

FEEDBACK+ JACKSONVILLE

Listening For Change

Listening Through Crises

Listening Beyond





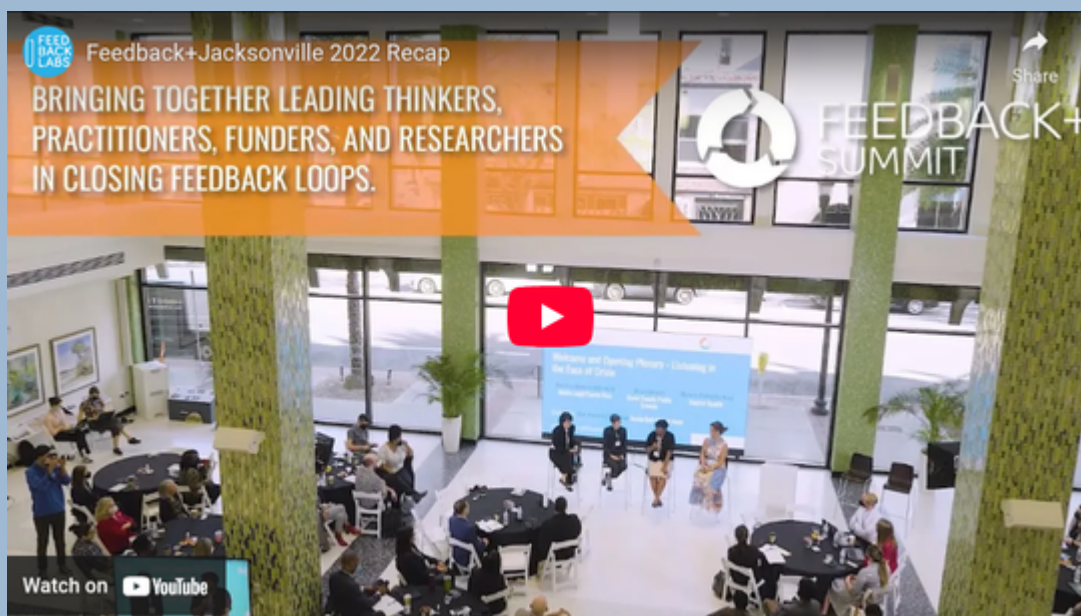
THEME: FEEDBACK EVOLVES

Tracks

Listening For Change – Exploring how organizations are shifting power, centering Diversity Equity & Inclusion, and how feedback is changing the role of philanthropy and funders.

Listening Through Crises – The pandemic has illuminated so many ways that government, nonprofits and philanthropies are failing the communities we were. This topic explores ways our sector can lead in establishing new, more equitable norms, rebuilding and reimagining our societies and not simply returning to the status quo.

Listening Beyond – So we're listening, great, but what else? What is the future of our field and what innovations are allowing us to better listen, act on feedback and begin to drive change as a sector and close feedback loops?



Event Agenda

Feedback+Jacksonville 2022

Wed, Mar 02, 2022

8:00 AM - 9:00 AM

Breakfast & Registration

Location: Great Hall

9:00 AM - 10:15 AM

Welcome and Opening Plenary - Listening in the Face of Crisis

Location: Great Hall

Panelist: Ariadna Godreau (she/her), Diana Greene, Melanie Patz (she/her) ; Moderator: Mari Kuraishi (she/her)

10:15 AM - 10:30 AM

Break

10:30 AM - 11:45 AM

Breakout Sessions

Innovations in feedback: Lightning talk and panel

10:30 AM - 11:45 AM

Location: Great Hall

Speakers: Sandra Garcia (she/her), Alex Farrington, Britt Lake (she/her), Michele Christiansen

Mending the Mental Health Crisis - Closing Gaps and Building Bridges

10:30 AM - 11:45 AM

Location: Room 202

Speaker: Sheryl Johnson

EverybodyIN for Change

10:30 AM - 11:45 AM

Location: Room 208 / Lecture Hall

Speakers: Ashley Pratt, Andrew Austin (he/him), Maryane (Madi) Dinkins

Centering the Community in Shifting Power - A Community-Led Approach in West Africa

10:30 AM - 11:45 AM

Location: Room 219

Speakers: John Hecklinger (he/him), Thomas Mukeh Vandj, Ame Atsu David (she/her)

Power to the People: Engaging communities to shape humanitarian action

10:30 AM - 11:45 AM

Location: VIRTUAL / Room 201

Speakers: Nicolas Seris, Kristen Aster, Tatjana Andrews (she/her), Celia Ojo, Alex Ross (she/her)

11:45 AM - 12:15 PM

Break

12:15 PM - 1:45 PM

Lunch Plenary - Trust People: How Feedback can Support Radical Change

Location: Great Hall

Panelist: Moné Holder (she/her), Alison Carlman (she/her), Lindsay Church (they/them), Allana Forté

2:00 PM - 5:00 PM

LabStorms

More than a girl's opinion: How can we get honest feedback from youth? - Pace Center for Girls

2:00 PM - 5:00 PM

Location: Off-site

Speakers: Lymari Benitez (she/her), Yessica Cancel (she/her)

A Learner's Feedback Journey at Generation USA

2:00 PM - 5:00 PM

Location: Room 219

Speakers: Kelly Scott (she/her), Bianca Larry (she/her)

Acknowledging Adversity through Art - Moving the Margins

2:00 PM - 5:00 PM

Location: Room 208 / Lecture Hall

Speaker: Shawana Brooks

Tell Every Story: Seeing Ourselves in our City's History - Jacksonville Historical Society

2:00 PM - 5:00 PM

Location: Off-site

Speaker: Mitch Hemann (he/him)

Building a dream! - Sangat

2:00 PM - 5:00 PM

Location: VIRTUAL / Room 202

Speaker: Manmeet Kaur (she/her)

Feedback Commons: Everyone's all-in-one tool for understanding constituent experience in order to improve it - Keystone Accountability

2:00 PM - 5:00 PM

Location: VIRTUAL / Room 201

Speaker: Amy Jording (she/her)

6:00 PM - 7:30 PM

Reception + Art Walk

Location: Roof Garden

Thu, Mar 03, 2022

8:00 AM - 9:00 AM

Breakfast

Location: Great Hall

Breakfast table: Jacksonville Today local journalism

8:00 AM - 9:00 AM

Location: Great Hall

Speaker: Circe LeNoble (she/her)

9:00 AM - 10:15 AM

Opening Plenary - Changing Mindsets, Changing Practice - how can funders listen better?

Location: Great Hall

Panelist: Melinda Tuan (she/her), Kelley Gulley, MBA (she/her), Veronica Olazabal, Kathleen Shaw (she/her)

10:15 AM - 10:30 AM

Break

10:30 AM - 11:45 AM

Morning Breakout Sessions

The Supplier's City: How to meaningfully engage diverse vendors for economic inclusion

10:30 AM - 11:45 AM

Location: Room 219

Speakers: Kisha Bwenge (she/her), Pa Goldbeck (she/her), Nia Richardson (she/her)

Using Feedback to Build Equitable Evidence of Program Impact

10:30 AM - 11:45 AM

Location: Room 208 / Lecture Hall

Speakers: Katie Smith Milway (she/her), Melinda Tuan (she/her), Sanjay Fernandes, Ahmed Whitt, Lymari Benitez (she/her)

Scenes from a pandemic: how Giving Circles, the democracy lab for philanthropy, evolved, pivoted, or did they?

10:30 AM - 11:45 AM

Location: Great Hall

Speakers: Paula Liang (she/her), Emily Rasmussen, Sara Lomelin

The Evolution of the Culture & Community Rating System

10:30 AM - 11:45 AM

Location: Room 202

Speakers: Bilal Taylor (he/him), Bradley Dudding (he/him)

Katikati - an alternative that puts the conversation first

10:30 AM - 11:45 AM

Location: VIRTUAL / Room 201

Speaker: Sharath Srinivasan (he/him)

11:45 AM - 12:15 PM	Break
12:15 PM - 1:45 PM	Feedback from Our Future: Using PBS KIDS Outreach to Open Dialogue about Public Transportation Location: VIRTUAL / Room 201 Panelist: Miriam Mendoza, Ben Kramer, Sabine Romero
12:15 PM - 1:45 PM	Movement Makers Lunch Location: Great Hall Moderator: Sabeen Perwaiz ; Table facilitator: Ariadna Godreau (she/her), Martine Hippolyte, Chioke Mose-Telesford, Erin Goodman (she/her), Lindsay Church (they/them), Jesse Kerstetter (they/them), Janet Allen, Elaina Mulé (she/her), Sanjay Fernandes, Raven Johnson, Jennifer ODonnell, Alexis Banks (she/her), Lymari Benitez (she/her)
1:45 PM - 2:00 PM	Break
2:00 PM - 3:15 PM	Afternoon Breakout Sessions <div> Using Feedback to Amplify Voices 2:00 PM - 3:15 PM Location: Room 219 Speakers: Geline Fuko (she/her), Christina Ruhinda (she/her) </div> <div> It takes a village - a journey of self-determination 2:00 PM - 3:15 PM Location: Room 208 / Lecture Hall Speaker: Ronnie King </div> <div> Broadening Feedback and Sharpening Impact: Monitoring re-entry employment outcomes 2:00 PM - 3:15 PM Location: Great Hall Speaker: Ahmed Whitt </div> <div> Data for Equity: A leading strategy to connecting equitable outcomes and with equitable feedback practices 2:00 PM - 3:15 PM Location: VIRTUAL / Room 201 Speakers: Kisha Freeman, Chris Scharenbroch (he/him) </div>
3:15 PM - 3:30 PM	Break
3:30 PM - 5:00 PM	Closing Plenary - Feedback: A Tool for Advancing Equity Location: Great Hall Panelist: Valerie Threlfall (she/her), Yessica Cancel (she/her), Jesse Kerstetter (they/them) ; Moderator: Bryan Simmons

Fri, Mar 04, 2022

8:00 AM - 9:00 AM	Breakfast Location: Great Hall
9:00 AM - 10:00 AM	Opening Plenary - Listening by the thousands: How will we build the field? Location: Great Hall Speakers: Asia Hadley, Megan Campbell, Bilal Taylor (he/him) ; Table facilitator: Ariadna Godreau (she/her), Martine Hippolyte, Chioke Mose-Telesford, Erin Goodman (she/her), Lindsay Church (they/them), Jesse Kerstetter (they/them), Janet Allen, Elaina Mulé (she/her), Sanjay Fernandes, Raven Johnson, Jennifer ODonnell, Alexis Banks (she/her), Lymari Benitez (she/her)
10:00 AM - 10:15 AM	Break

10:15 AM - 11:15 AM

Breakout Sessions

Working Groups: Feedback Incentives Learning Group

10:15 AM - 11:15 AM
Location: Great Hall

Working Groups: The Irritants

10:15 AM - 11:15 AM
Location: Great Hall

Working Groups: Feedback Champions

10:15 AM - 11:15 AM
Location: Great Hall

Participant voice first!

10:15 AM - 11:15 AM
Location: VIRTUAL / Room 202
Speaker: Joel Mumo (he/him)

Feedback and Equity: Connecting the Dots

10:15 AM - 11:15 AM
Location: VIRTUAL / Room 201
Speaker: Juan Clavijo (he/him)

How to start Great Conversations: A tool for feedback evolution from Colombia

10:15 AM - 11:15 AM
Location: Room 219
Speaker: Sanjay Fernandes

11:15 AM - 11:30 AM

Break

11:30 AM - 12:30 PM

Closing Plenary - What's Next: Commitments to Strengthen Our Community & Feedback Practice

Location: Great Hall
Speakers: Sanjay Fernandes, Katie Smith Milway (she/her), Alexis Banks (she/her)

Summit Advisory Committee



Katie Ensign
**Jessie Ball duPont
Fund**

Katie Ensign serves as Vice President for Placemaking and Administration for the **Jessie Ball duPont Fund**, a private foundation located in Jacksonville, Florida. The Fund's work focuses on equity and placemaking to create communities of belonging for the people and places that Jessie Ball duPont knew and loved. Katie oversees the Fund's placemaking strategy as well as serving as lead program officer for Jacksonville and Port St. Joe, FL. She also assists the president with administrative duties. Prior to joining the Fund in 2010, Katie served as President and CEO of Florida Philanthropic Network, and before that, as Vice President of Programs for the Nonprofit Center of Northeast Florida. Ms. Ensign holds a BA in Psychology from Denison University.



Lymari Benitez, Ph.D.
Pace Center for Girls

Lymari Benitez, Ph.D., joined **Pace Center for Girls** in June 2015. As the Senior Director of Program Information and Impact, she uses information to support 22 communities in Florida and Georgia to help girls at high risk of involvement with the juvenile justice system change their life trajectory. Before joining Pace, she served as the lead evaluator of the Statewide System of Care Expansion Initiative for Children and Youth supported by the Tennessee Department of Mental Health and Substance Abuse Services. She also worked at Harlem Children's Zone, a community-based organization dedicated to children's healthy development in Central Harlem, where she led program evaluation activities. Her education includes a doctorate in environmental psychology from the City University of New York and a master's degree in industrial/organizational psychology from the University of Puerto Rico.



Sabeen Perwaiz
**Florida Nonprofit
Alliance**

Sabeen Perwaiz is President & CEO of **Florida Nonprofit Alliance** where she strengthens, promotes and advocates on behalf of Florida's nonprofit sector. During her tenure, FNA released Florida's first nonprofit economic impact report, individual giving report and nonprofit compensation survey. Prior to joining the organization, Perwaiz was a researcher for Vital Voices Global Partnership, served as Special Projects Manager for Pace Center for Girls, implemented an Early Childhood Education program with Aide et Action in Phnom Penh, Cambodia, and led the Earn Up initiative for the Jacksonville Chamber of Commerce. Since 2012, Perwaiz has led the all volunteer team for TEDxJacksonville. She is on the board of directors of the United Way of Northeast Florida. Perwaiz serves on the steering committee for Women's Giving Alliance and is a member of the Jacksonville Women's Network. She is a graduate of Leadership Jacksonville and Leadership Florida Connect. Perwaiz has been named an Aspen Ideas Scholar, Woman of Influence, 40 under 40 and a National Business Journal Influencer. She has also received a One Jax Humanitarian award. In 2018, Perwaiz was appointed to Florida's Commission on Community Service. Perwaiz earned a bachelor's degree in Psychology and pre-medicine from City College of New York and her master's in International Development from the University of Birmingham in the UK. An avid traveler, Perwaiz has visited over 42 countries and hopes to visit at least 100 in her lifetime. She and her husband, Asghar, are proud parents of Raza and Ayah.

Summit Advisory Committee



Jenny O'Donnell
**Jacksonville Care
Connect**

For the past 20 years, Jenny O'Donnell has served in various capacities managing programs for non-profit organizations locally as well as internationally. She has vast experience in the areas of volunteer a bvn community engagement as well as launching program start-ups and new initiatives. She has had the opportunity to lead programs within outstanding service organizations such as Habitat for Humanity International, HandsOn Jacksonville, United Way of Northeast Florida, AmeriCorps and Episcopal Children's Services. Since November, 2020 she has served as the Administrator for JaxCareConnect, a collaborative initiative that connects uninsured, under-resourced residents of Duval County to health care through a network of free and charitable clinics. She is also a dedicated Guardian Ad Litem volunteer and advocates for children in the dependency court system. When she is not working or volunteering, Jenny enjoys spending her time with family, traveling and exploring new foods!



Dan Folley
City Year Jacksonville

Dan Folley serves as Senior Vice President, Enterprise Planning for **City Year Inc.** Beginning as an AmeriCorps Member and Student Success Coach supporting middle school students in the Bronx, over the last 13 years, Dan has led City Year in various capacities at its New York, Los Angeles, and Jacksonville locations; most recently as Executive Director & Vice President of City Year Jacksonville. He currently serves on City Year's National Senior Leadership Team and National Equity Council. Dan has developed deep roots in the Jacksonville Community through his service as a Leadership Jacksonville Alum, Leadership Florida Alum, Weaver Philanthropic Initiative Alum, steering committee member for Jacksonville's Urban Education Symposium, member of WJCT's Community Advisory Board, and former Big Brother through BBBS of Northeast Florida. Dan earned his BS in Biology from Seton Hall University and his Executive Master's in Public Administration with the Fels Institute of Government at the University of Pennsylvania.



Shawana Brooks
6 ft Away Gallery

Shawana Brooks is a curator, gallerist, spoken word poet, memoirist, and public speaker whose art revolves around personal storytelling fused to issues of race, equity, and medical and maternal concerns. She has utilized representation as an amplifier for over five years as a cultural producer through her award-winning curation and artist activism. She amplifies awareness of Black and other marginalized minority artists (BIPOC) and creates intentional, accessible spaces for public art for visual storytelling to create work that reflects each artist's artistic interests while connecting to the social issues of under-resourced communities.

Summit Venue



Our 2022 Summit was held at the Jessie Ball duPont Center (the "Jessie"). Located in the heart of downtown Jacksonville, The Jessie brings together the community and its nonprofits in a setting that appreciates the rich history of the area while responding to the demands of today.

Presenting Sponsor

Feedback+Jacksonville is made possible through the support of The Jessie Ball duPont Fund. The Fund encourages its grantees to center the feedback of the communities they serve and is expanding access and creating opportunity by investing in people, organizations, and communities in Florida and beyond. The Jessie Ball duPont Fund is a private foundation that works to expand access to opportunity and create inclusive growth for the people, organizations, and communities that Jessie Ball duPont knew and loved. We envision a world in which every member of those communities feels they belong and is engaged in shaping the future of their community. Our work focuses on increasing equitable access to opportunities and resources for members of society who have historically been excluded, and placemaking to build stronger communities where all voices are heard and valued.

The logo for the Jessie Ball duPont Fund is a red square with a white border. Inside the square, the text "JESSIE BALL DU PONT FUND" is written in white, serif, all-caps font, centered and stacked in three lines.



