

MAVA Conference 2018 Speaker Bios

Marla Benson

Founder and President | Volunteer Relations Consulting Group, LLC | www.volunteerrelations.com

Marla Benson is known for contributing to the success of many leading organizations (Disney Resorts, eHarmony, Microsoft, Girl Scouts) with her communications, customer service and conflict management coaching & training. Senior Professional in Human Resources (SPHR) and Certified Mediator she has created the groundbreaking Volunteer Conflict Management SystemSM out of sheer necessity (and a smidgen of desperation) while serving as an executive with a leading youth organization supporting tens of thousands of girls and volunteers.

Danielle Brady

Volunteer Services Manager | Greater Minneapolis Crisis Nursery | dbrady@crisisnursery.org

Danielle has been working with volunteers for over 20 years, 11 of those years in her position as Volunteer Services Manager at Greater Minneapolis Crisis Nursery. She has found the biggest challenge and reward of her career in volunteer engagement is bridging the gap of privilege between volunteers and the vulnerable children and families they serve. Danielle strongly believes we are only one story away from understanding each other. In her free time, Danielle loves practicing yoga/meditation/mindfulness, spending time with her niece and nephew and immersing herself in the water (lakes, pools, hot tubs, ocean).

Karmit Bulman

Executive Director | MAVA | kbulman@mavanetwork.org

Karmit Bulman is MAVA's Executive Director. She has extensive experience running non-profit organizations and has a strong background of leadership in international, national and statewide coalition building. In the past Karmit has served as an attorney and as executive director for nonprofits. Her roles have involved financial management, program development, public and community relations, fund raising and oversight of organizational operations. She has a particular passion for facilitation of collaborative processes, conflict assessment, coalition building, executive coaching and consulting, new business development, organizational turnaround, and revenue expansion. Karmit oversees strategic planning, board development, financial management, fundraising, program development and day to day programming at MAVA.

Sue Carter Kahl

President | Sue Carter Kahl Consulting | suecarterkahl@gmail.com

Sue Carter Kahl is the President of Sue Carter Kahl Consulting and has more than 20 years of experience in the nonprofit sector. Her teaching, writing, and research are infused with lessons learned as a nonprofit executive, board member, staff member, volunteer, and researcher. Her current projects include serving as a Service Enterprise Consultant, teaching at the University of San Diego, facilitating strategic volunteer engagement efforts, and conducting research on

volunteering and nonprofits. She is committed to bridging practice and theory in the volunteer field.

Fern Cherok

Research Scientist | Cohen Center for Modern Jewish Studies, Brandeis University | fchertok@brandeis.edu

Fern Chertok is a Research Scientist at the Cohen Center for Modern Jewish Studies and teaches courses on program evaluation in the Hornstein Jewish Professional Leadership Program at Brandeis University. Fern has conducted extensive research on volunteerism in the Jewish community including a study of the volunteer habits and preferences of Jewish young adults for Repair the World, and research on the implementation and outcomes of Jewish volunteer and service learning programs. Fern is the co-principal investigator on the project to evaluate the implementation and outcomes of the UJA-Federation of New York's Time for Good/ Jewish Service Enterprise Initiative.

Tane Danger

Cast Member | The Theater of Public Policy | <http://t2p2.net/>

Tane has been performing, directing, and teaching improv comedy since 2003. After stints working for the state, local and international nonprofits, and some political campaigns, he thought, "Isn't there some way to bring improv into all this?" The Theater of Public Policy was born! Tane still has a tough time explaining what he does for a living to his parents.

Susan Detweiler

Volunteer Resource/Donation Manager, Food Drive and Social Media Coordinator | Southeast Texas Food Bank | sdetweiler7@outlook.com

Susan has been the Volunteer Resource Manager at the Southeast Texas Food Bank for 4 years. She brings 35 years of experience to the table in many different areas. Susan has 4 adult children and 8 grandchildren, 2 dogs, 3 birds and volunteers for the Beaumont Police Department as a chaplain. Hurricane Harvey wiped out almost everything she owned but she has recovered well through the help of friends, family and God.

Krista Eichhorst

Program and Operations Manager | MAVA | office@mavanetwork.org

Krista Eichhorst is MAVA's Program and Operations Manager. In this role she oversees office operations and communications, coordinates programming, and manages the AmeriCorps VISTA (Volunteers in Service to America) cohort. Prior to joining the association she managed a statewide leadership training program for community and technical college students and spent three years in the national service field, serving in the AmeriCorps VISTA program in Saint Paul and working in the community relations office for the Corporation for National and Community Service in Iowa.

Jan Fredrickson**Director of Shared Ministry | Leaders of Faith-Based Volunteers (LFBV) | pfrederi@msn.com**

Jan Frederickson is a 30 year practitioner of managing volunteers and influencing the setting up of volunteer systems in faith based organizations. She further helps people translate that experience into their greater understanding of using their gifts/talents/skills in making a better world. Her personal mission is to use her God-given strengths and abilities of leadership, organizing, encouraging and teaching to empower others and to do so with respect and dignity. Jan is on the core team of the Leaders of Faith-Based Volunteers in Minnesota (MAVA's sector network for faith-based VEPS).

Matt Gayer**Director of Nonprofit Programs | Catalogue for Philanthropy - Greater Washington | mgayer@cfp-dc.org**

Matt joined the Catalogue in February 2017, and is overseeing and developing the training and support offered to our nonprofit partners. He's passionate about the role nonprofits play in the community, and about building their capacity to grow their impact with donors and volunteers. Before joining CFP, Matt worked in leadership development at The Advisory Board Company. Prior to moving to Washington D.C., Matt made his way across the South. He worked in Atlanta as a Fellow for Break Away, a nonprofit focused on volunteerism and civic engagement, and previously lived in Dallas, where he founded Health Literacy Dallas, a nonprofit focused on health communication.

He holds a Masters of Public Administration degree with a focus in nonprofit management from Syracuse University, and a B.A. in Public Policy and Economics from Southern Methodist University.

Mark Giammona**Volunteer Services Specialist | American Red Cross | mark.giammona2@redcross.org**

Mark is relatively new to volunteer management, but has many years of retail and technology management experience. It amazed him early on, just how similar the fields are. Why people come to work is different. But most of the reasons they stay are the same between employees and volunteers.

Jay Haapala**Associate State Director | Community Outreach at AARP Minnesota | jhaapala@aarp.org**

Jay Haapala is Associate State Director of Community Engagement with AARP Minnesota where he mobilizes volunteers to improve the lives of people age 50 and older. He previously managed the volunteer program at Minnesota Children's Museum, where at one point the average volunteer was under age 25. He's a proud member of Generation X squished between hordes of Boomers and Millennials, which is a great position for applying pseudoscience to generations of volunteers.

Rob Jackson

Author, Speaker | Rob Jackson Consulting | rob@robjacksonconsulting.com

Rob has written, spoken and trained on volunteer program management internationally for over twenty years. He has co-authored two books on volunteerism as well as contributing dozens of articles to a wide range of publications online and offline.

Rob is an active volunteer, including serving as a member of the editorial team for the international volunteerism journal, www.e-volunteerism.com. Rob lives in Grantham, Lincolnshire and, when he isn't working, Rob loves motorsports, The West Wing, Rock & Blues music and the Grantham Town Football Club.

Lisa Joyslin

Inclusive Volunteerism Program Manager | MAVA | ljoyslin@mavanetwork.org

Lisa Joyslin is MAVA's Project Manager for Inclusive Civic Volunteerism, an initiative focused on engaging diverse and immigrant communities in city and county volunteer programs. Lisa has worked in the field of volunteer services for over 10 years, most recently as the Volunteer and Communications Manager at Hallie Q. Brown Community Center in St. Paul. Prior to that she served as Volunteer Services Officer for the American Red Cross Minnesota Region, and has held positions with Community Thread, Hands On Twin Cities, and Chicago Cares. Before joining the MAVA staff, Lisa was a volunteer trainer for MAVA's Volunteer Impact Leadership Series and Cutting Edge Strategies trainings. She holds a Master of Public Policy degree from the University of Minnesota's Humphrey School of Public Affairs.

Amy Kasch-Vanek

Director of Service Experience | Reading & Math, Inc. | amy.kasch-vanek@servetogrow.org

Amy Kasch-Vanek is the Director of Service Experience for Minnesota Reading Corps and Minnesota Math Corps. For the past 10 years, Amy's professional career has centered on education. Amy has experience as an educator formally and informally, internationally and domestically, and targeting a wide range of age groups. She is particularly passionate about the intersection between education and national service. Amy's skills include designing curriculum and implementing engaging workshops for a variety of learners. She has experience presenting to large audiences, including AmeriCorps members, school communities, organizational partners, and internal staff.

Josh Kriz

Program Manager | Reading & Math, Inc. | josh.kriz@servetogrow.org

Josh Kriz is a Program Manager with Minnesota Reading Corps and Minnesota Math Corps. For the past nine years, Josh has recruited and supervised volunteers to address critical issues in the areas of the environment and education. He has specialized skills in cultivating partnerships, providing excellent customer service, and building stakeholder buy-in. During his time in the public sector, Josh has made presentations and led workshops with community and business leaders on his

work. He has also created and led various volunteer management trainings and AmeriCorps orientations.

Ramona Lindholm

Volunteer Services Specialist | American Red Cross | ramona.lindholm@redcross.org

Ramona Lindholm has worked with non-profit organizations for the last 30+ years, much of that time in Volunteer Services and Fund Raising. For 10 years she has coordinated fund raising campaigns and was the senior audit reporter for Wartburg Theological Seminary. Following Wartburg, she was a director for a small Habitat for Humanity affiliate in Grant County, Wisconsin. Most recently she has served for six years as a Volunteer Services Specialist for the American Red Cross.

Zeeda Magnuson

Consultant, Speaker | HandsOn Twin Cities | zeeda@handsontwincities.org

Zeeda serves as the consultant to HandsOn Twin Cities, specifically working on the Service Enterprise Initiative and partners with the Minnesota Association for Volunteer Administration on this program. She also conducts customized workshops throughout the year, given to nonprofit and corporate audiences. Training at state, national and international conferences has offered Zeeda opportunities to see how volunteers are engaged throughout the globe. She also offers consultation services including assessments through HandsOn Twin Cities. The assessments are offered to corporate and nonprofit organizations looking to strengthen their volunteer program.

Betsy McFarland

Principal | Adisa | betsy@adisagroup.com

Betsy McFarland is a strategist and problem-solver who has forged a unique professional niche focused on empowering staff and volunteers committed to tackling challenging societal issues. Most recently, she led the growth and transformation of one of the largest program departments at The Humane Society of the United States as vice president of companion animals, winning accolades for developing a series of pioneering programs. A collaborator and bridge-builder with a proven track record of navigating diverse viewpoints, often in emotionally charged situations, Betsy is skilled at gathering input and synthesizing it to identify common ground and implement innovative solutions.

Betsy holds a degree in psychology from George Mason University and is currently completing an Executive Certificate in Facilitation through Georgetown University's Institute for Transformational Leadership. She has participated in the formation of several new nonprofit associations and serves on multiple nonprofit boards of directors.

Matt Porth**Manager of Volunteer Programs | Museum of Science and Industry |****matt.porth@msichicago.org**

Matt Porth has been with the Museum's Volunteer Department for 13 years. He has created fun, interactive guest-facing science and history programs covering topics like entomology, robotics, algorithms, and submariners. In 2018, the Museum's Volunteer Department will celebrate its 35 year anniversary.

Mary Quirk**Executive Director | Living at Home Network | mary.h.quirk@gmail.com**

Mary Quirk was MAVA's executive director and now serves as The Living at Home Network Executive Director. Prior to working for MAVA, Mary directed two volunteer based organizations, Southeast Seniors, A Living at Home/Block Nurse Program and Little Brothers – Friends of the Elderly. She has a master's degree from the Humphrey Institute of Public Affairs and a master's degree from the School of Public Health at the University of Minnesota. She has had articles published in Nonprofit World and e-Volunteerism.

Polly Roach**Volunteer Generation Fund Program Manager | MAVA | proach@mavanetwork.org**

Polly Roach is MAVA's Volunteer Generation Fund Program Manager, providing support for activities related to the Service Enterprise Initiative, funded by the Volunteer Generation Fund. Prior to joining the MAVA staff in 2018, Polly served on the MAVA Board of Directors, where she chaired the Strategic Services Committee and was involved in shaping MAVA initiatives such as the Shifting Environment research. Polly received MAVA's Mary Wiser Award for Leadership in the Field of Volunteer Resources in 2011. Previously, she worked at the Mentoring Partnership of Minnesota (now MENTOR Minnesota) as the Senior Director of Program Services, delivering resources, training and technical assistance to youth mentoring programs to strengthen their efforts to provide young people with high quality, long-lasting relationships. Prior to this position, she directed a one-to-one mentoring program for girls at the YWCA of St. Paul for 16 years. Polly holds a Master of Social Work degree from the University of Minnesota.

Judie Russell**judithdrussell@hotmail.com**

Judie is the former Director of Volunteer Services for Children's Home Society of Minnesota. She is a licensed social worker with over forty years of professional experience in human services. Judie is a founding member of the Minnesota Association for Volunteer Administration and is a long term member of MAVA's Board of Directors and serves as MAVA's volunteer grant developer and writer and project manager for many of MAVA's initiatives. Judie has made MAVA her full-time volunteer job and has spent countless hours strategizing, researching, reaching out to community

partners and bringing innovative new projects to MAVA. Judie is a true thought leader; her brilliant ideas frequently result in innovative new approaches, strategies and programs for MAVA.

Travis Salisbury

Coordinator of Liturgical Celebrations | The Basilica of Saint Mary | salisbury.travis@gmail.com

Travis Salisbury is a volunteer engagement professional serving the Catholic tradition at The Basilica of Saint Mary in Minneapolis, Minnesota. He is on the core team of the Leaders of Faith-Based Volunteers in Minnesota (MAVA's sector network for faith-based VEPs) and is chair elect of MAVA's Board of Directors.

Terry Straub

University of MN Extension Master Gardener Program Coordinator | University of Minnesota Extension | Terry.Straub@hennepin.us

Terry Straub is the University of MN Extension Master Gardener Program Coordinator for Hennepin County. Terry works with over 450 volunteers, supporting their horticultural education efforts throughout the county. Terry has worked as director for the Retired and Senior Volunteer Program (RSVP) of the Greater Twin Cities, volunteer program manager for the former Minnesota Office of Citizenship and Volunteer Services and the Minnesota AIDS Project. Terry has co-chaired the Hennepin County Volunteer Programs Network, and served as board President of the Minnesota Association for Volunteer Administration (MAVA). He is a facilitator in the "Achieving the Extension Mission Through Volunteers" series and is adjunct faculty for the University of St. Thomas's Mini-MBA for Nonprofit Organizations. Terry received his Certificate in Volunteer Management from Hamline University.

Meridian Swift

Blogger, Author | VolunteerPlainTalk | volunteerplaintalk@gmail.com

Meridian Swift, CVA, with over twenty years of experience in volunteer management, blogs on the site, VolunteerPlainTalk, has authored the book, "The Volunteer Shelf Life" and has contributed articles to Energize Inc, VolunteerMatch's Engaging Volunteers and other publications. She was chosen to be one of the top ten thought leaders for 2018 by SpinkTank, and contributed an emerging idea to the ebook, Top 10 Volunteer Engagement Ideas for 2018. Meridian has been an FHPCO committee member, has presented at the state and national levels on volunteer management issues, received a MetLife award for her volunteer program as well as a Florida state award for her volunteer outreach program.

Judy Urban

Author, Ministry Leader | Shared Ministry Systems | judydurbansm@netscape.net

Judy Urban has over twenty years of experience consulting with congregations on volunteer issues. She presents workshops nationally for denominational groups, educational organizations, stewardship conferences, archdiocesan and synod Ministry Days. As an experienced practitioner, Ms. Urban built a Shared Ministry system for a growing congregation, involving 2800 parishioners

in 165 ministries. She has served on the education committee of the Minnesota Association for Volunteer Administration; and was a past chair of the Association of Directors of Church Volunteer Ministries in Minnesota. Ms. Urban has authored a book entitled New Life through Shared Ministry, Moving from Volunteering to Mission, available on Amazon.com in both electronic and book format. Judy has a Bachelor of Arts Degree in Nursing from the University of Minnesota. She is married with two adult children and two grandchildren

Julie Vreeland

Greater MN Program Manager | MAVA | jvreeland@mavanetwork.org

Julie Vreeland comes to MAVA with over 30 years of non-profit experience, over 15 of those years in the Chamber of Commerce management field. Following her chamber career she continued to work for regional non-profit organizations including: Minnesota Technology and as the Non Profit Resource Specialist for Bremer Bank in Brainerd. Julie is responsible for working to expand and build capacity for Greater Minnesota nonprofits and government entities through excellence in volunteerism. Vreeland will work to assess needs and create strategic partnerships while building capacity for volunteerism in Greater Minnesota.

Katie Walsh

Program Director | HandsOn Twin Cities | katie@handsontwincities.org

Katie has been on staff at HandsOn Twin Cities (HOTC) since 1998 when she joined The Volunteer Center in St. Paul as the Community Recruitment Specialist. As Program Director, Katie oversees the nonprofit affiliation program and delivery of services/programs to HOTC's affiliate members. Katie oversees the website, database management and e-newsletter communications. She also supports HOTC's Service Enterprise Initiative and skills-based volunteering. Katie's experience in the nonprofit sector includes implementing successful membership recruitment and engagement strategies, managing strong, supportive relationships with nonprofits, organizing and managing events, delivering training and supervising staff. She earned her Bachelor's degree in Family Social Science from the University of Minnesota – Twin Cities.

Scott Welle

Speaker, Author | Outperform the Norm | <http://scottwelle.com>

Scott Welle is a #1 international best-selling author, speaker, peak performance strategist and founder of Outperform The Norm, which trains high achievers and athletes to remove their self-imposed limitations, increase confidence and accomplish more than they ever thought possible.

Scott has worked with professional athletes (NFL, MLB, PGA Tour), elite level triathletes, CEOs, stay-at-home moms, and everyday heroes who all had one common goal – to improve and to be better today than they were yesterday.

Kristina Wilkes**Sr. Coordinator of Administrative Volunteer Programs | Museum of Science and Industry |****Kristina.wilkes@msichiago.org**

Kristina Wilkes has worked with volunteers in Cultural institutions for almost 10 years. She specializes in the coordination and management of major volunteer projects at MSI including the volunteer supported Christmas Around the World and Holiday of Lights exhibit and specialized recognition events hosted for museums 500+ volunteers.

Garrett Zaffke**Community Relations and Volunteer Services Coordinator | Dakota County |****garrett.zaffke@co.dakota.mn.us**

Garrett Zaffke, your Conference Coordinator for 2018! He has lived in Minnesota his whole life but has traveled extensively across the globe (a full 20% of the world actually). He lives and works in Dakota County, where his volunteer program has won national and local awards and recognition for its growth, vitality, and uniqueness in the world of government entities. Though he has only 4+ years in professional volunteer leadership, he is a rising star that is bringing engaging and fresh ideas to the sector. He teaches seminars and trainings all across Minnesota and the country and sits on MAVA's Board of Directors. He likes to travel, is an avid Yelper, and loves spending time with his family and friends.