

Featuring
 Members'
 Accomplishments.

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The Judith Lonergan Volunteer Administrator Award 2001

At the NHAVA Annual meeting next January, the Judith Lonergan Volunteer Administrator Award 2001 will be presented to the recipient nominated by the NHAVA membership and selected by the Executive Committee. Please keep the December 15, 2000 deadline in mind and start thinking now about who you would like to nominate.

The award is named for Judith Lonergan, honorary member of NHAVA, having 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 believes in the successful management of volunteer programs and in the growth and development of the profession.

Criteria for Nomination

- The nominee must be a current member of the NH Association of Volunteer Administrators (NHAVA).
- The nominee must be a practicing volunteer administrator, paid or unpaid.
- The nominee's principal responsibility must be managing volunteers for their organization. (The nominee may have other assigned duties.)



NHAVA Chair, Donna Dodge with Lynne DeVivo, winner of the Judith Lonergan Volunteer Administrator Award 2000.

The nominee should:

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

Information required for all nominations of the Judith Lonergan Volunteer Administrator Award 2001

Nominee information: Name, Title, Organization, Full Address, Phone, Fax, and Email

Nominator information: Name, Title, Organization, Full Address, Phone, Fax and Email. (Nominator must be a full member of NHAVA). DEADLINE FOR SUBMISSION IS DECEMBER 15, 2000.

Forward nominations to the Executive Committee, NHAVA, PO Box 3364, Concord, NH 03302.

MEMBERSHIP NEWS

Jean Desany Receives Key to City of Manchester, NH

Former Manchester Mayor Raymond J. Wieczorek has presented a Key to the City to Jean Desany, program manager of the Voluntary Action Center, which is a program of Southern New Hampshire Services, Inc.. The inscription reads as follows:



In recognition of all of your hard work to promote volunteerism within the City of Manchester -- The service provided by the Voluntary Action Center has been the cornerstone of the Mayor's Senior Citizens Luncheons. January 2, 2000.

Jean Desany is a member of the NHAVA Communications Committee.

Congratulations, Jean.

Jean Desany Taken Away in Handcuffs

As a participant in the Muscular Dystrophy Association (MDA) Manchester's *Most Wanted Day*, Jean Desany, Program Manager



Jean Desany

of the Voluntary Action Center was taken away in handcuffs on Thursday, August 24th, and sent to "prison," aka WMUR-TV, to raise "bail" money for MDA. Prisoners were "arrested" at their

worksites and appeared before "Judge" Ed Brouder of WZID.

This event raised more than any other like it in the country in 1998. Approximately 600 community leaders were swept up in this year's dragnet which raised more than \$106,000. All funds raised remain in New Hampshire.

Crotched Mountain Hires New Manager of Volunteer Services.

GREENFIELD, NH: Crotched Mountain Foundation has named **Laura Keith Woerner** of Dublin, NH, as manager of volunteer services. She will manage all volunteer activities supporting the organization's mission to assist children and adults with disabilities achieve optimal growth and independence.

Laura brings with her over 15 years of volunteer management experience in the nonprofit sector. Prior to joining Crotched Mountain, she served as the Peterborough coordinator of the Monadnock Volunteer Center and Retired Senior Volunteer Program (RSVP). Since 1983 she has served as a volunteer with the Fresh Air Fund, and is currently supervising their Southern New Hampshire leadership. She is also an award-winning fine artist, specializing in oil portraiture. She attended Mount Holyoke College, Harrow College of Art (Harrow, England) and received her degree from the University of Rhode Island. Laura is a member of NHAVA. "We are delighted to welcome Laura to our organization," remarked Michael Redmond, vice president for advancement of Crotched Mountain. "She is uniquely qualified to provide creativity, enthusiasm and leadership for our volunteer services program." Crotched Mountain Foundation is a nonprofit organization operating the widely respected rehabilitation center atop Crotched Mountain in Greenfield, NH.



Laura Keith Woerner

MEMBERSHIP NEWS

Deb Cheever Wins Peg McGarity Award

At the Governor's Conference on Volunteerism on May 22, 2000, Deb Cheever, NHAVA's Executive Committee Treasurer, received the Peg McGarity Award for Outstanding Volunteer Management. Presenting Deb with the award on behalf of Governor Shaheen, was her husband, Bill Shaheen. Over 600 friends and peers were present.



Bill Shaheen and Deb Cheever

Nominate Someone Who Has Made a Difference!

The Governor's Peg McGarity Award for Outstanding Volunteer Management salutes excellence in leadership of volunteers and management in New Hampshire. For next year's award, NHAVA members should keep the following criteria in mind.

Nominee Eligibility

The nominee must have worked as a salaried administrator of volunteers at least one year and is a salaried administrator of volunteers in New Hampshire. He/she must also demonstrate excellence in program management and exhibit initiative in developing available resources. (Past recipients will not be considered.)

Nomination Procedure

Nomination may be made by a volunteer, a supervisor, a board member, a peer, or the nominee. Nominations must be typed and should not exceed two pages and two letters of testimony. You may attach supporting articles and materials. Materials will not be returned. Four complete sets must be received by May 1, 2001.

What Your Nomination Statement Should Include...

Summarize the volunteer program or activity that the nominee directs, including the number of volunteers and staff supervised and the impact of the program.

Briefly describe how the nominee has achieved excellence and creativity in carrying out the following responsibilities.

- a. Program Planning and Organization: Include development of the volunteer program, structure, procedures, program design, and utilization of resources.
- b. Staffing and Direction: Include recruitment, training, motivation and recognition of volunteers and staff.

Briefly describe the nominee's professional accomplishments and personal achievements.

For a copy of the Peg McGarity Award Nomination Form, go to <http://www.learn.unh.edu/Volunteer/award.html> and print it out.

Or for more information, call Kathleen Moulis, 603/622-9776.

Minutes of June 8, 2000 Membership Meeting - Condensed

By Trish Churchill, Secretary

(These minutes have not yet been approved by the Board of Directors)

NHAVA's members should always be aware of promoting NHAVA at every opportunity. One good opportunity is the Governor's Conference on volunteerism. The board encourages NHAVA members to join the conference planning committee and to be involved as workshop leaders. Deborah Emery-Gigliotti will head an *ad hoc* committee to recruit NHAVA workshop leaders, to encourage members to submit nominations for the Peg McGarity Award, and generally to be sure our presence is evident at the conference.

Congratulations to Debbie Cheever – this year's recipient of the Peg McGarity Award. The award honors one who "demonstrates excellence in program management and exhibits initiative in developing resources."

Board members will review the awards nomination process and develop guidelines to simplify the process.

Revised bylaws will be presented to the membership at the annual meeting.

The Points of Light current hourly wage to figure volunteer dollar value is \$14.85. This is just one consideration in promoting the value of volunteers.

Membership Committee: Maureen Skelly reported on the membership survey: the biggest reason members don't renew is frequent job turnover; members would like to have workshop choices listed in the newsletter for future meetings, time and travel issues make it difficult for many to participate in meetings, and members don't seem to recognize NHAVA mail. Everyone's help is needed to bring the NHAVA message to the always-changing volunteer administrators in New Hampshire. NHAVA has met its 85 member goal for the year.

Legislative Committee: Carolyn Gargasz reported on two legislative bills regarding school employee and volunteer background investigations. HB 304, which is now more specific, was approved on June 1, 2000 and will go into effect July 31. HB 1619, targeted at any person convicted of a felony controlled drug offense, was sent to Interim study. The Legislative Committee is planning a program "A Day at the Legislature" for the April 2001 membership meeting.

Statement for New Hampshire's political candidates: NHAVA is a professional membership organization and is not part of One House. Members will be encouraged to attend political forums and, as individuals, question candidates about what they would do to support and encourage volunteerism. Brochures should be handed out to make candidates more aware of volunteerism in the state.

HB 1234 established the Governor's Council Office. The current director position appointment, held by Bruce Montville, is up in October. The Governor and Council will make the decision on funding and appointment. NHAVA can have an impact on the appointment by talking with Council members and by submitting names for the position to the Council.

Carolyn Gargasz announced that she has signed up to run for the legislature. Yea, Carolyn!

Alexis Walker updated the board on the One House concept. An organizational chart and a Mission Statement for Volunteer New Hampshire are available from her.

At the July membership meeting, **Cindy Huff** of United Cerebral Palsy from Washington, DC gave a presentation on disabled volunteers. The October meeting will be a confidence building exercise for members on how to do a workshop, an opportunity to build skills among our peers.

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Anyone interested in participating in the Mentor program should contact **Dave Coombs**.

Deborah Emery-Gigliotti would like to have the NHAVA newsletter be by and for the members. Therefore, the content and size of the newsletter will depend on contributions from members.

Bill Brown submitted information on a web site proposal from GanDor, Web site Development, Design and Management in Franklin. The board will review the proposal to determine benefits to the NHAVA.

Nancy Evans is recruiting a nominating committee to elect new officers, including a new president, vice-president, secretary, treasurer, and committee chairs. Let her know if you're interested in any of the position. Position descriptions are available.

Have A Question? Ask Donna Dodge

Question: *I'm confused. I think I understand RSA 508:17, but since it was changed, and I don't have to give my volunteers that letter, just what do I need to do?*

Answer: There are two things that are absolutely necessary to protect you, the volunteer, and your agency/organization.

1. You must have a list of everyone who volunteers for you in any capacity. That seems obvious when you have a structured program where volunteers serve within a building or as a Scout or 4-H leader. Think about times when there is more "casual" volunteering. For example, your volunteers may build playground equipment either as part of your regular program or a special program such as a Day of Caring. A friend of one of your volunteers says, "That sounds interesting. I'll come along and help you." You do not know this person is volunteering, and he has an injury while building the equipment that requires a trip to the emergency room. He does not have adequate medical insurance to pay his bills, so he requests the money from your organization. He insists he was a volunteer for you; you insist he was not. How can you prove your case if you have no list of people who were volunteering on that project? Besides the legal and insurance aspects that will cost your organization time and money, poor public relations may result.

2. Every volunteer needs to have a Volunteer Service Description*. The minimum information in a volunteer service description is the date of service, the duties to be performed, and the signatures of the volunteer and the volunteer administrator. This indicates in writing what the volunteer is authorized to do and when. It may be as informal as a letter (e.g. Thank you for volunteering on Saturday, Sept. 16, 2000. You are scheduled to be at the information booth from 9:00 - 11:00 a.m., at which time you will hand out brochures and answer questions about our organization.) or as formal as a one or two page document (A sample of this is too lengthy for this article). A sign-in sheet at the information booth will provide the volunteer's signature in the first example.

Why is this necessary? Sometimes volunteers think that when they volunteer for an organization, they are automatically signed up for life. If a volunteer has not had contact with your organization for a while, and policies, procedures, and information have changed, you are at risk if that person does something on your behalf that causes injury, lawsuit, or poor public relations. If it is clear exactly when a volunteer starts and ends the service, you have protection. It is a good procedure to inform the volunteer in writing when the service has ended. (Thank you for volunteering. As indicated in your volunteer service description, your ending date is ——. If you would like to continue to volunteer, please contact me.). Examples of this situation could be

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Legislative Committee Report

by Carolyn Gargas, Chair.

Youth Volunteers

The topic of youth volunteerism continues to come up. New Hampshire has no state statute on youth volunteerism, and therefore, follows the federal guidelines. Is there interest among NHAVA members to explore this issue with representatives from state agencies and legislators responsible for legislation and enforcement? If you are interested, the Legislative Committee would be willing to take initial steps to organize a group around this issue. *Please contact Carolyn Gargas, PO Box 6, Hollis, NH 03049, 465-7463, Cgargas@cs.com.*

Legislative Committee Meeting

Are you interested in the legislative process? Would you like to learn more about legislation? You don't have to be an expert to join this committee. You are welcome. **Next meeting, Friday, October 20, 9 a.m.** in Concord at the NH Hospital, Volunteer Services office, at the Anna Philbrook Children's Center, South Fruit Street. Sue Rapter, member of the committee, is our hostess. *Contact Sue at 271-5788 or srapter@dhhs.state.nh.us.*

Program Committee Report

by David A. Coombs

We are combining two of our missions this quarter - Education and Recognition. Five of our very own will be presenting topics ranging from special events to intergenerational programs. We will be breaking out to keep the groups small and to allow for more interaction. We will provide each group with an after-action form to allow direct feedback to the presenter. We will also be on the lookout for NHAVA members who have talent and information to share for future sessions. See you at the October meeting.

Communications Committee

Co-Chairs

Deborah Emery-Gigliotti

Phone: 800-640-7101 x112

Email: demerygi@cancer.org

Bill Brown

Phone: 603/228-1551

Email: bbrown@riverbendcmhc.org

Potential NHAVA Website Evaluation

For those of you who were unable to see the proposed website at the last meeting, you can check out what it might look like at the temporary site www.angelfire.com/zine/senator.

The response from the membership has been excellent so far, with several good suggestions for additions. The site is under construction, so not all links lead anywhere; I want to get all of your suggestions before I talk to our volunteer webmaster. Remember, all aspects of the website are free. Below are some sample evaluation questions for your perusal:

* Do you think that NHAVA should take advantage of a free website? Explain why or why not.

* Will you benefit by a regularly updated bulletin board on the website, and do you often have contributions that can be e-mailed to a volunteer webmaster?

* Do you have links that are useful to you, which you would like to share with other volunteer administrators?

* Will you find it useful to have membership information available on the web? Will it be useful for other members to have your information, available by a password that only members will have? Explain:

* Do you know of a good source of PR for NHAVA that can be accessed especially by a website (ie, a list of volunteer using organizations that should have the site available to them, places to advertise the website, etc.)

* Would you like to see the NHAVA newsletter available on the web, under a passworded site similar to the membership link?

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Mark Your Calendar



Next Membership Meeting

Oct. 25, 2000

Next Board Meeting

**Rescheduled to
Sept. 25, 2000
Dec. 14, 2000**

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* Do you have information that would advance the training of new volunteer administrators, which could be placed under the Training site?

* Is there any other NHAVA information that you feel would be especially useful on a website?

Thank you for your suggestions,
Bill Brown Phone: 603/228-1551
Email: bbrown@riverbendcmhc.org

NHAVA Mentor Program

by David Coombs

The Program Committee has designed a Mentor Program for members of NHAVA. In order to be a **mentor**, you agree to the following guidelines.

- Provide informal help, support and/or advice on mutually agreed upon topics for a period of one year.
- Act as a “sounding board” for the protégé.
- Share insights into her/his area of expertise.
- Help the protégé outline strategies for career advancement.
- Respect the protégé’s desire for privacy with regard to the match.
- Contact the protégé several times during the year.

The **protégé** agrees to

- Make the initial contact with the mentor.
- Respect the mentor’s time and privacy.
- Ask for help, support and/or advice in those areas mutually agreed upon.
- Contact the mentor several times during the year.

If there are any questions regarding the Mentor Program or anyone interested in being mentored, please contact David Coombs.

A Volunteer Link – VolunteerMatch

Submitted by Deborah Emery-Gigliotti,
Communications Committee Co-Chair

ImpactOnline is a nonprofit organization investing in the development of public interest Internet applications. Since its founding in 1994, ImpactOnline has been providing innovative public services on the web.

VolunteerMatch, the organization’s premier service, utilizes the power of the Internet to help individuals nationwide find volunteer opportunities posted by local nonprofit and public sector organizations.

VolunteerMatch’s powerful online database allows volunteers to search thousands of one-time and ongoing opportunities by zip code, category, and date. Then sign up automatically by email for those that fit their interest and schedule. Contributing organizations post their own opportunities, giving volunteers easy access to an accurate and diverse source of activities including, walk-a-thons, beach day cleanups, tutoring, home building, meal deliveries and more.

Available nationwide, the success of VolunteerMatch is due in large part to the strength of their partnerships. They are proud to share their achievements with those who have endorsed their efforts including: the Corporation for National Service, Habitat for Humanity, Red Cross, United Way, YMCA, Yahoo!, Excite, Quantum, Sun Microsystems, Network Associates, Hambrecht & Quist, Hewlett-Packard, the Mayfield Fund and Senators McCain and Kerrey.

Check out their website, <http://www.volunteermatch.org>.

**The entire sum of existence is
the MAGIC of being needed
by just one person.**

- V. Putnam

Submitted by Norah Sutton

Question... Continued from page 5.

volunteers who continue to visit a homebound person or work with youth after their service with you has expired, and a bad incident occurs causing the family of the homebound person or the youth to hold you responsible. Without documentation, you are at risk, especially if the volunteer sincerely believes he/she was still authorized to serve on your behalf.

Basic record keeping is good policy and good practice. Don't fall into the trap of thinking "Our volunteers would never...". In the words of Cynthia Flynn, NH Dept. of Labor, "Everyone is in one big happy family until something bad happens."

***Volunteer Service Description.** Several years ago, an agreement was made among the NH State Department of Labor; the NH Office of the Attorney General, Division of Charitable Trusts; and the NH Governor's Office on Volunteerism to call what is commonly known as a job description a Volunteer Service Description when it applies to what a volunteer does on behalf of a nonprofit organization. The reason for this is to help eliminate confusion between employees and volunteers. A further recommendation is to have different language for employees and volunteers. For example, if an employee has a "performance evaluation", it should be called something else for a volunteer -perhaps a "volunteer service review". While this agreement is not law, it is in the best interests of volunteerism to use consistent terminology and to cooperate/coordinate with others who have authority to enforce laws that affect volunteers. (Note: NH has one of the best working relationships with the State Dept. of Labor and the Office of the Attorney General in the country!)

The NHAVA Annual Meeting will be on January 17, 2001

at the Holiday Inn, Concord. The guest speaker will be **Bonnie Jennings-Steele**, the Director of Volunteer Services at the Stamford (CT) Hospital and incoming President of the American Hospital Association's Directors of Volunteer Services.

Save this date! Save this date! Save this date!

***New England Association of Directors
of Healthcare Volunteer Services***

takes a look at

**"Positioning the Profession of Volunteer Administration:
Moving from Volunteer Administration to Community Engagement."**

Change is inevitable in the world of volunteer management. At times it is the only constant in our ever-evolving industry. The job we did yesterday is not the same one we're doing today – and what will we be doing tomorrow? We take on extra assignments, we play numerous roles, and we are never sure exactly which hat we should be wearing at any given time. At times we seem to be stumbling around in the dark.

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NEADHVS is working to “Light the Way” and address these issues as it presents nationally known speaker and volunteer leader, Sarah Jane Rehnberg, Ph.D. at a one-day Fall Conference on Friday, October 20th at the Seaman’s Inn at Mystic Seaport in Mystic, Connecticut.

Sarah Jane Rehnberg, Ph.D., a nationally known leader in volunteerism and community service issues, directs the Center for Volunteerism and Community Engagement at the University of Texas Charles A. Dana Center. This initiative coordinates programs designed to strengthen service and support effective education by linking community groups with schools by providing management tools and resources. Programs within the initiative include TxServe; the AmeriCorps for Community Engagement and Education program; MathServe; and the Texas Center for Service Learning.

Dr. Rehnberg has consulted and conducted training in the area of volunteerism for more than 20 years. A Points of Light Foundation representative for the President’s Summit for America’s Future, she helped convene the Austin delegation to the Summit. She served as chief architect of the first State Plan for the Texas Commission on Volunteerism and Community Service and authored a state analysis of how citizen participation enhances Texas’s quality of life and support cost-effective efficient, government. Other clients include the Points of Light Foundation, collaborative work with ENERGIZE, Inc., the Evangelical Lutheran Church in America; Adelphi University; hospitals, volunteer centers, and other not-for-profit organizations.

As president of the Association for Volunteer Administration, (AVA) Dr. Rehnberg testified at a hearing of the U.S. Congress on volunteerism. She is the recipient of the Harriett Naylor Distinguished Member Service Award for her work in professional credentialing and has actively advanced education in the field of volunteerism, having taught college credit courses in the field and developed curriculum for middle school, college, and graduate-level courses. Her volunteerism curricula included a comprehensive graduate-level-credit curriculum in volunteer management for Adelphi University, and a middle and high school curriculum in service learning called Volunteer Youth Training and Leadership which received several awards. Dr. Rehnberg developed The Starter Kit for Lay Mobilization for Leadership Network. The “kit” forms the basis of a nation-wide, highly successful curriculum in volunteerism and volunteer managed for faith-based communities.

Her topic for the conference is: “Positioning the Profession of Volunteer Administration: Moving from Volunteer Administration to Community Engagement.”

Dr. Rehnberg hopes that through this conference we, as participants, will:

- Increase our understanding of who we are as professionals and the skills we bring to our organizations;
- Examine the challenges facing our field, specifically issues related to perceived devaluation and victimization;
- Explore ways to conceptualize our work as community engagement professionals and the skills needed to reposition the field;
- Identify ways to handle dual roles and diverse assignments;
- Recognize the myriad of skills and backgrounds we bring to our profession

Registration begins at 9:00 a.m. followed, at 9:30, by a brief NEADHVS business meeting and then the featured speaker from 10:00 a.m. until 4:00 p.m. with a lunch break in the middle. The fee for this conference is \$60.00 for NEADHVS members, \$75.00 for non-members.



Reservations may be made through Hilda DeLucia, Ashlar of Newtown, Toddy Hill Road, Newtown, CT, 06470. (203) 426-5847 x 127.

For more information about NEADHVS contact NHAVA member, Donna Dodge at 663-2463 or by email at ddodge@optima.org.

**DIRECTIONS TO NHAVA MEMBERSHIP
MEETING**

WEDNESDAY, OCT. 25, 2000

AT ELLIOT HOSPITAL
CONFERENCE CENTER
MANCHESTER, NH

From the NORTH:

Take I 93 South to Exit 8.*

From the SOUTH:

Take I 93 North to Exit 6.**

From the EAST:

Take 101 West, then right (North) onto I 93 to Exit 8.*

From the WEST:

Take 101 to 293 South, turn onto I 93 to Exit 6.**

***Exit 8:** Turn right at end of exit onto Wellington road, then left at second set of lights onto Mammoth Road. Pass two sets of lights, then turn right onto Nelson Street which ends at Tarrytown Road. Go straight across to Main Entrance.

****Exit 6:** Turn left at the end of exit onto Candia Road, pass under highway, go 3/4 mile then turn right onto Mammoth Road. Take the second left onto Nelson Street. Go to stop sign, then go straight across to Main Entrance.

NHAVA extends thanks to Mrs. Evelyn White of Manchester for preparing the newsletter to be mailed in a timely fashion. As a RSVP volunteer for the Voluntary Action Center, she performs the same function for the NH Orchid Society, as well as working with a bulk mailing team from Sundance Village, a senior housing facility in Manchester

**October 25, 2000 Meeting
Agenda**

9:00 -- Informal Networking

9:30 -- Business Meeting

10:00 -- Formal Networking

10:30 -- Break

10:45 -- *Peer Presentations*

- Norah Sutton
- Bill Brown
- Jean Desany
- Kathie Goodwin
- Deborah Emery-Gigliotti

12:00 -- Toot Sweet! See ya at the Annual meeting.

*Please note the deadline for submission to the **January 2001 NHAVA News is Dec. 5, 2000.** Email all correspondence to the NHAVA email address or "snail mail" it to the address below.*

NH ASSOCIATION OF
VOLUNTEER ADMINISTRATORS
(NHAVA)

PO Box 3364
Concord, NH 03302-3364
NHAVA Email @aol.com

President Donna Dodge
Phone: 603/663-2463
Email: ddodge@optima.org

Vice President Alexis Walker
Phone: 603/271-7202
Email: Alexis@volunteernh.org

Secretary Trish Churchill
Phone: 603/224-9945
Email: tchurchill@sphhf.org

Treasurer Debbie Cheever
Phone: 603/225-5505
Email: Deborah.Cheever@UNH.edu