

Leading Through Change



A New Leadership Conference from TNOYS

23-24 **AUGUST** 2018

AUSTIN, TX

Presented by:



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EPISCOPAL CHURCH

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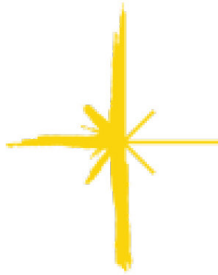


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STARRY

Conference Steering Committee

Christa Rose, Action Point Analytics | Christine Gendron, Texas Network of Youth Services
Allicia Frye, Jonathan's Place | Celeste Garcia, BCFS Health and Human Services
Anna Hallmark, The Comms Shop, LLC | Sheri Messer, City House, Inc.
Kym Olson, Lonestar Government and Public Affairs
Arthur Seago, Connections Individual and Family Services | Erin Whelan, LifeWorks

Conference Agenda

Thursday, August 23 - Opening Reception

Hotel Ella, 1900 Rio Grande Street 78705

5:00 p.m. - 5:45 p.m. VIP Reception

5:45 p.m. - 7:00 p.m. Networking Reception + Featured Speaker Former Austin Mayor Pro Tem Sheryl Cole

Friday, August 24 - Full Conference

St. David's Episcopal Church, 301 E. 8th Street 78701

8:00 a.m. - 9:00 a.m. Breakfast & Networking

9:00 a.m. - 10:00 a.m. Opening Keynote: DFPS Commissioner Hank Whitman (Bethel Hall)

10:15 a.m. - 11:30 a.m. Workshop #1 (choose one)

**Organizational Development Track
(Crail A)**

*Driving Toward Impact: Building
Social Sector Capacity*

**Operational Management Track
(Crail B)**

*The Unique Challenges of
Leading a Mid-Sized Agency*

**Leadership Development Track
(Crail C)**

*Staying Steady in an Unsteady World:
Self-Care for Direct Services*

11:45 a.m. - 1:00 p.m. Lunch with Keynote: KaleidaCare CEO Alistair Deakin (Bethel Hall)

1:15 p.m. - 2:30 p.m. Workshop #2 (choose one)

The New Realities of Giving

*My Employee Did What?
Identifying and Mitigating Risk*

*Creating Cross-Sector
Collaboration and Impact*

2:45 p.m. - 4:00 p.m. Workshop #3 (choose one)

*Building Inclusion and Diversity
in Service Providers*

*Leadership During Catastrophic Events:
Strategies for Surviving Disaster*

*Social Entrepreneurship:
New Models for Management*

4:15 p.m. - 5:15 p.m. Closing Keynote: RetailMeNot Senior Vice President, People John Adcock (Bethel Hall)

5:15 p.m. - 5:30 p.m. Concluding Remarks

Conference Logistics

Connecting to the Internet

Wireless internet is available at St. David's Church using the network StDave.org. No password is required.

Parking

Parking is available at on-site garage at St. David's Church on Friday, August 24, for a discounted daily rate of \$12. Please bring your parking ticket with you to the event registration desk to secure the discount.

Continuing Education (CEUs)

TNOYS is offering continuing education for Social Workers (Provider #6875) and Licensed Professional Counselors (Provider #2420) for this event as well as training hours for all attendees. Please see the Continuing Education (CEU) form to track your attendance and for additional details. The two-day event offers 7.25 CEU/training hours.

Keynote Presentations

(Located in Bethel Hall)

Opening Keynote: Leading and Motivating Staff Through Change with Henry "Hank" Whitman, Commissioner, Texas DFPS

Whitman will share his strategies for managing – and inspiring – employees during even the most difficult challenges and transitions. He will share insights based on his extensive leadership experience, including his role as the head of the Texas Rangers, and most recently, his experience taking the helm at the Texas Department of Family and Protective Services and guiding the agency and its staff through a series of significant obstacles.

Lunch Keynote: High Performance Management: Managing Change with Alistair Deakin, CEO, KaleidaCare

High Performance organizations in social services are often faced with the forces of change, both internally and externally. However, managing change is often a struggle for organizations, leading many change management projects to fail over time. This presentation will educate attendees on best practices in change management initiatives through discussion of current literature and practical, real world examples from practice. The speaker will utilize an interactive discussion approach to the workshop along with Power Point and handouts that will provide a template for planning change management initiatives. Each participant will leave with an immediately usable template to plan change management initiatives in their own organizations.

Closing Keynote: Designing Change-Durable Organizations with John Adcock, Senior Vice President, People, RetailMeNot

Organizations must be agile, adaptable and resilient in order to meet new challenges. Servant leaders equip their teams, remove barriers to performance, enable resources and lead their organizations to achieve. Adcock will discuss organizational models for building high-performing teams, by harnessing their passion and empowering them to make decisions, communicate effectively, adapt to change and build cross-functional skill sets.

Workshop Descriptions

Organizational Development Track (Located in Crail A)

Driving Toward Impact: Building Social Sector Capacity - Erica Ekwurzel, CivicAIM

A growing majority of Texas grantmakers define capacity building as a grantmaking strategy to create lasting impact. Learn how capacity building is defined and leveraged as a community investment strategy by the Texas grantmaking community. This presentation will illuminate research-based findings, insights and action plans to approach philanthropic grant opportunities, build the capacity of your organization, and contribute to systems change.

The New Realities of Giving - Adine Zornow, Barbara Bush Foundation for Family Literacy

One of the continual challenges for every nonprofit is establishing and maintaining critical funding streams. The landscape for giving has undergone significant changes in sourcing, methods and goals of funders. This workshop will help leaders to think about and plan for strategic funding streams in a new way.

Building Inclusion and Diversity in Service Providers - Preston James III, DivInc

Prior efforts to address economic segregation and racial inequality have understandably emphasized raising the floor. Now it's time to remove the ceiling. By building successful pathways for engagement in the nonprofit sphere, we can disproportionately influence the economic, political and social development of communities.

Workshop Descriptions (con't.)

Operational Management Track (Located in Crail B)

The Unique Challenges of Leading a Mid-sized Agency - Kimberly Williams, Interfaith Family Services

Kimberly Williams' experiences working with organizations of various sizes have taught her there are challenges that make leading organizations in the \$1 million to \$5 million dollar range with 15 to 40 staff especially difficult and taxing. There is the need to constantly juggle the high-level expectations of the board and donor-base with the director-level management reality that is required to ensure that everyone is getting the job done on a daily basis. Williams will offer strategies for managing this dynamic and building an infrastructure that will allow the CEO to have more time for high-level, capacity building initiatives.

My Employee Did What? Identifying and Mitigating Employment Risk - Mike Golden, Boulette, Golden & Marin

An ounce of prevention is worth a pound of cure but some employee issues simply can't be prevented. Learn how an employer can put itself in the best position to respond to the unexpected employee emergency, including identifying employment risk, mitigation tools and strategies for managing an employment-related investigation, having the right policies and procedures in place, and preparing and using a crisis checklist.

Leadership During Catastrophic Events: Strategies for Surviving the Disaster - Dee Grimm, BCFS Health & Human Services

Serving in a leadership role in an emergency disaster event can be a traumatic and life-changing experience. It is said that disasters don't make careers, they often break them. This presentation discusses lessons learned for organizational success (or failure) from a variety of both man-made and natural disasters. Proven strategies that are critical for ensuring effective executive decision making in high-stress situations, pre-planning concepts and successful business continuity operations will be presented.

Leadership Development Track (Located in Crail C)

Staying Steady in An Unsteady World: Self-Care for Direct Services - Janie Cook, Organizational Development Consultant

How do you, as a nonprofit leader, maintain your level of productivity and vision? Leaders experience many difficult situations on a daily basis. Who do you vent to? How do you help staff manage difficult emotions? How do you care for yourself so that you can continue for the long run & prevent burnout? Come prepared to learn and share tried and true methods for surviving and thriving in a 24/7 world.

Creating Cross-Sector Collaboration and Impact - Eric Cooper, San Antonio Food Bank

We can create greater impact together than apart. Solving big problems happens collaboratively. We will discuss ways to bring more partners to the table to generate solutions that are greater than any one organization.

Social Entrepreneurship: New Models for Nonprofit Management - Vanessa Maldonado, Easter Seals Central Texas

Nonprofits have the opportunity to think creatively about how they provide services and engage the community. New models are emerging to develop stable funding sources while serving the agency's mission. We will cover models that can give service organizations new options for operational effectiveness.

Featured Speakers



Henry "Hank" Whitman, Commissioner, Texas Department of Family & Protective Services

When he was named head of the Texas Department of Family and Protective Services in 2016, Hank Whitman used his 22 years of law enforcement experience and past position as head of the Texas Rangers to provide new direction, clear goals and high accountability to ensure that Texas children remain safe, the agency's core mission. Together with his team, Whitman has worked to overhaul the operations of Child Protective Services, rebuilding structures that had been failing and improving systems those that are working.



Sheryl Cole, Former Austin Mayor Pro Tem, Candidate for Texas House of Representatives

An accountant and attorney by training, Sheryl Cole got her start in public life stepping up in her local PTA. Elected to Austin City Council in 2006 and to Mayor Pro Tem in 2011, Sheryl was a voice for equality who had the courage to address systemic divides. Today, Cole is stepping up once again as a Democratic candidate for State Representative in House District 46.



John Adcock, Senior Vice President, People, RetailMeNot

As Senior Vice President, People, at RetailMeNot, John Adcock leads the full spectrum of human resource functions including the global workforce strategy, culture and engagement, talent acquisition and development, compensation and benefits, and training and development. Adcock has nearly 20 years of human resources experience and most recently served as the vice president of human resources at HomeAway, supporting the full organization in hiring, development and growth of its worldwide talent.



Alistair Deakin, CEO, KaleidaCare Management Solutions

Alistair Deakin has worked in consulting and business operations his entire career, with a focus on organizations with a social mission. Since 2000, Alistair worked primarily with technology companies serving social service agencies and has led KaleidaCare as CEO since 2007. He actively consults on strategy and leadership with leading behavioral health organizations and has personally led the turnaround of six different organizations. Alistair has also served as Chairman of the boards of nonprofits, including Fresh Chefs, which helps youths aging out of foster care with job training and cooking skills.



Preston L. James III, Co-Founder & CEO, DivInc

Preston L. James III is CEO at DivInc, the first tech startup pre-accelerator in Texas focused on ethnically diverse and women led founders. A former 20 year veteran at Dell, he served in executive leadership roles where he oversaw teams responsible for driving \$250M+ in revenues. He ended his career at Dell as the managing director for the Dell Global Center for Entrepreneurship and is Entrepreneur in Residence at the Herb Kelleher Center for Entrepreneurship in the McCombs School of Business at the University of Texas.



Mike Golden, Managing Partner, Boulette, Golden & Marin, LLP

Mike Golden is Board Certified in Labor and Employment Law by the Texas Board of Legal Specialization, has been repeatedly recognized as a Texas Super Lawyer (Thompson-Reuters), Texas Rising Star (Thompson-Reuters Corporation), and one of the Best Lawyers in America (Woodward/White). Previously with Vinson & Elkins L.L.P., Golden founded Boulette & Golden L.L.P. with Jason Boulette in 2006. Now known as Boulette Golden & Marin, the firm represents employers in employment, litigation, and corporate immigration matters.

Featured Speakers



Dee Grimm, Director of Business and Program Development, BCFS Health and Human Services Emergency Management Division

Dee Grimm serves as Director of Business and Program Development for BCFS Health and Human Services' Emergency Management Division. An expert in the field, Grimm has aided in emergency response operations to numerous catastrophic events and natural disasters, including Hurricanes Ike, Alex, Harvey, Maria, the Haiti Earthquake, the U.S. Ebola Outbreak event, and the Sutherland Springs Shooting Massacre.



Kim Williams, Chief Executive Officer, Interfaith Family Services

As a change strategist, speaker, and blogger, Kim Williams helps leaders maximize the opportunities presented by change. Through her TEDx Talk and articles for Forbes and Huffington Post, she has inspired visionary leaders who are committed to making an impact and through her consulting services, she provides effective strategies that will help you to maximize periods of change. Williams has been CEO of Interfaith Family Services since 2011 and under her leadership, the agency's finances, impact, and influence have grown significantly.



Janie Cook, Organizational Development Consultant

Janie Cook, a consultant specializing in organizational development, has over 25 years of expertise in non-profit executive leadership. Cook is the former President/Executive Director of Boys Town Texas, where she worked diligently to prevent and respond to the horrors of child abuse and neglect, serving over 8,000 children and their families during her tenure. Previously, she was the Executive Director of Youth & Teen Services at BCFS Health & Human Services, where she had an exceptional program expansion history of 1200%.



Erica Ekwurzel, Founder, CivicAIM

Erica V. Ekwurzel, CFRE, is founder of CivicAIM, a philanthropic consulting practice focused on increasing the capacity of grantmakers. With experience as a professional fundraiser, research scholar in philanthropic strategy, grantmaking program officer, and consultant focused on social impact, Erica brings extensive perspective to her work. Erica holds a BA from Austin College and a Master of Public Affairs from the LBJ School of Public Affairs at The University of Texas at Austin.



Adine Zornow, Vice President of Corporate Giving, Barbara Bush Foundation for Family Literacy

In 2015, Adine Zornow joined the Barbara Bush Foundation for Family Literacy, applying her 14 years of fundraising experience to oversee a comprehensive development plan to obtain corporate gifts and boost the Foundation's mission to strengthen literacy initiatives across the country. She previously served as Director of Development at Susan G. Komen and as the National Director of Corporate Development for Boys & Girls Clubs of America (BGCA).



Eric Cooper, President & CEO, San Antonio Food Bank

Eric Cooper is the President and CEO of the San Antonio Food Bank, which works through a network of more than 530 nonprofit agencies and a myriad of distribution programs to deliver more than 61 million pounds of food and grocery items in a 16 county service area. During Cooper's 15 year tenure, the organization has grown to more than 180 employees, increased food distribution by over 50 million pounds, and increased the number and impact of its programs.

“What the people want is very simple - they want an America as good as its promise.”

Barbara Jordan

