



Third Annual International Roundtable on Service and Volunteering

Convened by

**Corporation for National and
Community Service**

**Points of Light Foundation and
Volunteer Center National Network**

**Volunteers for Prosperity, U.S. Agency
for International Development**

Microsoft Corporate Headquarters
Redmond, Washington

June 20, 2006

In conjunction with the National Conference
on Volunteering and Service

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



Volunteers for Prosperity 
Experience Changing the World.

Welcome



Welcome to the Third Annual International Roundtable on Service and Volunteering! The Corporation for National and Community Service, the Points of Light Foundation, and Volunteers for Prosperity, the event's co-conveners, are pleased to be bringing together so many distinguished leaders of the international volunteer and service communities.

Many of us have joined forces in response to the major natural disasters of the past several years, including the South Asia tsunami, the earthquake in Pakistan, and Hurricane Katrina. Today, we gather to learn from these efforts and resolve to leave this year's roundtable with tangible ideas for more effectively responding, through collaboration, to tomorrow's natural disasters.

The success of this event will be due in large part to the good work and support of the following co-hosts and sponsors: UPS Foundation, Pacific Northwest Economic Region, Brookings Initiative on International Volunteering, Center for Social Development at Washington University, ENGAGE, International Association for Volunteer Effort (IAVE), Prince of Wales International Business Leaders Forum, Service for Peace, Universal Peace Federation, and Youth Service America. We would especially like to acknowledge the exceptional generosity and support of Microsoft Corporation in providing the venue for this year's event. Finally, special thanks to the USA Freedom Corps for its leadership.

Thank you for your participation in this gathering. We look forward to working with you in the coming year and to seeing you in Philadelphia at the 2007 roundtable!

Alison T. Fritz
Director, Faith-Based and
Community Initiatives
Corporation for National and
Community Service

Jack Hawkins
Director, Office of
Volunteers for Prosperity
U.S. Agency for
International Development

Miriam Parel
Vice President, Infrastructure
Development and Delivery
Points of Light Foundation



Roundtable co-hosts and supporting organizations



UPS Foundation
Pacific Northwest Economic Region
Brookings Initiative on International Volunteering
Center for Social Development, Washington University
ENGAGE, an initiative of the International Business Leaders Forum
International Association for Volunteer Effort
Prince of Wales International Business Leaders Forum
Service for Peace
Universal Peace Federation
Youth Service America

Special thanks to Microsoft Corporation for hosting this year's roundtable.



Agenda

Strengthening Volunteer Models and Private-Sector Collaboration
in Global Disaster Readiness, Response, and Rebuilding

11:30–12:15 Registration

12:15–12:30 Welcome

Jack Hawkins, Office of Volunteers for Prosperity, U.S. Agency for International Development (USAID)

Akhtar Badshah, Microsoft Corporation

Bernie Collins, UPS Foundation

12:30–1:15 Luncheon

12:45–1:15 Keynote Address on Major Disasters and Historical Context

Introduction: *Jack Hawkins*

Speaker: *John M. Barry*, author of *Rising Tide: The Great Mississippi Flood of 1927 and How It Changed America* and *The Great Influenza: The Epic Story of the Deadliest Plague in History*

1:15–1:30 Break

1:30–2:15 Panel Discussion: Recent Disasters, Response Challenges, Lessons Learned

Panelists will describe the efforts of key responders from the public and private sectors and NGO community in recent major global disasters, most notably the South Asian tsunami, the Pakistan earthquake, and Hurricane Katrina. This panel of experts will share perspectives on the unique challenges faced by the responders. The session will include a discussion of best practices and lessons learned.

Facilitator: *John M. Barry*

Panelists: *Mark Ward*, Bureau for Asia and the Near East, USAID

Jean Collier, General Electric

Mario Flores, Habitat for Humanity International

Marsha Meeks Kelly, Mississippi Commission for Volunteer Service

2:15–2:30 Recognition of Leaders

Overview: *Miriam Parel*, Points of Light Foundation

2:30–3:45 Panel Discussion: Future Disaster Response and Management

This panel of disaster response leaders and decisionmakers will examine what resources currently exist—and where gaps remain—to most effectively manage volunteers, expertise, and in-kind and financial resources in times of disaster. This interactive session will focus on emerging trends in volunteer management, infrastructure development, and strategic applications of technology.

Introduction of panel: *Alison Fritz*, Corporation for National and Community Service

Facilitator: *Jack Hawkins*

Panelists: *David Eisner*, Corporation for National and Community Service
Robert Goodwin, Points of Light Foundation
Jerry Cochran, Microsoft Corporation
Chris Walti, Accenture Technology Labs
Janet Pace, Volunteer! Baton Rouge

3:45–4:00 Break

4:00–5:15 Panel Discussion: Toward a Global Action Agenda

The last session will summarize the findings of the day's panels and the ideas expressed by the audience. It will culminate in the creation of an agenda for action, to include development of collaborative tools for effective response to future disasters. An update on this action agenda will be presented at the 2007 Annual International Roundtable on Service and Volunteering in Philadelphia.

Co-facilitators: *Matt Morrison*, Pacific NorthWest Economic Region
David Caprara, Empowerment Consultants International

Panelists: *Ande Miller*, National Voluntary Organizations Active in Disaster
Liam D. Leduc Clarke, APCO Worldwide
Kay Hiramine, Humanitarian International Service Group
Jeff Hoffman, Disney Worldwide Outreach

5:15–5:45 Closing and Recognition of Special Guests

Closing remarks and introduction of special guests: *Miriam Parel*

Special guests: *Amir Ofek*, Middle East Education through Technology (MEET)
Areej Hazboun, MEET

5:45–6:45 Reception



Participant profiles



Akhtar Badshah is senior director of community affairs for Microsoft Corporation. He brings more than 24 years of development experience to the job of managing Microsoft's global community investment and employee programs, including initiatives to expand underserved communities' access to technology skills and help nonprofits raise their technology capacity. Badshah was previously CEO and president of Digital Partners Foundation, a nonprofit aimed at using the digital economy to benefit the poor. With a PhD from Massachusetts Institute of Technology, Badshah has written and co-edited several books and journal articles on sustainable development, information, and housing. He serves on advisory boards for World Links India, World Corp., Teachers Without Borders, Datamation Foundation India, and the World Bank's Development Gateway Project.



John M. Barry is a best-selling author on science, history, and politics whose widely translated books have won over 20 awards. A member of a federal board of experts on infectious diseases as well as of an advisory board to Johns Hopkins' Bloomberg School of Public Health, he has advised federal, state, and World Health Organization officials and chaired a post-Katrina bipartisan working group on flood control. He is also co-originator of Tulane University's RiverSphere, a research center that will pioneer the comprehensive study of rivers, particularly the Mississippi. A lecturer and journalist in addition to his other activities, Barry has appeared on many news shows and contributed to award-winning television documentaries. He is currently Distinguished Visiting Scholar at Tulane and Xavier universities' Center for Bioenvironmental Research.



David L. Caprara is founder and president of Empowerment Consultants International, advancing service and empowerment initiatives at home and abroad. Previously, he directed Faith-Based and Community Initiatives at the Corporation for National and Community Service. In addition, Caprara has directed Volunteers in Service to America (VISTA); the Virginia Department of Housing and Community Development; Virginia's Commission on Citizens Empowerment; and the Office of Resident Initiatives at the U.S. Department of Housing and Urban Development, for which he was also deputy assistant secretary. His nonprofit experience includes leadership roles with The Empowerment Network, the National Center for Neighborhood Enterprise, the American Family Coalition, and many other community and advocacy organizations.



Jerry Cochran is a senior security strategist with Microsoft's Advanced Strategy and Policy group, as well as the executive director of the Commission on Critical Infrastructure Protection for the Information Systems Security Association. A U.S. Air Force reservist for 23 years, he also serves as information warfare technical lead with the Air Force's Information Warfare Center. Before joining Microsoft, he was with Hewlett-Packard Corporation for 11 years. Cochran is a prolific technical editor and author, with over 200 articles for *Windows IT Pro* magazine and two computer-related books for Digital Press to his credit.

Jean Collier is manager of GE Volunteers for General Electric and executive director of the GE Volunteers Foundation (formerly the Elfun Community Foundation). The GE Volunteers program encompasses tens of thousands of GE employees and retirees working on community projects around the world. Collier is also involved in the GE Women's Network and serves on advisory councils for the Points of Light Foundation, the Hands On Network, and the Graduate and Research Advisory Council of the University of Notre Dame. Previously, Collier was program director for the GE Foundation's U.S. education initiatives. She earned an MBA from New York University in 1991 and a bachelor's degree in accountancy from Notre Dame in 1983.

Bernie Collins is program director for the UPS Foundation and director of UPS corporate relations, overseeing UPS's philanthropic work, community service, volunteerism, and community relations. A native of Massachusetts, Collins earned a bachelor's degree in biology from Providence College in Rhode Island, with further studies in physiology and veterinary science. He started at UPS as a delivery driver in 1981, rising to positions in operations, engineering, and human resources in New England, Ohio, Georgia, California, and New York. Besides his corporate responsibilities, Collins is affiliated with many nonprofit groups and serves on national advisory boards for United Way of America, the National Council of La Raza, and the Organization of Chinese Americans.



David Eisner has been CEO of the Corporation for National and Community Service (CNCS) since December 2003. CNCS administers the Senior Corps, AmeriCorps, and Learn and Serve America. Earlier, Eisner directed AOL Time Warner's charitable foundation, served as a senior vice president for Fleishman-Hilliard International Communications, and managed public relations at the Legal Services Corporation. He started his career on Capitol Hill, serving as press secretary to three members of Congress. In addition to his professional activities, Eisner has served on the boards of several national nonprofit organizations, including Independent Sector, the National 4-H Council, and Network for Good. A Stanford University graduate, he received his law degree from Georgetown University.



Mario C. Flores is the director of the Disaster Response Office at Habitat for Humanity International. Flores has been involved in disaster response assessments and programs in Afghanistan, Angola, Iran, Mexico, Guatemala, El Salvador, Honduras, Grenada, Jamaica, and the Indian Ocean area (after the South Asian tsunami), as well as in the United States (after hurricanes Charley, Katrina, and Rita). Before joining Habitat in 1999, Flores was a project manager for the Salvadoran Foundation for Development and Minimum Housing, a nongovernmental organization dedicated to large housing projects for low-income families in El Salvador. He has also participated in various Latin American networks related to housing, urban development, and appropriate technology.



Alison Fritz is the director of the Faith-Based and Community Initiative (FBCI) of the Corporation for National and Community Service (CNCS). In this role she coordinates the FBCI team, leads collaborations with other cabinet-level FBCI centers, and serves as CNCS's liaison to the White House Office of Faith-Based and Community Initiatives. Fritz began her CNCS career as part of AmeriCorps*VISTA. Previously, she served as a senior policy advisor and speechwriter at the Food and Drug Administration, as vice president of the nonprofit Public Forum Institute, and as a staff person on Capitol Hill. She earned her BA degree in political science and economics from Grove City College and her master's degree in legislative affairs from George Washington University.



Robert K. Goodwin has served as president and CEO of the Points of Light Foundation since 1995. With the Volunteer Center National Network, Points of Light engages millions of people in volunteer service to help solve serious social problems in thousands of communities throughout the United States. Before joining the foundation, Goodwin was executive director of the U.S. Department of Education's White House Initiative on Historically Black Colleges and Universities. He has also worked in academia and newspaper publishing. Goodwin holds a BA from Oral Roberts University, an MA in philosophy from the San Francisco Theological Seminary, and several honorary doctorates.



Jack Hawkins is the director of Volunteers for Prosperity (VfP), a presidential initiative that seeks to engage highly skilled U.S. professionals in international voluntary service. VfP supports major federal initiatives that promote health and prosperity around the world. Before coming to VfP, Hawkins served as advisor to the U.S. Agency for International Development's Global Development Alliance Secretariat, where he led the development of innovative public-private alliances in healthcare and in information and communications technology. He previously held senior positions in telecommunications, international consulting, and finance. Hawkins holds a BA degree in political science and a master's degree in international affairs, both from the University of Pittsburgh.



Areej Hazboun is program coordinator for Middle East Education through Technology (MEET), an educational initiative that gives young Israelis and Palestinians three years of instruction and practice in using advanced technology and business tools while showing them how to bring positive social change to their own communities. She has been with MEET since the summer of 2005, working on student recruitment and integration and taking care of MEET's film and photo documentary needs. Currently in her last year at Birzeit University, Hazboun is studying journalism, with a concentration in radio and television.

Kay Kizo Hiramine Jr., CEO of Humanitarian International Service Group (HISG), earned his BA degree in 1986 from Occidental College in Los Angeles, and then worked for Procter and Gamble as well as Coldwell Banker's commercial real estate division. With an international diploma in humanitarian assistance from the University of Geneva and a distinguished career in the faith-based world, Kay has started multiple nonprofits and overseen global initiatives involving millions of people in every country of the world. Kay is a founder of HISG, which works with nongovernmental organizations, international organizations, and the U.S. government in humanitarian activities around the globe. HISG is a partner organization with the U.S. presidential initiative Volunteers for Prosperity.



Jeff Hoffman, vice president of Disney Worldwide Outreach, is responsible for Disney’s global community relations activities. These include the company’s award-winning employee volunteer program, Disney VoluntEARS. A former chair of the National Council on Workplace Volunteerism, Hoffman is president of the Volunteer Centers of California and was appointed by Governor Arnold Schwarzenegger to the California Service Corps Commission. He is also a member of the board of directors of the Points of Light Foundation. Hoffman began working for Disney in theme park operations in 1978. He holds an MBA from Pepperdine University and a BA in public relations from the University of Southern California.



Marsha Meeks Kelly, executive director of the Mississippi Commission for Volunteer Service, has a long record of leadership and achievements in volunteerism, education, literacy, and drug prevention. She spearheaded efforts to establish Mississippi’s official volunteer agency while assistant education advisor to the governor. Previously, Kelly was coordinator for drug education and prevention with VISTA and DREAM, Inc. Before that, she was a public school teacher who trained other teachers, worked with high-risk youth, served as a Drug-Free Schools coordinator, and created a “Peer Ears” peer counseling program for high school students. She is a cum laude graduate of the University of Southern Mississippi.



Liam D. Leduc Clarke, senior associate in APCO Worldwide’s corporate social responsibility practice, develops philanthropic strategies for corporations and manages initiatives that build alliances with key constituencies. He has 10 years of experience in designing and implementing focused philanthropic programs as well as in strategic communication. Before joining APCO in 2003, Mr. Leduc Clarke worked in corporate relations and public affairs at Weber Shandwick Worldwide and as a program officer and communications manager for the Blandin Foundation. He has experience in political strategy and media and has served as a consultant to both nonprofit organizations and political campaigns.

Ande Miller has been executive director of the National Voluntary Organizations Active in Disaster (NVOAD) since 2003. Miller’s 30-year career in social services and disaster assistance has taken her all over the United States, Southeast Asia, and Europe. She has experience in relief operations for such varied catastrophes as hurricanes, tornadoes, floods, aviation incidents, and the Murrah Building bombing in Oklahoma. Directing NVOAD has given Miller the opportunity to work with the many organizations that plan for disasters, respond to them, and provide relief after them, and to promote increased communication and collaboration among these groups and with government.



Matt Morrison is executive director of the Pacific NorthWest Economic Region (PNWER). Established in 1991, this public-private partnership covers an area combining the northwestern U.S. states of Alaska, Washington, Idaho, Montana, and Oregon with the western Canadian provinces of British Columbia, Alberta, and the Yukon Territory. His duties include coordinating all PNWER projects, including the Partnership for Regional Infrastructure Security; communicating with the legislatures of member states and provinces; and coordinating PNWER’s working groups in homeland security, environment, sustainable development, energy, transportation, agriculture, forestry, tourism, health care, workforce, trade, high technology, infrastructure finance, and border issues. He is also a member of the regional interdependencies task force.



Amir Ofek is a curriculum and program advisor for Middle East Education through Technology (MEET). After a short career as a military officer, Ofek earned his engineering degree from Israel's Technion and joined the Israeli high-tech industry. He became a member of the public council of the People's Voice peace initiative, in which Israelis and Palestinians lobby together for a resolution to the region's political impasse, and came to MEET as a volunteer in 2004. For MEET Ofek first developed and headed a yearlong mentoring program, then worked on organizational strategy, content development, and resource development. During the past year he has been studying in France for his MBA degree, but he continues to devote every spare moment to MEET.



Janet Pace is president and CEO of Volunteer! Baton Rouge, which recruits and refers volunteers to nearly 250 area agencies. She has over 18 years of experience in volunteer management and herself has been an active volunteer in the community, including service as a sustainer in the Junior League of Baton Rouge. In addition, she serves on the boards of several nonprofits addressing public education and children's issues, and is a former member of the school board for East Baton Rouge Parish. Pace previously worked in corporate communications for Pennzoil, Hydril, and Texas Instruments. She received her bachelor's degrees in journalism and political science from Southern Methodist University in Dallas, Texas.



Miriam Parel is vice president and deputy director for infrastructure development and delivery systems at the Points of Light Foundation. She manages the foundation's model programs area, which encompasses disaster assistance, family strengthening, and boomer-generation volunteering. Parel previously founded the Partnership for National Service, advised the U.S. government's Corporation for National and Community Service, and established and managed entrepreneurship programs in Brazil, Mexico, South Africa, and Zimbabwe. A civil engineer trained at Universidade Mackenzie in São Paulo, Parel worked on the Tucuruí Hydroelectric Plant in the Amazon. She also holds an MBA from the Asian Institute of Management in the Philippines.



Chris Walti, a consultant for Accenture Technology Labs, identifies and cultivates new and emerging technologies with the aim of turning them into new businesses. Most recently, Chris led a team that designed and deployed a system to automate the identification process for travelers entering and exiting the United States. Walti also helped create KatrinaShelter.com, which allowed individuals and organizations to post shelter availability for displaced victims of Hurricane Katrina. Walti's previous experience includes work for Ford Motor Co. and an internship in the U.S. Senate. He holds a BS degree in electrical engineering from the University of Illinois at Urbana-Champaign.



Mark S. Ward is the senior deputy assistant administrator for USAID's Bureau for Asia and the Near East. He has principal responsibility for South Asia—Afghanistan, Pakistan, India, Bangladesh, Nepal, and Sri Lanka. In addition, he chaired USAID's tsunami task force from January to August 2005, and since December 2005 he has chaired its South Asia earthquake task force. Ward earlier served in Pakistan as USAID mission director, as well as working in Egypt, the Philippines, Russia, and Washington, D.C. His pre-USAID experience includes directing a girl's high school in rural Kenya and practicing law for four years in Washington. Ward's bachelor's and law degrees are both from the University of California, Berkeley.

Mark your calendar



IAVE World Volunteer Conference

New Delhi, India, November 10–14, 2006

International Volunteer Day

December 5, 2006

National Service-Learning Conference

Albuquerque, New Mexico, March 28–31, 2007

Global Youth Service Day

April 20–22, 2007

Fourth Annual International Roundtable on Service and Volunteering

Held in conjunction with the National Conference on Service and Volunteering
Philadelphia, Pennsylvania, July 16–18, 2007

Conference Materials and Announcements

Conference materials and announcements will be available at
www.pointsoflight.org/networks/international

