



*Falling  
Forward  
into  
Volunteer  
Leadership*

OHVMA Annual Conference  
October 13-14, 2022  
Hilton Garden Inn South Dayton  
Miamisburg, Ohio

# Falling Forward into Volunteer Leadership

## **OHVMA Annual Conference 2022**

What does it mean to fall forward? It means taking chances and going all in for something good. It means that even when we fail in striving for a dream, we learn from the fall, and then when we get up again, we are even stronger than before. It means not to be afraid of failure. Embrace falling forward.

We are excited to “Fall Forward” with you as we resume the in person OHVMA Annual Conference! Our hope is that you thoroughly learn and enjoy the education, networking, self-care, fun activities, and connections you will make with fellow volunteer leaders from throughout Ohio.

*Ashley Reeves and Kelly Rhodehamel*

OHVMA Programming Co-Chairs

## **Conference Registration:**

### **OHVMA Members:**

2-Day: \$250; 1-Day: \$150

### **Non-Members (includes the price of 1 year of OHVMA membership):**

2-Day: \$325; 1-Day: \$225

### **Early Bird Registration - August 12**

Register by August 12 to receive a raffle entry to win a free conference for 2023!

***Registration deadline is Friday, September 30***

## **Hotel Information:**

Hilton Garden Inn Dayton South – Austin Landing

12000 Innovation Drive

Miamisburg, OH 45342

OHVMA Room Rate: \$124 per night

To make a room reservation, call 937-247-5850 and mention OHVMA to receive the group rate.



# Conference Agenda



## Day 1 – Thursday, October 13 – 5.0 Contact Hours

7:00 am - 7:45 am	Registration
7:30 am - 8:00 am	Breakfast
8:00 am - 8:30 am	Welcome
8:30 am - 10:00 am	<b>Keynote Presentation</b> Smash the Box Chad J. Willett, SAF-AFTRA/MA
10:00 am - 10:15 am	Break
10:15 am - 12:15 pm	Vendor Fair
12:15 pm - 12:30 pm	Vendor Introductions & Raffle
12:30 pm - 1:15 pm	<b>Featured Lunch &amp; Learn</b> – Sponsored by Samaritan Technologies Enterprising the Future of Healthcare Vol. Groups, Cate Murphy
1:15 pm - 2:45 pm	<b>Featured Presentation</b> Regulatory Readiness for Volunteer Programs Dr. Robert Campbell, PharmD, BCSCP
2:45 pm - 3:00 pm	Break
3:00 pm - 4:00 pm	<b>Featured Presentation</b> Volunteer Recruitment Strategies of the Future Angela Smith, MPA, CAVS
4:00 pm - 5:00 pm	Popcorn Session - Structured Networking
5:00 pm - 6:00 pm	Wine and Cheese Reception - Social Networking

# Conference Agenda



## Day 2 – Friday, October 14 – 4.0 Contact Hours

7:00 am - 7:45 am	Registration
7:30 am - 8:00 am	Breakfast
8:00 am - 8:30 am	Welcome
8:30 am - 9:30 am	<b>Breakout Sessions 1 &amp; 2 - Choose One</b> Breakout Session 1 – Facility, Therapy, Service & Support Dogs: What is the Difference and How to Remain ADA Compliant – Joy Parker, CVA Breakout Session 2 – The Changing Dynamics of Hospital Auxiliaries and How to Reinvent Them – Angela Smith, MPA, CAVS
9:30 am - 10:30 am	<b>Breakout Sessions 3 &amp; 4 - Choose One</b> Breakout Session 3 – Heartfulness Meditation - Uma Mullapudi Breakout Session 4 – Yoga - Stephanie Montgomery, M.Ed., CAVS
10:30 am - 11:15 am	Break & Hotel Checkout
11:15 am - 12:15 pm	OHVMA Annual Meeting
12:15 pm - 1:00 pm	Lunch
1:00 pm - 2:00 pm	<b>Breakout Sessions 5 &amp; 6 - Choose One</b> Breakout Session 5 – Super Stars Program – Cindy Short (virtual) Breakout Session 6 – Social Determinants of Health – Dana Litwin, CVA; Todd McMullin; Karina Vargas, CAVS (virtual)
2:00 pm - 3:00 pm	<b>Breakout Session 7 &amp; 8 – Choose One</b> Breakout Session 7 – Improving Gift Shop Product Mix and Profit Margins - Lori Brown Breakout Session 8 – Surviving the Teen Years – Joy Parker, CVA
3:00 pm - 3:30 pm	Conference Wrap-Up & Conclusion

# Keynote & Feature Sessions



## Keynote Session: Smash the Box

**Chad J. Willett, SAF-AFTRA/MA**

Smash the Box by thinking different, acting different, and developing an innovative mindset! Groups that “Smash the Box” generate game changing ideas and execute on them which gives them an advantage over their competition. Game changing ideas, unplanned collaborations, and innovative mindsets lie outside the box. Are you ready to take thinking outside the box to the next level? Smash the Box is truly a one of a kind keynote address in regards to energy, interaction, creative value, and entertainment.

The “Box” = Mindset: Audiences experience firsthand what it is like to escape the “4 Walls of the Mental Box\*.” Fear/ Perfection/ Negativity/ Judgment.

Transformation: By saying “Yes And” organizations will transform their culture into one of innovation.

Entertainment: Storytelling, audience interaction, and watching short clips from TV Shows/ Films that re-enforce the vision and message of “Smash the Box.”

Value: Audiences will learn the 4 techniques needed to “Smash the Box” at the workplace which includes breaking patterns, routines, and the concept of doing things the way they have always been done.

## Featured Sessions

**Regulatory Readiness for Volunteer Programs - Dr. Robert Campbell, PharmD, BCSCP**

The session will describe The Joint Commission requirements for volunteers in healthcare organizations.

**Volunteer Recruitment Strategies of the Future - Angela Smith, MPA, CAVS**

In today’s world, there are numerous organizations competing for volunteer time. Volunteering has risen in popularity and become one of the newest ways to engage socially and give back to the larger community. To capitalize on the public’s interest in volunteerism, volunteer management professionals need to build the right recruitment strategies, messaging and media to reach today’s volunteer which is a very different demographic in these changing times. Discuss generational differences in service aspirations. Learn new strategies in volunteer recruitment. Explore web recruitment and online messaging. Learn Social Media recruitment techniques. Develop brainstorming techniques to create new recruitment methods. Create a comprehensive volunteer recruitment plan.

**Enterprising the Future of Healthcare Volunteer Groups - Cate Murphy**

Best Practices for Systemizing & Growing for the Future, Samaritan Technologies – Volunteer Management Software Healthcare organizations across the country are stabilizing within a growing trend of systemizing non-medical groups and departments across their health systems. Often referred to as “Enterprising”, volunteer departments are being asked to come onboard with these changes. Change can be scary when you do not have a clear vision for how to embrace or face it. In this session, we will discuss the best approach to enterprising your volunteer groups to strategically place your departments to show your impact. We will also discuss where healthcare volunteerism is going and discuss ideas for the gold-standard healthcare volunteer program.

# Breakout Sessions



## **1 Facility, Therapy, Service & Support Dogs: What Is the Difference and How to Remain ADA Compliant!**

At Children's Hospital of The King's Daughters, Joy Parker is responsible for the Animal Intervention Programs as well as the development of tools to ensure the organization is effectively and legally screening visitors who arrive with animals. In this session, Joy will provide an overview of the types of dogs frequently seen at the hospital with an emphasis on the ADA laws protecting access for service animals. She will share screening forms and visitor information designed to ensure our front-line staff legally vets visitors arriving with animals while ensuring everyone knows the requirements for service animals approved to be onsite. You will also learn details about the hospital's therapy and facility dog goals with patients and the approval process for employees seeking a facility dog. Samples of animal assisted intervention program forms and policy will be provided.



## **2 The Changing Dynamics of Hospital Auxiliaries and How to Reinvent Them**

Learn the rich history of hospital auxiliaries across the United States. Learn, explore and discuss the current issues hospital auxiliaries face with membership, raising funds, structures, bylaws, etc. Through several case studies, learn about how auxiliaries have handled these challenges and how some have reinvented themselves to raise funds for their hospital and support their community.



## **3 Heartfulness Meditation**

The COVID-19 pandemic has impacted each of us personally and professionally. The last few years have been a time of change with various challenges and unforeseen situations that have required us to adapt and pivot. Meditation is a self-care tool that provides countless benefits when we are facing uncertainty and has been shown to reduce anxiety, increase our ability to think creatively and empathetically understand other perspectives. Uma Mullapudi, Heartfulness Trainer-Heartfulness Institute, will provide an overview of Heartfulness Meditation and the benefits associated with practicing meditation. She will provide a guided meditation during her breakout session focused on positive energy, joy, and celebration.



## **4 Yoga with Stephanie**

Join Stephanie Montgomery for a one-hour gentle yoga class. No experience required. Class will begin on the floor, then move to seated/standing positions. 50 minutes of gentle movement, stretching, balance and core strengthening, followed by 10 minutes of savasana (deep relaxation). Bring your mat or towel.

# Breakout Sessions



## **5 SuperStar Program (Virtual)**

Learn how Cindy has tackled one of the most common issues that we all face, the “aging volunteer,” through her SuperStar program. The SuperStar Program reaches beyond traditional boundaries of Auxiliary service and can be applied. It’s a unique concept to utilize this wealth of knowledge and experience, but without active service. The goals of the program are: Promote ‘good will’ within the auxiliary, hospital, and community; recognize the volunteer’s dedication and service to the hospital; offer an alternative to active service; retain volunteers as long as possible, regardless of age, health or physical challenges.



## **6 Social Determinants of Health: What Are They, Why Do They Matter, What Can We Do? (Virtual)**

It seems all the literature on volunteerism is talking about Social Determinants of Health (SDOH). Come learn how these impacts (or should impact) your volunteer efforts. Leave with a free tool that will help you evaluate your program against standards like the SDOH and patient experience.



## **7 Improving Gift Shop Product Mix & Profit Margins**

Lori will share her own gift shop buying experiences and provide helpful pointers to make your purchases and processes more effective. She will also discuss useful tips for in-store merchandising, creating effective marketing promotions and growing your profit margins. “Insider” insights on more profitable products and trusted vendor partners will be shared, as well. She will also lead an open peer discussion for questions, ideas and “brain-storming” on the many product and merchandising challenges...and solutions...facing the hospital gift shop industry.



## **8 Surviving the Teen Years**

This workshop offers take away ideas for creatively adding value to a traditional junior volunteer program. We will discuss innovative program components to increase the impact of your program without overloading your staff. Joy will share segments of her Junior Volunteer program – managing 230 teens—that can be adopted for any size program. Topics will include building a virtual volunteer component, orienting staff supervisors to ensure success, utilizing video to highlight teen service and promote your program, and adding value for the volunteers through CPR certification, targeted tours and a comprehensive Career Fair offerings. Plan to take notes, ask questions, and share your successes and challenges in this fast-paced workshop aimed at helping you do more than merely survive your teen program... the goal is to thrive!

# Keynote Speaker



**Chad J. Willett, SAG-AFTRA/MA**  
*National Speakers Association/ Screen Actors Guild*

TEDx speaker, two time author, and creativity and innovation leader who trained at the world famous improvisational school, “The Groundlings.” He was featured in the hit films “She’s All That” with Paul Walker, “Halloween H2O,” with Jamie Lee Curtis and “Can’t Hardly Wait” with Jennifer Love Hewitt. Recently (December 6, 2021), Chad was cast in the feature film, “Shirley” where he acted alongside Oscar-Winning actress Regina King and worked with Academy Award winner director John Ridley.

Chad has also worked for three fortune 500 companies (Manpower, ITT Technical Institute and the Washington Post) and is the owner/ operator of Broadway2LA Acting Studio. He leverages his acting background with his experience in working America to create one of a kind keynote addresses/ workshops for his audiences.

Chad is a member of St. Mary’s Church in German Village, Ohio and the creator of the “Make Faith Matter Conference.” He has also been involved with “Big Brothers, Big Sisters”, and a reading literacy program for adults. Finally, Chad is married to his wife Erika, and is a proud father to his baby girl, Scarlett.

# Keynote Speaker



## **Cate Murphy**

***Director of Corporate Relations & Client Engagement  
Samaritan Technologies – Volunteer Management Software***

Cate Murphy currently serves as the Director of Corporate Relations and Client Engagement for Samaritan Technologies, a leader in volunteer management software. She is responsible for several areas of business development and growth, and most recently is the driving creator of Samaritan's Education Department where she has focused her extensive research on volunteer management curriculum, best practices, and field engagement. Cate has developed education series on topics ranging from basic management and volunteer operations to team development and executive communication. She is a widely sought after motivational and educational speaker having presented nationally at The Beryl Institute, AHVRP, the Society for Healthcare Volunteer Leaders (SHVL), as well as several state conferences. She is known for her humor, relatability, and real-world application teaching style. In her role, Cate has the privilege of meeting and consulting with healthcare volunteer programs nationwide, steering volunteer stakeholders in the direction of moving their programs into modern efficiency and collaborative management. She is honored to serve in her partnership role on The Beryl Institute Solution Providers Board since 2021.

Before Samaritan, Cate held positions with Fortune 500 & 100 companies such as, Kroger, Inc. where she served as a Regional Training Director and was responsible for creating, building, and prototyping the organizations first online learning management curriculum for hourly staff and planning enterprise-wide training protocols for middle and senior management groups. Her career and professional development spans 20+ years in the business of building human connectivity through impactful storytelling, leading into thriving cultural change management. Her passion is healthcare volunteerism and innovation as she understands the importance and impact healthcare volunteers have on the lives of patients.

Cate is also a life-long volunteer who works with grief groups at her local hospitals for parents who have lost infants at birth or after NICU placement. She also works with the Utah Coalition for Protecting Childhood in conjunction with the State of Utah Strengthening Families initiative. Cate is a certified trainer for the evidence-based protective factors tools spearheaded by the National Alliance of Children's Trust and Prevention Funds and works closely with families in violence and domestic abuse prevention.

In her spare time, Cate is a classically trained chef and mother of 2 beautiful daughters who make their home in Salt Lake City, UT. True to her Southern roots, Cate enjoys backyard BBQs, the outdoors and discovering new cities every time she travels!

# Featured Presenters



**Robert Campbell, PharmD, BCSCP**  
*Standards Interpretation Group at The Joint Commission*  
**Clinical Director**

Robert Campbell, PharmD, BCSCP, currently serves as the Clinical Director, Standards Interpretation Group at The Joint Commission. In this role, Dr. Campbell is responsible for providing interpretation of Joint Commission standards in all Accreditation programs, with special emphasis on standards issues. He provides direction and leadership to surveyors and Standards Interpretation Group (SIG) staff addressing interpretation of standards. He also participates as a consultant in the development and revision of standards, and supports ongoing accreditation services and special projects.

Dr. Campbell also serves as the Director of Medication Management for the Joint Commission Enterprise. In this role, he functions as the subject matter expert for medication management related topics; assists with interpreting the intent of standards, as well as the development and revision of standards; provides guidance to organizations and Surveyors; and supports the accreditation and certification process across the Joint Commission Enterprise. Dr. Campbell continues to function as a Surveyor for The Joint Commission in the Hospital Accreditation and Critical Access Hospital Accreditation Programs, as well as a Reviewer in the Medication Compounding Certification Program to assess compliance with accreditation and certification program standards. He is a member of the Accreditation Council for the Joint Commission and the Co-Chair of the National Coordinating Council for Medication Error Reporting and Prevention.

Prior to joining The Joint Commission, Dr. Campbell worked in health care organizations and held leadership positions with oversight responsibilities for performance improvement, accreditation readiness, risk management, infection control, medical staff services, and inpatient and outpatient pharmacy services.

Dr. Campbell is Board Certified in Compounded Sterile Preparations by the Board of Pharmacy Specialties and is licensed as a Registered Pharmacist in Florida. In addition, he holds a Green Belt in Six Sigma.

# Featured Presenters



## **Angela Smith, MPA, CAVS**

### ***Summa Health, System Director of Strategic Workforce Planning & Community Programs***

Angela Smith is a certified Administrator of Volunteer Services (CAVS) by the Beryl Institute. She holds a Masters in Public Administration (MPA) with a concentration in Non-Profit Administration from the University of Akron receiving the Ohio Board of Regents Graduate Fellowship for graduate study. She received her Bachelor of Arts in Political Science from Walsh University in North Canton, Ohio.

Mrs. Smith is currently the System Director of Strategic Workforce Planning and Community Programs at Summa Health where she is responsible for direction and integration of the hospital volunteer programs at several hospitals and overseeing several gift shops and axillaries in addition to overseeing workforce planning and several workforce development programs to address the health

system's future labor needs. Her past experience includes volunteer management positions at both the Sisters of Charity Health System and Akron General Health System.

Her current professional/community involvement consists of Immediate Past President for the AHVRP Board of Directors. Past leadership, roles include Co-Chair of the Susan G. Komen Northeast Ohio Associate Council, Chair of the Akron Reads Steering Committee and Peer Evaluator for the AmeriCorps grant review process through the Ohio Commission on Service and Volunteerism. She is also a past Board Member of the Ohio Healthcare Volunteer Management Association (OHVMA).

In 2021, she received the Leadership Caring Award at Summa Health for her leadership and compassion during the pandemic. In 2014, she received the Athena Young Professional Leadership Award from Inside Business Magazine and Athena International, an organization focused on the advancement of women in professional roles.

In 2019, she was a 30 for the Future Award recipient with the Greater Akron Chamber of Commerce. She has contributed writing for three national publications. Most recently she, along with three other authors, published an article in the American Organization of Nurse Executives' Voice of Nursing Leadership publication.

The article highlighted the development and impact of Summa's Emergency Department Volunteer Rounder Program. She also recently authored a cover story for the Volunteer Management Report.

She has presented at national conferences for AHVRP and the Society for Healthcare Volunteer Leaders (SHVL). In addition, she has been the keynote speaker for several state healthcare volunteer management associations in states such as Indiana, Wisconsin, and Ohio.

# Breakout Session Speakers



## **Lori Brown**

### ***Firelands Health, Volunteer & Gift Shop Manager***

Lori Brown is a graduate of The Ohio State University with a major in Fashion Merchandising. Her retail experience began in 1984, when she worked for May Company Department Stores. The multiple departments she directly managed contributed more than 1 million dollars in annual revenues. In 1995, Lori began a 23-year career in Interior Design, wholesale showroom design and gift product development. Lori joined Firelands Health in 2018 as Gift Shop Buyer/Manager. Recently, the Manager of Volunteer Services role was added to her responsibilities.



## **Dana Litwin, CVA**

### ***VSys One, VSys Voice***

Dana Litwin, CVA is a transformational coach, strategic advisor, and public speaker with a background in volunteerism, team building, environmental conservation and sustainability. She is known for her “Priceless Advice” series with tips for Volunteer Leaders.

Since 2002, Dana has guided organizations to produce breakthrough volunteer and community engagement programs, as well as board and advisory committee development. She served for over eight years as the Volunteer Programs Administrator of the Open Space Authority of Santa Clara Valley, where she produced large scale public events, redesigned volunteer/outreach program policies and procedures, trained volunteers and staff, build partnerships and relationships to further volunteer opportunities and fundraise, and represented the organization at public events and conferences. Dana also serves as a VSys Voice, a group of subject matter experts in volunteerism that present monthly webinars for VSys One clients.

# Breakout Session Speakers



**Todd McMullin**  
*VSys One, Manager of Strategic Partnerships*

In 1993 Todd finished his degree in Non-profit Business Administration and embarked on a journey to improve the world. Within 5 years he had founded a United Way chapter, a community Volunteer Center and Samaritan.com, a software company focused on volunteer recruiting & management. After 9-11 he served as the Nationwide PM for the Disaster Help Network, supporting Medical Reserve Corps units and several statewide programs as well as being a deputized response official for multiple major disasters. In 2007 he co-founded the Association for Leaders in Volunteer Engagement (AL!VE) and later helped organize the National Alliance for Volunteer Engagement in 2017-18. He has designed volunteer systems for the Walt Disney Corporation, Cisco Inc., the Smithsonian Institution, the USO global network, 10-15 statewide agencies, the NYC disaster volunteer response system and 100+ local jurisdictions. He currently serves as the Manager of Strategic Partnerships at VSys One.



**Stephanie Montgomery, M.Ed., CAVS**  
*University Hospitals Portage Medical Center, Volunteer Coordinator*

Stephanie Montgomery coordinates the daily operations for 300 dedicated volunteers at University Hospitals Portage Medical Center in Ravenna, OH. Stephanie has 24 years of hospital-based experience, both clinical and administrative. Her career path began as a registered dietitian, then she made a major career shift to Human Resources, followed by a transition 15 years ago to volunteer management. Stephanie has served the profession as a past secretary for the local Volunteer Administrator Network (VAN) networking group. She is a current board member for the Ohio Healthcare Volunteer Management Association (OHVMA), serving as district chair and is an active participant in the Volunteer Directors Committee for the Akron Regional Hospital Association. She serves on the board of the Kent Area Chamber of Commerce and is a former board member for the United Way of Portage County and past co-chair of the UW Community Impact committee. She is a proud graduate of the Leadership Portage County, class of 2020.

Stephanie has her bachelor's degree in Nutrition from Pennsylvania State University with a minor in International Agriculture. She earned her Master of Education in Community Counseling from Kent State University. She enjoys teaching yoga for a local winery, traveling and scrapbooking. Stephanie lives in Kent, Ohio with her husband and two young daughters.

# Breakout Session Speakers



## **Uma Mullapudi**

### ***Heartfulness Institute, Medication Trainer & Program Director***

Uma Mullapudi is a Heartfulness Meditation trainer and the Midwest Heartfulness program director through the Heartfulness Institute, a nonprofit educational organization for wellness and training. Uma met her first leader/teacher from the Heartfulness Institute, Rev. Babuji, in 1977 and began a lifelong meditation practice at the age of 16. Uma became a meditation trainer in 1986 and continues to serve the community under the guidance of her present teacher and leader of the Institute, Revered Kamlesh Patel. During her professional career, Uma managed back-office systems, office administration and accounting for Dayton area firms including: Workflow One, National City Bank, Bank One and contractors through Wright Patterson Air Force Base. Uma retired in 2003 and focuses her energy on Heartfulness Meditation in the Dayton area full-time.

As a meditation trainer for 35 years, Uma has established on going, weekly meditation sessions with various organizations including Wright State University, the University of Dayton, Lexus Nexus, Hospice of Dayton, Wilmer Hale Law Firm, Miami Valley Hospital and Dayton Children's Hospital (to name a few). She offers "Living from the Heart/Heartful Living" classes via Zoom and has had the opportunity to present to various organizations on the benefits of meditation.

After immigrating to the US in 1983, Uma currently lives in Beavercreek, Ohio with her husband, Dr. Mullapudi. She has raised two children, one is a physician at Harvard and the other one is finishing medical school. She enjoys chess, reading and time spent in nature. Uma believes in mastering the art of silence, living life in a spirit of joy and celebration and shares her positive thoughts and energy with all.



## **Joy Parker, CVA**

### ***Children's Hospital of The King's Daughters, Director of Volunteer Services***

Joy Parker is the Director of Volunteer Services at Children's Hospital of The King's Daughters, Norfolk, VA, and has been in this role for the past 21 years. CHKD is Virginia's only free-standing full-service pediatric hospital and the volunteer department hosts 400 adult and 250 junior volunteers annually. In addition to volunteer management, she is responsible for oversight of the Kids & Co. gift shop and a 60-dog pet therapy program, the Buddy Brigade. Prior to working at CHKD, she held similar positions at Lake Taylor Transitional Care Hospital in Norfolk and King's Daughters Medical Center in Ashland, KY, for a total of 27 years of hospital volunteer management experience. Joy received her B.S. in Finance from Radford University and her M.S. in Health Promotion from Virginia Tech. She has served in various leadership roles with Society of Healthcare Volunteer Leaders and is past president of the Virginia Society for Directors of Healthcare Volunteer Services. Joy has held Certified Volunteer Administrator credentials from the Council for Certification in Volunteer Administration since 2005 and currently serves on the CCVA board as the Director of Ethics.

# Breakout Session Speakers



## **Cindy Short**

***Maury Regional Medical Center, Director of Volunteer Services***

Cindy Short has served as the Director of Volunteer Services at Maury Regional Medical Center since November 2020 where she manages a program of nearly 300 volunteers, including oversight of the Auxiliary Gift Shop. Cindy has been with Maury Regional Medical Center for 10 years and held the position of Assistant Director of Volunteer Services for 9 years. One of Cindy's favorite responsibilities is to coordinate the MASH (Maury Academy for Students in Health) program each year for upcoming juniors and seniors in the Middle Tennessee area. She served as Treasurer of THVP (Tennessee Healthcare Volunteer Professionals) for 8 years and currently serves on the SHVL (Society for Healthcare Volunteer Leaders) Board as Assistant VP of Conference Education. Cindy values the friendships and knowledge she has received from being a part of these boards. Cindy received her Bachelor's Degree in Interior Design, Art and Architecture from Middle Tennessee State University in Murfreesboro, TN in 1981. She has two sons, two beautiful daughters-in-law and four grandchildren. A natural born "Southerner", Cindy and her husband enjoy life on their farm in Middle Tennessee.



## **Karina Vargas, CAVS, CompTIA Project+ VSys One, Bespoke Software Solutions Architect**

With over 20 years of experience in volunteer management in a variety of settings, Karina Vargas is no stranger to the world of giving and serving. She has experience at all levels of volunteering, ranging from working with Board-level professional volunteers to high school students wanting to get exposure to potential career paths. She spent over ten years managing volunteers for a large children's hospital in Southern California where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to their volunteer program. In this role she worked closely with the VSys team to improve VSys One's functionality and features.

Karina is a Certified Administrator of Volunteer Services (CAVS) and holds a bachelor's degree in Human Services from California State University, Fullerton. After completing a certification in project management, she joined Bespoke Software as a Solutions Architect for VSys One. In this role she merges her healthcare volunteer management experience, her technical abilities, and her love for helping people and programs grow.