

NHAVA NEWS

Outstanding!

July 2006

Inside

Lonergan
Award
2

Cornucopia
4

Comm.
Reports
3

NHAVA
Membership
Form
9

Administrator
On Call
5

Lynne Saltonstall Volunteer Administrator for the New Hampshire Association for the Blind, was awarded the highest honor given to a Volunteer Administrator. in the State of NH. She

was honored for her excellence in leadership and management on May 17, 2006, by receiving The Governor's Award for Outstanding Volunteer Management. Governor John Lynch presented Lynne with

the award at this years annual Governor's Conference on Volunteerism in front of fellow Volunteer Administrators and Volunteers that represent many of the non-profit organizations through out the State of NH.

Lynne has been employed by the NH Association for the Blind as the Volunteer Administrator for more than four years. She's been affiliated with the volunteer field since 1983 in positions both paid and unpaid as a Volunteer Administrator.

Lynne feels that today's volunteers have many more resource opportunities then in the past. She feels that the web offers the most appealing and concise message about agencies looking for volunteers. There's also the agency newsletters and articles that

might be written in local newspapers of actual volunteers "in action", but Lynne feels that the best type of volunteer recruitment is word of mouth. The best thing about her job is working with fine men and

women who share their time and talents enhancing the lives of people who are blind or visually impaired. The most challenging aspect of her job is keeping up with the growing number of individuals who



need assistance. There are approximately 40,000 people in the State of NH who are blind or visually impaired and this number is expected to double over the next 10 years.

Lynne has also been a member of New Hampshire Association of Volunteer Administrators for six years, where she currently serves as Secretary of the Borard of Directors. Lynne also feels that NHAVA has offered her the answers and resources to many important questions from risk management to volunteer recognition. Lynne alsosays that NHAVA has supported and strengthened her as a Volunteer Administrator through education and networking.

Congratulations to Lynne Saltonstall for all the hard work she does supporting a strong Volunteer Program for the NH Association for the Blind.



Spotlight on Members Heidi Savoy Mitchell

This month's spotlight is on Heidi Savoy Mitchell, Supervisor of Volunteers at the N.H. State Hospital for the past year. This bubbly, outgoing lady finds herself in the middle of revamping the volunteer program at the hospital to bring it into the current focus of volunteering.

Heidi says "With the closing of Thayer building the focus has changed. Without the elderly population to serve, the volunteers had to be redirected to work with the other populations". In November the Hospital will be celebrating 50 years of volunteerism. The program started as an auxiliary that one had to pay to belong to.

Volunteers are currently utilized as friendly visitors, classroom helpers in one-on-one settings, in the library and in pet therapy. They are also vital in the rehabilitation program and as citizen advisors through the National Alliance for the Mentally Ill.

One who is not hesitant to tackle a challenge, Heidi sees her greatest challenge as opening staffs' eyes to how volunteers can help. She is also determined to compile a history of the entire hospital. She has already read volumes of material in preparation for this history.

Heidi feels her greatest skill is her creativity. She relishes making something from nothing which is especially important with limited funds to operate a department.

When asked how she recruits volunteers Heidi shared that she plans to send home a survey with each client and include information on volunteer opportunities.

She draws from retired and dedicated staff, utilizes web sites, and speaks to high school psychology classes and community service classes.



To recognize her volunteers Heidi does the traditional luncheon with certificates and gifts. In addition she is quick to pen a note of thanks or extend a kind thank-you to show her support.

Volunteering has been a part of Heidi's life at least since high school when she was in Key Club, Scouts as well as active in church activities. She was married in early May 2006 and has a 22 month old son and a stepson who is nine. She enjoys hiking, biking and working out.

Heidi's introduction to NHAVA was from Lisa Perry. She feels NHAVA has great guest speakers and offers insightful information. As is easy for her to do, Heidi gets all fired up over the networking and the opportunity to share with other volunteer coordinators. She currently serves as NHAVA's publicity person.



President's Message

At the Board's recent retreat there was much discussion about focusing on increasing membership in NHAVA. A number of past and present suggestions were studied and we pass the information to you in the hopes that you, too, will focus on membership.

Our treasurer, Bob Bussey, created a NHAVA invitation that was given to all participants of the Governor's Conference. The invitation's theme: **You Are Invited!** We encourage each of you to bring a friend or colleague, as your guest, to the July membership meeting. As a matter of fact, please invite as many colleagues as you wish to the meeting...all as our guest.

NHAVA has been providing some excellent professional programs for our members. Most importantly, though, professionals will find great benefit in the connections NHAVA offers and the value of information gleaned from others within the profession. Please, bring a colleague. He (or she) will thank you.

~David Poisson

Committee Reports

Membership Committee — Lisa Perry

The current number of members stands at 55. New members are:
Helen Long – Program Coord. Volunteer Action Center- United Way of Greater Sea Coast

Lisa Ciccotelli- Program Coord. - UNH office of Community Services
Tammy Harris- Program Asst. - Fix it Program Strafford County
Barbara Sule-Program Asst. - Fixit Program Hillsborough County
Carleen Ellis- Development/Volunteer Coord. - Avis Goodwin Community Health Center.

Remember: Membership is for a calendar year, so if you did not renew your membership earlier this year, it has expired! Remind your colleagues to renew or sign up for the benefits of NHAVA membership!

Legislative Committee – Judith Lonergan

The bill that proposed to include transportation and care of premises in the volunteer protection statute (RSA 508:17) failed to pass, therefore, the statute remains as it was. Because transportation is NOT included in the statute protection, all volunteer programs must be carefully managed. At a minimum, there should be on file for everyone who drives on behalf of the agency, a copy of a valid driver's license, the declaration page of the driver's insurance policy, and a volunteer service description that documents the volunteer is authorized to drive on behalf of the agency. It is advisable that the volunteer service description be detailed, for example, no 15 passenger vans are allowed, no one under age 18 may be transported.

Care of premises needs careful attention as well. Think about liability issues when someone uses a ladder, goes on a roof, cooks on a grille, etc. It may be advisable to hire someone to do these things.

The bill that proposed to require employers of more than six people to give unpaid leave to employees to volunteer on civic boards and committees failed to pass.

Thank you to all NHAVA members who testified and contacted legislators. Although the bills didn't pass, it brought attention to NHAVA and to the reality of operating volunteer programs.

Communications Committee – Lois Meredith

It has been a hectic time for the Communications Committee. Jean, Letty and I are extremely busy and we constantly try to make the NHAVA News informative for the membership. In the last two issues of the *News* there were articles from guest authors. I am sure that many of you have seen articles that would interest the membership. If you have, why not send us a note, email or the article. All we need to know is where it originated and we will contact the author or publication about reprinting the material. It takes just a little time, but you will be helping to bring excellent information to the entire NHAVA membership.

Mark Your Calendar



Meeting Dates

Jan. 11, 2006

April 26, 2006

July 12, 2006

**Annual Meeting
October 11, 2006**



Cornucopia Corner



RSVP Merrimack County Retired and Senior Volunteer Program

With an average age of 75, the more than 400 volunteers at Merrimack County Retired and Senior Volunteer Program are a prime example of what RSVP does. These senior volunteers work in more than 100 partner agencies in meeting identified needs in their communities as well as RSVP signature programs such as Savvy Savings. Volunteers assist in a myriad of tasks in a wide range of non-profit organizations and state agencies, such as hospitals, libraries, nursing homes, schools, museums, performing arts centers and environmental agencies. In Merrimack County all benefit from the dedication and talents of RSVP volunteers.

The purpose of RSVP is to engage senior volunteers in the community so that they remain connected and involved. This serves to help them stay healthier in mind and body and fosters their independence as well as their socialization. Likewise, the community benefits as these talented seniors bring a lifetime of skills, knowledge and talents to their assignments. Strong ties are often

forged between RSVP volunteers and the organization, some lasting years. Many volunteers go on a weekly basis to the same assignment month after month, while still finding time to take additional temporary assignments as well. If you ask them they will tell you they like to stay busy. And busy they are, donating more than 46,000 hours of time in the last year.

Director Nancy Spater has been with Merrimack County for more than 27 years, and in that time she has seen many changes in the RSVP program. "We used to have a lot of volunteer knitters and people who only went to meal sites. Nowadays, our volunteers are more apt to be serving in schools as literacy volunteers or working with programs like The Fixit Program or The NH Association for the Blind bringing their computer and people skills to bear on a wide variety of projects. These volunteers are involved active and on the go!"

CHANGES & MILESTONES!

Dee Martin recently celebrated 25 years as Director of Volunteer Services for American Lung Assoc. of NH. She also has accepted a new position with Southern NH Services as Director of Volunteer Services, a position left vacant by **Sue Conner** who is retiring!

Cova Greig is retiring as Volunteer Services Assistant at Frisbee Memorial Hospital.

Bob Bussey, Program Assistant for The Fixit Program in Belnap-Merrimack Counties, has received certification as a professional volunteer administrator after successful completion of a course offered by the Volunteer Action Center in Portsmouth and sponsored by the Points of Light Foundation.

Jean Desany has a new email address desany@aol.com and telephone number 673-7302.



Volunteer Administrator-On-Call Program

The NHAVA Volunteer Administrator-On-Call Program was established to provide support and encouragement to those who are new to the field of volunteer administration.

| <u>Month</u> | <u>Name</u> | <u>Contact Info</u> |
|--------------|----------------|---|
| July '06 | Cindee Cadieuz | Co-Director Community Caregivers of Greater Derry Derry (603)432-0877 cindee@comcaregivers.org |
| Aug '06 | Carol Mauceri | Coordinator, NH America Reads Community Action, Belknap-Merrimack Counties Newmarket & Concord (603) 659-7248 carolmauceri@earthlink.net |
| Sept '06 | Nancy Evans | Program Assistant, 4-H Youth Develop. UNH Cooperative Extension Boscawen, (603) 225-5505 nancy.evans@unh.edu |

***“And in the end, it’s not the years in your life that count. It’s the life in your years.”
~Abraham Lincoln***

We all look for tips and hints for ways to reach prospective volunteers. Here is one from Trish Churchill of the Society for the Protection of NH Forests. Visitors using the trails that surround the SPNHF’s Conservation Center often make use of the rest rooms, so Trish posts volunteer opportunity signs in each rest room!



Visit the NHAVA website:
www.nhava.org

You’ll find:
Membership info, Officers/Board members,
Upcoming events, *NHAVA News*, Bylaws,
Professional Competencies, Photos and Links

Consider This!

As non-profit agencies scramble for the ever shrinking grant and private sector dollars available, here is something to consider. The number of non-profits organizations in New Hampshire in 1996 was 5,480. In 2004 that number had climbed to 7,271. The number of 501(c)(3) organizations in the United States in 1994 was 599,575 and in 2004 there were a whopping 1,010,395!

NHAVA Membership Meeting

Wednesday, July 12, 2006

Conservation Center

NH Society for the Protection of NH Forests

54 Portsmouth Street, Concord, NH

| | |
|---------------------|---|
| 9:00 - 9:30 AM | Registration, Informal Networking & Coffee |
| 9:30 - 10:00 AM | Business Meeting |
| 10:00 - 10:15 AM | Break |
| 10:15 - 11:00 AM | Speaker: Peter Francese, Founder, <i>American Demographic Magazine</i> |
| 11:00 AM - 12:00 PM | Discussion Groups and Networking |

The topic for the meeting is, "Will there be a "next generation" of volunteers in NH?" We will take a look at demographic trends for NH and what they mean to volunteerism in the state, present and future. What does NH look like now what is the affect on volunteerism? What's on the horizon? What other factors may affect volunteerism in NH?

At the last membership meeting we focused specifically on Engaging the Baby Boomer generation. At the July meeting we will broaden our focus and consider other trends that may impact volunteerism in NH and discuss how we as Volunteer Administrators need to respond. Peter's insight into the state demographics should provoke some good discussion.

"[T]he demographic trends have profound implications for social service organizations. I suspect that the rapid aging of our population will tilt services towards the elderly and away from young people, to our long-term detriment. Already we are seeing vast health care resources squandered on people who have no future, while million[s] of children, who are our future, go without medical insurance or proper preventative medicine. " "The rapidly shrinking pool of affordable housing is driving young families away...More workers in this region will have to spend more time commuting longer distances, taking them away from their families and their community." ~Peter Francese, Demographer, Exeter, NH, *Founder of American Demographics magazine*

Directions to NHAVA Membership Meeting

(From the South & North)

From I-93 North to exit 16

Turn right at the end of the exit. Turn right at stop sign. Follow signs for Conservation Center along Rte. 132.

Go approximately 1/2 mile and then turn right onto Portsmouth Street

Society for the Protection of NH Forests Conservation Center will be on the left.

(From the East:)

I-393 east to I93 north and follow directions above.

(From West)

I-89 south to I-93 north and follow the directions above.

JUDITH LONERGAN AWARD

This award, given to honor outstanding achievement in volunteer administration, is named in honor of Judith Lonergan. Ms. Lonergan retired in 1998 after spending 25 years as a leading professional in the field of volunteer administration at the state, national, and international levels. She has been and continues to be a leader in the growth and development of the profession. The award is presented annually, traditionally at the NHAVA annual meeting.

Please submit by September 30.

Criteria for Nomination

- The nominee must be a practicing volunteer administrator, paid or unpaid with at least three years of experience.
- The nominee's principal responsibility must be managing volunteers for their organization. The nominee may have other assigned duties.

Consideration:

The Nominee should

- Serve as a mentor for new volunteer administrators.
- Demonstrate a commitment to the mission of NHAVA.
- Engage volunteers in an extraordinary way to meet need and improve community.
- Demonstrate excellence in core competencies in the field of volunteer administration.
- Promote volunteerism within his/her organization and/or within the community while managing an effective volunteer program.

“ROOKIE” VOLUNTEER ADMINISTRATOR AWARD

This award is meant to recognize, honor and support outstanding accomplishments of a volunteer administrator who is relatively new to the profession. The award may be presented quarterly, or at the discretion of the awards committee. (Submit nomination at any time.)

Criteria:

- The nominee must be a practicing volunteer administrator, paid or unpaid with a minimum of six months and a maximum of three years of experience.
- The nominee's principal responsibility must be managing volunteers for his/her organization. (The nominee may have other assigned duties.)

Consideration:

The Nominee has demonstrated knowledge and professionalism in the field in one or more of (but not limited to) the following activities:

- Engaged volunteers in a new or unique program or opportunity that addresses and organizational or community need.
- Revitalized a volunteer program or opportunity.
- Instituted change in or enhances the management of a current volunteer program or opportunity.
- Demonstrated innovation or creativity within limited resource.
- Demonstrated outstanding commitment to professional development in the field.
- Contributed to cultural change within the organization regarding volunteerism.
- Has shown exemplary work in a specific competency of volunteer management, such as recruitment, marketing, recognition, etc.

NH ASSOCIATION OF VOLUNTEER ADMINISTRATORS

Award Nomination Form

NHAVA members are given full permission and support for self nomination.

Deadlines:

- Postmarked on or before September 30, 2006 for the Judith Loneragan Award
- Open nominations for the “Rookie” Volunteer Administrator Award

Award for which nominee is being considered:

Judith Loneragan Award “Rookie” Volunteer Administrator Award

Nominee (Must be a member of NHAVA)

Name and Title:

Organization:

Address:

Phone:

E-mail:

Nominator:

Name and Title:

Relation to Nominee:

Organization:

Address:

Phone:

E-mail:

Nominee’s Direct Supervisor:

Name and Title:

Organization:

Phone:

E-mail

Nominee’s Chief Executive Director:

Name and Title:

Organization:

Phone:

E-mail:

Reference: (If Nominator is Direct Supervisor or self, please provide a second reference.)

Name and Title:

Relation to Nominee:

Organization:

Phone:

Email:

Please describe the Nominee’s activities according to the suggested considerations described for the award.

(Maximum 2 pages.)

Optional:

- Nominator may provide up to 2 letters of support for this nomination
- Nominator may provide supporting materials

Please send completed information to: NHAVA, PO Box 3364, Concord, NH 03302-3364

**NEW HAMPSHIRE ASSOCIATION
OF VOLUNTEER ADMINISTRATORS**

MEMBERSHIP APPLICATION

NEW [] RENEWAL []

PLEASE PRINT CLEARLY

NAME _____

JOB TITLE _____

ORGANIZATION _____

ADDRESS (Home) _____

ADDRESS (Work) _____

WORK PHONE _____ FAX# _____

E-MAIL ADDRESS _____ DATE JOINED _____

The membership has voted to give the Board the authority to determine when to share the NHAVA mailing list. Please check box if you do not wish to be included.

Please indicate the committee(s) you would be interested in serving on during the year 2006.

Communications _____ Legislative _____ Membership _____ Program _____ Public Relations _____

Hospitality _____ Special Projects _____ NHAVA Board _____ Other _____ Please Specify _____

SIGNATURE _____ DATE _____

A member of NHAVA is entitled to receive a quarterly newsletter and attend four business/ educational meetings free of charge. The annual meeting, held in October, also has a \$10.00 lunch which may be paid for along with your Membership dues of \$35.00 per year. Checks should be made payable to NHAVA. Please complete this application and forward it with your check to:

NHAVA Membership Committee
PO Box 3364
Concord, NH 03302-3364

AMOUNT ENCLOSED: Membership Dues _____
Annual Meeting (Lunch) \$10.00 _____
Total Enclosed _____

Office use only: Check# _____ Amount _____ Date _____

NHAVA
PO Box 3364
Concord, NH
03302-3364

Plan to attend membership meetings. The Program Committee works hard to put together programs that are fun, informative and useful.

Your active participation at NHAVA meetings is needed! Mark your calendars with the dates of all the 2006 Membership Meetings.

**NHAVA
Membership
Meeting
July 12**

See dates,
details and directions on pages
3 & 6

