming out of foster care and older men and women returning from incarceration.

Robert pioneered this model during his 24-year tenure as the president of the DC Central Kitchen, the country's first "community kitchen," where food donated by hospitality businesses and farms is used to fuel its nationally recognized culinary arts job training program.

Since opening in 1989, the kitchen (which is a \$12-million-a-year, self-sustaining social enterprise) has produced over 35 million meals and helped 1,500 men and women gain full-time employment. The Kitchen operates its own revenue-generating business, Fresh Start Catering, as well as the Campus Kitchens Project, which coordinates similar recycling/meal programs in over 57 colleges or high school kitchens.

In addition, Robert founded CForward, an advocacy organization that promoted the economic role that nonprofits play in every community. In Washington DC, Robert was the founding chair of both the Mayor's Commission on Nutrition and Street Sense, Washington's "homeless" newspaper. He was also the co-convener of the first Nonprofit Congress, held in Washington DC in 2006.

Robert's book on the nonprofit sector, *Begging for Change: The Dollars and Sense of Making Nonprofits Responsive, Efficient and Rewarding for All*, was released in 2004 by HarperCollins. It received the 2005 McAdam Book Award for "Best Nonprofit Management Book" by the Alliance for Nonprofit Management.

L.A. Weekly named Robert one of its 2016 People of the Year, and in 2015, he was given the Conscious Leader of the Year award by Conscious Capitalism. He was included in The Non-Profit Times' list of the "50 Most Powerful and Influential" nonprofit leaders from 2006-2009. He was the recipient of the Restaurant Association of Metropolitan Washington's 2007 "Lifetime Achievement" award and the 2004 James Beard Foundation "Humanitarian of the Year" award. Robert has also been named an Oprah Angel, a Washingtonian of the Year, a Point of Light, a Food Hero by Food Tank, a REAL Food Innovator by the US Healthful Food Council and one of the Ten Most Caring People in America by the Caring Institute. He is also a 15-gallon blood donor to the American Red Cross.

Robert speaks throughout the country and internationally on the subjects of hunger, sustainability, nonprofit political engagement and social enterprise. He writes blogs and editorials to share his ideas about the nonprofit sector and the future of America.

Connect

www.robertegger.org

robert@robertegger.org

Session Listings

TRACKS

CULTURE, EQUITY & INCLUSION

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LEADERSHIP

Details on Page 14

FUND DEVELOPMENT

Details on Page 15

7:45 - 8:30AM

WELCOME & BREAKFAST

SESSION 1

8:30 - 9:45AM

**Leading from the Front:
Building a High-
Performing Team**

Room 128

**Values Driven Leadership:
Walking the Talk**

Room Grand Banquet

**The Magic of What, Who,
How and Why Not – The
Four Keys to Improved
Outcomes for Your Fund
Development Plan**

Room 129

SESSION 2

9:45 - 11:00AM

**Moving from Intercultural
Competency to Cultural
Humility**

Room Grand Banquet

**Be an Influential and
Inspiring Communicator
When You Learn How to
C.H.A.T. like a Leader**

Room 130

**Changing Landscape of
Fundraising: What
Nonprofits Must Know**

Room 126

11:00 - 11:15AM

NETWORKING BREAK

11:15 - 1:15PM

LUNCH, AWARDS & KEYNOTE

Student Union Ballroom

SESSION 3

1:30 - 2:45PM

**Universe of Obligation:
Factors of Influence**

Room 130

Legacy Leadership

Room 126

**Earned Revenue for
Nonprofit Sustainability**

Room 128

SESSION 4

2:45 - 4:00PM

**Culture, Equity & Inclusion
Table Talk**

Room 128

Leadership Table Talk

Room 129

**Fund Development Table
Talk**

Room 126

COMMUNITY BUILDING

Details on Page 16

TECHNOLOGY

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OPERATIONS & CAPACITY BUILDING

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HEALTH

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WELCOME & BREAKFAST

Nonprofit Social Entrepreneurship

Room 126

Continuity of Operations Plan in Times of Emergency

Room 141

Ignite the Volunteer Power Within: Connecting Community, People and Mission

Room 130

Reality of Human Trafficking in Tallahassee-Leon County

Room 123

Women's Safety & Violence Provider Forum

Room 129

Keeping Your Data Safe: Pitfalls of Nonprofits

Room 141

Investing in Our Workforce by Eliminating Employment Barriers

Room 128

Mental Health Council of the Big Bend: Best Practice Model for Supporting Community Health Planning

Room 123

NETWORKING BREAK

LUNCH, AWARDS & KEYNOTE

Student Union Ballroom

Housing Affordability Model to Drive Economic Development

Room 141

Utilizing Technology and Innovation for Effective Story-Telling

Room Grand Banquet

Leveraging Our Strength in Numbers to Control Healthcare Costs

Room 129

Opioid Abuse Prevention and Intervention Strategies

Room 123

Community Building Table Talk

Room 123

Technology Table Talk

Room 141

Operations & Capacity Building Table Talk

Room Grand Banquet

Health Table Talk

Room 130

Table Talks

A new feature of the UPHS Conference, Table Talks give you time to talk with your peers about a topic of your choice. During Session #4 from 2:45 - 4:00PM, please find a table with the topic you are most interested in discussing. These topics were chosen from those suggested by UPHS Members in our Annual Satisfaction Survey. Facilitators will help guide the discussions. The goal is simply to learn from your peers, meet new people interested in the same things, and come away with a better understanding of how to Connect. Collaborate. Innovate.

LEADERSHIP

TOPICS:

- Building a Learning Organization
- Managing Difficult Staff
- Managing through Change
- Mentoring
- Small Monprofits
- Succession Planning
- Collaboration
- Shared leadership
- ED Forum
- Engaging Millenials

HEALTH & WELLNESS

TOPICS:

- Avoiding Burnout
- Stress Management
- Work-Life Balance

TECHNOLOGY

TOPICS:

- Building a Strong Website
- Cyber-Security
- Technology Changes
- Social Media
- Outcome & Program Measurement

CULTURE, EQUITY & INCLUSION

TOPICS:

- Aging, Ageism and Nonprofits
- Equity in Fundraising
- Equity in Volunteer Programs
- LGBTQ Competency
- POC/Immigrant led Community-Based Organizations
- Equity in hiring
- #MeToo in Nonprofits

OPERATIONS & CAPACITY BUILDING

TOPICS:

- Board Training and Development
- Board Engagement in Public Policy
- Boards and Fundraising
- Board Recruitment
- Data to Drive Decisions
- When to Hire a Consultant
- Program Development
- Strategic Planning
- Defining Success
- Mission/Vision Statement Writing
- Instructional Design & Program Mapping

COMMUNITY BUILDING

TOPICS:

- Improving Civic Engagement
- How to Listen to Communities
- Planning for Advocacy
- Working through Challenging Political Times
- Working with Young People

FUND DEVELOPMENT

TOPICS:

- Budgeting
- Donor Relations
- Fundraising: New Trends & Strategies
- Fundraising: Ethics
- Grant Writing
- Risk Management

Engaging the Experts

Got a Nonprofit Question?

A **new feature** at this year's conference gives you the opportunity to **Connect, Collaborate and Innovate** with experts in their fields. In the Main Hall (Exhibit Area) each leading expert will have a table with signage indicating their area of expertise for you to ask questions, explore challenges and find resources and referrals. Nonprofit specialists will be available before and after sessions for guidance in areas including:

- Insurance;
- Health Services;
- Marketing & Branding;
- Giving Tuesday 4-1-1;
- Earned Revenue Opportunities;
- Instructional Design & Program Mapping;
- Organizational Culture;
- Communications & Leadership;
- Employment & Skills Training;

Our nonprofit specialists look forward to addressing challenges your organization may be facing. Stop by the Main Hall to ask, share, discuss and learn!



Look for this symbol next to the business listing on Page(s) 21-22 to signify their expertise on one of the various topics above.

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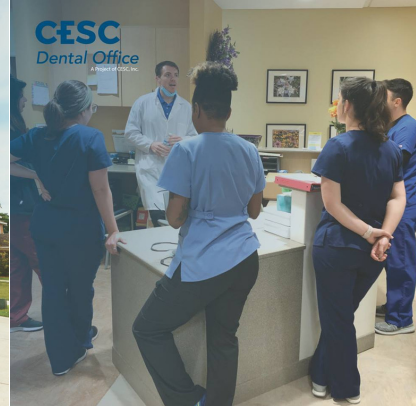
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the dwellings



WESTGATE



CESSC Dental Office

Proudly supporting the work of **UPHS Members** who provide essential human services to our community. Stop by the *CESSC, Inc.* booth to learn more about our work in Connecting Everyone with Second Chances.

Opening Doors to Opportunity, Housing, Independence



EMPLOYEE BENEFITS

Employee benefits are an important part of any business. It is key to provide benefits that will attract and retain the highest level of employee.

We understand benefits represent a significant cost and we work with our clients to provide choices and the most competitive programs available.

Regardless of the size of your business, we take the time to understand your unique situation. Things are constantly changing, because of this we monitor and review the benefits landscape to keep you up to date on other options as they become available.



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Scott Fenstermaker | Scott.Fenstermaker@Acentria.com



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good reasons why
it **CAN** be done.®



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8:30am - 6:00pm

Friday: 8:30am - 1:00pm

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Culture, Equity & Inclusion

This track will explore how you can build a successful organizational culture that welcomes staff and volunteers while proving to be highly productive. Turn your organization in a new, positive direction by increasing diversity, practicing self-care and creating an environment that attracts and retains great people.

Leading from the Front: Building a High-Performing Organization

Session #1: 8:30 - 9:45AM

Presenter: Mickey S. Moore, Principal & Consultant, Moore Business Strategies

High-performance organizations don't take culture for granted. They plan, monitor and manage their culture so it remains aligned with what they want to achieve. Many organizations struggle to set cultural goals, to invest in management training and to ensure that employees have heard and believe the message. In this session, we will discuss what preferred behaviors you want to create for your culture, how you want to treat employees, how to determine what employees really want and how to detect what's causing them to disengage and leave. Learn proven strategies to build and strengthen a high-performing culture.



Moving from Intercultural Competency to Cultural Humility

Session #2: 9:45 - 11:15AM

Presenter: Yolanda Fairell Pourciau, MS, Yolanda Speaks

It's essential that we uncover our hidden biases and examine how we respond to those who seem to be very different from us. This can be challenging because we all like to think we have no biases. The truth is, we all have biases. Our conditioning is deep, so it will take time and commitment to recognize and overcome our present biases, but we can, and we must. We must if we desire to be leaders that people want to follow, leaders that inspire confidence. We must if we want effective teams where all team members regardless of race, gender, sexual orientation, etc. get to share their gifts, talents, and creativity. We must if we long to have communities that are safe, open and thriving. Rather than focus on achieving just more diversity, we must focus on how to create organizational equity. In this session, you'll learn how to operationalize equity and what management levers you can utilize to shift organizational culture.



Universe of Obligation: Factors of Influence

Session #3: 1:30 - 2:45PM

Presenter: Barbara Goldstein, Executive Director, Holocaust Education Resource Council

How the members of a group, a nation, or a community define who belongs and who does not has a lot to do with how they define their universe of obligation. Ensuring that your organization is taking a diverse and inclusive approach to your work will require a careful examination of your communication strategy. This session will offer a framework that will help ensure you're making a difference, by using systems thinking and insights from social, behavioral, and cognitive science to focus your communications effort where it can make the biggest difference while influencing individual and collective behavior.



Table Talk

Session #4: 2:45 - 4PM

Leadership

Effective leadership is the cornerstone of impact and influence. This track is for upper management or executives looking to be inspired by new ways of leading, managing and cultivating your colleagues to build a better, stronger organization. With specific tie-ins to human resources, fundraising and building organizational values, this track is perfect for someone looking to build their leadership skills in our sector.

Values Driven Leadership: Walking the Talk

Session #1: 8:30 - 9:45AM

Presenter: Mark Payne, CPA, Partner, James Moore & Company, CPAs

As nonprofit and community leaders, we are bombarded with challenges on a daily basis. How you navigate obstacles, ethical dilemmas and opportunities says a lot about who you are as a leader. It sets the tone for your organization and your staff, as well as the volunteers working with you. This session will help you explore your personal values and provide tools to help you walk your talk to change challenges into strengths-based opportunities. You will walk away with new strategies for aligning your organizational values with action to better support your team and your mission.



Be an Influential and Inspiring Communicator When You Learn to C.H.A.T. Like a Leader

Session #2: 9:45 - 11:15AM

Presenter: Claudia-Jean Virga, Changing Our World One Conversation at a Time

As a non-profit leader, you're on a mission. You've got big goals that will make a big difference! So why does it feel like a struggle to get your message across? Your challenge might seem unique and overwhelming: you must communicate with, influence and inspire your team, partners, donors, volunteers, and members. You spend hours and days creating presentations, press releases, letters, and making calls. Yes, despite your best efforts, it feels like your messages are getting lost, overlooked, or even misunderstood. It's no wonder you're not getting the results you and your organization need. Without realizing it, you've been essentially talking to yourself the whole time. Now don't get me wrong, it's not your fault. Here's the puzzle that only the best leaders solve – to really connect, you must speak to others in their language and their style. And the key to that puzzle is the CHAT Communication System where you'll learn how to maximize your communication, your marketing and presentations by leveraging all four distinct communication styles.



Legacy Leadership

Session #3: 1:30 - 2:45PM

Presenter: Dr. Gabrielle Gabrielli, President/CEO, Gabrielle Consulting, LLC

Legacies with impact are connected to people. Decades from now, all that will matter is the people you impacted in such a way that added value and meaning to their lives. In this session, you will be able to identify, leverage, and capitalize on your leadership skills to become a more effective leader...which ensures your reputation, your relevance, and your legacy.



Table Talk

Session #4: 2:45 - 4PM

Fund Development

We all want to raise more money, and we are using the same resources to do it. This track will strengthen your ability to get resources for your mission. Come ready with examples from your own organization and be ready to challenge your assumptions about strategy, fundraising, philanthropy and persuasion!

Magic of What, Who, How and Why Not: Four Keys to Improve Outcomes of Your Fund Development Plan

Session #1: 8:30 - 9:45AM

Presenter: Bill Wilson, President, Inner Harbor Partners for Improved Performance, Inc.

In this session Bill Wilson will share his What, Who, How and Why Not model for performance improvement and how to apply it to the development of a successful and measurable fund development plan. This is the approach Bill used with a team at Farmers Insurance to launch the University of Farmers. What, Who, How and Why Not is an approach to addressing any performance challenge. While using fund development as the example in this workshop you will develop an understanding of the approach that you can use in other aspects of your organization's operations where you would like to see better measurable outcomes.



Changing Landscape of Fundraising: What Nonprofits Must Know

Session #2: 9:45 - 11:15AM

Presenter: Alyce Lee Stansbury, CFRE, Stansbury Consulting, LLC

Today's fundraising environment is changing faster than ever. Public and private funders are narrowing their focus and demanding greater proof of impact while government is questioning its responsibility to fund private nonprofits. A lack of trust and belief the sector spends too much on salaries and overhead undermines charitable giving. As nonprofits are required to be less dependent on grant funding, better fundraising must be a priority. Join Alyce Lee for an interactive, thought-provoking session that reveals new research on donor motivations for giving, trends impacting nonprofit fundraising, and why donors leave. Attendees will walk away with a deeper understanding of what donors expect, practical ways to inspire greater donor trust, and how to improve fundraising results.



Earned Revenue Opportunities for Nonprofit Sustainability

Session #3: 1:30 - 2:45PM

Presenter: David Kulick, Managing Director, The Focus Group

Earned revenue for nonprofits is a unique process by which an organization shifts revenue from its traditional philanthropy-based model to revenue for contracted services while adhering to and even bolstering its core mission. Long-term recurring philanthropy-based revenue is waning with shifting funding priorities among donor agencies and services. Thus, it is critical for organizations to build contracted revenue models that support mission, sustain operations including staff and provide expanded services to meeting growing beneficiary need.



Table Talk

Session #4: 2:45 - 4PM

Community Building

We are stronger together, but how does that really work? This track will lead you through three ways of building your community. First with advocacy, then taking a deep dive into the census, and finishing up with an investigation into how capacity building looks for communities of color. These three diverse sessions will give you an overview of how we can lift our community's voices and ensure all are heard.

Nonprofit Social Entrepreneurship

Session #1: 8:30 - 9:45AM

Presenter: Barby Moro, MPA, COO, Red Eye Coffee

Big ideas, or just good ideas, are worth more than a dime a dozen, but how much more? Social entrepreneurs must form teams, test their ideas, raise funds, and develop and execute business plans. The session will explore current research and thinking about where good ideas come from, how entrepreneurs convert ideas into action, successful entrepreneur habits and attributes, and how our ecosystem supports or undermines us. You will hear first-hand how local coffee sensation, Red Eye Coffee has successfully mastered social entrepreneurship while committing its bottom line (and profits) to support local impact.



Women's Safety & Violence Provider Forum

Session #2: 9:45 - 11:15AM

Presenter: Tallahassee-Leon County Commission on the Status of Women & Girls

The Tallahassee-Leon County Commission on the Status of Women and Girls, in partnership with United Partners for Human Services, invites program managers/directors of organizations focused on serving women and/or girls to a community conversation about the most common barriers faced by women and girls in our community. It is also an opportunity to network and connect with other agencies that share similar goals and values.



**Tallahassee-Leon County
Commission on the
Status of Women & Girls**

Housing Affordability Models and Economic Development

Session #3: 1:30 - 2:45PM

Presenter: Housing Leadership Council of Tallahassee-Leon County

Tallahassee is at the forefront of creative approaches to increasing affordable housing. Gentrification can be powerful, so communities across our state and around the country are developing superb housing to diversify the choices available for households of different age, size, and income..."The Missing Middle." In this session, you will hear from affordable housing stakeholders sharing prime examples of building bridges between non-profits, the faith community, government, businesses, neighborhood associations and philanthropy to create a solution for the affordable housing crisis in our community.



Table Talk

Session #4: 2:45 - 4PM

Technology

This track is for people who want to get back to their desks tomorrow with better and faster ways of using technology. This track brings you through a learning journey focused on digital strategy with connections to online marketing, risk management and data security.

Continuity of Operations & Emergency Management Planning

Session #1: 8:30 - 9:45AM

Presenter: Marcia Warfel, Managing Partner, MAXIM Strategies & Solutions

Continuity of Operations Planning is an important part of any organization's risk management efforts. By preparing for the unforeseen, your organization can reduce the impact of the unexpected and ensure less interruption to service delivery. In this session you will gain a better understanding of why your organization should establish a Continuity of Operations Plan (COOP) for any emergencies or disasters that affect your ability to operate for any length of time.



Keep Your Data Safe: Pitfalls for Nonprofits

Session #2: 9:45 - 11:15AM

Presenter: Ben Graybar, Vice President, Hancock Whitney

What you don't know about data privacy and cyber liability may jeopardize your mission. The stakes for nonprofits of all sizes are increasingly high—breaches, compromised data, and cyber-attacks can put donors, clients, and the organization at risk. Attendees of this timely and important session will gain an understanding of the trends, issues, and risks in the world of cyber security. The session will provide practical information that will focus on why nonprofits should care about cybersecurity and outline steps and best practices for being a more secure nonprofit.



Utilizing Innovation and Technology for Effective Story-Telling

Session #3: 1:30 - 2:45PM

Presenter: Gary Yordon, President/CEO, The Zachary Group

Leverage your story. The importance of effective storytelling is gaining serious momentum in the nonprofit community. And, for good reason. When done properly, a powerful and compelling brand story can literally be a game-changer for your nonprofit. It can improve your fundraising results and boost brand visibility. A good story can build trust and deepen existing relationships and forge new ones. An inspiring brand story can intrigue, engage and connect emotionally with your many audiences. This session will equip you with the understanding of how your brand story can help you build and empower an army of brand ambassadors to share your story at the grassroots level and help make it top-of-mind.



Table Talk

Session #4: 2:45 - 4PM

Operations/Capacity Bldg

This track uses a phased approach to operational management and capacity building for an immediate impact on outcomes while building the foundation for long-term improvement. To understanding and assessing needs for expansion, as well as, creating a sustainable model for future success. Make a difference, now and in the future.

Ignite the Volunteer Power Within: Connecting Community, People and Mission

Session #1: 8:30 - 9:45AM

Presenter: Ericka McKibbin, Managing Partner, MAXIM Strategies and Solutions and Cat Keen, National Service Programs Director, VolunteerFlorida

Volunteers are the people power behind an organization's mission. Increase impact, improve culture and do more good by fully engaging your volunteers. Learn tools and tips for recruiting, retain and celebrating volunteers. Join this interactive workshop and put more tools in your toolbox for volunteer management and support.



volunteerflorida



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Investing in Our Workforce by Eliminating Employment Barriers

Session #2: 9:45 - 11:15AM

Presenter: Jim McShane, MPA, CEO, CareerSource Capital Region

One of the difficulties with discussing barriers to employment is that they are viewed more as a social issue than as an economic issue. This can make it difficult in convincing important stakeholders and senior management in key organizations of the return on investment for helping address barriers. In this presentation, we will be discussing barriers to employment, both the common ones we hear about often like transportation and daycare as well as ones we hear less about like domestic assault. Our discussion will end with ways to address them in economic terms that will help engage vital organizations to help facilitate positive change in the community.



CareerSource
CAPITAL REGION

Leveraging Our Strength in Numbers to Control Healthcare Costs

Session #3: 1:30 - 2:45PM

Presenter: Scott Fenstermaker, President, Strategic Benefits Group

This interactive discussion will explore various Employee Benefits Programs – on exciting new efforts to control healthcare costs – and more. Presenters will include leading industry experts. The session will focus on innovative strategies that will not only have a positive impact on your bottom line but can also lead to better health outcomes for your staff. This is an opportunity to hear from all sides of the health care equation.



Table Talk

Session #4: 2:45 - 4PM

Health

This track is focused on creating healthier and thriving communities and how to use all sectors to make better health possible for all residents. This track will focus on creating a complete picture of health, from physical environments, vulnerabilities, common practices and planning to strategies for promoting mental health.

Reality of Human Trafficking in Tallahassee-Leon County

Session #1: 8:30 - 9:45AM

Presenter(s): Robin Hassler Thompson, JD, MA, Executive Director and Graciela Marquina, Victim Assistance Coordinator, Survive & Thrive Advocacy Center

This certificate program will focus on the knowledge and skills to recognize and assist human trafficking survivors in a variety of settings. Special topics will include identifying labor trafficking cases in the Big Bend and survivors' rights and remedies, including immigration issues.



Mental Health Council of the Big Bend: Best Practice Model for Supporting Community Health Planning

Session #2: 9:45 - 11:15AM

Presenter: Dr. Jay Reeve, Apalachee Center, Inc.

The session will review the recent health assessment conducted by the Mental Health Council of the Big Bend. It will highlight key data findings and discuss the process for health improvement planning especially in the current, ever-changing and fast paced environment of treatment, it is imperative to remain at the forefront of the learning curve. Often, agencies encounter clients with specific needs and are left to learn the information necessary to provide comprehensive treatment. This session will focus on finding resources to create programming and staff training that evolves based upon best practice resources and program specific research.



Opioid Abuse Prevention and Intervention Strategies

Session #3: 1:30 - 2:45PM

Presenter: Allison Wiman, Executive Director, Big Bend AHEC

Solving the unrelenting opioid crisis has become a pressing national priority. As evidence, the President's Commission on Combating Drug Addiction and the Opioid Crisis recently urged our President to declare "a national emergency under either the Public Health Service Act or the Stafford Act." Critical to future progress learn more about how you can leverage resources in our community—in partnership with health professionals—to prevent misuse, addiction, and death.



Table Talk

Session #4: 2:45 - 4PM

Table Talks

A new feature of the UPHS Conference, Table Talks give you time to talk with your peers about a topic of your choice. These topics were chosen from those suggested by UPHS Members in our Annual Satisfaction Survey. Facilitators will help guide the discussions. The goal is simply to learn from your peers, meet new people interested in the same things, and come away with a better understanding of how to Connect. Collaborate. Innovate.



Culture, Equity & Inclusion Table Talk

Facilitator: Lashawn Gordon

Lashawn Gordon is the Program Director of PACE Center for Girls in Leon county, where she has worked for 15 years. Prior to PACE, Lashawn was one of the youngest foster mothers to run a group home in Leon County. For 17 years, Lashawn has lived her passion for working with at-risk girls and believes her mission is to help them find their purpose. She is involved in several community organizations, and excels at teaching others how to work with girls using a strengths based approach. Lashawn is a member of Leadership Tallahassee, a Graduate of Florida A&M University and she is married with one son. In her free time, she enjoys reading and thrift store shopping.



Leadership Table Talk

Facilitator: Claudia Jean Virga

Bio available on page 25.



Fund Development Table Talk

Facilitator: Alyce Lee Stansbury

Bio available on page 26.



Community Building Table Talk

Facilitator: Robert Egger

Bio available on page 5.



Technology Table Talk

Facilitator: Tom Taylor



Operations & Capacity Building Table Talk

Facilitator: Mickey S. Moore

Bio available on page 25.



Health Table Talk

Facilitator: Allison Wiman, RN, BSN, MPH

Bio available on page 26.

Exhibitors

Thank you to each of our sponsors, partners and exhibitors for making today's conference possible. Please make sure to stop by their tables, introduce yourself and find ways to Connect. Collaborate. Innovate.



AboutTally for Market Done

The vision of AboutTally is to serve as a point of connection among community, families, small business, non-profit associations, entrepreneurs and individuals across all demographics. They envision this being a unique and comprehensive event site to find out what's going on, to long range plan, and to schedule your own events, and to offer residents and visitors a deeper look into what's going on...About Tally.



Acentria Insurance

As one of the top insurance agencies in the state of Florida, their team knows about the risks that face our communities. At Acentria Insurance, they provide all their clients with the utmost service and the latest in products and programs. They recognize that everyone is unique in their insurance needs, so they take the time to get to know you. Whether it be car insurance, home insurance, business insurance or Employee Benefits, their team of professionals will meet with you to analyze your specific needs and customize a plan to fit your unique situation.



Be Free for Good, LLC

A professional development firm. We provide training and coaching services to improve soft skills, career development, personal branding, and leadership. BFFG improve client's knowledge, skills and performance in a scalable, flexible and sustainable manner to strengthen future opportunities. BFFG also helps organization brand themselves for maximum benefits and profit by helping you discover how you can use social media, video and brand positioning to launch your way to success and grow your personal brand. Share your vision and passions and utilize new knowledge through Social Media to define and influence how others see you. You are your own brand, so protect it. Live it.



Big Bend Area Health Education Center

Their mission is to create and enhance community and academic partnerships to improve the health of rural and medically underserved populations.



Big Bend Gives Back (BBGB)

Big Bend Gives Back encourages the community to get involved in Giving Tuesday through our annual #UNSelfie Contest. This online contest, which takes place during the month of Giving Tuesday, encourages non-profit organizations to take a creative selfie showing their support of the global movement. All year round, Big Bend Gives Back proudly works with local partners to encourage the community to give.



CareerSource Capital Region

CareerSource Capital Region provides customized solutions for career seekers ages 16+ and businesses of any size or industry. They help career seekers find a job and train for their career. They help businesses recruit, train, and retain the talent they need to thrive in our economy. Solutions for employers include recruitment assistance, skills assessments for applicants, customized training, and information on tax incentives. Employers and career seekers are matched through Employ Florida. All solutions are provided at little to no cost.

CESC, Inc.

As a 501(c)(3) non-profit organization, CESC, Inc.'s goal is to provide a comprehensive approach to ensuring homelessness is rare, brief, and non-recurring in the Tallahassee area. They execute this mission through a variety of projects – each with their own intention and purpose.



CJ Consulting

CJ Consulting is dedicated to Creating Authentic Community through Positive Interaction and Compassionate Communication. Claudia-Jean is an award-winning speaker, producer, master trainer and deeply passionate teacher. She lives her life transparently to help others transform and believes we are just one “CHAT” away from compassion. Proving that no experience is ever wasted, each chapter of Claudia-Jean’s professional journey has provided source material for what would one day become the CHAT Communication System™ and skills that would prepare her to be its messenger.

HUB International

Advocacy | Tailored Insurance Solutions | Peace of Mind. By your side for all your needs, in business and in life to protect what matters most. In a rapidly changing world, they advise businesses and individuals on how to prepare for the unexpected. And this gives you the peace of mind that what matters most to you will be protected – through unrelenting advocacy and tailored insurance solutions that put you in control.



Inner Harbor Partners for Improved Performance, Inc.

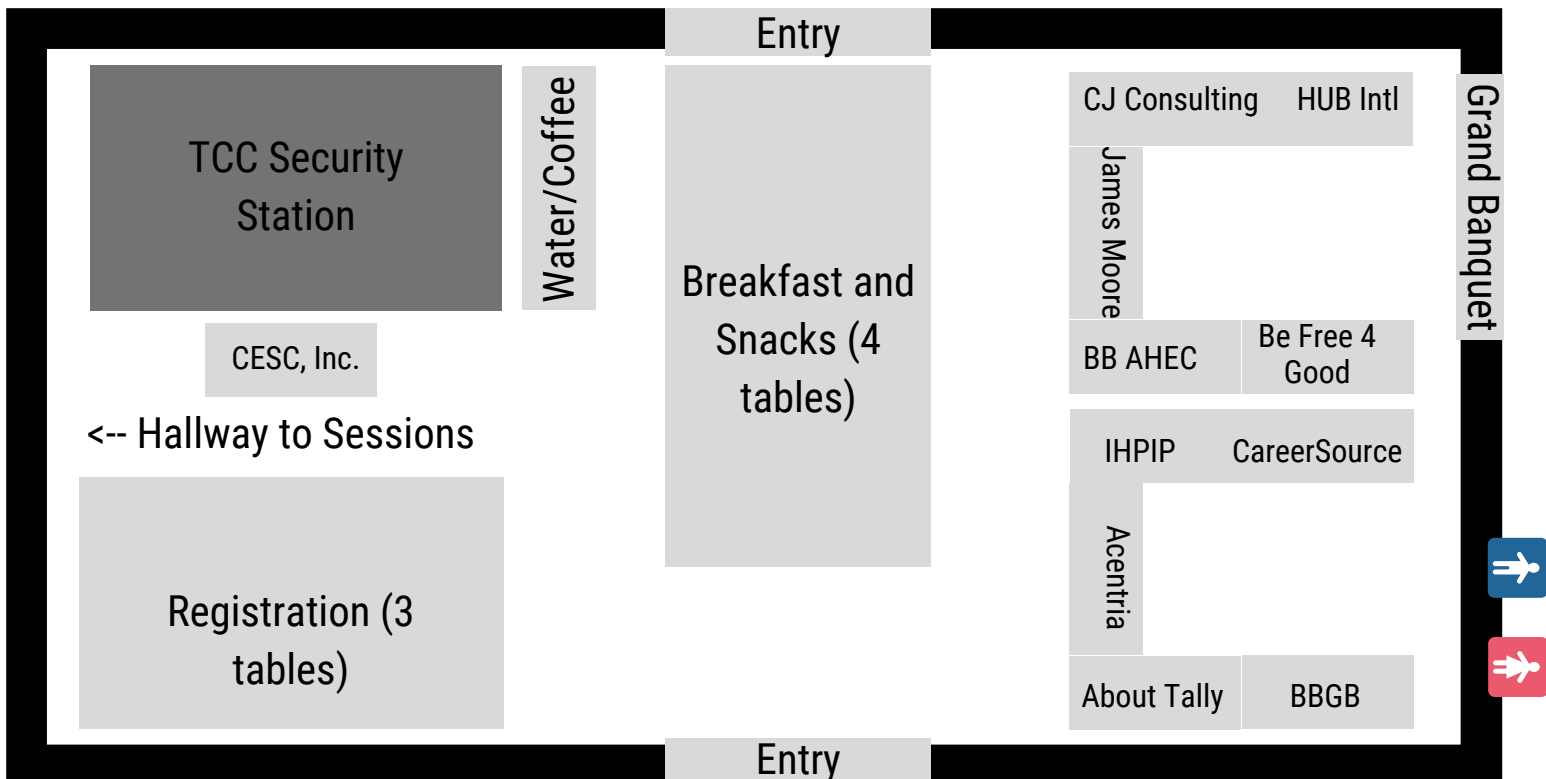
The cornerstone of our business is our learning design model known as the “Blueprint for Improved Performance”.

We help our clients shift the thinking and skills of its new and existing staff from trainers and developers to performance improvement consultants. We also offer a rich catalog of tools and programs that can be adapted to your organization's specific needs for changing behavior, driving performance and achieving measurable results.



James Moore & Company, CPAs

James Moore & Co. is a full-service regional firm with offices in Daytona Beach, DeLand, Gainesville, and Tallahassee, Florida. We provide auditing, accounting, and business consulting services, as well as non-traditional offerings such as strategic planning, human resources, process improvement and technology solutions consulting. Our firm serves both individuals and a wide range of industries and organizations.



Award Honorees

Roger Kaufman Exemplary Community Agency Award

Elder Care Services, Inc.



Elder Care Services is the unquestioned leader in advocating for and serving a wide spectrum of seniors in the Big Bend area. Their mission is to improve the quality of life for seniors and their caretakers. For the last 48 years, providing compassionate home-based care has been a cornerstone of their mission. They are dedicated to meeting the needs of seniors in an environment that is comforting and warm, while fostering their independence. Their staff and volunteers are a friendly face, knowledgeable ear and strong arm for seniors throughout the area. For active seniors, they provide an avenue to stay engaged in the community through volunteering placement, made possible through a long standing partnership with the national Senior Corp program. They are also our area's definitive source of accurate information on aging issues, services and programs affecting seniors and we actively advocate for seniors to fulfill unmet needs in the community.

Jack Gant Innovative Community Program Award

Manna on Meridian



Manna on Meridian is a partnership of several churches on/near Meridian Road in Tallahassee that is a monthly food pantry. It is a no-questions asked, no-names-or-contact-information-required food pantry, so there is no government funding at all. Manna on Meridian includes its own community garden and the produce from the garden is distributed to the recipients. Over its almost 10 years of operation, a wonderful community has grown up around the food pantry - including donors and recipients all working side-by-side as volunteers on distribution day and throughout month to organize and sort donations and prepare for distribution day. Manna on Meridian is about to celebrate its 10th year of incredibly important work in the Tallahassee community.

Award Honorees



Kris Knab Service Award

Kris Knab, beloved former executive director of Legal Services of North Florida, Inc. and founding board member of UPHS passed away at 67 after a long battle with pancreatic cancer on July 19, 2018. To know Kris was to love her; she was a true servant leader and valued advocate who touched the lives of so many. Her legacy and commitment to serving others through her work will have a deep, lasting impact on our

community for many generations to come. UPHS has established the Kris Knab Service Award to be presented to a nonprofit executive director annually who possesses a compassion and desire to assist others with a demonstrated background and commitment to building a stronger community through their service and leadership.

The criteria included: Someone who personifies the highest standards of excellence, courage and commitment to community | Reputation for excellence for an institution, organization or foundation | High position of responsibility that influenced countless people | Possess a compassion and desire to assist others with access to services to rise above their means | UPHS Member in good standing | Those who exemplify dedication to community service and leadership.

2019 Kris Knab Service Award Nominees



Lashawn Gordon
Program Director
PACE Center for Girls



Marcus Lampkin
Executive Director
Boys Town North FL



Rob Renzi
CEO
Big Bend Cares



Sylvia W. Smith, JD
Executive Director
Big Bend Homeless Coalition

Speakers

Session 1 Presenters



Mickey S. Moore is Principal & Consultant at Moore Business Strategies – a boutique firm that offers advisory and hands-on consulting approaches for the future success of your business. With twenty plus years of experience in for-profit and nonprofit capacities, Mickey is a “player’s-coach” leader with an appetite for team and individual successes – moreover, a relationship-focused professional that welcomes challenges in revenue generation, board development, organizational transitions, team building, fiscal and operations management, personnel development and leadership. In business and in life, he leans heavily on setting clear expectations and exercising accountability as means to achieve successes and to coach behaviors.



Mark Payne, CPA is a certified public accountant in the states of Florida and Georgia with over 25 years experience in the accounting industry. Mark takes great pride in providing clients with personalized, always-available services. As a partner with James Moore & Co. he focuses his practice on serving nonprofit organizations and is intricately involved with audits of organizations that receive state and federal financial assistance subject to Government Auditing Standards. Mark also has extensive experience helping nonprofits with board development, budgeting, internal controls and other advisory services. Mark serves as a board member for several local nonprofit organization and regularly presents to nonprofits throughout the southeast.



Bill Wilson has been involved in supporting the performance improvement of organizations in a variety of industries for over 40 years. He has a diverse background and brings his experiences from a number of fields into his creative approach to dealing client challenges. Bill has been an award winning journalist, a human resources manager, labor negotiator, senior school system administrator, elected School Board Member, manager of a multi-media production firm and supervisor of rehab and construction projects. He is an articulate speaker, designer and facilitator. Bill is also an inventor, holding two US patents.



Barbara Maria Moro, MPA, MS (Barby) is the Chief Operating Officer for Red Eye Coffee. Previously, Barby worked with The Village Square, Southern Scholarship Foundation and was a part of the Leadership Team for the Oasis Center for Women & Girls (of which she is a lifetime Founding Member). She has an extensive background in management, organizational change, strategic leadership and civic engagement. Barby has served on multiple boards, has been a Catalyst for Knight Creative Communities Institute and is an active Big Sister for the local chapter of Big Brothers Big Sisters. She is a proud graduate of Leadership Tallahassee, Class 28.



Marcia Warfel is the CEO/Chief Strategist, Maxim Strategies & Solutions with more than 20 years experience in homeland security and emergency management. She has successfully worked 90 state emergencies and 35 Presidentially-declared disasters. Her mission is to help clients and organizations be resilient. A new supportive partner of UPHS, Marcia and her firm have jumped right in to help human service agencies be more prepared for any unforeseen challenges by evaluating risk management efforts to reduce the impact of the unexpected and ensure less interruption to service delivery.



Ericka McKibbin is a seasoned non-profit professional that has over 24 years of experience in community development and non-profit leadership. Volunteerism and community engagement have been a cornerstone of her career. Her passion for service was ignited through 3 national service terms in the AmeriCorps*NCCC, AmeriCorps*VISTA, and the U.S. Peace Corps. Ericka currently serves as the Managing Partner at Maxim Strategies and Solutions where she works with clients such as Tallahassee Woman Magazine, UPHS, and Capital Medical Society. She has been an active member of the Tallahassee community with her mission is to help individuals and organizations unleash their potential to bring about positive change.



Cat Keen, MSW, MBA is the National Service Programs Director for Volunteer Florida, the Governor’s Commission on Community Service. She oversees the funding investment of approximately \$25 million annually to make Florida smarter, safer and stronger. Cat leads the grant management, technical assistance, training and compliance associated with federal grants including AmeriCorps and the Volunteer Generation Fund for Florida. Cat received a Bachelor of Arts degree in cultural anthropology and a Master of Social Work degree from Florida State University, as well as a Master of Business Administration degree from the University of Phoenix and has studied diverse community systems in eleven countries.



Robin Hassler Thompson, MA, JD, is the Executive Director of the Survive and Thrive Advocacy Center (STAC), non-profit agency she co-founded in 2015 to assist survivors of human trafficking. She also is an active member and co-chairs the Social Services Committee for the Big Bend Coalition Against Human Trafficking. Robin’s consulting firm, Robin H. Thompson and Associates, represents a wide range of clients including the FSU Center for the Advancement of Human Rights where she assists in the Center’s work on human trafficking. In 2001, she traveled to Bangladesh as a part of a U.S. State Department mission, which included a site visit to a trafficking rescue shelter in Dhaka – this trip inspired her work to help build awareness about human trafficking. From 2002 to the present, she has directed numerous local and statewide anti-trafficking projects. Robin has lectured extensively on the topics of violence against women and human trafficking. She is a contributor to numerous national and

Hassler-Thompson (cont'd)...international publications and curricula including a domestic violence and human trafficking on-line Continuing Medical Education (CME) course for the Florida Medical Association. In addition to her anti-trafficking work, Robin's areas of expertise include domestic and sexual violence law and policy analysis, Violence Against Women Act implementation, adult domestic violence fatality reviews, workplace violence law and policy and health care issues. Services provided by her firm include policy development and analysis, meeting planning and organization, training and education, public speaking, strategic planning, and program evaluation. Robin has served on and held leadership positions on local, state and national boards and committees and has chaired the local Leon County Commission on the Status of Women and Girls, where she lives in Tallahassee, Florida. Robin served as the Executive Director for Florida's first Task Force on Domestic and Sexual Violence from 1993-1998. At the request of the U. S. Department of Justice, Robin served on the National Advisory Council on Violence Against Women. She graduated from Florida State University College of Law in 1984. In addition to her law degree, she holds an M.A. from Florida State University and a B.A. from American University in Washington, D.C. where she graduated summa cum laude in 1981.



Graciela Marquina, MSW is the Victim Assistance Coordinator for STAC and has over 35 years training personnel in different topics. Regarding human trafficking, she has conducted victim-centered training since 2002, providing over 80 trainings to a wide variety of groups including professionals such as nurses, social workers, and law enforcement as well as people from the community-at-large. Ms. Marquina has interviewed victims and survivors of human trafficking, many of whom are often afraid of speaking to police because of traffickers' threats, as well as worked as their victim advocate. Aside from helping them get in touch with local services and jobs, Graciela also guides them to own their newfound lives. She interviewed a known trafficker from Mexico and she has incorporated all what she has learned in her trainings. Locally, Graciela was instrumental in caring for the women in the 2008 *U.S. v. Monsalve* case, in which Carlos Monsalve smuggled undocumented women for his prostitution ring that operated out of a Killearn house in Tallahassee, as well as out of Jacksonville and Tampa. He was sentenced to 20 years at a federal prison in Beaumont, Texas.

Session 2 Presenters



Yolanda Fairell Pourciau, MS is a professional speaker, trainer, facilitator and professor. She has over twenty years of experience speaking, training and teaching. Her areas of expertise include: Inspiration Keynotes, Human Diversity/Inclusion and Wellness at Work. The over-arching theme of her work is "We Must Face It, to Fix It! To that end Yolanda is a major proponent of introspective practices such as self-inventory, meditation, contemplation, mindfulness, retreat, extended silence, and yoga. Yolanda is an adjunct professor of sociology at Tallahassee Community College where she teaches the subjects: Race and Minority Relations, The Sociology of Work, The Culture of Human Organizations, Social Problems and Human Sexuality. She is a member of Leadership Tallahassee Class 25. Yolanda spends her free time reading, hiking, meditating and dancing.



Claudia-Jean Virga is a Master Facilitator, National Professional Speaker and Exceptional Communication, SME. She is the owner of CJ Consulting, the creator of the CHAT Communication System™ and founder of a nationally-recognized non-profit foundation. Claudia-Jean is a deeply passionate teacher and has worked in a variety of settings from prisons to board rooms. One common denominator she has discovered is communication is a challenge across the board regardless of position or title. The heart of her work is this: When we choose to communicate authentically and listen for solutions, we inadvertently change the world one conversation at a time! Claudia-Jean is a contributor to local magazines, radio, and TV, and is a much sought after professional speaker, trainer and subject matter expert. She is a proud member of both the National Speakers Association and Toastmaster, but her greatest accomplishment is being "Mom" to sons Nick and Jayson.



Alyce Lee Stansbury, CFRE, Founder & President of Stansbury Consulting, is a nonprofit expert, 25-year fundraising veteran, and seasoned advisor in nonprofit management and board development. She has raised millions of dollars and helped her clients grow fundraising results by over 200%, exceed campaign goals by 45%, and build high-performing volunteer boards. She is nationally certified by Association of Fundraising Professionals as a Master Trainer in Fundraising, past President of the Big Bend chapter of AFP, and the chapter's first recipient of the Outstanding Fund Raising Professional Award. She has maintained the Certified Fund Raising Executive credential since 2002. Alyce Lee is an instructor at nonprofit resource centers throughout Florida and a sought-after presenter throughout the Southeast. She has co-written over 450 columns for "Notes on Nonprofits" published in the Tallahassee Democrat.



The **Tallahassee-Leon County Commission on the Status of Women & Girls** is a 21-member advisory body tasked with promoting awareness of issues pertaining to women and girls in Tallahassee and Leon County, as well as, providing input to the City and County Commissions as needed. The enabling resolution by the City of Tallahassee and Leon County which formed the Commission acknowledges that progress has been made but that there is still work to be done before women and girls achieve economic, education and employment parity. The resolution also acknowledges that we must understand the current challenges that face our female citizens in order to best equip girls with the knowledge, skills, and equal access to reach for the promise of tomorrow.



Ben Graybar is a Vice President and Commercial Banker at Hancock Whitney and currently serves on the UPHS board. He is also active within the community and has served on boards for 2-1-1 Big Bend, Big Brothers Big Sisters, the Tallahassee Quarterback Club, Sunrise Rotary, Capital City Kiwanis Club, a founding board member of INIE and the mastermind and muscle behind the inaugural *Tallahassee Beer Festival* that raised over \$30,000 benefitting UPHS participating member agencies.



Jim McShane, MPA has an extensive background in sales, management, interior design, workforce development, and economic development. He was President of a family business in Munster, Indiana. He served as an elected official for four years. Jim is an active participant on numerous boards and committees both here in Tallahassee and his past experiences in Indiana and Illinois. Jim is known for his systems thinking and collaborative approach. He serves on the US Conference of Mayors Workforce Development Council nationally and has chaired the Gadsden County Development Council and the Big Bend Continuum of Care Council. Jim is going into his 18th year in workforce development in operational leadership. Under his leadership, CareerSource Capital Region is proving itself as an agency that is an innovator and a valued asset in training career seekers and meeting the talent needs of businesses in our targeted sectors.



Jay Reeve, PhD is President/CEO of Apalachee Center, a not-for-profit behavioral health center operating eight outpatient clinics, three acute behavioral healthcare inpatient units, two primary care clinics, and six residential programs across the eight counties of Florida's Big Bend region, and manages the Behavioral Health Center at Tallahassee Memorial Healthcare. Apalachee Center employs over 500 staff, sees about 7500 clients annually, and has an annual budget of about 32 million dollars. Dr. Reeve also chairs the Mental Health Council of the Big Bend. Dr. Reeve received undergraduate, graduate, and doctoral degrees from Tufts, Harvard, and Adelphi Universities. He has been licensed as a clinical psychologist in Delaware, Florida, New York, and Rhode Island. Dr. Reeve joined Apalachee Center in 2005, when he was brought on board as the Chief Managed Care Officer, responsible for negotiating contracts with various insurance funders. He was promoted to President and Chief Executive Officer in 2008. Prior to joining Apalachee, Dr. Reeve lived in Rhode Island, where he was a senior psychologist at Bradley Hospital. He has also served in clinical staff positions at Delaware Psychiatric Center and Capital District Psychiatric Center. Dr. Reeve has held a variety of academic appointments, including teaching faculty positions at Brown University Medical School Department of Psychiatry and Human Behavior; the University of Albany; Albany Medical College; Widener University; Immaculata College; the Massachusetts School of Professional Psychology; the University of Hartford, and currently holds a courtesy appointment at the at Florida State University Medical College. Dr. Reeve has published in peer reviewed journals on topics ranging from the psychotherapeutic treatment of HIV+ adolescents to the use of group psychotherapy on children's inpatient psychiatric units, and has served as a behavioral health commentator for the ABC News Medical Unit for many years. In 2014, Dr. Reeve was made a Fellow of the Florida Council for Community Mental Health, "in recognition of his unique and significant contributions to the Council". In 2010, Dr. Reeve was awarded the Visionary Leadership award by the National Council for Community Behavioral Health. He was the first Florida mental health provider to win the Big Bend Mental Health Coalition's Walk The Walk award, in 2008. In 2005, he received the Brown Medical School's Outstanding Teaching Award in Child and Adolescent Psychiatry.

Session 3 Presenters



Barbara Goldstein is the Executive Director for the Holocaust Education Resource Council (HERC), a nonprofit organization whose mission is to provide guidance and support for students, teachers, and the community about Holocaust education and teaching tolerance. In April 2008, Barbara received the Woman of Achievement award from Congregation Shomrei Torah Sisterhood for her avid advocacy. Thanks to her voice, there is now a group of dedicated volunteers who promote and organize an essay and art contest designed to teach school children about the Holocaust and the dangers of intolerance; and also a treasure trove of books and tapes worth thousands of dollars that is available to every Leon County teacher to use in teaching about the Holocaust.



Gabrielle K. Gabrielli, PhD, CGMP is a speaker, coach, author, evaluator, and educator who helps improve leadership, motivation, performance, and learning. She is CEO of Gabrielle Consulting, Inc. where her clients include nonprofits, education, business, and government. She juggles a variety of projects from designing award-winning curriculum to conducting evaluations to teaching human resource topics and coaching executives to achieve higher-level leadership. She is a Maxwell certified coach, speaker, and trainer who founded the Leadership Academy to provide yearlong leadership development curriculum, evaluation, assessments, coaching, and mentoring to professionals. Previously Dr. Gabrielli was associate director of the Center for Teaching Excellence at the U.S. Military Academy in West Point, NY. Her dissertation, "The Effects of Technology-Mediated Instructional Strategies on Motivation, Performance, and Self-Directed Learning," involved 784 cadets, 20% of the population at the academy. Dr. Gabrielli worked full time to pay her way through college, gaining valuable experience at a young age. Besides being an entrepreneur and journalist, positions held include head of training and development at a state agency, administrator with a K-12 school district, project manager and faculty at Florida State University for a \$6.2 million DHS project, and project manager/ instructional technologies administrator for the Justice Distance Learning Consortium, a \$10 million DOE grant to bring education to incarcerated youth in Texas, Florida, and New York. The Tallahassee Chamber of Commerce named Gabrielle Consulting, Inc. as 2013 Sole Proprietor of the Year. In 2014, Dr. Gabrielli was selected as one of 25 Women You Need to Know, and she was awarded the Parks & Crump Community Champion of the Year. In 2017, Dr. Gabrielli was awarded a fellowship as a National Science Foundation evaluator that included recognition at the 2017 Advanced Technological Education Principal Investigator Conference in Washington, DC. Dr. Gabrielli holds a B.A. in Communication with an emphasis in journalism from Florida A&M University. She earned her M.A. in Mass Communication, Media Communication, and Marketing Research, and her doctorate in Educational Psychology and Learning Systems- Instructional Systems from Florida State University. Leadership roles include needs assessment chair for CHSP, jobs and mentorships chair for FSU's Instructional Systems Alumni Council, and chapter marketing chair and board member for Society of Government Meeting Professionals. She has written many articles on leadership, jobs, technology, marketing, performance improvement, human resources, and motivation. The textbook Trends and Issues in Instructional Design and Technology (2007, 2011), of which she was an author, received two of the most prestigious awards in the

Gabrielli (cont'd)...industry. Dr. Gabrielli also runs a nonprofit organization called Life Worth Leading. She is a SCUBA instructor trainer with certifications to teach people with disabilities. She holds many other certifications including CPR instructor and rescue diver. She volunteers with her therapy dog Bodi in the courtroom and with Alzheimer's and hospital patients, serves as evaluator to allocate funds to nonprofits, and is a graduate and lifetime member of Leadership Tallahassee, former instructor with Entrepreneurship Bootcamp for Veterans with Disabilities, reviewer for empirical journals, former American Cancer Society event chair, former media chair of a U.S. Census Bureau committee, and organizer of many fundraising events. Dr. Gabrielli travels extensively (87 countries), is trilingual, and is involved with aviation, animal rescue (she has fostered, nurtured, and adopted out over 706 pets), and classic cars. Her passion is to bring education and opportunity to people who need it most (people living in poverty, homebound disabled, incarcerated youth, etc.). She promotes stewardship, believes that time is the most valuable commodity, and lives by the philosophy that life is a gift to be enjoyed- find your passion and live it!



David Kulick, MHP works at the intersection of non-profit earned revenue and organizational sustainability. He is Managing Director of the Focus Group - a New Orleans based consulting firm that works with organizations to identify ways to drive a dual bottom line - margin and mission. He concentrates on strategies to drive commercialization and create earned revenue that enhance (rather than dilute) service delivery, social impact, and operational assets with non-profit and human service organizations. This involves identifying evidence-based approaches, market research, and operational strategies to drive costs while pricing for growth. He has worked across the US and the world on impact-oriented programs including in 15 countries and 36 states. Early in his career he served in the US Peace Corps and in AmeriCorps as a health educator in schools. He has a Bachelor Degree in Chemistry from the University at Buffalo and a Masters of Public Health from Tulane University.



The **Housing Leadership Council of Tallahassee-Leon County** serves as a network of housing stakeholders that collaborate and coordinate to promote housing affordability, programs and services to increase the inventory of low-cost housing in Tallahassee-Leon County. With specific focus on education, creation, diversification, preservation and integration for more viable housing options and economic development. The HLC's vision includes a future where everyone has a place to call home and where low-income communities and people of color stay and prosper in our region. We believe that everyone has access to an affordable home: improving our health, our children's educational outcomes, our environment, our transit system, our regional competitiveness and keeping Tallahassee-Leon County diverse and equitable.



Gary Yordon was a host and producer on public television for eight years before he was elected to the Leon County Commission in 1986. During his dozen years in public office he served twice as Commission Chairman and six years as Chairman of the Tourist Development Council. Known for his ability to build consensus, Gary was the only county commissioner in Florida ever to be nominated for the John F. Kennedy Profiles In Courage Award for his efforts to protect Florida's water resources. The Florida Jaycees twice named him Florida Local Elected Official of the Year. After leaving public office Gary returned to his roots and began hosting the popular CBS Television political program, *The Usual Suspects*. Today, the show remains a political staple in the state of Florida. In 1998 Gary founded the media production and political consulting firm *The Zachary Group*. A five-time Emmy Award winner, Gary designs media for corporate and non-profit clients, government agencies as well as public sector amendments and referendums. He has directed the design and marketing for more than 200 local, state and federal campaigns. He has been awarded The Silver Medal by The American Advertising Federation for lifetime achievement in Advertising. Gary is a national award-winning columnist for Gannett Newspapers and has served as a Florida correspondent for CNN. He has authored his first book, *Driving The Road of Life With A Flat Tire*. Gary plays outfield for the national amateur baseball team, *The Tallahassee Bombers* and is the former seed-spitting champion at the Jefferson County Watermelon Festival.



Scott Fenstermaker, RHU, CHRS is Vice President and Licensed Agent-Broker with Acentria Insurance (formerly Managing Owning of Strategic Benefits Group). In 1987, Scott graduated from FSU with a degree in Economics and earned the registered Health Underwriter (RHU) designation from The American College. He has completed extensive coursework related to the Affordable Care Act (ACA) and earned the Certified Healthcare Reform Specialist (CHRS) in 2013. With over 30 years of experience in insurance, Scott is uniquely qualified to provide expert advice to employers in designing their benefits plans. By working with multiple carriers, including Florida Blue, Capital Health Plan, Aetna, United Healthcare, Principal Financial Group, UNUM-Provident, Guardian Life and Sun Life, he can help employers design not only cost-effective benefits plans, but plans that are attractive to prospective employees. Scott has lived in Tallahassee for 45 years, married to his high school sweetheart, Sandy and together they four children, one son and three daughters.



Allison Wiman, RN, BSN, MPH has a B.S. in Biochemistry and Agronomy from Purdue University. After graduation, Allison moved to Tallahassee and for the next 17 worked she worked as an environmental consultant for various private firms. In 2010, Allison returned to school and received a B.S. in Nursing from Florida A&M University and later, a Master of Public Health from Florida State University. Allison has worked for the Florida Department of Health in Leon County as a senior community public health nurse and for Florida TaxWatch as their director of health policy. Currently, Allison is the Executive Director of Big Bend Area Health Education Center (Big Bend AHEC) and the Big Bend Rural Health Network. The mission of these organizations is to provide education and services to underserved communities and build partnerships to facilitate better healthcare for all. She is the chairperson of Leon County's Early Childhood Obesity Prevention (ECOP) coalition, Co-Chair of the Florida Center for Nursing Action Coalition, and serves on the board of the Guardian Ad Litem Foundation Second Circuit and the Florida Public Health Association. Allison and her husband (Mark) have three children, Adam (23), Anna (20) and Amanda (18).

Reflection to Action

Session #1:

Name one take away:

What one action will you take?

Who will help you or play a role in this action?

What do you need to share with your team when you get back to the office?

Session #2:

Name one take away:

What one action will you take?

Who will help you or play a role in this action?

What do you need to share with your team when you get back to the office?

Session #3:

Name one take away:

What one action will you take?

Who will help you or play a role in this action?

What do you need to share with your team when you get back to the office?

Session #4 - Table Talks:

Name one take away:

What one action will you take?

Who will help you or play a role in this action?

What do you need to share with your team when you get back to the office?

Notes

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About Us



UPHS is a coalition of the leadership of over one hundred nonprofit health and human service organizations working to make sure that everyone can contribute to our community and thrive. We represent the integrated network of human services that connects everyone of all ages and circumstances to social resources, opportunities, and support so that each person can reach their highest potential. We are the voice for those in the community who may have difficulty weathering the life storms that affect all of us.



Our members work every day with individuals and families to access healthcare, have stable housing, meet basic needs, create a sense of purpose, have the tools necessary to achieve their goals, and connect with others and the community. UPHS is also committed to ensuring our members have the resources and opportunities they need to be successful, including access to research on effective practices and peer networking for nonprofit leaders.



UPHS Leadership

Amber R. Tynan
Executive Director

Ericka McKibbin
Director, Housing Leadership Council

UPHS Board of Directors

Sharon Tyler, President
American Red Cross

Leslie Powell-Boudreaux, 1st VP
Legal Services of North Florida

Mandy Bianchi, 2nd VP
Epilepsy Association of the Big Bend

Deborah Lloyd, Secretary
Good News Outreach

Kevin Priest, Treasurer
CCYS

Lisa Bretz, Immediate Past President
Advantage Aging Solutions

Tim Center
Community Action Agency

Jeanne' Freeman
Neighborhood Medical Center

Ben Graybar
Hancock Whitney

Jackie Malone
Brehon Family Services

Deanna Mims
Market Done

Miaisha Mitchell
Frenchtown Revitalization Council

Dan Moore
Ability 1st

Kelly Otte
PACE Center for Girls

Mark Payne
James Moore & Co., CPAs

Dr. Jay Reeve
Apalachee Center

Rob Renzi
Big Bend Cares

Frank Rudd, CAE
Florida Society of Association Executives




Kim Sineath
The Learning Pavilion


Inzlea Smith-McGlockton
Be Free for Good, LLC

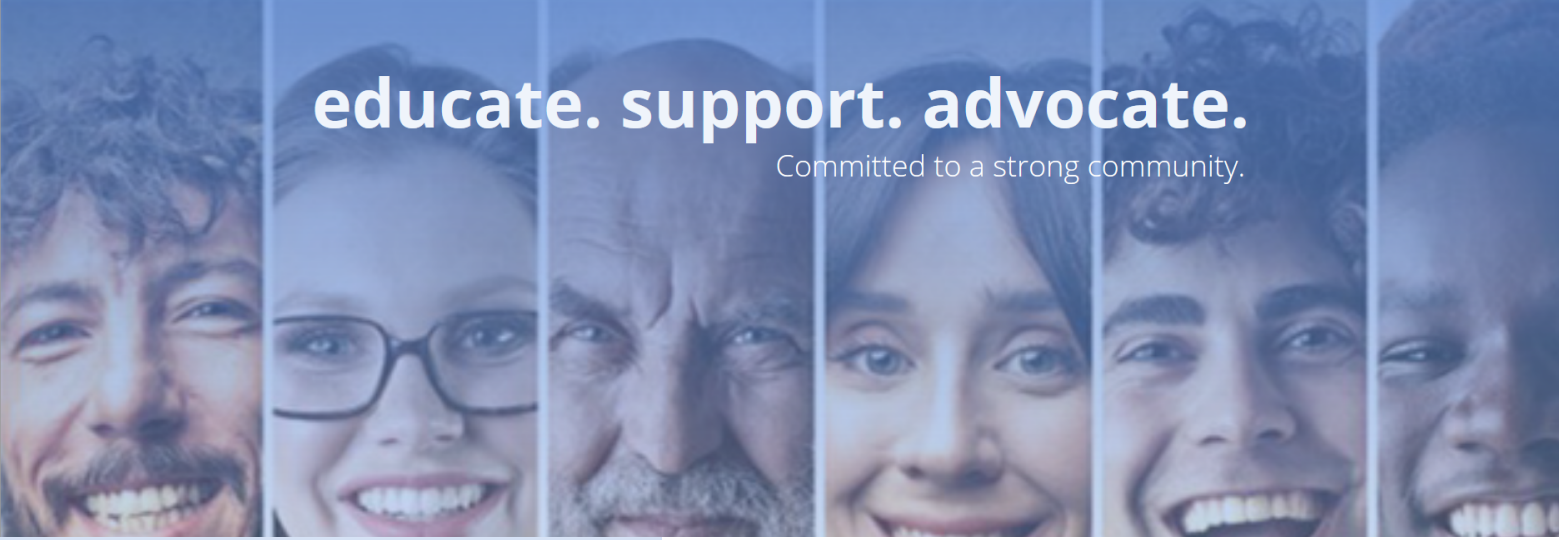
Antoine Wright
Habitat for Humanity of the Big Bend

New Website

Launches Today! Check it out by visiting www.uphsfl.org.

(850) 296-8330[LOG IN](#)

HOMEABOUT ▾RESOURCESADVOCACYEVENTS




educate. support. advocate.

Committed to a strong community.


Current Initiatives

UPHS Serves as the Voice of the Big Bend Human Service Organizations




TALLAHASSEE-LEON HOUSING LEADERSHIP COUNCIL

The City of Tallahassee and Leon County governments are committed to promoting, preserving and expanding homeownership in our region.




OUR PEOPLE FIRST

Our community's human services nonprofit sector must receive the support needed.



TALE OF TWO TALLAHASSEE'S


Bringing needed awareness to the growing disparities in Tallahassee and the Big Bend Region.



SERVICE SEEKERS

Need assistance? Explore local resources


[LEARN MORE](#)



MEMBERS & PARTNERS

Find available trainings & upcoming events

[LEARN MORE](#)




ADVOCATES

Research current initiatives & get involved


[LEARN MORE](#)

Services & Resources


Select the type of service needed to find an area resource.




BASIC NEEDS SERVICES




EMPLOYMENT & TRAINING SERVICES




CHILDREN & YOUTH SERVICES




COMMUNITY SERVICES




DISABILITY SERVICES




EMERGENCY SERVICES




FAMILY SERVICES




HOUSING SERVICES




HEALTHCARE SERVICES




MENTAL HEALTH SERVICES



SENIOR SERVICES




SUBSTANCE ABUSE SERVICES




CONFERENCES

Discover all the benefits of the UPHS Annual Conference




WEBINARS

Stay in the know with web-based trainings



TRAININGS

Check out available educational programs



CALENDAR

View, download and rsvp for available events

Programs & Events

Opportunities for professional trainings and networking are available throughout the year

[LEARN MORE](#)

- UPHS **Member-only Portal** with engagement, networking and resource sharing opportunities;
- **Service Seeker Section** - Services broken down by category and linked directly to our UPHS Member(s) websites with up-to-date contact information and hours of operation;
- **Advocacy Section** with UPHS specific initiatives, including the *Housing Leadership Council of Tallahassee-Leon County* and various supportive resources;
- **Live Chat** feature for real-time support and information;
- UPHS **Partner and Supportive Member** Section;
- **Human Services Calendar of Events** - containing UPHS specific events and those hosted by our UPHS Member(s);
- UPHS Member **Spotlights**;
- And much, much more!

Member Agencies

2-1-1 Big Bend
21st Century Council
Ability1st
Advantage Aging Solutions
Alzheimer's Project, Inc.
American Red Cross - Capital Area Chapter
America's Second Harvest of the Big Bend
Anchor Recovery Foundation
Apalachee Center, Inc.
Association of Early Learning Coalitions
Big Bend Area Health Education Center (Big Bend AHEC)
Big Bend Cares
Big Bend Coastal Conservancy
Big Bend Community Based Care
Big Bend Continuum of Care
Big Bend Habitat for Humanity
Big Bend Homeless Coalition
Big Bend Hospice
Big Brothers Big Sisters of the Big Bend, Inc.
Boys & Girls Club of the Big Bend
Boys Town of North Florida
Brehon Family Services
Capital Area Community Action Agency
Capital Area Healthy Start Coalition
Capital City Youth Services
Capital Medical Society Foundation
Catholic Charities of Northwest Florida Inc.
CESC, Inc.
Children's Home Society
Council on Culture & Arts
Disability Rights Florida
DISC Village
Domestic Violence Coordinating Council
Early Learning Coalition of the Big Bend
ECHO
Elder Care Services
Epilepsy Assoc. of the Big Bend
Florida Council on Crime & Delinquency
Florida Society of Association Executives
Florida Disabled Outdoors Association
FSU Center for Leadership and Civic Education
FSU Pre-Collegiate Division (CARE)
Girls on the Run of the Big Bend
Good News Outreach
Graceful Solutions
Greater Frenchtown Revitalization Council
Guardian Ad Litem Program, 2nd Judicial Circuit
Institute for Nonprofit Innovation & Excellence
John Riley Center/Museum
Kids Incorporated of the Big Bend

Lee's Place
Legal Aid Foundation of the Tallahassee Bar
Legal Services of North Florida
Lighthouse of the Big Bend
Literacy Volunteers of Leon County
Living Stones International
Lutheran Social Services of North Florida
Neighborhood Medical Center
Oasis Center for Women & Girls
Office of Public Guardian, Inc.
Ounce of Prevention Fund of Florida
PACE Center for Girls
Refuge House
Rotary Youth Camp of North Florida, Inc.
Sacred Soil Project for Veterans
Senior Citizens Council of Madison
Sickle Cell Foundation of the Big Bend
Sustainable Tallahassee
Tallahassee Lenders Consortium
TCC – Take Stock in Children
The Learning Pavilion
Turn About
Volunteer Leon
Whole Child Leon
Wisdom's Wellspring, Inc.
Widening Adult Vital Experiences, Inc.

Supportive Partners

Acentria Insurance
Affordable Housing Consulting, LLC
Be Free for Good, LLC
CareerSource Capital Region
City of Tallahassee
Community Foundation of North Florida
Hancock Whitney
HUB International/RGVI
James Moore & Company, CPAs
Leon County
Mainline Information Systems
Market Done/ About Tally
Maxim Strategies and Solutions
Moore Business Strategies
Preferred Payroll/Brad Burns Insurance
Prime Meridian Bank
Sanders, Holloway & Ryan, CPAs
Strategic Nonprofit Alliance Partnership (SNAP)
Stansbury Consulting, LLC
Tallahassee Community College
Tallahassee-Leon Federal Credit Union
The Summit Group

Sponsors



James Moore
Certified Public Accountants and Consultants





2477 Tim Gamble Place, Suite 200
Tallahassee, FL 32308
(850) 296-8330
www.uphsfl.org

Your Opinion Matters

At United Partners for Human Services, everything we do is for our members. That is why your feedback is critical to our mission and community. After the conference, please take a few minutes to fill out the post-conference survey and let us know your thoughts. Simply take a photo of the QR code to the right with your phone and wait a few moments; a link should pop up directing you to the survey. If that didn't work, head right to the survey using the URL: www.bit.ly/UPHSC2019

