



Ignite a Culture of Improvement in Your Organization ***with Kelly White***

Monday, April 24, 2017

9:00 am - 12:00 pm

Fee \$70 includes nutritious snacks and drinks

REGISTER ONLINE at www.hsctc.org/workshops

**Borg Warner Conference Room, Tompkins County Public Library,
E. Green St. at S. Cayuga St., Ithaca ([driving and access directions below](#))
Presented by the Human Services Coalition
Co-sponsored by the Tompkins County Public Library**

A WORKSHOP FOR SENIOR LEADERS, BOARD MEMBERS, MIDDLE MANAGERS, AND STAFF INTERESTED IN IMPROVING THE EFFECTIVENESS AND CREATING A CULTURE OF CONTINUOUS IMPROVEMENT IN THEIR AGENCIES.

IS your organization effective?

HOW do you know?

WHY is it important to develop a culture of improvement?

WHAT can you do to start the journey tomorrow?

Drawing on best practices from the national Baldrige Performance Excellence Program and utilizing fun, interactive and experiential learning methods, this workshop will help participants answer these questions through:

- A discussion of what it means to be an effective organization
- A self-assessment to understand whether your organization is making progress
- A brief introduction to key concepts in the Baldrige Performance Excellence framework
- A simple technique for continuous improvement that can be used by everyone in your agency
- A list of resources to further your organization's journey

About the Presenter:

Kelly White, PMP has 20 years of experience in project management and operations, leading cross-functional teams in publishing, e-learning, online medical communication, software, healthcare, and nonprofit environments. She is the co-founder and principal consultant at Illume Projects LLC, a certified Women Business Enterprise (WBE) from New York State. Illume Projects specializes in helping busy nonprofit executives and small business owners save time and work more effectively.

As a certified Project Management Professional from the Project Management Institute (PMI) and a certified Lean Six Sigma Green Belt from Binghamton University, Kelly is committed to bringing teams, processes, and technology together to achieve positive results, continuous process improvement and meaningful, fun work.

Kelly is a former examiner for Partners in Performance Excellence, the state-based Baldrige Performance Excellence Program umbrella organization for New York, Massachusetts, Connecticut and Rhode Island. Kelly has a special interest in health care and is privileged to serve on the board of the Ithaca Free Clinic (operated by the Ithaca Health Alliance) and further its mission to facilitate access to health care for all with a focus on the needs of the uninsured.

Kelly is a past director of programs and current director of membership for the PMI Rochester – Ithaca branch. She is a member of the Leadership Tompkins class of 2015 and of the inaugural class of the Rev Ithaca Passenger to Pilot program for women entrepreneurs. Learn more at www.illumeprojects.com.

Registration and Payment

Register online at www.hsctc.org/workshops. If you are unable to register and pay online please call 607-273-8686 or email registration@hsctc.org.

Cancellation Policy

All registration sales are final. At times a workshop may be cancelled due to inclement weather or other issues. If this occurs, we will post the cancellation on our website: www.hsctc.org/workshops, email all registered participants, and refund any prepaid fees. If you plan to walk-in, please check our website for the most up-to-date information prior to attending.

Scholarships

Limited scholarships are available to agencies whose non-profit board and staff members cannot attend without one. To request a scholarship, email: registration@hsctc.org in advance of the workshop.

Snacks

Coffee, other drinks, and snacks are provided at all workshops; lunch is not provided. Attendees at sessions in the Borg Warner Room may leave and eat lunch on the beautiful Ithaca Commons.

Special Needs

Please notify us if you have any special needs; the Coalition wishes to make its workshops accessible to everyone.

For the comfort of everyone, HSC workshops are fragrance free. We appreciate your cooperation.

Driving and access

The Library is located in downtown Ithaca on the corner of East Green and South Cayuga Streets.

Directions for accessing the Library

The Library does not open its Main door until 9:30 am, so walk to the northeast corner of the building opposite the TCAT Green Street Station, turn right and enter at the door on the right under the green canopy. The Borg Warner room is immediately on your right.

Driving Directions

From North or South on Rt. 13 or 34: Proceed to Green Street in downtown Ithaca. Turn East (toward Cornell and downtown) on Green Street. Proceed approximately six blocks to Cayuga St, take a right turn and proceed as below.

From South on Rt. 96b: Proceed down hill on Aurora Street to East Clinton Street.

Turn left and proceed to Cayuga Street. Turn right on Cayuga Street and proceed as below.

From East on Rt. 79 or 366: Proceed to downtown on State St hill and veer right onto Seneca St at the bottom of the hill. Stay in the left lane of Seneca St until you come to Cayuga St. Turn left on Cayuga St and proceed as below.

From West on Rt. 79, 96 or 89: Proceed east to Fulton St. Turn right on Fulton St and stay in the left lane. Turn left on Green St and proceed about seven blocks to Cayuga Street. Turn right and proceed as below.

From all directions: Park in the Cayuga St. parking garage behind the Library and across from the Holiday Inn, or in the Green St. garage (entrance is past the "Pay and Display" and after the Cinemapolis sign on the left) diagonally across from the Library. Please note that "Pay and Display" parking is an option but the cost is twice that of the Green St. or Cayuga St. garages. The Library does not open the main door until 9:30 am, so go to the northeast corner of the Library building next to the TCAT Green Street Station, turn right and enter at the door on the right under the green canopy. The Borg Warner room is immediately on your right.

Accessible Parking

We recommend parking on the first floor (it's actually the second floor of the structure) of the Green Street parking garage near the lime green wall labeled "Green Street." There is an elevator that will take you down to the ground floor which outlets at the crosswalk on Green Street. Cross the street, turn right and it's a short distance to the northeast corner of the library, next TCAT's Green Street Station. Enter at the door under the green canopy. The Borg Warner room is immediately on your right. If the accessible parking spots are taken near the elevator you can also go one floor up and there are more spaces next to the elevator on the roof.

The Coalition is a United Way agency.