DAY 1 | OCTOBER 14TH

DAY 1 WELCOME | 11:00 a.m. PST

Melissa Thompson, President
HHN Board of Directors and Director of Operations, SECU Family House in Winston-Salem

SESSION 1: NONPROFIT MANAGEMENT | 11:15 a.m. – 12:15 p.m. PST

Leadership in a Time of Crisis
Michelle Lemming, President & CEO
Texoma Health Foundation

Michelle Lemming has first-hand experience as the Founding Executive Director of the Health Services Recovery Council that provided real time guidance to 18 healthcare organizations most impacted by Hurricanes Katrina and Rita. She will be sharing keys to successfully leading your organizations and teams during times of crisis. This session will include best practices around collaboration across government and private entities and ensuring that your organization emerges from crises with a solid financial infrastructure.

SESSION 2: NONPROFIT MANAGEMENT | 12:20 p.m. – 1:20 p.m. PST

Diversifying your Revenue in Uncertain Times
Steven Shattuck, Chief Engagement Officer
Bloomerang

This session will focus on how to diversify your revenue streams during the current uncertain economy. This presentation will include how to increase your revenue from individual donations, create lifetime value, improve donor retention, and include research from the Giving USA studies that identifies successful best practices from case studies.

*Members working towards their certification can earn 1 CEU in the categories noted for each session.
DAY 2 | OCTOBER 15TH

DAY 2 WELCOME | 11:00 a.m. PST

SESSION 1: HUMAN RESOURCES | 11:15 a.m. – 12:15 p.m. CST

Developing a Successful Volunteer Strategy During a Pandemic

Amy Lytle, Executive Director
HandsOn Northwest North Carolina

How healthcare hospitality professionals can effectively engage volunteers during COVID-19, whether those volunteers are in-person, remote, or virtual—and using all three to develop a successful volunteer recruitment, engagement, and retention strategy.

SESSION 2: OPERATIONS | 12:20 p.m. – 1:20 p.m. PST

Operations, Managing Team Dynamics - Maintaining a Healthy and Cohesive Team During Turbulent Times.

Panelists:
Angie Stiff, Executive Director
Hospitality House of Nashville

Sophia Zon, Programs Director
Hospitality House of Charlotte

Jennifer M. Discher, Ph.D
Vice President, Mission and Values Integration,
Mercy Health - St. Vincent Medical Center and Children’s Hospital

Michael A. Printz, Director of Finance & Operations
Family House, Inc.

This panel discussion will focus on managing a positive, cohesive, and healthy team dynamic during challenging circumstances. Panelists will share best practices and tips for overcoming the unique challenges of reduced staffing, remote staffing, and increased responsibilities that can accompany difficult or turbulent times.

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