



ServeMontana Symposium  
March 13 - 15, 2024 | Helena, MT

Carroll College

@servemontana



serve  
montana

GOVERNOR'S OFFICE OF COMMUNITY SERVICE

## AGENDA—AT—A—GLANCE

Please be on time. You are required to participate in sessions for the whole Symposium. If you cannot attend a session, notify your program staff.  
Please avoid private conversations during presentations. Please silence cell phones and mute laptops & tablets during sessions.



Wednesday, March 13   Carroll College	
10am-11:40am	<i>Commission on Community Service Meeting</i>
11:45am-12:45pm	<i>Attendee Arrival &amp; Check In - Carroll College Campus Center Lunch Provided - STAC Dining Hall</i>
1pm-2pm	<b>Event Kickoff: Dr. John Cech, President of Carroll College, Lieutenant Governor Kristen Juras, Sarah Sadowski, Director, Governor's Office of Community Service</b>
2pm-3:45pm	<b>Regional Networking</b>
3:45pm-4pm	<i>Transition Break</i>
4pm-5pm	<b>Indian Education for All: Mike Jetty</b>
5pm-6pm	<i>Dinner Provided - STAC Dining Hall</i>
Thursday, March 14   Carroll College	
7:30am-8:30am	<i>Attendee Arrival</i>
8:30am-8:45am	<b>Welcome &amp; Introductions, Governor's Office of Community Service Staff</b>
8:45am-9:30am	<b>Meals on Wheels Intro and Service Project</b>
9:30am-9:45am	<b>AmeriCorps Member Group Photo</b>
9:45am-10:15am	<i>Refreshment Break</i>
10:15am-11:30am	<b>Breakout Session A: 4 Concurrent Sessions</b>
11:30am-12:45pm	<i>Lunch Provided - STAC Dining Hall</i>
1pm-2pm	<b>Tribal Keynote: Shane Doyle</b>

Thursday, March 14 continued:	
2pm-2:15pm	<i>Transition Break</i>
2:15pm-3:30pm	<b>Breakout Session B: 4 Concurrent Sessions</b>
3:30pm-3:45pm	<i>Transition Break</i>
3:45pm-5pm	<b>Rural Keynote: Lara Tomov</b>
5pm-6:30pm	<b>AmeriVersary Celebration! Dinner Provided - STAC Dining Hall</b>
Friday, March 15   Carroll College	
<i>National Service Gear Day! Wear your big A for AmeriCorps!</i>	
8am-8:30am	<i>Attendee Arrival</i>
8:30am-8:45am	<b>Opening Activity</b>
8:45am-9:30am	<b>Alumni Panel</b> <i>(in coordination with Last Best Alumni Council)</i>
9:30am-10am	<i>Refreshment Break</i>
10am-11am	<b>Breakout Session C: 4 Concurrent Sessions</b>
11am-11:15am	<i>Transition Break</i>
11:15am-12pm	<b>Closing Keynote: Shannon Stober</b>
12pm-12:15pm	<b>Closing Remarks: Sarah Sadowski, Director, Governor's Office of Community Service</b>
12:15pm-1:15pm	<i>Lunch and Departure. Thank you for serving Montana!</i>



See this symbol next to a presenter?  
They're an AmeriCorps Alum!



Welcome to the 15th annual ServeMontana Symposium!

As we convene from across Montana, we are united by the common bond of service. We will connect with new people, celebrate AmeriCorps, and learn and grow in our service journeys.

This year's ServeMontana Symposium theme, Dimensions of Service, reflects the diversity of AmeriCorps service: the range of experiences each member has, how people of all ages and backgrounds have served in the last 30+ years, and how we will continue to serve in the future. AmeriCorps service provides opportunities to impact people and places while exploring new dimensions of ourselves and Montana.

This year we recognize decades of national service by thousands of Americans. Since 1994, AmeriCorps has improved lives and landscapes across Montana; before AmeriCorps, VISTA, and Senior Corps served - combined, that's over 50 years of national service! Thank you to the generations who are part of this ongoing legacy. Happy AmeriVersary!

While at the ServeMontana Symposium, be courageous and present. Approach topics with curiosity. Engage in Regional Networking to meet someone new and deepen relationships. Thoughtfully author notes of encouragement to Meals on Wheels recipients. During keynotes, breakout sessions, and activities, take time to reflect on your role in service and our collective impact in Montana - this year and beyond.

The ServeMontana Symposium is possible with the support of professional speakers, longstanding partners, dynamic staff, and you. Your service advances the legacy of those who served before you and inspires those who serve in the future. Thank you for your service to Montana!

### Montana Commission on Community Service

Rebecca Harbage, Chair, *Helena*  
Morgan Hubbard, Vice Chair, *Billings*  
Kelly Ackerman, *Helena*  
Dylan Davids, *Ex-Officio, AmeriCorps*  
Dawn English, *Butte*  
Zach Hawkins, *Helena*  
Don Jones, *Billings*  
Cliff Kipp, *Hungry Horse*

Kami Kirchberg, *Bozeman*  
Jim Larson, *Billings*  
Rob Lawler, *Helena*  
Kevin Myhre, *Lewistown*  
Thomas Risberg, *Great Falls*  
Jim Swan, *Box Elder*  
Vicki Turner, *Helena*  
Donnie Wetzel, Jr., *Helena*

### Governor's Office of Community Service

Sarah R. Sadowski, Director

Keena Irby, Fiscal Officer  
Elly Fisher, Training Specialist  
Alyssa Mathieu, Communications Specialist  
Anastasia Matheison, Administrative Specialist

Kristina Jordan, Program Officer  
Elaine Dahl, Grants Specialist  
Josie Howlett, Intern

## SYMPOSIUM WELCOME

All Saints Hall—Wednesday, March 13th, 1pm

Campus Welcome, Dr. John Cech, President, Carroll College



Sarah R. Sadowski, Director  
Governor's Office of Community Service

Sarah R. Sadowski is the Director for the Montana Governor's Office of Community Service (GOCS). Before her appointment by Governor Gianforte, Sarah served as the GOCS Grants Manager, overseeing AmeriCorps grants to make public funding into real results for Montana's people and places. Serving as Director is an excellent fit for Sarah as she is a two term AmeriCorps VISTA Alum, serving one year in Fairbanks, AK and another in Helena as a Leader with Montana Legal Services Association. Sarah holds a Certified Grants Management Specialist credential from the National Grants Management Association, is a UM graduate, and a Leadership Montana Alum who has served on nonprofit boards and with local government efforts. In her free time Sarah might not be easily found as she enjoys exploring remote geothermic locations and climbing mountains!



## OPENING REMARKS

Kristen Juras, Lieutenant Governor of Montana



Montana's Lieutenant Governor, Kristen Juras, grew up on her family's ranch near Conrad. As an attorney in private practice in Great Falls, Juras helped farmers, ranchers, and small business owners navigate legal issues, and she provided pro bono services to clients with disabilities who confront homelessness and addiction.

A fourth-generation Montanan, Lieutenant Governor Juras graduated from the University of Montana and the University of Georgia School of Law. She taught at the University of Montana Law School for 20 years. Married since 1984, Kristen and John Juras have three sons and two grandchildren.

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## REGIONAL NETWORKING

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All Saints Hall—Wednesday, March 13th, 2pm



Connect with AmeriCorps members serving in your region and share information about community, recreational opportunities, and life in Montana to help you make the most of your service term.

A crowd favorite, and a great networking opportunity whether you're just starting out or you're halfway through your service.

*Led by:*

*Amira El-Dinary-Montana Public Health Corps, Amelia Huba-Montana Campus Compact VISTA, Czar Sepe-Justice for Montanans*

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## INDIAN EDUCATION FOR ALL

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Mike Jetty, MT Office of Public Instruction

All Saints Hall—Wednesday, March 13th, 4pm



Mike Jetty is a member of the Spirit Lake Dakota Nation and a Turtle Mountain Chippewa descendant. Mike works at the Montana Office of Public Instruction as an Indian Education Specialist. He has been working with Indian Education issues for the past 31 years and has teaching experience at both the K-12 and University levels. He has a Bachelor of Science in History Education, a Master's in School Administration and an Education Specialist Degree.

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## SERVICE PROJECT

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Samara Lynde, RSVP Director

Rocky Mountain Development Council

All Saints Hall—Thursday, March 14th, 8:45am

Meals on Wheels is a senior nutrition program in most communities across the country and has been in existence for over 50 years. Meals on Wheels is "More Than a Meal." Yes, they deliver a hot nutritious lunch, but it's also about the social connection that allows people to remain at home.

Helena Meals on Wheels has about 60 volunteers that deliver 250+ meals a day. These volunteers get to know the folks on their routes and friendships form. It's a beautiful thing. Meals on Wheels serves seniors from all walks of life in countless situations, and providing a hot meal makes a big difference to the people they serve.

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## TRIBAL KEYNOTE

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Shane Doyle, Native Nexus

All Saints Hall—Thursday, March 14th, 1pm

Dr. Shane Doyle (Apsáalooke) is a Montana-based scholar, writer, performing artist, and community advocate whose work focuses on the deep history and cultural heritage of the Indigenous people of the Northern Great Plains. Doyle holds a doctorate in Curriculum and Instruction from Montana State University and completed a post-doctoral research appointment in Genetics with the University of Copenhagen in 2016. Doyle continues to participate in collaborative research projects throughout the Northern Plains and helped lead the Yellowstone Revealed All-Nations Teepee Village in the summer of 2022. Doyle founded Yellowstone Native Nexus, a Native American nonprofit organization, and he is currently a full-time cultural consultant who lives in Bozeman.





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## RURAL KEYNOTE

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Lara Tomov, Stories for Action

All Saints Hall— Thursday, March 14th, 3:45pm

Lara Tomov is a filmmaker and communications consultant who grew up in the Bitterroot Valley of Montana. She was always drawn to how storytelling can be utilized to benefit the well-being of people and environments. After attending Emerson College in Boston, she was based in Los Angeles for ten years, during which her work took her on many adventures as a camera operator, filming for television and documentary film productions. From the jungles of South America to diving with great white sharks, Lara has used her camera to share experiences and perspectives from around the world. In 2020, she founded media brand Stories for Action, with a mission to use the power of storytelling to foster healthy relationships between people and the environments they're a part of. In 2021, Stories for Action released Life in the Land, a series of films and podcasts sharing perspectives that advocate for holistic and community-guided efforts in Montana.



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## AMERIVERSARY CELEBRATION

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STAC Dining Hall — Thursday, March 14th, 5pm

Celebrate decades of AmeriCorps service in Montana and across the United States by joining us for an AmeriVersary celebration. There will be cake, trivia, and prizes!



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## AMERICORPS ALUMNI PANEL

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All Saints Hall— Friday, March 15th, 8:45am

The dimensions of service extend far beyond our term in AmeriCorps, and we each have the power to create positive community impacts that lead into the future. The key is to transfer the lessons we learn into the skills and values that shape our future. In this session, Montana AmeriCorps Alumni will share their reflections on National Service and how their experiences have shaped the people they are today.

Presented by: Jump Start Training and Development  
(In coordination with Last Best Alumni Council)

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## CLOSING KEYNOTE

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Shannon Stober, Jump Start Training and Development

All Saints Hall— Friday, March 15th, 11:15am



Shannon Stober, Jump Start Training & Development Founder, is a nationally recognized trainer and facilitator in leadership, community building, and volunteerism. Each year she engages hundreds of individuals from a variety of sectors through high-powered workshops, retreats, speaking engagements, and coaching activities. Shannon is a skilled strategist and consultant with an extensive background in strategic alignment, change management, and program theory development. After finishing her degree in Sociology, Shannon completed two terms of service as an AmeriCorps VISTA and went on to serve as Training Officer for the Governor's Office of Community Service, Program Manager for Montana Campus Compact, and Director of Programs with Montana Conservation Corps. She is known for her positive energy, strength of character, and humor.



## Concurrent Breakout Sessions: A

Thursday, March 14th, 10:15am-11:30am

### Understanding Homelessness: Forest Fires and Elephants

**Sherri Downing, O'Connell 102**

Homelessness rises from intergenerational crisis, poverty, trauma, domestic violence, disability, and lack of hope. Coupled with the lack of rental housing and services, the issue has become singularly difficult to address. This session will offer insight into the causes of – and real solutions to – addressing homelessness, with suggestions about what participants can do to make a difference in their communities.

### Dimensions of You: Crafting a Personal Mission Statement

**Ashley Stepniak, O'Connell 106**

There are many dimensions to every person, including you. Throughout life, and especially in AmeriCorps service, we are trying to balance all the pieces of ourselves to point our internal compass towards our purpose or a next step. The question is, how do you do that? Join Ashley in a breakout session to balance your skills, passions, and vision to create a personal mission statement, identify a personal vision, and set goals for the present and future.

### Understand and Maximize Your Education Award

**Josh Vanek, O'Connell 107**

AmeriCorps and VISTA alums receive a Segal AmeriCorps Education Award (or “Ed Award”) as a benefit of successfully completing service. This session will provide an overview, tips, and how-tos, for maximizing the use of the AmeriCorps Ed Award including matching institutions in Montana and nationally, Employers of National Service, and more.

### Getting Comfortable with Conflict

**Brooke Corr, Siena**

None of us sees or experiences the world in quite the same way. As a result, conflict is natural and ever present. This interactive skill building workshop explores all the ‘it makes perfect sense’ reasons many of us feel less than positive about conflict, while providing opportunities to build on skills aimed to help us sort out and think well about conflicts.

## Concurrent Breakout Sessions: B

Thursday, March 14th, 2:15pm-3:30pm

### Zen and the Art of Volunteer Management

**Andrea Alvarez, O'Connell 102**

Each volunteer is unique; figuring out how to engage and inspire them will be just as unique. That may sound intimidating, but we simplify the answers when we simplify the model. Join me in discussing volunteer management and what I've learned from various leadership experiences.

### Connection, Purpose and Hope:

### Lessons Learned Building the Sober Life Recovery Community

**Thomas Risberg, O'Connell 106**

In this session, learn the core principles needed to bridge differences, catalyze support, and avoid burnout while building a grassroots organization, and work with your peers to develop a blueprint for community-building in the areas you serve.

### Answers to Your Personal Finance Questions

**Summer Red, O'Connell 107**

Do you know all the ways student loans can be forgiven? What about how credit scores are calculated? This session will answer these questions and many more! We also have plenty of time set aside for Q&A, so if you ever had personal finance questions, here's your chance to ask an expert.

### Your Multi-Dimensional Self!

**Lizzi Juda & Penélope Baquero, Siena**

In this session we will explore how to keep your mental, emotional, and physical health in balance as you Serve Montana. We will practice tools for self-care, self-expression, and self-awareness in this interactive and playful experience. Participants will have an opportunity to step more fully into their bodies so they can show up more fully in their lives and work. Please come prepared to move, groove, communicate, lead, listen, improvise, and come out feeling more free to be yourself.



**Concurrent  
Breakout Sessions: C**  
Friday, March 15th, 10am-11am

**Dimensions of Community Service:  
Non-profit Careers, Volunteer Opportunities, and Board Service**

**Tylyn Newcomb, O'Connell 102**

Service for your community can extend beyond your AmeriCorps term. There is an entire sector built to support the public good. From career opportunities to volunteer experiences to leadership development, the nonprofit world can help you find the intersection between your skill set, passions, and the community.

**Elevating Disability Justice in Service**

**Tal Goldin and Kona Franks-Ongoy, O'Connell 106**

This interactive session aims to advance disability justice through service. Using the Open Space Technology model combined with presentation, we will explore the rights and resources available for Montanans with disabilities and how to incorporate them into your service; lay a foundation to understand the medical vs. social model of disability; and consider how to apply a disability justice lens to increase ally-ship with the disability community.

**Public Lands and Land Conservation in Montana**

**Audra Shropshire, Travis Vincent, and Tim Lawrence, O'Connell 107**

Prickly Pear Land Trust staff will share the landscape of public lands in Montana and the organizations that manage them. We will work with participants to develop priorities for land protection/conservation and introduce conservation easements as a means of protection. After a quick map lesson of the Helena Valley, participants will be broken into groups to create a Land Trust, list their criteria for protecting lands, and select properties that meet their criteria. Each breakout group will share its values and top properties.

**Interdimensional Networking:  
Navigating a "New-To-You" Community**

**Rob Lawler, Siena**

In this session you will learn ways to develop connections, partnerships, and friendships in a community that is new to you. Arriving in a new community to develop relationships and partnerships to bring about community connections can be tough. This session will give you tips and tricks to making lasting connections.



# Carroll College



\*Please park in lots South of buildings 1 and 23, or along Benton Ave (highlighted areas).

\*Keynotes will be at All Saints Hall in the Campus Center (1)

\*Breakout sessions will take place at O'Connell Hall (2), and All Saints Hall in the Campus Center (1) (yellow outlined areas).

\*Lunches and dinner will be served in the STAC Dining Hall at the Campus Center (30).





## [AmeriCorps State Programs](#)

### Montana AgCorps

The Montana Department of Agriculture AmeriCorps members assist the department in growing program services that benefit the agricultural community into the future. A sustainable AgCorps provides hands-on experience in natural resources and agriculture alongside field experts, exposes members to career opportunities, and fosters relationships with organizations and stakeholder groups.  
[agr.mt.gov/AgCorps](http://agr.mt.gov/AgCorps)



### Big Sky Watershed Corps (BSWC)



BSWC AmeriCorps members serve statewide to improve at-risk ecosystems at the headwaters of our nation's greatest rivers and mobilize community volunteers to restore America's Great Outdoors. BSWC is a partnership with the Soil & Water Conservation Districts of MT, Montana Conservation Corps, and the MT Watershed Coordination Council.  
[mtcorps.org/joinmcc/individual-placement-programs/big-sky-watershed-corps.html](http://mtcorps.org/joinmcc/individual-placement-programs/big-sky-watershed-corps.html)

### Fish, Wildlife & Parks AmeriCorps (FWP)

FWP AmeriCorps promotes healthy, active, and environmentally aware communities by enhancing park land, providing interpretive programs, building volunteer capacity, and strengthening community outreach.  
[fwp.mt.gov/aboutfwp/employment/ameriCorps](http://fwp.mt.gov/aboutfwp/employment/ameriCorps)



### Justice for Montanans Project (JFM)

Montana Legal Services Association's Justice for Montanans AmeriCorps Project empowers low to moderate income Montanans to advocate for their legal rights and increase access to justice. Members expand intake, help attorneys with case management, develop outreach materials and presentations, help survivors of domestic violence access services, and more.  
[mtlsa.org/ameriCorps-state-justice/](http://mtlsa.org/ameriCorps-state-justice/)



### Montana Campus Compact (MTCC)



Montana Campus Compact AmeriCorps connects AmeriCorps members with First Generation College students and low-income Montanans, opening the doors to postsecondary education. MTCC is an affiliate of the national Campus Compact, with most Montana colleges and universities actively engaging in partnerships, service-learning, and community volunteerism.  
[mtcompact.org/mtcc-ameriCorps/about-ameriCorps/](http://mtcompact.org/mtcc-ameriCorps/about-ameriCorps/)

### Montana Public Health Corps (MPHC)

Montana Public Health Corps, supported by the Richland County Health Department, addresses needs in rural, frontier, and tribal health departments. The program helps departments develop and implement best practices based on community health assessments to encourage a better quality of life. This is accomplished through collaboration in areas such as mental health concerns, suicide prevention, youth outreach, and healthy lifestyles, among others.  
[richland.org/communities-in-action.html](http://richland.org/communities-in-action.html)



## [AmeriCorps VISTA \(Volunteers In Service To America\)](#)

### Montana Community VISTA Partnership (MCVP)



MCVP strives to keep Montana children, communities and families strong and resilient, and improve the health, well-being and self-reliance of all Montanans. MCVP supports families and communities by promoting employment and providing the assistance necessary to help people meet basic needs and move out of poverty.  
[dphhs.mt.gov/VISTA/index](http://dphhs.mt.gov/VISTA/index)





## Montana Campus Compact VISTA

MTCC AmeriCorps VISTA serves from Montana college campuses and in partnership with community & faith-based organizations, nonprofits and schools. MTCC VISTA serves closely with community groups to address poverty problems involving housing, school performance, and hunger and to connect campus resources with community needs.



[mtcompact.org/mtcc-ameriCorps/about-ameriCorps/types-of-service/#VISTA](http://mtcompact.org/mtcc-ameriCorps/about-ameriCorps/types-of-service/#VISTA)



## Rural Dynamics

Rural Dynamics statewide AmeriCorps VISTA project is guided by the mission to bring financial security to all Montanans. VISTA members develop financial literacy programs, serve to increase access to affordable housing, and assist people to secure a

meaningful income. RDI VISTA members partner with local agencies to reduce poverty and strengthen community volunteerism.

[ruralvistardi.wpcostaging.com/](http://ruralvistardi.wpcostaging.com/)

## Billings Metro VISTA Project (BMVP)

BMVP is The City of Billings' AmeriCorps VISTA Project. VISTA members serve with passion and commitment to mobilize resources and give people in poverty the tools they need to help themselves.

[billingsmt.gov/1442/Billings-Metro-VISTA-Project](http://billingsmt.gov/1442/Billings-Metro-VISTA-Project)



## AmeriCorps National Directs



## Habitat for Humanity

Get things done by constructing safe and affordable housing for income-eligible families, strengthening communities and developing leadership skills. With Habitat AmeriCorps, you have the opportunity to serve in your community or in one of our locations throughout the United States.

[habitat.org/volunteer/long-term-opportunities/ameriCorps](http://habitat.org/volunteer/long-term-opportunities/ameriCorps)

## Jesuit Volunteer Corps Northwest (JVCNW)

JVCNW engages AmeriCorps members to serve in solidarity with high need communities. Most serve in rural towns to boost educational achievement among Native children—others serve in domestic violence shelters, mental health clinics, and other localities. JVCNW serves, examines, and acts upon the causes of social and environmental injustice, to promote peace, and to build a spirit of togetherness.

[jvcnorthwest.org/](http://jvcnorthwest.org/)



## Montana Conservation Corps (MCC)

Montana Conservation Corps (MCC) brings people together to serve on outdoor conservation projects as a route to develop as leaders and citizens. Over the past 30+ years MCC has established a program that

uses the power of service and the crew dynamic to mobilize a new generation. MCC annually engages hundreds of AmeriCorps members to live, learn, and serve outdoors while improving trails and habitat.

[mtcorps.org/joinmcc/open-positions/](http://mtcorps.org/joinmcc/open-positions/)

## AmeriCorps NCCC

National Civilian Community Corps (NCCC)



## NCCC Pacific Region

NCCC's mission is to strengthen communities and develop leaders through team-based national service. AmeriCorps NCCC Pacific Region Campus is based in Sacramento, CA and serves WA, OR, NV, CA, WY, MT, HI, AK, ID, UT, and the Pacific Territories.

[americorps.gov/serve/ameriCorps/ameriCorps-nccc](http://americorps.gov/serve/ameriCorps/ameriCorps-nccc)



To learn more about these programs, visit:  
[serve.mt.gov/ameriCorps/ameriCorps-programs](http://serve.mt.gov/ameriCorps/ameriCorps-programs)



## Montana Last Best Alumni Council

The Montana Last Best Alums Council (LBAC) is the official AmeriCorps alumni group of Montana. The purpose of the LBAC is to advance and strengthen the core tenets of AmeriCorps service in Montana, providing a post-service voice for alumni from all AmeriCorps streams of service (NCCC, State/National, Seniors, VISTA) or for participants from all Montana AmeriCorps programs (NCCC, State/National, Seniors, VISTA).



**AmeriCorps**  
Montana

Visit [lastbestalums.com](http://lastbestalums.com) for more information.

Find us on  MONTANA LAST BEST ALUMNI



The 15th Annual ServeMontana Symposium was possible with the help of our partners, program staff, Carroll College, Mike Jetty, Shane Doyle, Lara Tomov, Shannon Stober, the AmeriCorps Mountain Region Office, and many more.

A special thanks goes to our ServeMontana Symposium Planning Committee—

Ellie Brown, Colleen Clarke, Amanda Coyle, Amira El-Dinary, Maggie Hanssen, Amelia Huba, Lee Lounder, Kate Primmer, Katie Schlafke, Czar Sepe, Dan Sidle, and Bryan Wilson. Finally, thanks to all of you, the AmeriCorps and VISTA members who serve Montana and **Get Things Done!**

THE BEST WAY TO FIND YOURSELF IS  
TO LOSE YOURSELF IN THE SERVICE  
TO OTHERS.

-MAHATMA GANDHI

NOTES



**Connect with us!**



**@ServeMontana**

Use the hashtags:

#AmeriCorpsWeek   #AmeriCorps30  
#MadeinAmeriCorps   #GetThingsDone  
#ServeMT



Symposium Feedback Survey!  
Feedback from previous years has shaped the  
symposium into what it is today.  
Use the QR code and provide thoughtful and  
constructive feedback on how we can make  
next year even better!

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