

## About our Speakers

### **Heide Cornell, ACC, Director of Volunteer Services at Sisters of Charity Hospital**

Heide has her degree in Health and Human Services Administration from Medaille College in Buffalo, NY. She has an advanced certification from the National Certification Council for Activity Professionals as an Activities Consultant and educator. She has taught many adult education classes on healthcare and recreation management, and workshops on volunteer management. Over the years, she has become fascinated with the activities and motivations behind the generations of Americans, and has dedicated time and research to better understand each generation and help others bridge the gap. Heide currently serves on the board of directors for the New York State Association of Volunteer Services Directors as Legislation and Advocacy Chair, as the Vice President of Programs for the Volunteer Administrators of Western New York, and as a member of the education committee for the Western New York Service Learning Coalition. Her current position is as the Director of Volunteer Services at Sisters of Charity Hospital in Buffalo, NY, where she recruits and manages over 600 volunteers from various generations, cultures, and backgrounds. In her personal life, Heide tweets about consumer products, and is a cancer survivor, a mother, and a wife.

### **Kimberly Fleming, Cornell Cooperative Extension Statewide Professional Development and Volunteer Involvement Specialist**

Kim has worked with Cornell Cooperative Extension (CCE) for over 27 years in various leadership roles connecting, guiding, and mostly learning from volunteers and volunteer administrators working in local communities across New York State. As part of the CCE Statewide Organizational Development team, Kim guides the statewide volunteer policy and procedures for local CCE associations and offers professional development to staff working with the close to fifty thousand volunteers statewide. For over 100 years, volunteers have extended the reach of CCE currently contributing to over one million hours per year working hands-on in educational programs and serving in policy and advisory roles. CCE and Kim are grateful for volunteers and volunteer administrators carrying out the CCE mission of putting knowledge to work in pursuit of economic vitality, ecological sustainability and social well-being. Contact Kim at [kff2@cornell.edu](mailto:kff2@cornell.edu).

### About our Panelists

#### **Kathy Burns, Special Projects Coordinator at the Steuben County Office for the Aging/RSVP**

Kathy Burns holds a Bachelor's degree in Psychology from the University of Delaware. Kathy has worked in human services for 35 years; most recently for the Steuben County Office for Aging for over 10 years. The last five years she has coordinated Aging in Place projects in two rural areas of Steuben County. She specializes in community building and resource development to assist older individuals to remain in their own homes. Kathy has much experience in mobilizing volunteers to meet community needs through her work at Steuben RSVP, but has engaged youth volunteers in the past few years to assist area seniors.

#### **Tara Didrence, Youth and Family Service Coordinator at the Dormann Library**

Tara Didrence has been with the Dormann Library since February 2010 and in January 2011 was given the position of Youth and Family Services Coordinator. It is her responsibility to create and offer programming for our middle/high school age patrons and adults in the community. Her formal education includes a BSW (Bachelor of Science Degree in Social Work) from Keuka College and an Associate of Science Degree in Humanities and Social Science from Corning Community College. She has over 15 years experience working within the human services realm and during that time worked with various populations of individuals (domestic violence survivors, juvenile offenders, and families in poverty). At the library, Tara manages the youth volunteers and is always amazed at what she can get them to do (Carpet sweeping anyone?!). She is a member of the Keuka Lake Players (KLP) Theater Group and the Bath Branch of the AAUW. Of course, she would also be glad to give you a book recommendation if you ask!

#### **Valerie Webster, Co-Curricular and Community Service Coordinator at Keuka College**

Valerie Webster started at Keuka College in 1999 and has been since promoted in 2009, to the Co-Curricular and Community Service Coordinator. As the Co-Curricular and Community Service Coordinator, Valerie oversees numerous areas. She is the college liaison for the Big Brothers Big Sisters of Greater Rochester with the help of a work-study student, coordinating on and off campus programs for the matches. Monthly campus wide projects are created during the academic year with the help of Community Service Advocates. Valerie is on the committee to annually select five high school seniors for the George Harvey Ball Community Service Scholarship given by Keuka. Valerie is on the committee that selects these students. The supervision of the students' community service and co-curricular activities that is part of the scholarship requirements are managed by Valerie. She is also in charge of the off campus tutoring programs at Penn Yan Elementary School, St Michael School, Dundee Elementary School and the Dundee Youth Center. These tutors are work-study that meet the Federal Government requirement of having community service jobs. Valerie is also in charge of the President's Higher Education Community Service Honor Roll application. Keuka College has been awarded Honor Roll with Distinction three of the last five years and has made the Honor Roll since 2006.

#### **Bryana Snyder, Teen Volunteer**

Bryana Snyder is a senior at Elmira High School. She has volunteered with many organizations, including Elmira Youth Court, Relay for Life, Key Club, National Honor Society, Girls on the Run, Reins of Hope, March out Hunger and many others. She is a student at the New Visions Program for Education and Human Services, the Lieutenant Governor of all local Key Clubs, Student Council President, Vice President of the Senior Class, a flute section leader in the marching band and wind ensemble, a Rotary Youth Salute Scholar, a Footlighters Express Officer and Stage Manager, Skills USA member, and FBLA member. Bryana plans to further her education

by studying Childhood Psychology/Children's Studies with a concentration in Pre-Law. She would like to become a Childhood Advocacy Lawyer as pursuing a career in helping others is extremely important to her; volunteering has opened her eyes to the activities she loves and has transformed her into the leader she is today.