

NHAVA NEWS

December 2005

Mark Your Calendars!

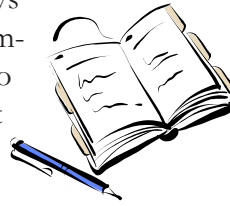
There are always so many things that we put onto our calendars and into our schedules and it is a wonder that we remember everything. But among the many staff meetings and interviews that fill our work days, it is important that we all remember to make note of three important dates.

The first is the NHAVA Annual Meeting to be held on Wednesday, January 11, 2006. We will hope for good weather AND a good attendance for the scheduled program. Additionally elections will take place, awards will be presented and the bylaw changes voted upon. This important meeting directly reflects the input and involvement of the membership. Plan to review the bylaws changes when you receive them and then attend the annual meeting!

The second date is April 25, 2006. This is the deadline for submission of

nominations for the Outstanding Volunteer Administrator of the Year Award. We all know volunteer administrators who run fantastic programs and who deserve to be honored. Why not start the nomination process now rather than later? It is easy and the form can be downloaded from the VolunteerNH! website. If you procrastinate the nomination form will also be in the Governor's Conference on Volunteerism brochure.

And speaking of the conference, make certain you save May 17, 2006! This is the date for the 23rd Annual Governor's Conference on Volunteerism. The conference will have 40+ sessions on all aspects of volunteerism. If you have not attended the conference in recent years, sign up and see the new and varied offerings.



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President's Message



It is with a warm heart that I invite all of you to renew your membership in NHAVA and make plans on attending the upcoming Annual Meeting. If you attended the October meeting you KNOW how much time and effort went into the Bylaws update that Donna Wright and Lois Meredith crafted for our consideration. You also know that a whole meeting was dedicated to intense and thoughtful discussion of our bylaws.

The voting to change the bylaws can only be done at our Annual Meeting. Your attendance is therefore encouraged. There will be some brief question and answer discussion but it is not the time to discuss minutia. This already has been done with changes made and approved by the membership in attendance.

We have an excellent slate of officers and board members to vote upon. With the looks of the folks running I would say that we should have a good balance between new and very experienced members. See you in 2006!

David Poisson



Spotlight on Members

Jessica Eshleman

submitted by Letty Barton

Jessica Eshleman is the Volunteer Manager and Special Events Coordinator of the Mt. Kearsarge Indian Museum in Warner. The museum is dedicated to connecting people with over 20,000 years of ongoing American Indian cultural expression. This is done through guided and self-guided tours.

Originally, Jessica came to the museum as a volunteer and was later hired as a tour guide. This enthusiastic young lady has been in her current position for three years, working with over 100 volunteers. She finds recruiting is ongoing and speaks very highly of the dedication of her volunteers. Recruiting is done through the United Way web site, at the annual Open House and by word of mouth. The rural location of the museum provides a particular challenge to recruitment.

Volunteers at the Mt. Kearsarge Museum are utilized as tour guides, in the library and for staffing special events such as the Pow Wow and Harvest Moon Festival. Volunteers also annually clean the 1000 artifacts owned by the museum. Jessica indicates the facility could not function

without the assistance and dedication of the volunteers.

This Franklin Pierce College graduate moved to New Hampshire to take her position at the museum. One of her biggest challenges is not enough hours in the day. (Her position is 22 hours a week.) We might note she also manages the membership department. Another challenge is that people don't always understand that the museum is a nonprofit.

While not busy with these parts of her job, Jessica has been developing an intern program with local colleges. Through these she hopes to generate more interest in the field of museum work. Jessica also coordinates ten off-site outreach programs with which the museum collaborates with. These include Farm and Forest Days and Discover Wild New Hampshire.

A dynamite woman who is proud of her own philosophies and how they align with the museums aptly describes Jessica.

Somehow she finds time to mother a nine year old son, and enjoy music, dance, exercise and the outdoors!

New Hampshire Volunteer of the Month Award

Each month beginning in September 2005, one New Hampshire volunteer will be acknowledged for his/her exemplary service at a regular meeting of the Governor and Executive Council. These monthly awards are part of the annual Spirit of New Hampshire awards program administered by Volunteer NH! in collaboration with Governor Lynch's office.



Nominations for the monthly awards are currently being accepted and will continue to be accepted throughout the year. Nominees will be considered for the New Hampshire Volunteer of the Month Award and for a category award at the annual Spirit of New Hampshire Awards celebration.

Details and nomination materials are available on the VolunteerNH! website at www.volunteernh.org or by calling 1-800-780-8058.

Committee Reports

Membership Committee — Susan Kuhn

Great news! Our membership continues to grow!! We are currently at 73 members as of Dec. 1, 2005. Since our last writing, we have added four new members. Please join us in welcoming Lisa Ash, Director, A+ PLUS, Stacey Caulder, Volunteer Coordinator, A+ PLUS, both from Plymouth, Lisa Perry, Volunteer Coordinator, NH Veteran's Home, Tilton, Christy Nault, Recruiter/Volunteer Coordinator, Easter Seals New Hampshire, Manchester. It has been a great few months for membership recruitment!

Think what we could do with more help on the membership committee! We still need committee members from different parts of the state to make this a truly successful recruitment effort. We now have Rockingham, Hillsborough and Merrimack Counties covered and would like to recruit members from other counties. Let us know if you want to make a difference in your NHAVA membership! Also, if everyone would try to bring one guest to a general membership meeting, imagine how membership could grow!

Membership committee members meet directly after the quarterly membership meetings. Continue to send any corrections or changes in your membership information to Susan Kuhn at susan.kuhn@cancer.org

Our annual membership renewal mailing hit the post office on Saturday, December 3rd. We are hoping all current members will renew and take this opportunity to let others know this is a great time to join NHAVA. Please let me know if you do not receive your renewal application. Please send two separate checks for membership and the annual luncheon. This will be a huge help to our accounting process.

As NHAVA continues to grow, this is your chance to make a difference in the field of volunteer administration. Anyone interested in joining the Membership Committee or receiving more information can contact Susan Kuhn at 471-4116 or Susan.Kuhn@cancer.org.

Legislative Committee – Judith Lonergan

WRITERS NEEDED! The Legislative Committee is ready to put together a booklet to help people new to the field manage risks. The following are topics for which we need writers. If you would like to write one, please contact Judith Lonergan at lonerganj@AOL.com. She will send you a format and help you get started. Two sides, maximum, succinct and to the point. Topics: volunteer protection laws, transportation, youth volunteers, background checks, interviewing, “firing” a volunteer, record keeping. We have writers for volunteer service descriptions. If there is an additional topic you would be willing to address, please contact Judith

Communications Committee – Lois Meredith

The Communications Committee works hard to put together each edition of the NHAVA News. If you have articles or suggestions for articles, please let any member of our committee know. If you do not want to write an article, send us the information or even the people to contact for information and we will take it from there. Without the assistance of the membership we cannot bring you a quality newsletter. Why not make a New Year's resolution to submit one article or idea to the News in 2006?

Mark Your Calendar



Meeting Dates

Annual Meeting

Jan. 11, 2006

April 26, 2006

July 12, 2006

October 11, 2006



Cornucopia Corner

Office of Community Service and Learning

submitted by Carol Mauceri



University of New Hampshire

Office of Community Service & Learning

(formerly the Partnership for Social Action)

The Office of Community Service and Learning (formerly the Partnership for Social Action) on the UNH Durham campus is all about connecting UNH students, faculty and staff with service and learning opportunities. For example, PROVE, a pre-orientation for first year college students, introduces them to area agencies where volunteer help is needed. Small groups of students were sent to the John Paul Jones House, Sandy Point Discovery Center, Crossroads House homeless shelter and the Riverside Rest Home. One group had an especially good time one-on-one with senior citizens on an adult day out from the Strafford County Homemakers program.

The Office also assists UNH faculty mem-

bers in connecting their course curriculum with communities and service learning as well as supporting several student organizations which are service oriented.

The Alternative Spring Break project involves 120 to 150 students each year who are sent to locations nationwide as well as Nicaragua and for the last two years the American Campus Society Relay For Life raised funds for the American Cancer Society. This year there were more than 700 UNH participants who raised over \$100,000!

Directed by Service Learning Coordinator Maryanne Fortescue, the office also works in reverse, helping agencies get connected with UNH and have access to its facilities. This includes AmeriCorps programs such as Campus Compact and NH Reads AmeriCorps.

Seasons Greetings



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

If you'd like to add info, send it to Dave Poisson.

Save This Date

May 17, 2005

2006 Governor's Conference on Volunteerism.

NH Technical Institute
Concord, NH

40 Sessions on all aspects of
volunteerism, volunteer programs and
management.

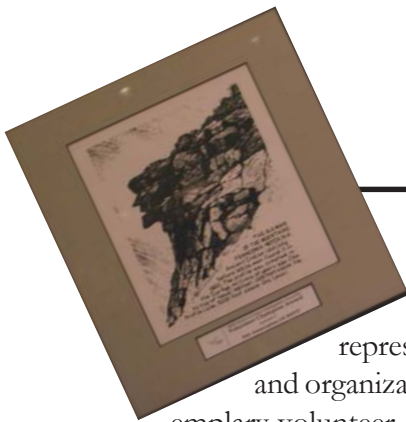
**Register on-line at
volunteernh.org or call
603/271-7203**



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>
January '06	Lois Meredith	Administrative Manager NH Gathering of the Scottish Clans Concord, NH (603)229-1975 lois@nhscot.org
February '06	Lynne DeVivo	Director of Volunteer Services Lakes Region General Hospital Laconia, NH (603)527-2895 ldevivo@lrgh.org
March '06	Nancy Spater	Director Merrimack County RSVP Concord, NH (603)224-3452 rsvp@centennialseniorcenter.org



Spirit of New Hampshire Awards

Eleven award recipients representing individuals, groups and organizations were honored for exemplary volunteer contributions at the third annual Spirit of New Hampshire Awards on November 2, 2005, at the Grappone Conference Center in Concord. Volunteer NH! administers the Spirit of New Hampshire State Recognition Program in collaboration with the Office of Governor John Lynch.

The event brought together interested citizens, volunteers and representatives from business, nonprofit, education, government, faith communities and national service initiatives to celebrate examples of New Hampshire's strong tradition of service.

Volunteer Service Recipients included:

- Youth - Kaitlyn Howland (Dover)
- Adult - Crescentia True (Durham)
- Senior - Brenda Boudreau (Littleton)
- Senior - Josephine Tansey (Lebanon)
- Adult Group - The Conway Dinner Bell (Conway)

- National Service - Emma Paquette (Chichester)

Volunteer Champion Recipients include:

- Small Non-Profit - NH Assoc. of RSVP
- Small Business - North Country Ford (Lancaster)
- Large Business - Citizens Bank (Manchester)
- Local Service Club - Nashua Evening Exchange Club
- Municipality - Town of Colebrook, NH

Additionally, the Nashua Evening Exchange Club was honored with the 2005 "Spirit of New Hampshire" Award. This special award is presented to the one award recipient considered by the review teams as an outstanding example of New Hampshire's spirit of service.

CORE COMPETENCIES

Professional Competencies Needed By A Volunteer Administrator

Most volunteer administrators come to the field from another job, career, or volunteer experience. Few have had special education for the position. Volunteer administration is a profession that requires knowledge, skills, and abilities for effective practice. The New Hampshire Association of Volunteer Administrators has developed a list of the competencies needed by a volunteer administrator.

This list can be used in many ways:

- To plan professional development education.
- To assist in choosing workshops and conferences.
- To assist in writing a job description for a volunteer administrator.
- To provide a base for performance evaluation.
- To build a resume.
- To inform supervisors, administrators and others about the profession.
- To explain what it is that a volunteer administrator does.

This list is basic and is not hierarchal. Individuals are encouraged to adapt it to their personal needs and specific job description. Sections and subsections may be added. Categories may be ranked. It is the belief of NHAVA that no category should be eliminated.

- Planning and Program Development
- Recruitment, Selection, Placement, Orientation and Training
- Supervision and Evaluation of the Volunteer
- Program Evaluation and Risk Management

IN THIS ISSUE OF THE NHAVA NEWSLETTER THE FOCUS IS:

PLANNING AND PROGRAM DEVELOPMENT

Planning

Ability to:

- establish structures and procedures for smooth program operations.
- involve the community and form relationships

Knowledge:

- about the individual's agency or organization
- of the community.
- of the customers the organization serves.

Program Development

Ability to:

- write goals, objectives and action plans.
- delegate
- develop volunteer service descriptions



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Nominations for the Governor's Award for Outstanding Volunteer Management

Submitted by: Robert Bussey

Mark your calendar May 17th to attend the 23rd Annual Governor's Conference on Volunteerism. Held in Concord at NHTI this statewide event celebrates volunteerism in New Hampshire with an outstanding series of workshops aimed at supporting volunteerism and presenting the Outstanding Volunteer Manager of the Year award.

This award was created by former Governor John Sununu to honor volunteer administrators and salute their excellence in leadership, innovation, creativity and management. Governor Lynch has carried on the tradition of this award, which was formerly named for Peg McGarity, who brought 17 years of experience to her position as executive director of the Governor's Office of Volunteerism.

Consider all the great volunteer administrators you know. Does one stand out? Are they way ahead of the pack in their management techniques? Are they innovative in volunteer development? Are they the leader you would follow anywhere? That person deserves to be considered for the Outstanding Volunteer Administrator award. Do not delay - nominate them now!

Eligibility for nomination is easy. The nominee must have worked at least two years as a manager (paid or unpaid) of volunteers. S/he must demonstrate excellence in program management, exhibit initiative in developing available resources and be directly responsible for the development and management of a volunteer program at the local and/or state level. Past recipients of the award will not be considered.

Submissions must be typed, not to exceed two pages, and be accompanied by two letters of testimony. Supporting articles and materials may be attached. Please note no materials will be returned. Submit four complete sets no later than April 25, 2006, to Andrea Powers, VolunteerNH!, 117 Pleasant St., 4th floor, Doloff Building, Concord, NH 03301. For additional information call 271-7201 or Robert Bussey at 225-3295 or visit VolunteerNH.org.

Core Competencies

continued from page 6

- form volunteer/staff relationships.
- create effective groups and committees.
- develop record keeping systems.
- design program evaluation.
- plan activities.

Knowledge of:

- resources available and raising other resources.
- fiscal management systems.

Recent Award Recipients

2005

Donna Wright,
Elliot Hospital

2004

Andrea Henry,
Dartmouth Hitchcock

2003

Valerie Ricardi
Girl Scouts

2002

Dee Martin
Lung Assoc. of NH

2001

Letty Barton
Senior Companion
Program

2000

Deborah Cheever
UNH Cooperative
Extension

*Would you like
to get a head start on
submitting a nomination?
Need time extra time to
get people to write letters?*

*Turn the page for a
complete set of guidelines
and the nomination form.*

*As they say at this
time of year, start early
and avoid the rush!*

**The Governor's Award for Outstanding Volunteer Management
Nomination Form**

Name of Nominee: _____

No. of Years as a Volunteer Administrator _____

Title: _____

Organization: _____

Work Address:

City: _____

State: _____ Zip: _____

Phone (work): _____

Professional Affiliations:

Supervisor's Name: _____

Title: _____

Name of Nominator:

Title: _____

Organization:

Work Address:

City: _____

State: _____ Zip: _____

Phone (work): _____

(home): _____

Your Signature:

How do you know the nominee?

Mail four complete sets of materials by May 1, 2006 to:

Andrea W. Powers, Volunteer NH, 117 Pleasant St 4th Floor, Dolloff Building, Concord, NH
03301.

For additional information, call at (603) 271-7201

Reminder: All nominations should be typed, not exceed two pages of text, include two letters
of testimony,
and be accompanied by the nomination form.

Board Members Are Volunteers Too

by Jill Friedman Fixler

Imagine volunteering for an activity where you have unlimited responsibility, no supervision, no training, little recognition, a possible life sentence and no position description. You will be subjected to endless and often pointless meetings. Sometimes you wonder just why you signed up for this! So you hang back, rarely participate and find every excuse under the sun to be somewhere else instead of at a meeting. No one seems to notice or hold you accountable for this behavior. Pretty soon you are there in name only. Is it any wonder that we have difficulty recruiting and retaining board members? No wonder boards don't work! Volunteer managers figured out long ago that you get what you give. Without an investment of time and energy, volunteers will eventually drift away. Volunteer managers know that providing organizational support, investing in planning, and making the right match for the organization and the volunteer are investments that pay big dividends in terms of time, talent and retention of valuable volunteers. The basic core competencies of a volunteer program are just as important in creating an environment where a board member can be successful. The core competencies* of a volunteer program are:

- Organizational support
- Needs assessment and program planning
- Effective recruitment
- Interviewing and placement
- Orientation and training
- Supervision and support
- Retention strategies

These basic principles of volunteer engagement apply to board development as well. When an organization invests in its board the same way it invests in its volunteers, the result is engaged and effective leadership. Redefined in the context of board development, the core competencies are a guideline for effective board engagement.

Organizational Support:

- A budget for board development that includes resources for board training, board recognition, an annual board retreat, and board social/networking activities.
- Appropriate levels of directors and officers liability insurance.
- Streamlined board communication utilizing the benefits of technology including a list serve, on-line board meetings, password protected pages for postings on the website and conference calls.
- The ability to engage effectively with the board is part of the Executive Director/CEO responsibility and is reflected in their job description and performance review process.

Needs assessment and program planning:

- The roles and responsibilities of board members are articulated and documented in clear and concise position descriptions.
- The position descriptions are tied to impact, outcome and the fulfillment of the organizations vision and mission.
- The board is clear and focused on their governance role while paid staff is equally clear and focused on their role of implementation of policy and program.
- Both staff and board members are held accountable for their relationship with one another.
- The work of the board is a continually evolving process driven by strategic planning, environmental realities and the needs of the constituents that the organization serves.
- Each board member is encouraged and, in some cases, required to have a committee assignment.

Effective recruitment:

- There is a recruitment plan in place for continuous board recruitment.
- Board recruitment is targeted to individuals who have specific skills, are donors, served on a board

committee or task force, represent clients or constituents, or are direct service volunteers.

- Recruitment is focused, personalized and involves face-to-face conversation with a board representative and the Executive Director/CEO.
- Potential board members are drawn to your board because of its solid reputation, strategic focus and clear leadership role.

Interviewing and placement:

- All prospective board members have an interview with at least one board member and the organization's Executive Director/CEO.
- The interview is designed to identify the strengths of the candidate in terms of a fit with the existing board, the skills that they bring to the board and their ability to be strategic thinkers.
- Candidates are required to attend one board meeting before they make their decision to join the board.
- Candidates that fit the profile for a board member and are willing to commit to be accountable for performance, board relationships, a minimum donation (identified in the interview and in the position description), and consistent attendance at meetings and events are selected for a board assignment.

Orientation and planning:

- Each new board member is given a board handbook that is updated annually and includes by-laws, articles of incorporation, position descriptions, board policy and procedures.
- Each new board member is required to attend a board orientation where the board culture, board policies and procedures, and communication strategies are outlined, and committee assignments are made.
- Each new board member is assigned a coach/mentor from one of the more senior board members to help them acclimate to the board culture.
- Board members have the opportunity to change their committee assignments annually.

Supervision and support:

- Board performance in terms of attendance, participation, committee responsibility and financial contributions is evaluated quarterly.
- Each board member is held accountable for their performance and is evaluated annually by a member of the executive committee, board development committee, vice chairman or chairman of the board.
- Poorly performing board members are identified quickly, receive feedback, and are excused from the board if the problem persists.
- Board members have a person to talk with about their problems and concerns.

Retention strategies:

- Board members receive both formal and informal recognition for the work that they do.
- Board successes are celebrated and documented.
- Board members have flexibility in what they do and where they do it.
- Board members are encouraged to try different areas of board work.
- Board members know that the work they do has an impact on the organization.

We have an obligation to treat board members with respect for their time and talent. When we take board members for granted, abuse their time, forget to plan for their work, or confuse their roles, the result is a board that doesn't work. However, when we respect them by creating an environment where they can be successful governors and leaders of our organizations, we are rewarded in countless ways for our efforts. Board members are our most valuable volunteers and deserve to be treated as such.

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NHAVA Annual Meeting
Wednesday, January 11, 2006
Cat 'n Fiddle Restaurant
Manchester Street, Concord, NH

The Annual Meeting of the NH Association of Volunteer Administrators will be held on Wednesday, January 11, 2006 at the Cat 'N Fiddle Restaurant in Concord, NH. Registration for the meeting begins at 9:00 a.m. with coffee and muffins and informal networking. At 9:45 a.m. the Annual Business Meeting will begin. Committee reports, voting on changes to the Bylaws and Board Nominations are just a few of the agenda items.

Following the Business Meeting, Domenic DeNatale of the NH State Citizen Corps will share information with the membership about the NH Citizens Corps. The Annual Awards luncheon will follow Don's presentation.

WHAT IS CITIZEN CORPS?

The mission of Citizen Corps is to harness the power of every individual through education, training and volunteer service to make communities safer, stronger and better prepared to respond to threats of terrorism, crime, public health issues and disasters of all kinds.

This mission is accomplished through a national network of state, local and tribal citizen corps councils. These councils build on community strengths to implement Citizen Corps programs and will carry out a local strategy to have every American participate.

Citizen Corps is funded by the Department of Homeland Security, Office of Domestic Preparedness. The sponsoring agency for the NH Citizen Corps program is the NH Department of Safety and its administrative agent is VolunteerNH!

Annual Meeting and Luncheon

Cost \$10.00 per member. Please include a separate check with your membership renewal!

9:00 am – 9:45 am	Registration, Coffee and Informal Networking
9:45 am - 10:30 am	Business Meeting
10:30 am – 11:30 am	Speaker: Domenic DiNatale, NH State Citizen Corps
11:30 am – 1:00 am	Luncheon and Awards

Directions to NHAVA Membership Meeting

I-93 NORTH and SOUTH to Exit 13; from south turn right at exit; from north turn left at exit; continue through traffic lights up the hill. The Cat 'N Fiddle Restaurant is on the right at the top of the hill.

From the Seacoast:

From I-393, take I-93 South to exit 13; turn left at exit; continue through traffic lights up the hill. The Cat 'N Fiddle Restaurant is on the right at the top of the hill.

From the West:

Take I-89 to I-93 North to exit 13; turn right at exit; continue through traffic lights up the hill. The Cat 'N Fiddle Restaurant is on the right at the top of the hill.

NHAVA
PO Box 3364
Concord, NH
03302-3364



Plan to attend this important meeting as the changes to the proposed bylaws are voted upon, awards are presented and elections take place!

Without your active participation NHAVA cannot represent all of its members. If you have something to say about the organization come and have your say!

See you in January!

**NHAVA
Annual
Meeting
Jan. 11,**

See details and directions on page 6.

*Annual Meeting Snow Date
January 25, 2006*