



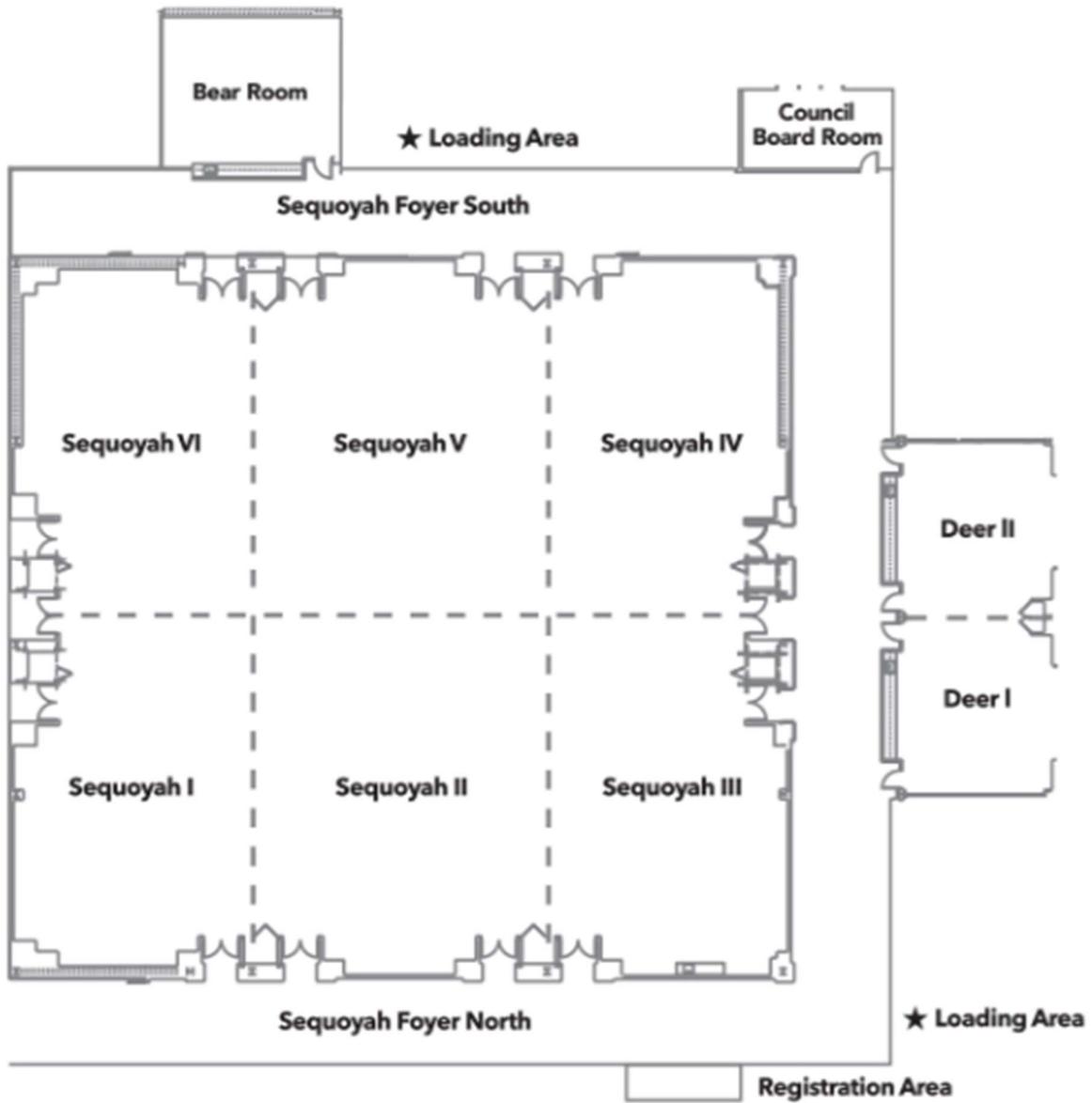
# National Extension Conference on Volunteerism

---

April 25-28, 2022

Tulsa, Oklahoma

# SEQUOYAH BALLROOM/CONVENTION CENTER







Download the Conference App – Find an Event: 2022 National Extension Conference on Volunteerism. Create an account if you don't have one.



**Presenter Appreciation** – Please use the “Sched” App to share your appreciations and thoughts with the presenter(s). Here's How: Open your session. After the session concludes, check the bottom of the screen. The “feedback” section will open for leaving a quick comment of appreciation!

Complete your evaluation(s) each day. A drawing will be done daily for one free 2024 registraton. \*\*The registration is non-transferable

**Program Evaluation**



Submit an evaluation for a chance to win free registration for NECV 2024.

*\*3 free registrations available*



NECV 2022  
National Extension Conference on Volunteerism: April 25-28, 2022  
Hard Rock Hotel & Conference Center in Tulsa, OK

**Conference Evaluation**



Submit an evaluation for a chance to win free registration for NECV 2024.

*\*3 free registrations available*



NECV 2022  
National Extension Conference on Volunteerism: April 25-28, 2022  
Hard Rock Hotel & Conference Center in Tulsa, OK



# Pre-Conference Extension Master Gardener

## Preconference Activities Schedule

**April 25, 2022**

8:00 – 8:30 AM	Load buses at the Hard Rock Hotel
8:30 – 9:00	Travel to The Gathering Place
9:00 – 10:30	Tour the Gathering Place
10:30 – 10:45	Travel to Philbrook Museum
10:45 – 12:00	Tour Philbrook Museum Garden
12:00 - 12:15	Travel to Tulsa County Extension Office
12:15 – 1:15	Lunch
1:15 – 2:15	Tulsa County Extension Center – presentations from Tulsa County Extension Educator Brian Jervis/Tulsa Extension MG’s and other County Extension Educators/MG County Coordinators
2:15 – 2:30	Break
2:30 - 4:00	Facilitated discussions*
4:00 PM	Conclude - travel back to Hard Rock Hotel

\* The EMGNC will host this session to encourage idea sharing among coordinators from around the nation. This time will be spent discussing how we have adapted training Master Gardeners and coordinating volunteer activities during the pandemic and beyond. We look forward to hearing from you and learning from your experience.

## Tour Descriptions

### The Gathering Place – Tulsa’s Riverfront Park

Join us and the horticulturists at the Gathering Place as we tour an incredible gem of Tulsa’s city parks. At \$465 million, Gathering Place is the largest private gift to a community park in U.S. history. Sustainability is at the very heart of our Park’s design and its mission. From inception, Gathering Place was deliberate with its environmental focus. Park designers, world-renowned landscape architecture firm Michael Van Valkenburgh Associates, were intentional with their eco-friendly strategy and natural

symbiotic landscape design. The fulfillment of sustainability practices is a cultural requirement in every aspect of our business and guest experience.

In addition to the preservation of as many existing trees as possible during the construction phase, an ambitious replanting program was initiated to increase the presence of trees and plants throughout the site to restore disrupted habitat and foster increased biodiversity in the developing Park. In total, 5,800 evergreen and deciduous trees, including more than 100 different species, were planted on the site. More than 16 acres of meadows were planted, mimicking the tallgrass and shortgrass prairies native to Oklahoma. These add to the overall landscape experience of the Park and also serve as important new habitat areas for local flora and fauna.

Please join us as we explore the horticultural wonders and challenges of this fantastic city park. To learn more about the site visit <https://www.gatheringplace.org/>.

## **Philbrook Gardens**

This tour will take us through the gardens and grounds of the Villa Philbrook (we will not be visiting the museum).

Philbrook Museum of Art opened on October 25, 1939. The addition of a 70,000 square foot wing in 1990 turned the historic home into a modern museum complex. A major garden renovation took place in 2004.

Recently named “the most beautiful place in Oklahoma” by House Beautiful Magazine, the 25-acre Philbrook Gardens provide a setting like no other. A little piece of Tuscany in Tulsa. The essence of the garden design complements Villa Philbrook, with outdoor spaces for viewing nature. The south garden offers a sensory garden complete with sitting spaces framed in wrought-iron arches that mimic those found in Villa Philbrook.

The formal gardens that descend to the tempietto were part of the original design and construction, while the gardens extending to the summerhouse at the south of the property were conceived later and completed in 2004. The original garden designs were a collaborative effort between S. Herbert Hare of Hare; Hare, Landscape Architects & City Planners and Edward Buehler Delk, architect, both of Kansas City, Missouri. Working in tandem with Delk, Hare created a design for Villa Philbrook that combined Italian, English and French garden iconography and featured plants native to the area. The strict geometry of the triple-ramped, walled, and gated garden stretches past the balustrade walk, grotto and mirror pond into an area of repose, where the gracefully scaled tempietto marks a point of termination. Beyond the special hierarchy of the formal garden lies the pastoral grove. In their scheme for Villa Philbrook, the architects were clearly inspired by Villa Lante, an Italian country estate north of Rome designed by Giacomo Barozzi da Vignola in 1566.

In 2002, Howell & Vancuren completed plans for a major garden renovation with the approval and support of Elliot Phillips, son of Waite and Genevieve Phillips. This new era in the life of Philbrook’s gardens was completed in 2004, creating a lush, fresh look for a botanical treasure and true work of art.

For more information about Philbrook visit <https://philbrook.org/>.



# Pre-Conference 4-H Volunteer Specialists

Attendees: State Appointed Volunteer Specialists ONLY

## Preconference Activities Schedule

### Monday, April 25, 2022

8 AM	Full Breakfast Buffet – Sequoyah VI
9 AM	Welcome & Introductions – Sequoyah V
	PLWG 4-H Volunteerism Committee Update
	Featured Speaker: Dr. Keith Nathaniel, University of California Social Capital/Robust Equity for Volunteer Development
	Open Space Technology Introduction
12:00 PM	Lunch – Sequoyah VI
1 PM	Open Space small group discussions (2 sessions, multiple topics co-created by participants)
4 PM	Adjourn
5:30 PM	NECV begins!!!

### Featured Speaker:

Keith Nathaniel is appointed by the University of California (UC) as the 4-H Youth Development Advisor and County Director for Los Angeles County. He has been with UC Cooperative Extension since 1994. Along with his many years of leadership experience and organizational knowledge, his academic expertise is adolescent development with an emphasis on social capital. In particular, the social capital explores ways in which to operationalize social capital in the 4-H program. What are the experiences and opportunities that facilitate the development of social capital in 4-H program members? How do we better connect youth to their community? What we know about social capital is that it helps emphasize the value of new relationships, increases the trust of youth in communities, strengthens young people's sense of community, and creates opportunities to strengthen social capital further (Emery & Flora, 2006).



Keith received his doctorate in educational leadership from UCLA, a master's degree in educational leadership from Florida Agricultural and Mechanical University and a bachelor's degree from UC Davis.



# Speakers and Panel

## KEYNOTE SPEAKER – **ELIZABETH MCCORMICK**

A decorated US Army Black Hawk Helicopter Pilot, Elizabeth McCormick flew air assault, command and control, top-secret intelligence missions, and transported high-level government VIP's, transitioning from her military service to corporate management with her business background including being an international contract negotiator, and commodity manager in purchasing and supply chain for global corporations. Elizabeth is now an in-demand Motivational Keynote Speaker named by Choicepoint Health as one of the Top 30 Motivational Speakers in the WORLD, and a Leadership expert, currently #4 on the list of "Leadership Experts to Follow Online."



Her leadership and rise to success in the military paved the way for her professional achievements in corporate and entrepreneurial environments. Through her gifted art of analyzation and negotiation, expert mentoring abilities, mastery of management, and team-building skills, she led several teams throughout her career to top achievements that include millions of dollars in strategic cost-saving measures for regional, national, and global entities.

Her authority on Leadership, Customer Experience, Military, and Veterans Issues is highly sought after with the media. She is frequently seen on ABC, CBS, NBC, FOX, CW, in the Wall Street Journal and was just recently live on CNN for a segment on flying helicopter. Her personal development book, *The P.I.L.O.T. Method; the Five Elemental Truths to Leading Yourself in Life*, is a "must read" along with her 19+ business tip books in the Soar 2 Success series on leadership and entrepreneurial topics.

In addition to her aviation training, Elizabeth was trained in the US Army's Safety School to contribute to her unit's preparedness, readiness and improve their safety records. In addition to the Army Aviator badge, her many military awards include the Meritorious Service Medal and Humanitarian Service Medal. In 2011, Elizabeth received the *US Congressional Veteran Commendation* for her service to her country and community as a disabled veteran.

Elizabeth speaks at 100+ engagements per year and is an *in-demand motivational business success speaker with a focus on Leadership, Safety, Sales, Change Management, Professional Development, and*

*Personal Growth*, bringing a celebrity experience to events. Elizabeth inspires audiences, sharing her pioneering and insightful aviation lessons learned in a *dramatically memorable* and action-oriented keynote presentation. As a premier leadership trainer and top performing founding member of the John Maxwell Team of speakers, she is a dynamic and energizing expert sought after for events around the world.

In 2019, Elizabeth earned her Certified Speaking Professional (CSP) career designation bestowed by the National Speakers Association. To achieve this designation, the professional speaker must demonstrate documented proficiency over a minimum of five years, must receive positive evaluations from their clients, and be evaluated and affirmed through a peer-review process. Elizabeth has earned the “Certified Virtual Presenter” designation for her proficiency in online performances and “Certified Virtual Host” designation for her ability to engage and entertain virtual audiences. In 2021, Elizabeth was not only named as one of the TOP 30 Motivational Speakers in the World, and she was also added to the John Maxwell Team faculty in the Speaker Track teaching the necessary speaking skills, technology and business strategy to 40,000+ team members globally.

## **CAPSTONE SPEAKER – DR. DAVE SCHRAMM**

Known as “Dr. Dave” on campus and across the country, Dave Schramm is an associate professor and family life extension specialist at Utah State University in the department of Human Development and Family Studies. From British Columbia to Beijing, China, and from St. Louis to San Diego, Dr. Dave has given over 500 presentations, classes, and workshops to a variety of audiences, including the United Nations and a TEDx talk in Florida. He married his high school sweetheart Jamie, they have four children, he loves peanut M&Ms 😊, and the Schramm family lives in North Logan, Utah.



## **PANEL – RECRUITING, SUPPORTING AND RETAINING A DIVERSE BASE OF VOLUNTEERS**

### Moderator

**Nia Fields, Ed.D.**, Assistant Director of University of Maryland Extension and Maryland 4-H Program Leader.

Dr. Nia Imani Fields is the Maryland 4-H Program Leader and Assistant Director of Maryland Extension. Dr. Fields has a doctorate in Urban Affairs and Public Policy from Morgan State University and has a long career in youth and community engagement.



As the Maryland 4-H Program Leader, Dr. Fields provides leadership and direction for 4-H Youth Development programs, faculty, and staff. Her true purpose in life is to expose as many young people as possible to new and exciting experiences—experiences that encourage youth to dream BIG!

## Panel Members



**Jeff Howard, Ph.D.**, UME Coordinator for Organization & Faculty Development-LGBTQ+ volunteers.

programming.

Dr. Jeff Howard is an Assistant Extension Director in Maryland. He was State 4-H Leader for 11 years. He served on the Board of National 4-H Council, National 4-H Congress and is currently serving on States 4-H International Exchange. He served on the National 4-H Champions Group for LGBTQ+ Youth Inclusion and has presented 21 international and national talks on LGBTQ+



**Annie Jones, Ph.D.**, Professor, Organization Development and Tribal Nations Specialist, UW-Madison, Division of Extension, Affiliated Faculty, Departments of Community and Environmental Sociology and American Indian Studies.

Annie Jones is a Professor, Organization Development and Tribal Nations Specialist with the University of Wisconsin, Division of Extension where she is also affiliate faculty with the Departments of Community and Environmental Sociology and American Indian Studies. She co-leads UW-Madison's Native Nations UW Initiative and the Tribes Lead program, both of which have Tribal Advisory Councils. On campus, Professor Jones teaches a course entitled, Community Organization and Change, and in the field, she has considerable experience utilizing indigenous methodologies like the Native American medicine wheel to lead planning, implementation and evaluation efforts for Tribes, communities and organizations. Dr. Jones is proud to be working in Extension for 23 years where she has served in a variety of roles including as a county community development educator, special assistant to the Dean for strategic directions and as an Associate Dean. Annie is an enrolled member of the Menominee Nation.



**Maurice Smith Jr, Ph.D.**, National Program Leader within NIFA's Institute of Youth, Family, and Community.

Dr. Maurice Smith Jr. serves as a National Program Leader within NIFA's Institute of Youth, Family, and Community. In collaboration with the Land-Grant University System, Cooperative Extension Service, federal agencies, and non-governmental organizations, Maurice provides national leadership for 1890 and 4-H positive youth development programs with emphasis on minority serving institutions and underserved youth.



**Xiomara Diaz-Vargas**, State Specialist, New Audiences Initiative – 4-H Youth Development, Purdue University.

Xiomara serves as the Indiana 4-H State Specialist for New Audience Initiatives and has over 17 years of serving as a cross-cultural competent Extension Professional for the Agriculture and Natural Resources and 4-H Youth Development program areas. She has extensive experience in urban and rural programming, peer mentorship, volunteer empowerment, and strategic partnerships. Xiomara is a second-generation 4-H'er and Extension Educator.

Xiomara served farmers, youth, and families in Puerto Rico, Florida, Texas, and Indiana. She is a certified Navigating Difference facilitator and serves as a co-chair of the Program Leaders Working Group Access, Equity and belonging for all Committees - Immigrant and Refugee Youth, collaborates with the 4-H Latino Advisory Council, and serve as the co-chair of the True Leaders in Equity Program and the Institute design team. Actually, she is the co-principal investigator on a five-year federal grant from the USDA Children, Youth, and Families At Risk (CYFAR); focused on academic behavior change, Indiana Juntos 4-H, and the 4-H Soccer for Success funded by local funding focused in nutrition, physical activity, and mentorship in after-school programs for underserved and marginalized audiences.



# Conference Schedule

Apr 25, 2022

**REGISTRATION** - Convention Center Entrance 7:00 AM – 9:00 PM

**POSTER SET-UP** 4-4:30 PM

**POSTER SESSIONS (HOSTED)** 4:30 – 6:00 PM  
Sequoyah Foyer North

Strategic Methods for Extension Agents to Maximize the Impact of Your County's 4-H Animal Science Programming



Poster

Creating Safe Environments for Youth



Poster

Lessons Learned from a Master Gardener Listening Session



Poster

Utilizing Teen Volunteers in Kindergarten Ag Programs



Poster

UF/IFAS Extension Master Money Mentor Volunteer Program:  
Volunteering Through the Pandemic: An Unexpected Success  
Story



Poster

Sustainable Urban Food Production in Fort Lauderdale Florida



Poster

Designing Episodic Volunteer Job Description



Poster

Volunteer Voice Education through Print



Poster

**OPENING EVENT** – Sky Room (18<sup>th</sup> Floor Hard Rock Tower) 6:30 – 8:00 PM

Buffet meet and greet. A time to visit with exhibitor(s).



**4-H  
Military  
Partnership**

For information on the  
4-H Military Partnership

Visit us at [https://www.4-  
hmilitarypartnership.org/](https://www.4-hmilitarypartnership.org/)

4-H Military Partnership creates opportunities and provides support to military connected youth whether they live on or near an installation, in our communities, or on overseas installations. 4-H clubs provide consistency in belonging and an opportunity to develop life skills through a positive youth development framework.



# Conference Schedule

Apr 26, 2022

**BREAKFAST** – Sequoyah V/VI 7:30 – 8:30 AM

**POSTERS** (Displayed Only) 8:00 – 5:00 PM  
Sequoyah Foyer North

**GENERAL SESSION** - Sequoyah II/III 8:30 – 10: 00 AM

WELCOME – **DR. THOMAS COON**, Vice President, Dean and Director  
Oklahoma State University - Division of Agricultural Sciences and Natural  
Resources

KEYNOTE SPEAKER – **ELIZABETH MCCORMICK**

**BREAK** – Pre-function Hall 10:00-10:30 AM

**WORKSHOPS & RESEARCH** 10:30 AM - 12:00 PM

Documenting the Public Value of Volunteering for Extension:  
A Multi-State Study of Community Impacts - Sequoyah I



Having Fun in the Great Outdoors, Combating Nature Deficit  
Disorder – Deer I



Ready to take your webinar teaching to the next level? -  
Sequoyah IV



Vibrant Youth, Vibrant Clubs - Leadership Takes a Village -  
Succession Planning and a Shared Leadership Structure for 4-H  
Clubs - Deer II



**LUNCH** - - Sequoyah V/VI

NOON - 1:00 PM

**WORKSHOPS & RESEARCH**

1:00 PM - 2:30 PM

Training, Recruiting and Helping Volunteers Thrive using the  
NERV Impact Survey - Sequoyah IV



Insight to Volunteer References and Interviews - Sequoyah I



Using Trauma Informed Care to Promote Thriving for Youth  
from Hard Places - Deer I



**BREAK** – Pre-function Hall

2:30-3:00 PM

## LIGHTNING TALKS - - Sequoyah II/III

3:00-3:45 PM

Utilizing Google Sites to Provide Readily Accessible Volunteer Training & Resources



Lightning  
Talk

Mass Communication Strategies to Enhance Engagement



Lightning  
Talk

Integrating Underutilized Black Volunteers in 4-H Youth Development Programs



Lightning  
Talk

## WORKSHOPS & RESEARCH

3:00 – 3:45 PM

Nonprofit Organizations' Volunteer Retention During the COVID-19 Pandemic - Sequoyah I



Research

Pro's and Con's of Screening Volunteers Centrally - Deer I



Workshop

Real Talk: Moving Towards Volunteer Diversity, Equity and Inclusion - Deer II



Workshop

Equipping Extension Professionals to Lead Volunteer Systems: An Evaluation of an Online Course - Sequoyah IV



Workshop

Advisory Councils, Committees, and Groups, Oh My! Special  
Volunteer Roles - Bear



**BREAK**

3:45 PM - 4:00 PM

**WORKSHOPS & RESEARCH**

4:00 PM - 4:45 PM

Volunteer Stewardship Action-Taking Experiences and their  
Leadership Competencies during the COVID-19 Pandemic -  
Sequoyah I



4-H Impact Study: Alumni and Volunteer' Perspective -  
Sequoyah IV



Exploring and Enhancing the Relevance of Your Teen  
Leadership Program- Deer I



Volunteer Resiliency in the face of Covid Shutdown - Deer II



Strengthening Program Quality Through Volunteers:  
Application of the 4-H Thriving Model - Sequoyah II/III



Gen Z: What Motivates Them to Volunteer? - Bear





# Conference Schedule

Apr 27, 2022

**BREAKFAST** – Sequoyah V/VI

7:30 – 8:30 AM

## **WORKSHOPS & RESEARCH**

8:30 – 10:00 AM

Exploring the Developmental Stages of an Extension Professional - A Model for Increased Program Capacity Through Volunteer Engagement – Sequoyah I



Research

Parity is not Enough: Addressing Program Accessibility and Connection – Sequoyah IV



Workshop

Water Connects Us: Best Educational Practices to Increase Volunteer Confidence – Deer I



Workshop

Disability: What is your ability? A guide to help volunteers successfully work with youth with disabilities. – Deer II



Workshop

**BREAK** – Pre-function Hall

10:00 -10:30 AM

**GENERAL SESSION - Sequoyah II/III**

10:30 AM – NOON

PANEL – RECRUITING, SUPPORTING AND TRAINING A DIVERSE BASE OF VOLUNTEERS

**LUNCH - Sequoyah V/VI**

NOON – 1:00 PM

**WORKSHOPS & RESEARCH**

1:00 -2:30 PM

Results of the Multi-State 4-H Youth Retention Study:  
Implications for Volunteers - Sequoyah I



Research

Situational Management: A Framework for Handling Volunteer  
Issues with Grit and Grace - Sequoyah IV



Workshop

Understanding How Collective Trauma Impacts Volunteer  
Programs - Deer I



Workshop

Taking a Deeper Dive with Evaluations – Deer II



Workshop

**BREAK – Pre-function Hall**

2:30 – 3:00 PM

**LIGHTNING TALKS – Sequoyah II/III**

3:00-3:45 PM

Comparing Collaboration & Volunteer Voice Within 4-H Leader-  
Program Relationships



Lightning  
Talk

Adoption of Volunteer Central at an Extension Outreach Facility



Lightning  
Talk

Effective Engagement Across Volunteer Audiences at an Extension Outreach Facility



Lightning  
Talk

## **WORKSHOPS & RESEARCH**

3:00-3:45 PM

Assessing the Effectiveness of 4-H Camp as a Deliver Method and its Impact on Life-Skill Development - Sequoyah I



Research

Volunteer Satisfaction & Mentoring Programs: Virginia Master Gardener Case Study - Deer I



Research

Difficult Conversations are Worth the Effort! - Deer II



Workshop

Lessons Learned When Engaging Youth and Adults in Service Together - Bear



Workshop

Best Practice Recommendations for 4-H Volunteer Leader Risk Management Policies and Procedures - Sequoyah IV



Research

## **BREAK**

3:45-4:00 PM

## WORKSHOPS & RESEARCH

4:00-4:45 PM

From a Needs Assessment to Volunteer Training: A journey of support and development - Sequoyah I



A Gap Analysis of the Florida 4-H Volunteer Development Program – Deer II



The Rich History and Surprising Benefits of Extension FCS Volunteer Programs – Deer I



Trust and Delegation: Maximizing Your Volunteer Talents - Sequoyah II/III



Building a Sense of Belonging - - Sequoyah IV



Mental Health Literacy for 4-H Volunteers - Bear





# Conference Schedule

Apr 28, 2022

**BREAKFAST** – Sequoyah V/VI 7:30 – 8:30 AM

**WORKSHOPS & RESEARCH** 9:00 – 9:45 AM

Food, Fun, 4-H - Sequoyah I



Research

Comparing Collaboration & Volunteer Voice Within 4-H  
Leader-Program Relationships – Sequoyah II/III



Research

Inclusive Volunteer Selection: Best Practices from the UC  
Master Gardener Program - Sequoyah IV



Workshop

Conversation Corner- Volunteer Development – Deer I



Workshop

Equipping Volunteers to Work with Youth Living in Poverty –  
Deer II



Workshop

Complex Conflict Resolution: A case study of one local 4-H program - Bear



**BREAK** – Pre-function Hall

9:45 – 10:30 AM

**GENERAL SESSION** - Sequoyah II/III

10:30 – NOON

CAPSTONE SPEAKER – **DR. DAVE SCHRAMM**

CHALLENGE – **DR. DAMONA DOYE**, Associate Vice President, Oklahoma Cooperative Extension Service, Oklahoma State University



# Proceedings

## LIGHTNING TALK

### Integrating Underutilized Black Volunteers in 4-H Youth Development Programs

Presenters:

**Shannon Wiley**, Assistant Professor & Extension Specialist, 4-H  
Cooperative Extension at NC A&T State University

**Maurice Smith, Jr.**, National Program Leader  
USDA-NIFA

4-H Youth Development prides itself on providing essential resources to reach underserved minority populations. 4-H provides programming and professional development for volunteers to include diverse hands-on training, and cultural competency workshops. This workshop will provide some best practices for the inclusion of African American volunteers in 4-H programming efforts that could help extension educators and programs better understand the need to include minority volunteer roles and responsibilities. These strategies may include strengthening diverse volunteer make-up, increasing participation and trust among African American youth, and engaging volunteers working in educational organizations that could provide real world experiences for youth.

### Utilizing Google Sites to Provide Readily Accessible Volunteer Training & Resources

Presenters:

**Andrea Lazzari**, 4-H Extension Agent  
University of Florida IFAS Extension Brevard County

**Noelle Guay**, 4-H Extension Agent  
University of Florida IFAS Extension Palm Beach County

**Tanya Binafif**, 4-H Extension Agent  
University of Florida IFAS Extension St. Lucie County

**Ashley Gill**, 4-H Extension Agent  
University of Florida IFAS Extension Highlands County

**Tycee Prevatt**, 4-H Extension Agent  
University of Florida IFAS Extension Glades County

**Whitney Thames**, 4-H Extension Agent  
University of Florida IFAS Extension Miami-Dade County

Training is a key component for volunteers to be successful in their roles. Between Extension professionals' heavy workloads and volunteers' busy schedules, a group of 4-H professionals identified a need for a one-stop, online location where volunteers could access training on their schedule. It was determined that Google Sites would be an appropriate, user-friendly platform to create a volunteer training website. Creating the 'Southeast Florida 4-H Volunteer Training Site' was a collaborative effort, with teams of Agents creating educational resources for topics such as risk management, fundraising, enrollment, and positive youth development. Each team created a short, educational video and/or multimedia presentation, supporting resources, and a quiz to gauge understanding. Since publishing the site one year ago, 177 users from 11 counties have accessed the site with nearly 800 page views. The site has proved effective in giving volunteers easy, immediate access to training on frequently covered topics while giving 4-H professionals feedback on volunteers' understanding through embedded quizzes. This team is now working to expand the site to include training on additional topics.

## Mass Communication Strategies to Enhance Engagement

### Presenters:

**Keri Hobbs**, Extension Specialist - Senior Public Service Associate  
The University of Georgia Extension

The 4-H PRKC identifies "appropriately applying technology to communicate with volunteers" as a core competency for building and maintaining a volunteer program. Learn about the technology and communication tools leveraged for the Georgia 4-H Volunteer program and for NECV-L and NECV 2022! This lightening talk will include tips to enhance your communication strategies for more effective volunteer recruitment, engagement, and celebration! Explore when the tailored approach of the email merge, when the blast of the e-newsletter service, or when social media posts may best suit your volunteer recruitment, engagement, and reporting needs - all in five minutes!

## Comparing Collaboration & Volunteer Voice Within 4-H Leader-Program Relationships

### Presenters:

**Meggan Franks**, Volunteer & Leadership Development Specialist  
4-H Youth Development LSU AgCenter

Volunteers play a vital role in Extension by selflessly crafting and delivering quality educational programs and advocating for program needs. Without volunteers, our programs could not educate and engage thousands of community members each year, enabling us to address critical societal issues and contribute to the public good. And though we recognize our volunteers' contributions in various ways, how effective have we been in developing collaborative relationships with them?

While the foundational volunteer management literature helps provide a thorough overview of tasks required to manage volunteers, the models do not highlight collaboration and reciprocity, which are essential to creating an empowered and engaged volunteer base. This research aims to provide Extension professionals with the information they need to create strong relationships with volunteers, parents, and community experts that foster innovative partnerships and build connections to community resources that create positive outcomes for youth and adults.

## Adoption of Volunteer Central at an Extension Outreach Facility

### Presenters:

**Mike Mathis**, Director of MSU Tollgate Farm  
Michigan State University Extension

**Carmen Hamilton**, Volunteer Coordinator for MSU Tollgate Farm  
Michigan State University Extension

**Roy Prentice**, Farm Manager of MSU Tollgate Farm  
Michigan State University Extension

This session will focus on best practices learned while adopting Volunteer Central, a volunteer screening platform at Michigan State University Tollgate Farm and Education Center in Novi, MI. The farm is a small part of MSU Extension, which made the decision to pursue a centralized volunteer management system to improve the safety of volunteers and program participants across Michigan. MSU Tollgate Farm operates similar to a stand alone non-profit depending on earned revenue, volunteers, fundraising, and community support. The farm serves volunteers in a wide variety of activities, from 4-H age teens volunteering at camp, to Master Gardeners volunteering in our gardens, and community members supporting events and programs. Adopting a drastically different volunteer management system presented a major challenge to a small entity like MSU Tollgate. We will share best practices learned during 2020 and 2021 and the pros and cons of using such a system. The farm has placed an emphasis on marketing volunteer opportunities, providing excellent customer service, and internal communication to effectively integrate Volunteer Central into our operations.

## Effective Engagement Across Volunteer Audiences at an Extension Outreach Facility

### Presenters:

**Mike Mathis**, Director of MSU Tollgate Farm  
Michigan State University Extension

**Roy Prentice**, Farm Manager of MSU Tollgate Farm  
Michigan State University Extension

**Carmen Hamilton**, Volunteer Coordinator for MSU Tollgate Farm  
Michigan State University Extension

COVID-19 has tightened budgets and created barriers to volunteerism. This session will focus on learned experiences gained while operating Michigan State University Tollgate Farm and Education Center. The site

generates 50% of its annual operating onsite and depends on 350 volunteers in a wide variety of initiatives, including maintenance of 22 ornamental gardens, operating a 220 member vegetable share program, leading the largest 4-H day camp in Michigan, and executing programs with annual visitation over 20,000 people. If entities similar to MSU Tollgate are to survive, they must deepen volunteer linkage through effective engagement. Linkage is defined as the ways an individual is connected to an organization and the strength of those connections. Volunteers with deep and varied connections to an organization are more likely to be giving of their time and, if they are able, to donate monetarily. COVID-19 has reshuffled the interests and ability of volunteers causing major shifts in their linkage. MSU Tollgate Farm has placed an emphasis on shared leadership with volunteers, youth and adult partnerships, excellent customer service, and matching tasks with volunteer interests.

## Strategic Methods for Extension Agents to Maximize the Impact of Your County's 4-H Animal Science Programming

Presenters:

**Brian Estevez**, 4-H Agent  
University of Florida

**Aly Schortinghouse**, 4-H/Livestock Agent  
University of Florida

**Nick Simmons**, Livestock/County Extension Director  
University of Florida

**Caroline Chappell**, 4-H Agent  
University of Florida

Oink, Baa, Moo, and some volunteers too? Are you ready to inject some life into your 4-H animal science programming? This poster will help you identify areas to utilize the expertise of 4-H volunteers to maximize your county's 4-H animal science programming. You will learn strategic methods to apply in your programming to reach and teach more youth proper animal science techniques and skills. We want to help you and your volunteers take the bull by the horns and milk your programming for all its worth!

## Creating Safe Environments for Youth

Presenters:

**Christine Heverly**, Educator  
Michigan State University Extension

**Jodi Schulz**, Senior Educator  
Michigan State University Extension

**Janelle Stewart**, Educator  
Michigan State University Extension

Creating safe environments is a priority anytime that youth participate in Extension programs. It's the responsibility of parents and caregivers, volunteers, and staff to work together to create the types of safe environments that help to strengthen and promote positive youth development. This poster will highlight the concept that when youth are supported with safe environments, they are better prepared with the knowledge, tools and skills to become responsible citizens and agents of community change. The poster will provide staff who work with youth in Extension programs with a variety of hands-on resources to implement in their programs or share with volunteers.

## Lessons Learned from a Master Gardener Listening Session

### Presenters:

**Courtney DeKalb-Myers**, Horticulture Educator  
Oklahoma State University

The Cleveland County Master Gardener Association is a group of volunteers that help disseminate research-based horticulture information into their community. Up until now, the principal strategy for outreach was a Teaching and Demonstration Garden that schedules public tours during an adjacent farmer's market. In 2022, the farmer's market will move to a new location and the garden will lose its consistent foot traffic. This upcoming challenge, along with changes related to COVID-19 pandemic, has created an opportunity for organizational change. To identify these changes and potential new strategies, Cleveland County OSU Extension has scheduled a listening session to guide volunteers through this discussion. We will create actionable items that volunteers can take ownership in as we move through the upcoming challenges.

## Utilizing Teen Volunteers in Kindergarten Ag Program

### Presenters:

**Jo Williams**, Extension Educator, 4-H Youth Development  
Ohio State University

**Greg Williams**, Scioto County 4-H Volunteer  
Ohio State University 4-H

**Lynn Harting**, Scioto County 4-H Volunteer  
Ohio State University 4-H

**Abbie Mowen**, Extension Educator  
4-H Youth Development, Scioto County

This poster focuses on utilizing teen volunteers to deliver school-based, kindergarten Ag Day programs. The half-day events are offered at local schools. The students rotate through multiple sessions taught by Extension staff and volunteers, both adult and teens. Teens are identified through 4-H leadership programs in the county and asked to help teach the sessions to kindergartners in their school districts. While the kindergartners learn about the importance of agriculture in their everyday lives, the teens gain valuable skills in communication, teaching, leadership, and service. This poster will share how to identify and train teen and adult volunteers to teach sessions, and evaluation results from participating school teachers, as well as the teen session leaders. 100 percent of the teachers surveyed reported that their students have increased their knowledge of where their food come from and that they want to continue the program in the coming year. The program has been offered at four elementary schools in Scioto County, Ohio, with plans to expand to at least two more schools in 2022.

## UF/IFAS Extension Master Money Mentor Volunteer Program: Volunteering Through the Pandemic: An Unexpected Success Story

### Presenters:

**Lisa Hamilton**, Family and Consumer Sciences Agent  
University of Florida IFAS Extension

**Laurie Osgood**, Family and Consumer Sciences Agent  
University of Florida IFAS Extension

**Natasha Parks**, Family and Consumer Sciences Agent  
University of Florida IFAS Extension

**Jill Breslawski**, Family and Consumer Sciences Agent  
University of Florida IFAS Extension

**Lisa Leslie**, Family and Consumer Sciences Agent  
University of Florida IFAS Extension

**Sarah Ellis**, Family and Consumer Sciences Agent  
University of Florida IFAS Extension

The UF/IFAS Extension Florida Master Money Mentor (FMMM) program is a coordinated referral network designed to match mentors trained in increasing financial knowledge and promoting positive financial practices with people needing these skills. Volunteer mentors receive approximately 20 hours of intensive financial education and provided financial mentoring for at least 50 hours within one year of completion of training.

In 2020, during the Covid-19 pandemic, two FMMMs who volunteered at a family homeless shelter saw the need for a series of financial literacy lessons along with individual mentoring. The FMMMs helped families set goals, get organized, budget, track spending, save, improve credit, and establish regular money management practices as a part of their journey to stable housing. Following completion of training and background checks, these volunteers used curricula from FMMM and the FDIC Money Smart program to develop a 12-week series. The series was incorporated into mandatory life skills training. 36 families participated and 87% moved into independent housing. Since 2018 FMMMs served 40 counties and mentored 804 participants.

## Sustainable Urban Food Production in Fort Lauderdale Florida

### Presenters:

**Lorna Bravo**, UF/IFAS Urban Horticulture Agent  
UF/IFAS Extension Broward County

Since May 2019, the UF/IFAS Extension Broward County Master Gardener Volunteer program (MGVs) has collaborated with UF/IFAS Fort Lauderdale Research and Education Center (FLREC) Landscape Ecology program to launch the first Sustainable Urban Food Production program in South Florida. This multi-disciplinary approach brings together UF statewide and county extension faculty to train MGVs on sustainable urban food production practices. The overall goal was to reach an audience in unique urbanized

landscapes, support food desert areas, and provide research-based learning experiences. 67 new MGVs learned methods for sustainable urban agriculture, water, energy conservation, and various technologies, including rain barrels, drip irrigation, composting, hydroponics, and growing plants in small spaces. They expanded their knowledge by growing UF Lettuce lines in a Hydro Kit designed explicitly for this purpose. MGV's gained knowledge of urban food production principles. The pre-and post-survey results indicated a 97% level of program satisfaction. After the workshop, participants (100%) agreed that well-managed and adopted urban agriculture could promote sustainability.

## Designing Episodic Volunteer Job Description

### Presenters:

**Suzanna Windon**, Assistant Professor  
The Pennsylvania State University

**Dr. Michael Martin**, 4-H Educator  
The Pennsylvania State University

**Phillip Hoy**, Risk and Volunteer Management Coordinator (4-H)  
The Pennsylvania State University

Episodic volunteerism offers a critical community-building opportunity for community citizens. Edwards (2008) identified a trend in increasing episodic volunteer opportunities and needs. Recruiting is the key for an effective volunteer program. According to research, one of the main reason volunteers leave an organization is because their experiences with it failed to live up to their expectations (Fader & Bandt, 2010). The job description for episodic volunteers is the blueprints for recruiting, managing, and retaining employees. This poster will provide strategies and tips that will help Extension educators to write a creative job description for episodic volunteers that will attract a better quality of volunteer leader pool. Moreover, the poster will provide information that will help to develop the following practical skills:

- Determine the program needs in specific volunteer.
- Write goals and objectives for specific episodic volunteer achievements
- Design challenging episodic volunteer assignment
- Explore options where to look for volunteer
- Volunteer managers should always be very specific when developing position description.

## Volunteer Voice Education through Print

### Presenters:

**Tycee Prevatt**, 4-H Extension Agent/CED  
University of Florida IFAS

**Kristie Popa**, Extension 4-H  
University of Florida IFAS

How do we give our Volunteers the education and tools they need to be successful in a time where many cannot come to face to face meetings due to time or distance constraints? The Volunteer Voice newsletter helps volunteer managers educate their volunteers without the need for a face to face meetings and/or trainings. By planning ahead and choosing timely topics the newsletter provides not only articles to help volunteers gain the knowledge needed to be successful. It also engages the volunteer to dig deeper into topics with the use of links and QR codes volunteers are able to have easy access to topics with the use of linked articles and videos. The engagement portion is an important piece of this newsletter as it allows the volunteers gain further knowledge, skills, and tools to be successful. Google survey links are also included in each newsletter to evaluate knowledge gained and skills learned.

### Best Practice Recommendations for 4-H Volunteer Leader Risk Management Policies and Procedures

Presenters:

**Al Parker**, Northeast District 4-H Program Development Coordinator  
University of Georgia/Georgia 4-H

Research to be discussed was conducted for the dissertation “Best Practice Recommendations for Risk Management of 4-H Volunteers” (Parker, 2020). 4-H Volunteer Specialists and State 4-H Leaders were asked to participate in a mixed-methods research instrument to identify the reasons for the heightened awareness and concern for 4-H Volunteer Leader risk management policies and procedures, to define the 4-H Volunteer Leader risk management policies and procedures currently in place in their states, and to express their thoughts on what policies and procedures they would like to see changed.

All 50 states or 100% of the survey audience completed the questionnaire. The majority of the group attributed the heightened awareness to occurrences of abuse by adults and volunteers in other youth organizations and institutions. From the policies and procedures identified as being followed in a majority of 4-H Programs across the country and from recommendations of changes in current policies, a total of fifteen best practice recommendations were identified in the research and will be discussed in this presentation.

### Equipping Extension Professionals to Lead Volunteer Systems: An Evaluation of an Online Course

Presenters:

**Becky Harrington**, Director of Operations and Systems  
University of Minnesota Extension Center for Youth Development

**Kandi O'Neil**, Professor/Volunteer Leadership Specialist/New Colleague Onboarding Director  
University of Wisconsin-Madison Division of Extension

**Sarah Maass**, District Extension Agent, 4-H Youth Development  
Kansas State University Research and Extension

**Rachelle Vetter**, Professor & Leadership & Volunteer Development Specialist  
North Dakota State University Extension

**Patricia McGlaughlin**, Extension Specialist, Youth Development and Volunteer Development Systems  
University of Illinois Extension

The ISOTURE model is an effective framework for learning and applying volunteer systems management practices and is foundational in Achieving the Extension Mission through Volunteers (AEMTV), a national online cohort-based course for Extension professionals who work with volunteers to deliver programs.

Course participants engage in content designed around the ISOTURE (identification, selection, orientation, training, utilization, recognition, evaluation) model of volunteer administration and development.

Researchers used a mixed-methods approach to assess course effectiveness. Findings demonstrated how participants applied ISOTURE to support volunteer systems and influence the quality of programming delivered in communities. Extension needs to consider volunteer development a core competency for professionals.

Session participants will identify how the ISOTURE model was effective for learning and applying volunteer systems management practices in the AEMTV course, explore how the application of the ISOTURE model can improve volunteer systems and influence the quality of programming delivered in communities, and leave with the AEMTV Study Summary.

## Nonprofit Organizations' Volunteer Retention During the COVID-19 Pandemic

### Presenters:

**Dr. Suzanna Windon**, Assistant Professor  
The Pennsylvania State University

**Daniel Robotham**, M.S. student  
The Pennsylvania State University

**Dr. Ann Echols**, CEO  
Volunteer Centre County, Non-profit Organization

The importance of volunteers has never been more evident than during the COVID-19 pandemic. Uncertainties about health and safety have caused many volunteers to stop volunteering altogether (Fidelity Charitable, 2020). Nonprofit organizations rely on volunteers to play significant roles and retaining volunteers is crucial for maintaining consistency in their programs and services. Because of this, nonprofits are consistently looking to improve volunteer retention (Waters & Bortree, 2012). This study investigated nonprofit organizations' satisfaction with volunteer retention during the COVID-19 pandemic in relation to specific volunteer management practices and organizational response. Results of the study suggested that organizational satisfaction with volunteer retention and the importance of volunteer management practices were high, and most organizations were proactive and reacted promptly to the pandemic. Organizational response was found to be significantly correlated with satisfaction with volunteer retention. The study results suggest the importance of crisis management education, and consideration of adapted volunteer management trainings in future Extension programming.

## Volunteer Stewardship Action-Taking Experiences and their Leadership Competencies during the COVID-19 Pandemic

### Presenters:

**Dr. Suzanna Windon**, Associate Professor  
The Pennsylvania State University

**Dr. Olga Buchko**, Post doctoral research associate  
The Pennsylvania State University

The increasing need for volunteer-leaders during the COVID-19 pandemic has brought into question the need for volunteer-leaders' competencies and their experiences in taking stewardship actions towards the welfare of their communities. We found no studies conducted with MG and MW volunteers on the relationship between leadership competencies and stewardship action-taking experiences. This background formed the seeds for this study that assessed the relationship between volunteer leadership competencies and stewardship action-taking experiences among 1196 Penn State Extension Master Gardener (MG) and Master Watershed (MW) volunteers during the COVID-19 pandemic. Based on the results of this study that showed a significant moderate association between volunteer stewardship action-taking experiences and leadership competencies ( $r = .34, p \leq .001$ ), we recommend Extension organizations to put a higher emphasis on the development of volunteer-leaders' capacity for leading teams, managing projects, and educating others. Further research should focus on identifying other than leadership factors affecting volunteer' capacity to take stewardship actions (e.g., demographics and motivation).

## Gen Z: What Motivates Them to Volunteer?

### Presenters:

**Gemma Miner**, 4-H Volunteer Specialist  
University of California

**Stacey MacArthur**, 4-H Volunteer Specialist  
Utah State University

**Donna Schwarting**, 4-H Volunteer Specialist  
University of Idaho

**Sarah Torbert**, 4-H Volunteer Specialist  
University of Wyoming

**Cheryl Butterfield**, 4-H Volunteer Specialist  
New Mexico State University

As the newest volunteers on the scene, we don't yet know a lot about Generation Z. Whereas Gen Zers are motivated by the values of an organization that align with their own view of the world, the strategies used to recruit, support, engage and retain will be different than the profile of the typical 4-H volunteer. This session will present information about how the characteristics of Gen Zers inform their volunteerism practices. It will answer and generate questions that will help inform volunteer practices for the next generation of volunteers.

## From a Needs Assessment to Volunteer Training: A journey of support and development.

### Presenters:

**Jamie Morris**, 4-H Extension Specialist- Volunteer Systems and Development  
University of Maryland

Educating and preparing volunteers for their roles is essential to the success of every volunteer program. Finding a balance between information and training that volunteers want and what volunteers need may be the key to this success and may be attainable through a Volunteer Needs Assessment. Come learn about the Maryland 4-H Volunteer Needs Assessment and the impact of its results on Maryland 4-H Volunteers and the Maryland 4-H Program. Based on the Volunteer Research and Knowledge Competency Model, this needs assessment was designed to identify volunteer's perceived need for training in all six VRKC domains. Despite the implementation in 4-H, all Extension areas are welcome and may find a way to utilize the results of this research in their own programs and to the benefit of their program volunteers.

## Training, Recruiting and Helping Volunteers Thrive using the NERV Impact Survey

### Presenters:

**Jamie Morris**, 4-H Extension Specialist- Volunteer Systems and Development  
University of Maryland

**Jen Loble**y, Extension Professor, Volunteer Development  
University of Maine Cooperative Extension

**Michael Martin**, South Central Area Educator, 4-H Youth Development  
Penn State University

**Joseph Drake**, 4-H Volunteer Field Specialist  
University of New Hampshire

**Allison Smith**, 4-H Youth Learning Experiences Coordinator  
University of Vermont Extension

The Northeast Region Volunteerism Working Group, inspired by the North Central Region, developed a volunteer impact survey in 2019 to gather data from 4-H volunteers regarding the perceived impact of their volunteer service and experience with 4-H on:

- Youth
- Themselves
- Their community
- The organization, program and university

Survey questions were developed to align with the Volunteer Research and Knowledge Competency model and the 4-H Thriving Model, designed to elicit impact statements that could be used in marketing and promotion, and to gather training and service data.

After refining and piloting the survey and preparing an IRB package that could be used by individual states, the survey began a staggered launch in March of 2020. The Northeast Region Volunteer Impact Survey collected responses from 1,655 4-H Volunteers in nine states. Initial data provided momentum to support training needs and recruitment ideas.

Come join our session to learn from our experience, hear about our results and add to the conversation.

## Food, Fun, 4-H

### Presenters:

**Jessica Nickels**, Extension Educator  
Oklahoma State University

**Cathy Allen**, Senior Extension Specialist  
Oklahoma State University

Food, Fun, 4-H (FF4H) is an approach to engage youth sheltering in place in the development of life skills, preparing and experiencing new foods and spending quality time with their family. This unique program engages youth in grades 3-12, through FF4H educational and recipe packets. Monthly packets contained a theme, background information, two educational skill lessons, five recipes supporting the theme complete with photos, a family physical activity challenge, dinner conversation starters and fair entry ideas. Participants received a monthly box in the mail containing two kitchen utensils utilized in the recipes. We will also discuss FF4H @ School, a spin-off of the program geared towards elementary classrooms. This presentation will focus on engaging youth through new experiences during challenging times and will be led by an Extension Specialist, County Educators and volunteer utilizing the curriculum in her classroom. Steps taken to develop, implement and expand hands-on learning experiences for youth and their families will be shared including resources developed, marketing strategies and expansion of program to new audiences.

## Results of the Multi-State 4-H Youth Retention Study: Implications for Volunteers

### Presenters:

**Sarah Hensely**, Curriculum & Evaluation SSA III  
UF IFAS Extension-Florida 4-H Youth Development

**JoLynn Miller**, The Multi-State 4-H Youth Retention Study: Implications for Volunteers  
University of California, Agriculture and Natural Resources

**Becky Simpson**, County Engagement Specialist  
University of Missouri, Extension

**Missy Cummings**, 4-H Regional Specialist  
Washington State University

**Meggan Franks**, *Volunteer & Leadership Development Specialist*  
4-H Youth Development LSU AgCenter

**Sarah Torbert**, State Volunteer Specialist  
University of Wyoming

Analyses of enrollment data in several states has shown risk factors for dropping out of 4-H. One of these factors is being a first-year member. Enrollment trends in both New York and California has shown that many youths spend only one year in the 4-H program. With that knowledge, the Youth Retention Study team, a multistate group of Cooperative Extension staff, decided to better understand the experiences of first-year 4-H members and their families. Over four years, in eight states, data was collected from first-year families. This session will give a background of the Youth Retention Study generally, but then dive deeper into the questions relating to why youth leave the program. Presenters will lead participants through discussion questions that will help them utilize the study results in their programs and introduce them to the tools created to potentially address the issues found. These results hold implications for volunteers in the 4-H program because they are often the primary point of contact for new 4-Hers and their families.

## **A Gap Analysis of the Florida 4-H Volunteer Development Program**

### Presenters:

**Julie Pigott Dillard**, County Extension Director & 4-H Agent  
University of Florida/IFAS Extension

**Heather C. Kent**, Regional Specialized Agent  
University of Florida/IFAS Extension

**Dr. James Klein**, Professor & Department Chair  
Florida State University

Volunteers are critical to the success of Florida 4-H—a volunteer-led program. They increase program capacity and broaden programmatic scope with their individual experiences, skills, and expertise. While there is abundant literature on volunteer motivations and organizational benefits, research that addresses volunteer learning needs is scarce. This session presents the methodology and results of two research studies conducted with Florida 4-H faculty members and volunteers. The first study systematically analyzed existing resources and training available to volunteers and explored what resources 4-H faculty and volunteers need and want to prepare their volunteers for service and how volunteer and faculty beliefs compare. The second study explored how and why volunteers use informal learning to support their volunteer role. This research presentation will present the findings and implications for 4-H volunteer organizations. The results of this study could be generalizable to 4-H programs that are volunteer-led like Florida 4-H. In addition, there are findings from this research that could be generalized and applied to other Extension programs utilizing a volunteer workforce.

## Documenting the Public Value of Volunteering for Extension: A Multi-State Study of Community Impacts

### Presenters:

**Kandi O'Neil**, New Colleague Onboarding Director/Volunteer Leadership Specialist  
University Wisconsin-Madison

**Rachelle Vetter**, Professor, Leadership and Volunteer Development Specialist  
North Dakota State University Extension - Center for 4-H Youth Development

**Patricia McGlaughlin**, Extension Specialist, Youth Development and Volunteer Development Systems  
University of Illinois Extension

**Rebecca Harrington**, Director of Operations  
University of Minnesota Extension Center for Youth Development

**Sarah Maass**, District Extension Agent, 4-H Youth Development  
Kansas State University Research and Extension

A multi-state study documented the impact volunteers have on Extension 4-H Youth Development programs (Grant, Maass, Vetter, Harrington, O'Neil, Good, & McGlaughlin, 2020), and volunteers' beliefs about the perceived public value of volunteering with 4-H (O'Neil, Vetter, McGlaughlin, Harrington, Maass, Grant, & Good, 2021). The study conducted by the North Central Region Volunteer Specialists confirmed a link between volunteering for Extension and public value.

- Extension volunteers impact communities where they live and work by building relationships, improving community health, and increasing overall civic involvement.
- How are you capturing what volunteers add to Extension programs in your community?
- Are you documenting what volunteers contribute outside of Extension as a result of their volunteer efforts?
- What specific areas can you measure to communicate organizational and public value?
- Join us to explore how Extension volunteers' value goes beyond the scope of the program and leads to changes in community conditions. Consider how you can apply findings to recruitment, communication, and volunteer training and support.

## Volunteer Satisfaction & Mentoring Programs: Virginia Master Gardener Case Study

### Presenters:

**Kathleen Reed**, State Coordinator, Extension Master Gardener Program  
Virginia Cooperative Extension

**Dave Close**, Director, Extension Master Gardener Program  
Virginia Cooperative Extension

Volunteer satisfaction is a crucial component for volunteer engagement and retention. While this is a multifaceted issue, one component that can help increase volunteer satisfaction is the creation and

implementation of mentoring programs in volunteer organizations. Strong mentoring programs are a way to connect new volunteers to their peers, quickly integrate them into the volunteer group, and engage them in volunteer opportunities. Mentorship programs facilitate an easy transition into the program and create lasting connections with others. Through a research study of Virginia Extension Master Gardeners, mentorship emerged as a leading factor for Virginia volunteer satisfaction in focus groups and a statewide survey. Based on outcomes from this research project, the State EMG Office in Virginia has hosted webinars focused on this topic and also plans to build resources for Extension volunteer groups around the state to utilize and begin to build strong programs.

## Assessing the Effectiveness of 4-H Camp as a Deliver Method and its Impact on Life-Skill Development

### Presenters:

**Ken Culp, III, Ph.D.**, Principal Specialist for Volunteerism  
University of Kentucky, College of Agriculture

The typical 4-H Camper is a 10-year-old white female who has not attended Cloverbud (CB) or Environmental Ed (EE) Camp, considers herself a 4-H member, and rates her camp experience an 8.537. Significant differences were found in camper's rating of their Camp Experience by District, Camping, 4 vs. 5-day camps, gender, and week. Third year campers/11 yr-olds rated their camp experience most positively, while sixth year campers/13 yr-olds rated it least positively. Significant growth was found in all 13 life skills measured. Youth participated in a variety of activities for the first time while attending 4-H camp. Activities listed most frequently included: talking with a person different from me, arriving on time, camping, learning to canoe, participating in a group discussion, spending the night away from home, and helping solve a problem. While 96% indicated that they planned to return next year, only half did so. Youth attending either CB or EE Camps camped longer at 4-H camp. Youth attending both CB and EE Camps attended 4-H Camp for 4.20 years as compared to those attending neither (2.06 years). Camper Return Rate was highest for the Camping with the largest CB & EE programs.

## 4-H Impact Study: Alumni and Volunteer' Perspective

### Presenters:

**Ken Culp, III, Ph.D.**, Principal Specialist for Volunteerism  
University of Kentucky, College of Agriculture

**Kim Ragland, Ph.D.**  
University of Kentucky, College of Agriculture

**Mary S. Averbek, M.S.**, 4-H Youth Development Agent, Kenton County  
University of Kentucky, College of Agriculture

Understanding the long-term impact of 4-H programs is important to land-grants, stakeholders, and clientele. Identifying and communicating long-term impacts of 4-H volunteer programs benefits the organization, communities, and clientele. 268 KY 4-H volunteers and alumni participated in a Qualtrics survey to determine how participating in 4-H as a youth influenced critical life and career decisions, benefitting them as adults.

The typical respondent was a 45-year-old female, with kids in 4-H, both a 4-H alumni and volunteer, served 4 different 4-H roles, and volunteered for 6 years. As a youth, she most often participated in fair, camp, project clubs, state fair, multi-county 4-H events, 4-H school clubs, communication events, and 4-H community clubs. She began volunteering several years after 4-H involvement.

Events having the greatest impact were communications contests, state teen events, club officer roles, teen club, project clubs, service projects, and participating in state events.

Most popular volunteer roles included event, camp, council member, and fundraising volunteers. Respondents identified the greatest 4-H benefit as “enjoying an enriched personal / family life.”

## The Rich History and Surprising Benefits of Extension FCS Volunteer Programs

### Presenters:

**Laura Hendrix**, Associate Professor  
University of Arkansas System Division of Agriculture Cooperative Extension Service

Research shows Extension organizations, individual volunteers, and communities all benefit from Extension volunteer outreach programs. From mattress-making to mask-making and everything in between, Extension Homemaker Club (EHC) members, Family Community Education (FCE) members, and other FCS volunteers help meet the needs of the communities we serve by expanding our reach. Extension FCS volunteers gain knowledge, develop leadership skills, and improve their communities. A surprising benefit is that these groups provide members with a critical component for well-being and longevity. The results of impact evaluation surveys conducted annually for the past four years reveal volunteers are not only meeting but exceeding goals. Learn more about the surprising benefits of these volunteer groups. This session will share results of four years of impact evaluation surveys, results of strategic planning conducted with focus groups, and discuss cultural trends that impact these volunteer programs.

## Comparing Collaboration & Volunteer Voice Within 4-H Leader-Program Relationships

### Presenters:

**Meggan Franks**, Volunteer & Leadership Development Specialist  
4-H Youth Development LSU AgCenter

Volunteers play a vital role in Extension by selflessly crafting and delivering quality educational programs and advocating for program needs. Without volunteers, our programs could not educate and engage thousands of community members each year, enabling us to address critical societal issues and contribute to the public good. And though we recognize our volunteers’ contributions in various ways, how effective have we been in developing collaborative relationships with them? While the foundational volunteer management literature helps provide a thorough overview of tasks required to manage volunteers, the models do not highlight collaboration and reciprocity, which are essential to creating an empowered and engaged volunteer base. This research aims to provide Extension professionals with the information they need to create strong relationships with volunteers, parents, and community experts that foster innovative partnerships and build connections to community resources that create positive outcomes for youth and adults.

## Exploring the Developmental Stages of an Extension Professional - A Model for Increased Program Capacity Through Volunteer Engagement

### Presenters:

**Rachelle Vetter**, Professor & Leadership & Volunteer Development Specialist  
North Dakota State University Extension

**Kandi O'Neil**, New Colleague Onboarding Director/Volunteer Leadership Specialist  
U of Wisconsin-Madison Division of Extension

**Becky Harrington**, Director of Operations and Systems  
University of Minnesota Extension

**Pat McGlaughlin**, Extension Specialist, Youth Development  
University of Illinois Extension

**Sarah Maass**, District Extension Agent 4-H Youth Development  
Kansas State Research and Extension

Explore how you can utilize the Developmental Stages of an Extension Professional (DSEP) model to take your work with volunteers to the next level and encourage colleagues to do the same. Engage in a research-to-practice hands-on approach. See how evaluation data from the Achieving the Extension Mission Through Volunteers course has informed the development of the Extension professional. Connect this research to the training and development of Extension professionals who support volunteer systems work through interaction with Dr. Jim Rutledge, the developer of the DSEP model. Join in think-pair-share activities, small group discussions, and reflective worksheets focused on the developmental stages to explore the model. Take home a summary report and a copy of the DSEP model.

## Disability: What is your ability? A guide to help volunteers successfully work with youth with disabilities.

### Presenters:

**Andrea Leao**, 4-H Outreach Coordinator  
Oregon State University Extension Service Linn County

**Lena Hosking**, 4-H Professor of Practice  
Oregon State University Extension Service Jackson County

All youth, regardless of their physical and mental conditions, need and deserve the opportunity to be involved in everything 4-H has to offer. This hands on, interactive presentation will give 4-H Professionals knowledge and tools to share with volunteers when youth with disabilities join the 4-H program. This presentation will assist 4-H Professionals to be more aware of the issues facing volunteers when youth with severe disabilities seek to participate in outreach activities and elective 4-H competitions. Participants will participate in activities to demonstrate what it might feel like to have a disability, have open discussion of inclusivity for the individuals and come away with a tool kit to help volunteers and families be successful.

## “Vibrant Youth, Vibrant Clubs - Leadership Takes a Village - Succession Planning and a Shared Leadership Structure for 4-H Clubs

### Presenters:

**Carrie Olson**, Extension Educator & Associate Extension Professor, Volunteer Systems Co-Chair  
University of MN Extension

**Patrick Jirik**, Extension Educator & Extension Professor  
University of MN Extension

**Marisa A. Coyne**, *Volunteer Systems Director, Assistant Extension Professor, + Extension Educator*  
University of MN Extension

This session addresses a growing need by 4-H Clubs to create a sustainable, healthy club culture in which more volunteers take on leadership roles and practice a systematic rotation of shared leadership. The need to address the topic came to the forefront as an increasing number of 4-H staff were called upon to intervene with struggling clubs on the verge of dissolving.

Upon further examination, it became apparent that a significant number of 4-H Clubs did not have a system in place to train and fill retiring leader positions. Furthermore, a disproportionately small number of volunteers were carrying the majority of the workload, due to a lack of shared leadership and a succession plan to rotate leadership responsibilities. Minnesota 4-H responded to this need by creating statewide training for volunteers to promote a shared leadership system. The initial training along with additional tools developed post-training and club case stories that will be shared.

This interactive session will utilize a slide deck to guide discussion and include small group conversation, case studies, best practice resources, and lessons learned to implement a shared club leadership structure.

## Taking a Deeper Dive with Evaluations

### Presenters:

**Darlene Locke**, Assistant Professor and Extension Specialist  
Texas A&M University

**Alexandra Skrocki**, Program Manager  
Texas A&M AgriLife Extension

Program evaluations tend to focus on overall outcomes – satisfaction, changes in knowledge, attitudes, and/or behaviors. The Texas 4-H GLOBE program, a 2-year citizenship and leadership program, broke with tradition by implementing an approach modeled after Six Sigma philosophy and practice. Rather than only evaluating overall outcomes, Six Sigma aims to improve processes until errors become virtually non-existent. Continuous quality improvement results from rigorously monitoring and constantly improving processes that convert resources into products, services, or experiences. Mirroring Six Sigma, GLOBE monitored process outputs over a 2-year period. We monitored service quality performance and the quality of youth experiences during key program activities. The approach revealed specific quality improvement actions to enhance overall program impact. The Workshop will emphasize hands-on learning. Participants will use actual data from GLOBE to create graphic displays that “tell the story” of results and point to specific quality improvement strategies. Participants will be able to apply the same process to a program of their own.

## Parity is not Enough: Addressing Program Accessibility and Connection

### Presenters:

**Dave Close**, Extension Specialist  
Virginia Cooperative Extension

**Kathleen Reed**, State Coordinator  
Virginia Cooperative Extension

**Devon Johnson**, Communications Coordinator  
Virginia Extension Master Gardener Program

In 2020, Virginia’s Extension Master Gardener program began a formal introspective process to make improvements for accessibility and connection. This process created a space for EMG volunteers, agents, and others to provide honest feedback about our program’s successes and failures to be inclusive at the community level. Three of our goals were to create measurable outcomes to track improvements, define actionable items agents and current EMG volunteers could implement locally, and have a collection of suggested practices and resources for field use at the local level. Some of the outcomes from our task force and the process we pursued included clearly demonstrating the importance of relationship-building at the individual and community levels, identifying eight focus areas for us to prioritize and address moving forward, and ideas for new training resources. Lastly, we hope EMG units, whether agents or volunteers, feel empowered to tackle this locally.

## Real Talk: Moving Towards Volunteer Diversity, Equity and Inclusion

### Presenters:

**Dawn A. Fuller**, Project Manager for the CSU Alliance for Diversity & Strengths of STEM Faculty Cal Poly San Luis Obispo and the CSU Alliance for Diversity & Strengths of STEM Faculty, the Alliance for Graduate Education & the Professoriate, & the National Science Foundation

As volunteer program managers, we think we understand diversity, equity and inclusion in regard to access & opportunity, but do we really? Have our efforts been effective in providing the desired opportunities and experiences - in partnership - with the communities we are targeting? What does success look like?

In Real Talk: Moving Towards Volunteer Diversity, Equity and Inclusion, attendees will explore how to identify their unique, underserved communities, address needs, and move towards greater volunteer/participant diversity & access.

### Topics will include:

- Tools for identifying populations & needs
- Realistic DEI action plans
- Effective engagement
- Equity, access, inclusion & opportunity

### Activities will include:

- A social justice terminology activity
- An interactive diversity, equity, & inclusion activity

## Strengthening Program Quality Through Volunteers: Application of the 4-H Thriving Model

### Presenters:

**Dawn VandeVoort**, Associate Professor, 4-H Youth Development Educator  
University of Wisconsin - Madison Division of Extension

**Ellen Andrews**, Associate Professor, 4-H Youth Development Educator  
University of Wisconsin - Madison Division of Extension

**Marie Witzel**, Associate Professor, 4-H Youth Development Educator  
University of Wisconsin - Madison Division of Extension

**Josset Gauley**, Evaluation Specialist  
University of Wisconsin - Madison Division of Extension

**Alicia Schroeder-Haag**, 4-H Program Educator  
University of Wisconsin - Madison Division of Extension

Program Assessment is a critical part of communicating the value of 4-H volunteer efforts and for helping volunteers make data-informed decisions to improve the quality of 4-H program settings. Join Wisconsin colleagues to learn how they used the 4-H Thriving Model Program Evaluation as a comprehensive

assessment strategy to evaluate how volunteer efforts affect program quality and its long term impact on youth outcomes.

Explore the process of using program assessment data to engage volunteers in evaluating, strengthening and communicating program value. See how sample assessment data can be used to analyze data and improve program planning

Leave with examples of communication tools for sharing assessment summaries with stakeholders and volunteers. Join us as we share strategies to help volunteers apply this assessment data to program planning within club and project groups.

## Advisory Councils, Committees, and Groups, Oh My! Special Volunteer Roles

### Presenters:

**Harriett Edwards**, Associate Professor & Extension Specialist  
NC State University/NC Cooperative Extension

Extension faculty are tasked with establishing and maintaining advisory councils and committees to ensure local relevance and responsiveness for Extension programming. Engaging these volunteers can be challenging with issues that range from recruiting the right people to helping members understand the scope of their responsibility. Trying to balance the need for input and idea generation with the reality of limited power and resources can be hard for the advisory volunteers and can result in Extension professionals who struggle to make it all work together to positively impact local programming. Establishing a timeline and process for onboarding and involving volunteers in these critical roles can be time consuming and difficult, but a highly functional council can be a tremendous asset. This session is an opportunity to think strategically about how to select individuals for this assignment and to examine options for intentionally creating meaningful and appropriate opportunities for these volunteers.

## Situational Management: A Framework for Handling Volunteer Issues with Grit and Grace

### Presenters:

**Jamie Morris**, State 4-H Volunteer Specialist  
University of Maryland Extension 4-H youth Development

**Catherine Porterfield**, Risk Management and Legal Coordinator  
University of Maryland Extension 4-H Youth Development

In Extension programs that engage volunteers, “stuff happens.” Situations arise that can affect the health, safety and integrity of the program and its members, volunteers, families, and others. Extension professionals must effectively manage these situations to minimize risk and impact to their program and its participants. Learn how the Maryland 4-H program has met the challenge of handling conflict, issues, and incidents involving Volunteers through their Situational Management process.

This session is for any Extension team member who may need to deal with volunteer misconduct, ethics or Code of Conduct violations, noncompliance with program rules, or other issues. Participants will learn techniques for receiving, testing, investigating, and responding to volunteer issues in a manner that ensures fairness, equity, and consistency across the program. They also will practice these techniques in an interactive case study. Finally, a discussion of sanctions and consequences will highlight the importance of having policy and procedures that afford consideration, due process, and just results to affected volunteers.

## Equipping Volunteers to Work with Youth Living in Poverty

### Presenters:

**Jennie Hargrove**, Youth Program Specialist  
Iowa 4-H Youth Development

**Travis West**, Extension Educator, 4-H Youth Development  
Ohio State University Extension - Vinton County

**Dorothy Munn**, Extension Educator, Policy and Risk Management  
Michigan State University Extension

**Sarah Chvilicek**, 4-H Youth Development Coordinator  
University of Nevada Reno

**Joanna Tzenis**, Associate Professor - Youth Development  
University of Minnesota

As measured in 2018, nearly one in six youth live in poverty in the United States. 4-H has made the bold commitment to close the opportunity gap, and the Youth Living in Poverty Champion Group is one effort from the 4-H Program Leaders' Working Group to address this issue. During the presentation, the facilitators will review a resource developed by this group that was written for 4-H Professionals and Volunteers as a Tip Sheet on Strategies for Working with Youth Living in Poverty. This session will also review other resources designed to help Extension professionals meet the needs of this underserved youth audience. After participating in this workshop, participants will understand a variety of strategies that can make 4-H experiences more accessible for audiences who may be experiencing poverty, and Extension professionals will be able to share these strategies with other professionals or volunteers who support Extension programming.

## Pro's and Con's of Screening Volunteers Centrally

### Presenters:

**Jennifer Weichel**, Volunteer Specialist  
Michigan State University

**Lisa Bottomley**, Manager, Extension Volunteer Administration  
Michigan State University

Volunteer screening is critical to the creation of safe program environments and reducing risk. Traditionally, local Extension professionals completed all aspects of volunteer screening. Quality volunteer screening takes time and when done locally, time spent screening volunteers can result in less time for programming. Technology has allowed us to rethink screening and where it needs to occur. In this session, we will share the pros and cons of completing screening tasks centrally versus locally. Presenters include a state Volunteer Specialist and an administrator responsible for volunteer management.

## Difficult Conversations are Worth the Effort!

### Presenters:

**Jennifer Weichel**, Volunteer Specialist  
Michigan State University

Today's Extension worker needs a variety of knowledge and skills to manage their environment both personally and professionally including communication and conflict resolution skills. Direct conversations and handling misunderstanding as they arise is critical. Honest conversations lead to greater accountability, deeper relationships, higher commitment levels and increased retention rates. Access, Equity, and Opportunity will be discussed as we help participants understand how their own values and beliefs may impact their approach to concerns and encourage them to be self-aware and identify their privilege, preferences and assumptions. We also want participants to be able to evaluate policies from a diversity lens.

## Water Connects Us: Best Educational Practices to Increase Volunteer Confidence

### Presenters:

**Jessica Kester**, Extension Educator, 4-H Youth Development  
Penn State University

**Candice Miller**, Blue Thumb Education Coordinator  
Oklahoma Conservation Commission

Water connects us all. It is a common denominator among individuals of differing minds, bodies, and beliefs. Today more than ever Extension Educators, and through us our volunteers, are poised to make impacts on countless individuals that will help shape not only present conditions but the future of our planet. We need not stand alone in these efforts and through this hands-on, activity-based presentation we will demonstrate best practices in water education and provide national resources that are available for use to better support our volunteers and ourselves. Utilizing these resources will allow us to better train our volunteers in water-related topics and provide them with a stronger base knowledge and in turn a higher level of confidence in guiding 4-H members, other volunteers, and the community in taking action and speaking up for our limited water resources. All participants will take home a water education toolkit along with activity resources from Project WET and Trout Unlimited STREAM Girls.

## Insight to Volunteer References and Interviews

### Presenters:

**Jodi Schulz**, Senior Extension Educator  
Michigan State University Extension

**Christine Heverly**, Educator  
Michigan State University Extension

What are your favorite tools used in screening volunteers? Are they effective? Session participants will see how research and best practices in utilizing reference reviews and interviews strengthen volunteer screening. In this hands-on, interactive session, participants will network with others while reviewing case studies, looking at research, and developing strategies to improve improve screening of volunteers. Reference surveys provide volunteer managers with information and insight that can easily be used during the volunteer applicant's interview. Using these tools effectively will help volunteer managers to strengthen relationships and create a positive volunteer experience.

## Ready to take your webinar teaching to the next level?

### Presenters:

**Kari Robideau**, Youth Development Extension Educator, Distance Learning Technology, Associate Extension Professor  
University of Minnesota

**Karen Matthes**, Educational Technology Specialist  
University of Minnesota Extension

Cooperative Extension professionals are increasing their use of webinar technologies to accommodate time constraints, travel distances, limited budgets and to reach a broader audience. Although checklists and planning worksheets are readily available, there is a lack of resources to intentionally utilize reflective teaching practice and measure high quality standards that go beyond general webinar set-up, participant experience, and content learning. This presentation will describe the Webinar Evaluation Rubric for Extension Teaching that facilitates reflective practice and sets webinar teaching standards. The rubric provides a standard for professional development taught through webinars that strengthens the participant experience and provides high quality learning across Cooperative Extension program areas.

## Exploring and Enhancing the Relevance of Your Teen Leadership Program

### Presenters:

**Kathleen Bohde**, 4-H Youth Development Extension Educator  
Purdue University/Indiana 4-H

**Steve McKinley**, 4-H Extension Specialist, Leadership/Volunteerism  
Purdue University/Indiana 4-H

Indiana 4-H identified a need to review its long-established teen leadership (Junior Leaders) program to enhance its relevance for today's youth in grades 7-12. 4-H Junior Leaders serve in their communities and act as mentors and role models to younger 4-H members.

Through a survey and a series of focus groups, youth and adult volunteers and Extension professionals identified a set of promising practices that can be utilized to implement a youth-focused leadership program to prepare youth to enter the workforce and/or pursue higher education.

Resources were developed as a part of this effort, including a guide for mentoring new 4-H Volunteers; role descriptions for teen leaders and adult advisors; structure of a teen leadership program; ready-made youth-focused lesson plans; branding materials; and evaluation instruments – all of which can be replicated for use elsewhere.

This session will discuss the steps taken to complete this assessment, share the resources that were developed, and identify ways that the resources can be replicated in teen leadership programs across the country.

## Trust and Delegation: Maximizing Your Volunteer Talents

### Presenters:

**Kelly Coble**, Extension Educator  
The Ohio State University

**Katherine Wells**, Extension Educator  
The Ohio State University

Educators are often overwhelmed with the amount of work that needs accomplished. Sharing some of the workload with key volunteers helps complete required work while maximizing the talents of their volunteers. This session will discuss identifying skills and abilities of key volunteers, recognizing opportunities to safely delegate responsibilities, and share how to build trust to engage your volunteers differently. Presenters will share techniques that have worked for them as county-level professionals, offer scenarios to work through, identify challenges to delegation, and work together to problem solve common roadblocks for you.

## Lessons Learned When Engaging Youth and Adults in Service Together

### Presenters:

**Keri Hobbs**, Senior Public Service Associate - Volunteer Specialist  
The University of Georgia Extension

The UGA Extension Well Connected Communities (WCC) Team planned and launched the pilot UGA Extension WCC Master Volunteer program. The goal of the training program was to prepare youth and adult volunteers to serve in the area of health, extend their community's capacity for equitable health-related initiatives, and enhance overall community health. Youth and adults alike joined to learn and serve together for the betterment of health and wellness in their communities. In this session, presenters will share the benefits of training youth and adults in the same space, as learned through the program. In addition, the session will

describe the course framework, which included a hybrid of asynchronous, synchronous, print, and face-to-face learning environments in their county as well as a statewide face-to-face event, with a special emphasis on the culminating a class project, which included a community needs assessment. Presenters will share best practices discovered as it relates to recruitment, training, and coordinating service projects with teams that include both youth and adults.

## Building a Sense of Belonging

### Presenters:

**Kristie Popa**, 4-H Extension Agent  
University of Florida / IFAS

**Tycee Prevatt**, 4-H Extension Agent & County Extension Director  
University of Florida / IFAS

**Pauline Daniel**, 4-H Extension Agent  
University of Florida / IFAS

Take a moment to think about what you are involved in. Are you a parent? Do you have a favorite sports team? Do you volunteer for a specific organization? Is your favorite food pizza? We create groups and labels for each person based upon our likes/dislikes, beliefs, and activities. Often times, people are judged by those groups and/or labels which many times determines whether or not they are included in a group or activity. As volunteer coordinators, it is our job to build a sense of belonging amongst a group of people who may or may not have the same beliefs, likes and activities. A sense of belonging is a basic human need that can be fostered through specific activities and actions.

During this workshop, hands-on, real-life activities and scenarios will be utilized to not just teach about how to create a sense of belonging, but to show and immerse participants in how they can create belonging within their group. Participants will take home knowledge and skills needed to create a sense of belonging among those which they work with. Step by step directions will be provided to each participant in the form of fact sheets, which can be used upon return with their groups.

## Understanding How Collective Trauma Impacts Volunteer Programs

### Presenters:

**Lisa Bottomley**, Senior Specialist | Manager, Extension Volunteer Administration  
Michigan State University Extension

**Jodi Schulz**, Senior Educator  
Michigan State University Extension

The past two years of the pandemic have been challenging and traumatic. In our lifetime, there has been no other experience shared as broadly throughout the world that has changed our way of living in such significant ways. The analogy that we are all living through the same storm, but navigating bumpy waters in different size boats provides a foundation for our discussion. Some boats get hit harder by the storm while others have an easier time riding it out. We will apply this concept to ourselves, our communities and our

volunteer programs. During this session, we will define collective trauma and facilitate a conversation that allows participants to understand how this term applies to their lives and their work. Group discussion will allow time for participants to share challenges and successes and brainstorm ways to move forward. Finally, we share some volunteer management best practices that may serve us well as we navigate this unique time in history.

## Inclusive Volunteer Selection: Best Practices from the UC Master Gardener Program

### Presenters:

**Marisa Ann Coyne**, Volunteer Systems Director, Center for Youth Development  
University of Minnesota Extension

**Missy Gable**, Director, UC Master Gardener Program  
University of California Agriculture and Natural Resources

"Implicit bias refers to the unconscious shortcuts our brains use when we are confronted with making real-world decisions." - Jerry Kang, UCLA Vice-Chancellor. While biases are normal, they can produce results that are unfair, particularly for those who are not members of dominant groups. In the world of work, unconscious bias on the part of hiring committees can prevent qualified candidates from receiving a fair assessment. In the world of Extension volunteerism, unconscious bias on the part of volunteer selection committees can prevent excellent prospective volunteers from becoming trained Extension volunteers. The UC Master Gardener Program volunteer population is predominately white, female-identified, and over the age of 65. In order to address and mitigate the influence of in-group bias in its volunteer selection processes, the UC Master Gardener Program embarked on an 18-month project to : a) Disseminate trainings on the impact of bias and strategies for managing bias to all volunteers and staff b) Develop consistent selection materials for use across all 58-counties. As a result, 3 CA counties improved parity in their 2021 volunteer training classes.

## Using Trauma Informed Care to Promote Thriving for Youth from Hard Places

### Presenters:

**Sarah Hensley**, Florida 4-H Curriculum & Evaluation SSA III  
UF IFAS

**Brent Broaddus**, 4-H Regional Specialized Youth Development Faculty  
UF IFAS Extension

Creating inclusive spaces for youth through a trauma informed lens is critical to the mission of 4-H PYD programs. Given the overwhelming frequency of children who have endured Adverse Childhood Experiences 4-H professionals and volunteers must be aware of and intentionally offer programs through a trauma informed lens. Youth from hard places often exhibit behaviors such as meltdowns, sensory overload, lack of self-control, defiance, and other undesirable behaviors. Practitioners who understand dysregulation can look beyond behavior to meet needs of youth. Trust based relational interventions (TBRI) (Purvis, Cross, Dansereau, & Parris, 2013) and Developmental Relationships (Search Institute, 2020) go together informing

the science of professionals working with youth who have experienced varying degrees of adverse childhood experiences. Professionals who intentionally provide an inclusive developmental context for all youth promote a space for young people to thrive and achieve positive developmental outcomes. Volunteers interact with youth directly playing a critical role in their perceived felt safety, thus contributing to the thriving of youth as a spark champion in their life.

## Complex Conflict Resolution: A case study of one local 4-H program

### Presenters:

**Sutton Stewart**, Extension Educator, Youth Development  
University of Minnesota Extension

Working with volunteers has its challenges, but sometimes those challenges spiral into complex conflicts that require intensive and systemic responses. Join in this session for an interactive exploration of a case study about one county 4-H program that experienced such a situation. You'll practice your own problem identification and solving skills, and you'll learn about the Revitalization Plan that was used to work through the conflicts in a local 4-H volunteer system.

## Volunteer Resiliency in the face of Covid Shutdown

### Presenters:

**Suzette Barta**, Coordinator for Community Engagement and Extension  
Oklahoma State University

**Gina Peek**, Interim Associate Dean for Extension, Engagement, and Continuing Education  
Oklahoma State University

Oklahoma Home and Community Education (OHCE) members are valuable volunteers – vital to the programming efforts of county Extension professionals in Oklahoma. A majority (about 60%) is also over the age of 65, which means these volunteers were considered a vulnerable population during the early stages of the Covid-19 Pandemic. Many of them chose to stay-at-home as much as possible through 2020. OSU Extension, rightly concerned about the welfare of clientele and volunteers, closed county offices and cancelled in-person events. As the situation seemed to be improving in the spring of 2021, the state OHCE board commissioned a survey designed to be a snapshot in time that would document how their members had responded to the challenges of 2020. The negative impacts from isolation and loneliness are well known, thus many of the survey results were predictable. What perhaps was not predictable was the resilience exhibited by these valuable Extension volunteers. In their own words, hear their struggles, their triumphs, and their advice to Extension professionals as we move forward in what has been called a “new normal.”

## Mental Health Literacy for 4-H Volunteers

### Presenters:

**Tasha Howard**, Extension Assistant Professor  
Utah State University

**April Litchford**, Extension Assistant Professor  
Utah State University

It is not unusual for someone that is ill or experiencing physical pain to seek the advice of a medical professional to get relief from these symptoms. Unfortunately, this is not as true for someone that is suffering with mental or emotional distress. Often individuals try to resolve mental health issues alone, worsening their condition and endangering their lives. This type of suffering is increasing in our young people. The Center for Disease Control has reported that 1 in 3 high school students nationwide have poor mental health, with 1 in 5 students seriously considering suicide. However, recognizing that a youth needs treatment and knowing how to help them is often a barrier to receiving help. According to the National Alliance on Mental Health, a network of support can increase the likelihood that a mental health issue will be recognized and treated early on. The goal of this presentation is to experience the role 4-H can have in recognizing signs and symptoms and creating a supportive network to help struggling youth receive necessary treatment.

## Conversation Corner - Volunteer Development

### Presenters:

**Tracy Keifenheim**, 4-H Program Educator  
UW Madison Division of Extension

**Jayna Hintz**, 4-H Program Educator  
UW Madison Division of Extension

This 45-minute workshop "Conversation Corner" will focus on the how and why an ongoing monthly collaborative program across three Wisconsin counties provides support and is a resource for volunteers. Gain insight into how the program is purposeful in cultivating positive relationships, expanding the volunteer's network, knowledge, perspective, and overall growth. Which in turn enhances volunteer satisfaction and their experience impacts retention and recruitment of volunteers. Ultimately, we are empowering volunteers by providing them the resources and support needed for engaging youth in quality relationships.

## Having Fun in the Great Outdoors, Combating Nature Deficit Disorder

### Presenters:

**Tracy Winters**

Ohio State University Extension

**Christy Millhouse**, OSU Extension Educator

OSU Extension Preble County

**Jo Williams**, OSU Extension Educator

OSU Extension Scioto County

**Brianna McGuire**, 4-H Program Assistant

OSU Extension Gallia County

Are the youth you work with suffering from Nature-Deficit Disorder? Louv coined this term in his book “Last Child in the Woods” to describe a loss of personal connection to nature (Louv, 2008). Further findings confirm that mental, physical, and spiritual health can be directly improved through a positive connection with nature. Offering opportunities for youth to explore the great outdoors, not only teaches children about the environment, but it also increases their appreciation and connection to nature. In this session we will look at how Nature-Deficit Disorder has affected 4-H programs and share Ohio 4-H resources designed to introduce and cultivate the naturalist intelligence in every child.



# Planning Team

Pam Bennett  
Ohio State University

Harriett Edwards  
North Carolina State University

Charlotte Glen  
North Carolina State University

Chris Hilgert  
University of Wyoming

Keri Hobbs  
University of Georgia

Stacey MacArthur  
Utah State University

Gemma Miner  
University of California

Jamie Morris  
University of Maryland

Stephanie Pully  
University of Maryland

Rachelle Vettern  
North Dakota State University

**Host State** – Oklahoma State University

Suzette Barta

Steve Beck

Damona Doye

David Hillock

Karla Knoepfli

Stacy Payne

Mia Pentz

Jandra Pricer

Remington Ward

# Donors and Exhibitors



ALISSA HOWELL  
QA MANAGER  
NONNI'S FOODS- TULSA BAKERY  
[A.HOWELL@NONNIS.COM](mailto:A.HOWELL@NONNIS.COM)



Ancient tradition. Modern flavor.

JACIE KIRBY  
CLIENT SERVICES SALES REPRESENTATIVE  
CHICKASAW NATION, DIVISION OF COMMERCE  
37 N COLBERT RD, DAVIS OK 73030



TIM HODGES  
PRINTING, DISTRIBUTION & CLIENT SERVICES  
1201 N. WESTERN  
STILLWATER, OK 74075  
[TIM.HODGES@CAREERTECH.OK.GOV](mailto:TIM.HODGES@CAREERTECH.OK.GOV)



DR. DAMONA DOYE  
ASSOCIATE VICE PRESIDENT  
139 AGRICULTURAL HALL  
STILLWATER, OK 74078  
[DAMONA.DOYE@OKSTATE.EDU](mailto:DAMONA.DOYE@OKSTATE.EDU)



STEPHANIE PULLY  
UME STATE MASTER GARDENER COORDINATOR  
12005 HOMEWOOD RD.  
ELLCOTT CITY, MD 21042  
[STATEMG@UMD.EDU](mailto:STATEMG@UMD.EDU)



FOR INFORMATION ON THE  
4-H MILITARY PARTNERSHIP

VISIT US AT [HTTPS://WWW.4-  
HMILITARYPARTNERSHIP.ORG/](https://www.4-hmilitarypartnership.org/)

4-H Military Partnership creates opportunities and provides support to military connected youth whether they live on or near an installation, in our communities, or on overseas installations. 4-H clubs provide consistency in belonging and an opportunity to develop life skills through a positive youth development framework.