



2022

Habitat for Humanity of Illinois Conference

# PROGRAM

AND AGENDA





# Welcome



**Rich Dickson**

Greetings Habitat partners!

Welcome to the 2022 Habitat for Humanity of Illinois Conference! It is wonderful to get everyone together again to talk about all things Habitat. You can see from the agenda that there are many learning opportunities available to you in the various sessions on the agenda. But do not forget that the rooms will be full of subject matter experts and this is a great time for you to get a new perspective on that issue or unanswered question troubling you in the middle of the night. Reach out to your peers and the HFHI experts in attendance and continue to develop your network. Be sure to share your knowledge as well.

Early in the conference you will hear about some of the changes coming to Habitat of Illinois. We will be asking for your input and participation over the coming months to help develop our plans to better serve you.

I look forward to meeting all of you and having a great couple of days. Thank you for coming.



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# AGENDA

## Tuesday – November 8, 2022

9:00 am – 10:00 am	Registration Open
10:00 am – 11:00 am	Opening Session
11:00 am – 11:15 am	Break and Exhibitors
11:15 am – 12:30 pm	Workshop Session #1
12:30 pm – 2:00 pm	Lunch
2:00 pm – 2:15 pm	Break and Exhibitors
2:15 pm – 3:30 pm	Workshop Session #2
3:30 pm – 4:00 pm	Exhibitor Reception
4:00 pm – 5:00 pm	Roundtable Discussions

## Wednesday – November 9, 2022

7:30 am – 8:30 am	Breakfast, Registration and Exhibitors
8:30 am – 9:30 am	Opening Session
9:30 am – 9:45 am	Break and Exhibitors
9:45 am – 11:00 am	Workshop Session #3
11:00 am – 11:15 am	Break and Exhibitors
11:15 am – 12:30 pm	Workshop Session #4
12:30 pm – 2:30 pm	Habitat Hero Luncheon



Building Our Fut



## Tuesday, November 8<sup>th</sup> Breakouts

9:00 am to 10:00 am

### **Registration**

Visit the registration table to pick up your nametag and event program!

**Location:** Registration Kiosk

10:00 am to 11:00 am

### **Opening Session**

Join us as we open the 2022 Habitat Illinois Conference, Building Our Future! Hear from our ASO President, Rich Dickson on the state of the organization.

**Location:** Redbird C&D

**Presenters:** Rich Dickson

11:00 am to 11:15 am

### **Break and Exhibitors**

Grab a coffee, network with some of our amazing partners, check your email and get ready to take lots of notes at the first breakout session!

**Location:** Registration Area

### **Workshop Session #1**

11:15 am to 12:30 pm

### **Homeowner Selection/Mortgage Origination Part 1**

Overview of the multi-step homeowner selection process that is regulated by federal and state laws and the two phases of the mortgage origination process: (1) Homeowner Assessment phase, also known as the Equal Credit Opportunity Act (ECOA) phase, and (2) Final Loan Assessment phase, also known as the Real Estate and Settlement Procedures Act (RESPA) phase.

**Location:** Beaufort

**Presenters:** Sonia Lee & Cynthia Lucas

**Focus Group:** Homeowner Services

# Tuesday, November 8<sup>th</sup> Breakouts

11:15 am to 12:30 pm

## **Strategies for Creating a More Diverse and Inclusive Volunteer Program**

An overview of how to develop a more diverse and inclusive volunteer program.

**Location:** Redbird A

**Presenters:** Joshua Rodgers

**Focus Group:** Volunteer Management

11:15 am to 12:30 pm

## **What exactly is a CDFI?**

Habitat organizations across the country are exploring CDFIs to access low-cost capital. So, what exactly is a CDFI (Community Development Financial Institution) and how could it help your affiliate? Chicagoland Habitat for Humanity is exploring creating a statewide CDFI, and in this workshop, we'll cover the basics of CDFIs and how Habitat affiliates are using them to finance everything from predevelopment costs to mortgage lending to ReStore buildings. We'll also open the floor to discuss your capital needs.

**Location:** Redbird B

**Presenters:** Dru Bergman and Sarah Brachle-Wagner

**Focus Group:** Resource Development

11:15 am to 12:30 pm

## **Donation Procurement: Balancing Store Operations While Supporting a Robust Donation Stream**

Store leaders are busy and wear many hats; successful donor outreach only adds additional work to the long list of to-do items. Finding a balance between supporting store operations and continuing to grow donor partnerships is essential to successful growth strategies. In this session we will discuss engagement strategies, partnership opportunities, and time management tips to support working to build ongoing giving partnerships with businesses in their geographic service area.

**Location:** Redbird E

**Presenters:** Suzy Kennerly

**Focus Group:** ReStore



## Tuesday, November 8<sup>th</sup> Breakouts

11:15 am to 12:30 pm

### **Construction**

The U.S. Construction team supports affiliate construction teams across the U.S. with guidance and resources to build more, build better, and build safely. We share knowledge, innovations and best practices in order to reduce risk, improve construction quality and lower production costs.

**Location:** Redbird F

**Presenters:** Edwin Hensley

**Focus Group:** Housing and Community Solutions

11:15 am to 12:30 pm

### **Habitat 2.0 Model**

Join this interactive discussion on the Habitat 2.0 financial model and help shape an important change initiative for the US network. This conversation will provide an update on the work of the Habitat 2.0 financial model and is designed to answer your questions and gather your feedback. The Habitat 2.0 financial model would distribute undesignated revenue to affiliates, establish a network fee structure to support and sustain funding for Habitat in the U.S. and globally, and enhance collaborative fundraising to grow the mission.

**Location:** Redbird G

**Presenters:** Ed Lee, Dave Neary and Melissa McNamara

**Focus Group:** Management and Operations

12:30 am to 2:00 pm

### **Lunch**

Grab a seat with some new friends and learn what they're doing at their affiliate that could benefit your own. After lunch, we'll learn to have courageous conversations on race, housing, and the wealth gap in the United States.

**Location:** Redbird C&D

2:00 pm to 2:15 pm

### **Break and Exhibitors**

Meet a few more exhibitors, return a phone call or two and then find your way to your second breakout session!

**Location:** Registration Area

# Tuesday, November 8<sup>th</sup> Breakouts

## Workshop Session #2

2:15 pm to 3:30 pm

### **Homeowner Selection/Mortgage Origination Overview Part 2**

Overview of the multi-step homeowner selection process that is regulated by federal and state laws and the two phases of the mortgage origination process: (1) Homeowner Assessment phase, also known as the Equal Credit Opportunity Act (ECOA) phase, and (2) Final Loan Assessment phase, also known as the Real Estate and Settlement Procedures Act (RESPA) phase.

**Location:** Beaufort

**Presenters:** Sonia Lee and Cynthia Lucas

**Focus Group:** Homeowner Services

2:15 pm to 3:30 pm

### **Volunteer Career Pathing: Turning Our One Time Volunteers into Future Leaders**

It's time to take our volunteers to the next level! Career-pathing volunteers is a strategic way to ensure our key volunteers are continuously engaging with our organization. In this session, participants will learn about how to identify volunteer skills, interests and goals, plan a potential trajectory, and support our volunteers as they grow into leaders at our affiliates. This session is great for managers who are interested in cultivating their key volunteers into committee leaders, board members, fundraisers, public liaisons, and more.

**Location:** Redbird A

**Presenters:** Alicia Campbell

**Focus Group:** Volunteer Management

2:15 pm to 3:30 pm

### **From Keeping Up to Pulling Ahead: The Future of Fundraising**

Learn more about Habitat's future state vision for fundraising and the roadmap for this work.

**Location:** Redbird B

**Presenters:** Ed Lee, Dave Neary, and Melissa McNamara

**Focus Group:** Resource Development



## Tuesday, November 8<sup>th</sup> Breakouts

2:15 pm to 3:30 pm

### **Driver Safety**

An overview of how to develop safe driving practices. Course covers: (1) Best Practices related to safe vehicle operations and (2) Time Management Practices to support safe vehicle operations.

**Location:** Redbird E

**Presenters:** Suzy Kennerly

**Focus Group:** ReStore

2:15 pm to 3:30 pm

### **Veterans Build**

Veterans Build is Habitat for Humanity's national initiative to provide housing solutions and volunteer and employment opportunities to U.S. veterans, military service members and their families. Veterans Build is a platform to empower local affiliated organizations to take an active role in mobilizing and serving their military and veteran communities in Habitat's local and international missions.

**Location:** Redbird F

**Presenters:** Michael DeLaRosa

**Focus Group:** Housing and Community Solutions

2:15 pm to 3:30 pm

### **Introduction to US Affiliate Safeguarding**

Get access to the most current information related to the new Safeguarding Policy #34. Learn the steps needed to ensure full compliance with the policy as well as available resources. All Habitat entities should be working towards safeguarding compliance. This workshop will get you started on understanding safeguarding and the importance of compliance for the full Habitat network.

**Location:** Redbird G

**Presenters:** Mark Eul

**Focus Group:** Management and Operations

# Tuesday, November 8<sup>th</sup> Breakouts

3:30 pm to 4:00 pm

## **Exhibitor Reception**

Join us for networking with exhibitors, other affiliates, and SSO board members while enjoying some sweet and salty snacks!

**Location:** Registration Area

4:00 pm to 5:00 pm

## **Roundtable Discussions**

Back by popular demand! Now is your time to network with affiliates from around the state – share best practices and look for solutions to some of the problems you're facing at your affiliate!

**Homeowner Services**

**Volunteer Engagement**

**Resource Development**

**ReStore**

**Housing and Community Solutions**

**Management and Operations**

**Executive Directors**

Beaufort

Redbird A

Redbird B

Redbird E

Redbird F

Redbird G

Redbird C&D



## Wednesday, November 9<sup>th</sup> Breakouts

7:00 am to 8:30 am

### **Breakfast, Registration and Exhibitors**

Grab some breakfast, chat with our exhibitors and if this is your first day, stop by registration to grab your nametag and program!

**Location:** Registration Kiosk, Redbird C&D

8:30 am to 9:30 am

### **Opening Session**

Hear from speakers on how we're working to Build Our Future and strengthen our mission of eliminating substandard housing across the globe.

**Location:** Redbird C&D

9:30 am to 9:45 am

### **Break and Exhibitors**

Need another coffee? Now's your time for a refuel! Don't forget to chat with our exhibitors and head to your next workshop!

**Location:** Registration Area

### **Workshop Session #3**

9:45 am to 11:00 am

#### **Equity Focused Programs: Advancing Black Homeownership**

Foundation to our vision of a world where everyone has a decent place to live, the Advancing Black Homeownership initiative addresses persistent inequities in homeownership and helps our communities thrive by increasing the number of Black homeowners in the U.S.

**Location:** Beaufort

**Presenters:** Lily Hoffman and Tawkiyah Jordan

**Focus Group:** Homeowner Services

9:45 am to 11:00 am

#### **Loan Servicing for Habitat affiliates**

Affiliate Mortgage Services, established in 2007, has been servicing loans for Illinois Habitat for Humanity Affiliates since 2019. Our high-touch process, designed especially for Habitat for Humanity Affiliates, takes the fear and headache out of loan servicing. This presentation will focus on the essential aspects of loan servicing, covering topics such as customer service, escrow analysis, insurance claims, payment options, and delinquency management. Explore how allowing AMS to service your loans can unburden you from the concern of regulatory compliance and allow you to focus your resources toward helping more families.

**Location:** Redbird C&D

**Presenters:** Dan Lynch

**Focus Group:** Homeowner Services and Management and Operations

# Wednesday, November 9<sup>th</sup> Breakouts

9:45 am to 11:00 am

## **Volunteer Management Basics**

Managing volunteers is a deeply rewarding and often challenging responsibility at any affiliate. If you are new to volunteer management, there may be questions on where to start.

**Location:** Redbird A

**Presenters:** Alicia Campbell

**Focus Group:** Volunteer Management

9:45 am to 11:00 am

## **Board Members and Fundraising**

Board members and affiliate leaders, come get a crash course on engaging your board in fundraising. In this session you will learn how your board's volunteerism relates to fundraising and receive resources that will help you to establish board fundraising expectations, strengthen your board's ability to engage in fundraising activities, and empower your staff in their ongoing development of current and future board members. We'll touch on the fundraising cycle as well as have time for you to practice making the case for Habitat to potential donors.

**Location:** Redbird B

**Presenters:** Danielle Lloyd and Jodie Ruediger

**Focus Group:** Resource Development

9:45 am to 11:00 am

## **Recruiting, Training, and Retaining High Performance Team Members**

Building strong qualified teams is harder now than ever for Habitat ReStores. This session will include innovative ways to recruit, train and retain a diverse, talented team for store operations. Participants will share best practices for the employee life cycle – including creating job descriptions, hosting team training events and establishing onboarding practices.

**Location:** Redbird E

**Presenters:** Suzy Kennerly

**Focus Group:** ReStore



## Wednesday, November 9<sup>th</sup> Breakouts

9:45 am to 11:00 am

### **Energy Efficiency and Affordable Housing**

Hear from ComEd and Ameren on their energy efficiency programs that could benefit our Habitat families.

**Location:** Redbird F

**Presenters:** Dan Moring and Kierstin Newton

**Focus Group:** Housing and Community Solutions

9:45 am to 11:00 am

### **Financial Accountability**

Is your affiliate struggling with financial ratios and accountability? Does your staff and/or board not understand the basics of financial accountability? This session will instruct participants on some of the most important ratios and affiliate benchmarks in order to keep affiliate accountability to donors. Session includes hands on discussions as well as participants having access to a customized spreadsheet with 10 important ratios/indicators and a board assessment tool.

**Location:** Redbird G

**Presenters:** Mark Eul

**Focus Group:** Management and Operations

# Wednesday, November 9<sup>th</sup> Breakouts

11:00 am to 11:15 am

## **Break and Exhibitors**

Make sure to leave your business card with our exhibitors before they're gone!

**Location:** Registration area

## **Workshop Session #4**

11:15 am to 12:30 pm

### **Homeowner and Mortgage Services Oversight**

Learn more about creating homeowner selection policies, complying with lending laws and regulations, and supporting homeowners before and after the house construction process.

**Location:** Beaufort

**Presenters:** Sonia Lee and Cynthia Lucas

**Focus Group:** Homeowner Services

11:15 am to 12:30 pm

### **Crafting Inclusive Language for Volunteer Recruitment**

An overview of how the language an affiliate uses can influence their capacity to develop inclusive volunteer recruitment approaches.

**Location:** Redbird A

**Presenters:** Joshua Rodgers

**Focus Group:** Volunteer Management



## Wednesday, November 9<sup>th</sup> Breakouts

11:15 am to 12:30 pm

### **Building your Major Gifts Program**

Many nonprofits are overwhelmed by the idea of soliciting major gifts because of the considerable time and effort involved. We are here to help make major gifts an integral part of your fundraising strategy simply and effectively. You will leave this session with the knowledge and tools to start a major gifts program as well as evaluate its success. This session is a great fit for current fundraising team members, executive directors, and development committee leaders looking to start or revamp a major gift program at their affiliate.

**Location:** Redbird B

**Presenters:** Danielle Lloyd and Jodie Ruediger

**Focus Group:** Resource Development

1:15 am to 12:30 pm

### **To 5 Claims and How to Prevent Them**

An overview of top 5 insurance claims and how to prevent them.

**Location:** Redbird E

**Presenters:** Suzy Kennerly

**Focus Group:** ReStore

11:15 am to 12:30 pm

### **Aging in Place**

Aging in Place is a movement to not only enable people to age safely in their homes, but also to create an environment where older adults can continue to learn and contribute, develop relationships with people of all ages, maintain a healthy lifestyle, live independently and receive healthcare and support services that are community-based. At the end of the day, a livable community for older adults is a livable community for everyone.

**Location:** Redbird F

**Presenters:** Lily Hoffman

**Focus Group:** Housing and Community Solutions

# Wednesday, November 9<sup>th</sup> Breakouts

11:15 am to 12:30 pm

## **Operational and Compliance Success**

Join an Operational Excellence field team member to review some of the highest risk operational and compliance areas. Affiliates will learn how to meet Habitat standards and comply with the U.S Policy Handbook. Attendees will learn tips and resources to create, organize and simplify a compliance plan. Come prepared to start building your own individualized work plan during this course.

**Location:** Redbird G

**Presenters:** Julieanne Carone

**Focus Group:** Management and Operations

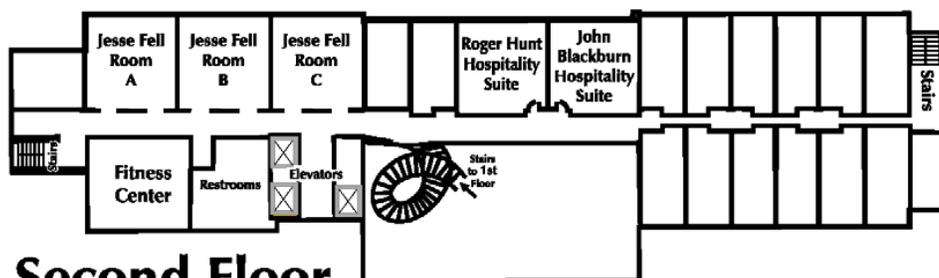
12:30 pm to 2:30 pm

## **Habitat Hero Luncheon**

We are only as good as our best volunteers! Come see who gets the coveted Habitat Hero award 2022 and celebrate our successes as we Build Our Future Together!

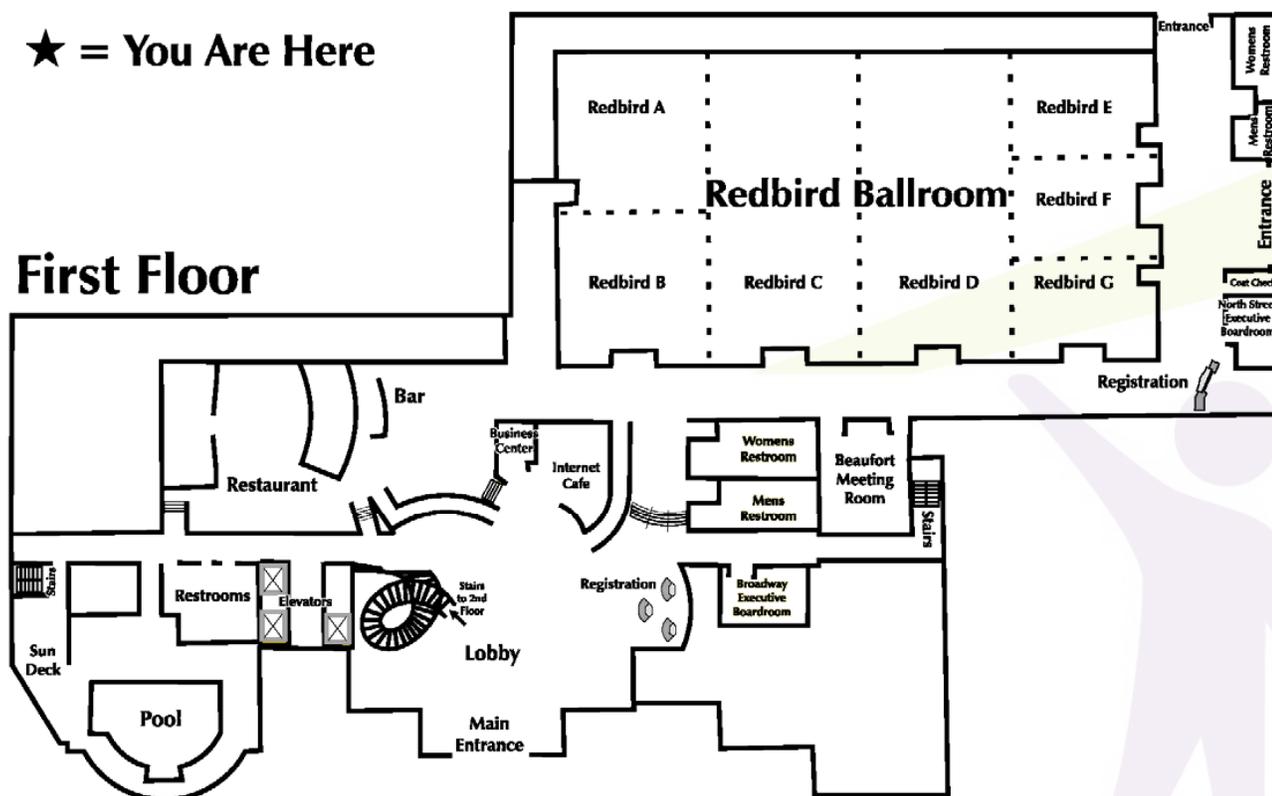
**Location:** Redbird C&D

# HOTEL MAP



**Second Floor**

★ = You Are Here



**First Floor**

Building C

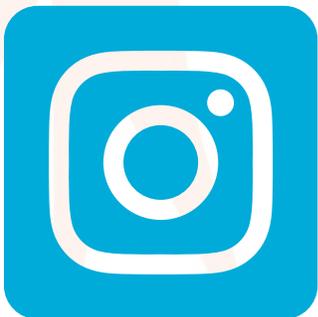
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