

PARTICIPANT REGISTRATION

2019 SOUTHEASTERN REGION NCIA TRAINING CONFERENCE

SEPTEMBER 11-13, 2019

RICHMOND, VA

Shepherds
of
Success
2019



4 Points by Sheraton
Richmond, Virginia



For more information contact:
Pat Lipscomb @ (804)887-3996 / patricia.lipscomb@vadoc.virginia.gov
Jerry Ryles at (804) 743-4118 / jerry.ryles@vadoc.virginia.gov





May 2019

Dear NCIA Member,

It is our pleasure to announce the 2019 Southeastern Region NCIA Training Conference will be held September 11-13, 2019 in Richmond, Virginia. The Virginia Department of Corrections and Virginia Correctional Enterprises (VCE) is excited to host “Shepherds of Success” a transitional training event which will explore new programs and partnerships designed to help returning citizens successfully transition back into society.



A short ride from the downtown Richmond, nestled in Chesterfield County, located among beautifully landscaped grounds, walking paths, and serene lakes this laid-back hotel is conveniently situated just five minutes from two major shopping centers, 15 minutes from Richmond's lively downtown, and about 20 miles from Richmond International Airport (RIC). Immerse yourself in the warm atmosphere of the hotel lobby, splash around in the indoor /outdoor swimming pool, enjoy casual dining or an energizing workout in the fitness center.

Rooms are reserved at the 4 Points by Sheraton Richmond at a discounted rate of \$94 for a double room per night, plus applicable state and local taxes (currently 13.3%). Attendees are responsible for placing individual reservations. Reservations can be made by contacting the 4 Points Sheraton at 1 (888) 627-7132 or by click on [Book your group rate for NCIA](#). Be sure to tell them you are with “NCIA” so you can get the discounted room rate.

Registration forms are included in this packet. Please return your registration forms by August 16, 2019.

Sincerely,

Malcolm Taylor, Chief Executive Officer
Virginia Correctional Enterprises
8030 White Bark Terrace
North Chesterfield, Virginia 23237

SOUTHEASTERN REGION NCIA TRAINING CONFERENCE

AGENDA



Wednesday, September 11, 2019

8:00 am – 2:00 pm	Registration
8:00 am – 12:00 pm	Vendor Set up
10:30 am – 12:30pm	Tour of Virginia Correctional Enterprises
12:30 am -3:00 pm	Lunch (on your own)
3:00 pm – 3:30 pm	Opening Session: Welcome, Virginia Department of Corrections Director, Harold W. Clarke
3:30 pm – 4:30 pm	Keynote Speaker: Mr. Brian Hamilton, Founder of “Inmate to Entrepreneurs”
4:30 pm – 6:00 pm	Vendor Ribbon Cutting and Reception
6:00 pm	Dinner (on your own)

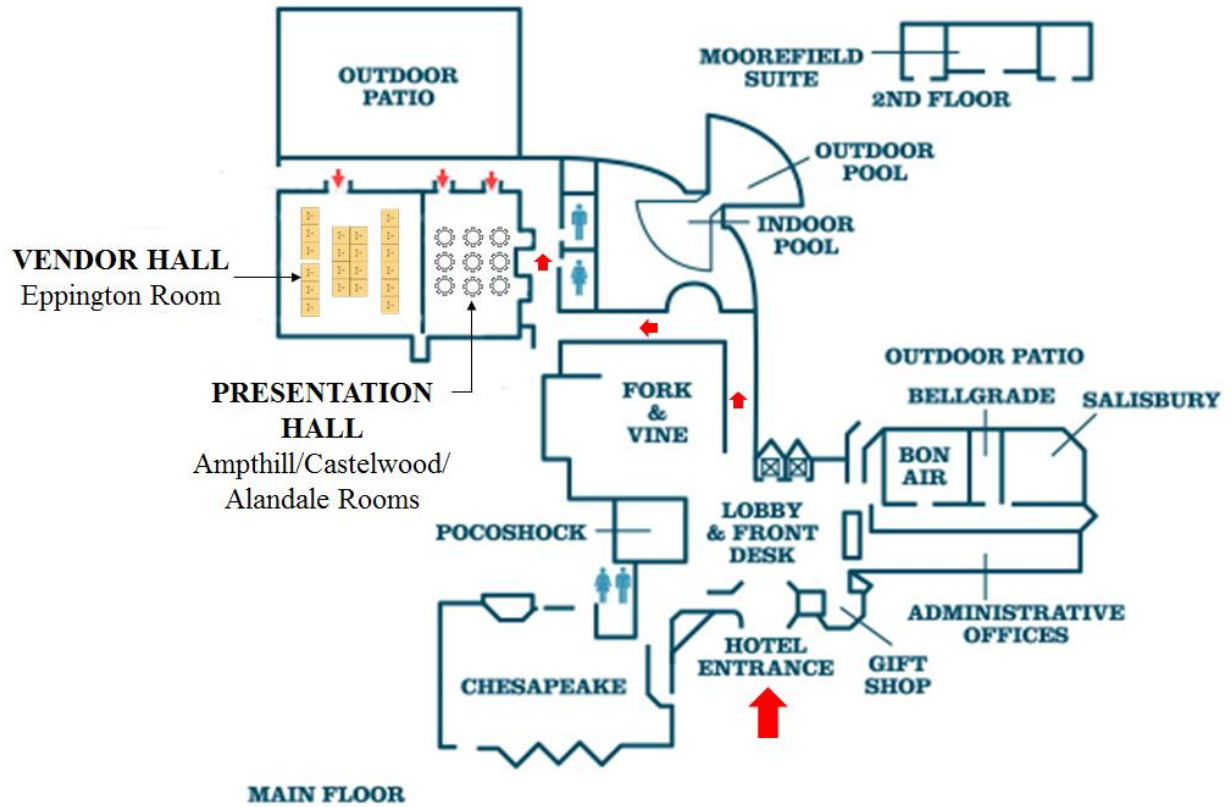
Thursday, September 12, 2019

7:30 am – 8:30 am	Breakfast (Vendor Hall)
8:30 am – 10:00 am	Roundtable #1: What are the challenges to offender access to technology (<i>i.e. networks, computers, software, internet, online training, etc.</i>)? Solutions? Roundtable #2: What do CIs look like now and in the future? How do CIs evolve to survive immediate and future challenges in a changing world and economy?
10:00 am – 10:30 am	Break (Vendor Hall)
10:30 am – 12:00 pm	Workshop #1: Succession Planning (TRICOR) Workshop #2: Deconstruction of an Apprentice Program
12:00 pm – 1:30 pm	Lunch (Vendor Hall)
1:30 pm – 3:00 pm	Workshop #3: Customer Service Excellence – US Army National Guard Workshop #4: Transitional Program (TRICOR)
3:00 pm – 3:30 pm	Break (Vendor Hall)
3:30 pm – 4:45 pm	General Session: Registered Apprenticeship and Diversification – Looking Forward (Patricia Morrison, Director of the Division of Registered Apprenticeship, Virginia Department of Labor and Industry)
5:00 pm – 6:00 pm	Reception
6:30 pm – 8:30 pm	Banquet Recognitions and Awards Ceremony

Friday, September 13, 2019

8:30 am – 12:00 pm	Southeastern Region Board Meeting
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4 POINTS BY SHERATON MAIN FLOOR PLAN



2019 SOUTHEASTERN REGION NCIA TRAINING CONFERENCE

WORKSHOP DESCRIPTIONS



Wednesday, September 11

Opening Session 3:00 pm - 3:30 pm / Director Harold W. Clarke



Harold W. Clarke grew up in the Canal Zone in Panama. After graduating from Doane College in Crete, Nebraska, in 1974, Mr. Clarke joined the Nebraska Department of Correctional Services as a counselor. He rose through the department, becoming a unit manager, deputy warden, and then warden at the Nebraska State Penitentiary in 1987. In August 1990, he was appointed Director of the Nebraska Department of Correctional Services, a position he held until 2005, when he left Nebraska to become the Secretary of the Washington State Department of Corrections. In November of 2007, Mr. Clarke left Washington to become the Commissioner of the Massachusetts Department of Corrections. Commissioner Clarke left Massachusetts in November 2010 to accept an appointment as the Director of Corrections in the Commonwealth of Virginia. Among other initiatives under Director Clarke's leadership, the VADOC has had a focus on improving re-entry of offenders in the commonwealth.

In August 2010, he completed a two-year term as President of the American Correctional Association. Mr. Clarke has also served as President of the Association of State Correctional Administrators and served on the Board of Trustees of Doane College.

Keynote Speaker 3:30 pm - 4:30 pm / Brian Hamilton

Brian is the founder of Inmates to Entrepreneurs, a national program that helps people with criminal records start their own small businesses. Inmates to Entrepreneurs is supported by the Brian Hamilton Foundation, which provides access to entrepreneurship to people who wouldn't otherwise have it. Brian co-founded Sageworks, the country's first fintech and largest provider of software to U.S. banks. He sold the company to a leading private equity firm in 2018.

Hamilton holds multiple patents for his work in automating financial analysis. He is a regular guest on CNBC and Fox and is regularly quoted in and writes for all major national media publications. He is also a contributor to Inc. and Entrepreneur magazines.



The first in his family to attend college, Brian holds an undergraduate degree from Sacred Heart University, where he served on the Board of Trustees, and an MBA from Duke University's graduate school of business.

Thursday, September 12
Roundtable #1: TBA 8:30 am – 10:00 am
Facilitator: TBA

What are the challenges to offender access to technology (*i.e. networks, computers, software, internet, online training, etc.*)? Solutions?

Roundtable #2: TBA 8:30 am – 10:00 am
Facilitator: TBA

What do CIs look like now and in the future? How do CIs evolve to survive immediate and future challenges in a changing world and economy?

Workshop #1: Succession Planning 10:30 am - 12:00 pm
TRICOR

Workshop #2: Deconstruction of an Apprenticeship Program 10:30 am - 12:00 pm
Jerry Ryles, Virginia Correctional Enterprises

An in-depth critical analysis of the essential elements of a work program that combines on-the job training with academic instruction; while helping apprentices/offenders put their academic skill to practical use in an appropriate work environment. Using an active registered apprenticeship program we will deconstruct (taking to pieces) that program, examining each step of the assessment, design, development and implementation process.

Workshop #3: Customer Service Excellent - US Army National Guard 1:30 pm – 3:00 pm
Gigi Jackson, North Carolina Correction Enterprises

This case study will present a detailed overview of processes utilized in developing a personalized customer service strategy to maximize results with 85 US Army National Guard Readiness Centers across the state of North Carolina. This personalized customer service strategy is implemented across all phases of business with this customer group to include: sales & marketing, order placement, order fulfillment and ongoing customer engagement. You will learn about the planning phase, steps taken, data collected, the assessment and incorporation of the findings. This is an interactive session that will feature video clips (from key personnel with the US Army National Guard Central Purchasing Department) and actual customized ordering lists currently being used by the US Army National Guard. You will hear about ongoing and current results of this case study and what the implications are to design personalized customer service strategies for other customer groups.

Workshop #4: Transitional Program 1:30 pm – 3:00 pm
TRICOR

General Session 3:00 pm – 4:45 pm / Registered Apprenticeship and Diversification – Looking Forward

Patricia Morrison, Director of the Division of Registered Apprenticeship,
Virginia Department of Labor and Industry

The world today requires agility, imagination and a plan for diversification. Even in any circumstance, it is imperative that we put some thought into how we transform and evolve to continue to survive in this fast-pasted topsy-turvy world. Diversification means that Registered Apprenticeship as an employment training model must branch out. Employers must seek different pools of talent for recruitment. Employees must explore all avenues of work, living, eating, playing and thinking in order to stay agile and self-sustaining. The worst words in the world are "we've always done it this way." Diversify. That will be tomorrow's mantra for surviving in any economy.



2019 SOUTHEASTERN REGION NCIA TRAINING CONFERENCE REGISTRATION & HOTEL INFORMATION

Registration Deadline: August 16, 2019

Registration Cost: \$150 member

Registrants can register online by following this link: <http://members.nationalcia.org/event-3425755>

Note: NCIA encourages all attendees to register online. If you are unable to register online and need to be invoiced, please contact NCIA at: memberservices@nationalcia.org.

We understand that circumstances arise that may require you to cancel. To qualify for a refund in full, a written request must be submitted to Pat Lipscomb on or before August 16, 2019. After that date, a forty percent (40%) refund of conference fees will be provided. No refunds will be made after August 27, 2018.

HOST HOTEL:

4 Points by Sheraton
9901 Midlothian Turnpike
Richmond, VA 23235
Reservations: 1 (888) 627-7132



Special Group Rate: \$94.00 double occupancy plus the applicable state and local taxes (currently 13.3%) per night.

Parking: Free Parking

Participants should contact the hotel directly or click here [Book your group rate for NCIA](#) to book their reservation as “2019 Southeastern Regional NCIA Conference” participant. Reservations must be made by 4 p.m. on August 16, 2019 in order to receive the discounted group rate.

After this date, rooms may not be available at the reduced rate, so you are strongly encouraged to make your reservations early. Rooms are assigned on a first-served basis. Be sure to mention “NCIA” in order to get the group rate. All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card.