

## Breakout Sessions **Room Assignments**

<b>11:00AM</b>	
Ballroom (21st Floor)	Identity & Idolatry: The tandem effect on our relationship with God
Panorama B (21st Floor)	"Gee Whiz...what am I gonna SAY?": Explaining and securing Planned Gifts
Ohio (21st Floor)	Practical Thrift Store Management
Illinois (21st Floor)	Acquiring More Donors and Better Donors
Library (21st Floor)	HR Boot Camp
Parlor (Room 1639)	Think Outcomes
Wheeler Mission Conference Room	Data Security and Cyber Liability: What You Don't Know Puts Your Mission at Risk
Wheeler Mission Shelter for Men	Conquering Bed Bugs: STRATEGIES
Wheeler Mission Shelter for Men	Food Services Breakout Sessions and Roundtable Discussion (11:00AM-4:00PM)

11:00AM	Welcome, introductions, overview of session
11:05	Tour Kitchen (including Rational ovens!)
11:15	Cooking "Competition" (breakup into groups, cook with what you are given)
12:30PM	Judging, Prizes/Lunch (eat what you cook)
1:00	<b>The Relationship between Food Rescue, Hunger Relief, and Volunteers</b> Chef Liz Gimenez, CCC, Director of Hunger Relief, Second Helpings
2:00	Break
2:15	<b>How Rescue Missions can Transform Lives through the Power of Food</b> Chef Sam Brown, CCC, Director of Food Services, Wheeler Mission
3:15	Break
3:30	Roundtable discussion
4:00	Load bus, travel to hotel

<b>2:00PM</b>	
Ballroom (21st Floor)	Managing Conflict in a Safe and God-Honoring Way
Panorama B (21st Floor)	"Gee Whiz...what am I gonna DO?": Preparing for and Getting Major Gifts
Ohio (21st Floor)	Tracking in the Cloud: An Overview of Managing Your Ministry with Cloud Based
Illinois (21st Floor)	College Credit for Rescue Mission Programs
Library (21st Floor)	Risk Management: Making your facilities safer and reducing your stress
Parlor (Room 1639)	Event Sponsorships: What Sponsors Want

<b>3:15PM</b>	
Ballroom (21st Floor)	Chronic Homeless and Mental Health
Panorama B (21st Floor)	Continuum of Care (Change) Gone Wild!
Ohio (21st Floor)	Retail Management
Illinois (21st Floor)	How to get churches involved in programming for the long-term benefit of your guests
Library (21st Floor)	Current Issues Impacting the Not-for-Profit Community
Parlor (Room 1639)	Finding The Younger Donor, Digitally
Wheeler Mission Conference Room	Importance of a Clean Database

## Breakout Session **Descriptions**

### **Breakout Session 1** (choose one)



#### **Identity & Idolatry: The tandem effect on our relationship with God**

(Panorama Ballroom – 21<sup>st</sup> Floor)

Ty Wyss, Founder of Walls Down - an Indianapolis-based ministry that helps the local church reach out and touch the hearts of the LGBT community.

*"Identity in Christ" is a cliché often thrown around in Christian circles. If the meaning of this phrase doesn't go deeper than a cliché, we will become confused about our identity and therefore worship idols. In this session, Ty gives some clarity and depth to the phrase "Identity in Christ" which has the power reveal our value, clarify our purpose, and break the bonds of idolatries and addictions, sexual and otherwise."*



#### **Think Outcomes** (Parlor Suite – Room 1639)

Justin Boles, Director of Member Services, AGRM

*If you believe outcome data is important, you'll want to join us for this discussion. We'll go over the questions that AGRM is now strongly encouraging members to ask addiction recovery clients going forward. AGRM Director of Member Services Justin Boles will explain why it is that outcome data (versus output data) turns the heads of major donors, foundation trustees, civic leaders, government officials, and lawmakers, and how investing in outcome data can be extremely valuable in the days ahead.*



#### **Practical Thrift Store Management** (Ohio Room – 21<sup>st</sup> Floor)

Frank Baldwin, Executive Director, Muncie Mission

*Join us in this session where we will look at Thrift Store Management from three perspectives, the Executive Director, Operations, and Store Manager. Topics will include:*

*(1) When is the right time to open another store; (2) Processing of donations; and (3)*

*Making the store inviting.*



#### **"Gee Whiz...what am I gonna SAY?": Explaining and Securing Planned Gifts**

(Panorama B – 21<sup>st</sup> Floor)

Jim Gillespie, Faculty, IU Lilly Family School of Philanthropy

*One reason development officers don't bring up planned gifts to donors is that they are unsure of what to say, and maybe worse, fear that the donor will ask a question to which they have no answer. We'll cover that and also discuss closing planned gifts...somewhat different from closing a major gift.*



### **Acquiring More Donors and Better Donors** (Illinois Room – 21<sup>st</sup> Floor)

Christa Huff, VP, Client Services, Douglas Shaw & Associates

*Most organizations have fewer donors today than they did five years ago. While donor acquisition might be difficult, it's not impossible. You'll leave this fun-filled, fast-paced, content-packed workshop with the strategies, ideas and tools to: (1) Successfully acquire donors across all channels; (2) Craft new donor acquisition messages that work; and (3) Employ a scientific testing methodology to maximize your results.*



### **HR Boot Camp** (Panorama Library – 21<sup>st</sup> Floor)

Angie Criner, Consultant/Owner Career Cross Training

*This session will present an overview of the essential protections and knowledges that missions can't afford not to know and address and also that which lies on the horizon.*



### **Data Security and Cyber Liability: What You Don't Know Puts Your Mission at Risk**

(Wheeler Mission Conference Room – Transportation Provided)

Beth Bingman, CTP, Senior Vice President, Treasury Management Sales Manager, Huntington Bank

Scott Chisholm, Vice President, Insurance Sales Executive, Huntington Bank



*Fraud does not discriminate – it occurs everywhere, and no organization is immune. The changing business environment - with greater convenience and increased payment channels – comes with greater risk (mobile banking, remote deposit capture, etc.). Are you properly protecting your organization from potential fraud?*



### **Conquering Bed Bugs: STRATEGIES**

(Wheeler Mission Shelter for Men – Transportation Provided)

Barry A. Glaser, Director of Facilities/Bed Bug Warrior, Wheeler Mission

*Take a field trip to Wheeler's Shelter for Men where we will talk about strategies, plans, and tools for rescue missions in the everyday battle against bed bugs. Practical tips, chemicals, high tech "heat rooms" (see Wheeler's heat room) ...decide what is best for your ministry.*

## Breakout Session 2 (choose one)



### College Credit for Rescue Mission Programs (Illinois Room – 21<sup>st</sup> Floor)

Joshua T. Callahan, MA, Wheeler Mission

*In this breakout session, we will explore how your mission guests can potentially receive college credit for the programs that they participate in. This session is all about helping our guests capture their learning at our missions for the purpose of moving them forward in their education. We will look into a process called "course mapping", discuss how to cultivate relationships with local universities, and talk about the necessary documentation requirements for a process called "Prior Learning Assessment."*



### Managing Conflict in a Safe and God-Honoring Way

(Panorama Ballroom – 21<sup>st</sup> Floor)

Colleen Gore, MSW, Wheeler Mission

*Conflict is an inescapable reality in working with hurting people. In this session, you will explore how to embrace positive conflict and use it to your benefit and the benefit of those you serve, create an environment to avoid negative conflict and de-escalate the conflict when needed.*



### Tracking in the Cloud: An Overview of Managing Your Ministry with Cloud Based Applications (Ohio Room – 21<sup>st</sup> Floor)

Jerry Bauer, Owner, JB Systems

*Join us for an overview of using cloud-based technologies to simplify the management and data tracking needs of your organization. As a database architect and programmer for over 15 years, Gerald brings a wealth of knowledge regarding systems programming, database needs, advanced reporting, security issues, and more. During this course, attendees will be introduced to cloud-based approaches, an overview of different offerings, 10 things you must consider when "moving to the cloud", and how mobility with your tracking and managements systems can improve the overall effectiveness of your organization.*



### "Gee Whiz...what am I gonna DO?": Preparing for and Getting Major Gifts

(Panorama B – 21<sup>st</sup> Floor)

Jim Gillespie, Faculty, IU Lilly Family School of Philanthropy

*Feeling overwhelmed with all there is to do and don't know where to start on a Major Gifts program? We'll discuss (1) priorities, (2) your lists, (3) cultivation methods, and (4) how to close a major gift.*



**Event Sponsorships: What Sponsors Want** (Parlor Suite – Room 1639)

Brian Crispin, Director of Marketing, Wheeler Mission

*Gold, Silver, and Bronze packages are a thing of the past. Learn how to create event sponsorships that will boost event attendance and keep your sponsors coming back.*



**Risk Management: Making Your Facilities Safer and Reducing Your Stress**

(Panorama Library – 21<sup>st</sup> Floor)

Joshua D. Crowder, Operations Manager, Merriam Insurance

*In this session we will talk about how to implement various risk management techniques to minimize the likelihood of, or at least be prepared for, an unexpected (negative) event.*

### Breakout Session 3 (choose one)



#### How to Get Churches Involved in Programming for the Long-term Benefit of Your Guests (Illinois Room – 21<sup>st</sup> Floor)

Dennis H. Abrams, MDiv, Wheeler Mission

Stephen Richardson, Cornerstone Bible Church Elder of Counseling Ministry

*Wheeler Mission's A.C.T.S. Program transitions men into churches, jobs, and housing by building key partnerships within the local community - including churches. Join us as we talk about what the A.C.T.S. program is, how it works, and how to cultivate partnerships with local churches – from the mission and church perspective.*



#### Chronic Homeless and Mental Health (Panorama Ballroom – 21<sup>st</sup> Floor)

Lisa Hoffman, LMHC, LCAC, Wheeler Mission

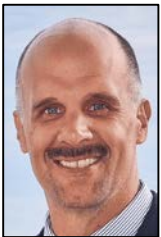
*In this session, we will talk about how to best meet the needs of those with mental health concerns that can serve as a barrier to securing housing and overcoming chronic homelessness.*



#### Making Thrift Work for You (Ohio Room – 21<sup>st</sup> Floor)

Steve "J.R." Slack, Jr.

*With preconceived notions of what Thrift "should" be, we have all entered the story at different levels; from healthy missions to new missions, from new store startups to seasoned chains. There are unique attributes that can make us successful in thrift, but it is important that we dial in on the key points that will make it work for you, in your scenario, today! Join us as we discuss new ways to be more profitable in the thrift enterprise.*



#### Finding The Younger Donor, Digitally (Parlor Suite – Room 1639)

Bill Hobson, Mission Resource Alliance

*Missions across America are suffering from a common malady known as "Aging Donor-itis." This session will examine demographic trends and provide a "treatment" plan designed to bring your donor base back to health.*



#### Continuum of Care (Change) Gone Wild! (Panorama B – 21<sup>st</sup> Floor)

Rev. Donovan A. Coley Sr., CEO, The Rescue Mission

Rev. Sharon Gerig, Director of Emergency Services and Community Outreach, The Rescue Mission

*In most mid-size to large cities, the public and non-profit sectors have managed to agree on the fact that the issue of homelessness must be addressed, and in some cases eliminated. Rescue*

Missions along with other social service agencies have agreed that a partnership, or a sharing of information and resources, provides the basis for establishing a strategy based on a continuum of care. In many cases, these agencies with support from city government find themselves focusing on funding allocations, emergency issues, and the annual point in time count. What is often lacking is leadership in being able to address the real issues with real decision makers at the table with the ability, and capacity to offer real change. The Fort Wayne Rescue Mission participates with the revised Fort Wayne Area Planning Council, but provides leadership at the highest level to address the root causes of homelessness, and a well thought out strategy to meet the needs of a growing city and county at the invitation of the city leaders, while growing its reach and revenue. This seminar will address; (1) The state of homelessness, how to get the facts; (2) Knowing who the right players are amidst the crowd; (3) Participating without compromising your vision, mission and values; (4) What Rescue Mission and city leadership should look like; (5) Developing a healthy, sustainable strategy for leading your city while growing your mission; and (6) Who to send, and how to play well with the area planning council.



### **Current Issues Impacting the Not-for-Profit Community**

(Panorama Library – 21<sup>st</sup> Floor)

Doug Hasler, CPA/Director, Blue & Co., LLC

*This breakout session will include an overview of several topics impacting the not-for-profit community, including: (1) Recently issued Accounting Standards Update No. 2016-14 Presentation of Financial Statements of Not-for-Profit Entities, (2) New Lease Accounting Standards, (3) Combatting Fraud in Not-for-Profits, (4) Avoiding Mistakes with Employee Classification, (5) Be Aware of Potential Exposure to Unrelated Business Income Taxes, (6) Charitable Distributions from Individual Retirement Accounts, and more!*



### **Importance of a Clean Database**

(Wheeler Mission Conference Room – Transportation Provided)

Rod Romero, VP/Client Strategy, Brewer Direct

Anna Warner, Database Manager, Wheeler Mission

*Have you heard the term "data is king"? Well, it is. The foundation of success in fundraising is a clean database with reliable donor information. Inconsistencies, out of date information, and incomplete data not only make fundraising campaigns less effective but also makes for very angry donors. Let's discuss successful campaigns and happy donors.*



## Roundtable Discussions Room Assignments

4:00PM	
Ballroom (21st Floor)	Creating an Environment Where the Love of Christ can be Shown
	Maintenance & Housekeeping
	Finances & Operations
	Building a Structured Education Program
Panorama B (21st Floor)	Risk Management: How would your staff respond if...
Ohio (21st Floor)	Planned Giving & Major Donors Q&A
Illinois (21st Floor)	Preparing for Winter
Library (21st Floor)	Biblical Addiction Recovery
Parlor (Room 1639)	Volunteers & Events



## **Roundtable** Discussion *Descriptions*

### **Preparing for Winter** (Illinois Room – 21<sup>st</sup> Floor)

Facilitators: Collen Gore & Gary Conrad

*Is your shelter ready for the winter months? Have questions on how others prepare? Have advice to give? Join us in this discussion as we talk about preparing for the cold, winter months ahead!*

### **Creating an Environment Where the Love of Christ can be Shown**

(Panorama Ballroom – 21<sup>st</sup> Floor)

Facilitator: William Bumphus

*Looking for ways to make your shelter more hospitable? Have things you can share with others? Join us for this discussion.*

### **Maintenance & Housekeeping** (Panorama Ballroom – 21<sup>st</sup> Floor)

Facilitator: Barry Glaser

*Join us for this open discussion on issues facing maintenance and housekeeping staff. Have questions? Bring them! Have answers? Come share!*

### **Planned Giving & Major Donors Q&A** (Ohio Room – 21<sup>st</sup> Floor)

Facilitator: Jim Gillespie

*Have questions about planned giving or major donors? Join this group for a Q&A time with Jim Gillespie, Faculty at the IU Lilly Family School of Philanthropy, on planned giving and major donors.*

### **Volunteers & Events** (Parlor Suite – Room 1639)

Facilitators: Becca Mathews, Steve Kerr

*Wondering how others use volunteers at events? How do you find volunteers for events? Come share your ideas with others or ask questions to those who have experience!*

### **Finances & Operations** (Panorama Ballroom – 21<sup>st</sup> Floor)

Facilitator: Kerry Sell

*Join other mission staff in the area of finances and operations as we discuss issues faced in today's world. Share your thoughts or come seeking advice.*

### **Biblical Addiction Recovery** (Panorama Library – 21<sup>st</sup> Floor)

Facilitators: Dr. Wyatt Mullinax, Brandon Andrews

*Have questions or ideas to share about biblical addiction recovery programming? Join this session and take advantage of Dr. Wyatt Mullinax's years of experience in the field!*

**Building a Structured Education Program** (Panorama Ballroom – 21<sup>st</sup> Floor)

Facilitators: David Armstrong & Teresa Reeverts, Education Specialists, Rockford Rescue Mission

*If your Mission has a learning center without a structured program in place, what are you producing? We will discuss how to add requirements and rewards within your education/career center to provide a solid structure that prepares your population for sustained success. We also will discuss what it looks like when mission learning centers work harmoniously with recovery and crisis programs.*

**Risk Management: How would your staff respond if...** (Panorama B – 21<sup>st</sup> Floor)

Facilitator: Joshua D. Crowder, Operations Manager, Merriam Insurance

*There are an infinite number of things that can happen at a mission during the day, many of them are unplanned. Josh will come with a sampling of things that can happen (and have) at other missions. Have your staff faced any of these situations? Perhaps you can join this discussion and help others who have not.*