

NHAVA NEWS

October 2002

What is the Unified State Plan?

By Sherry Wheeler

Many of you have probably been hearing the words “unified state plan,” or USP, and “focus meetings.” The Unified State Plan (USP) is a plan for volunteer and service programs to work together to solve community problems.

Every three years, the Corporation for National and Community Service (the federal sponsor for AmeriCorps/VISTA, Learn & Serve, Volunteer NH!, and National Senior Service Corps [Foster Grandparent Program, Retired Senior Volunteer Program, and Senior Companion Program]) requires each State Commission to create and submit a three-year plan that speaks to how National Service Resources (programs) will address areas of concern in the state.

The plan engages local communities in coming together to identify their needs and to utilize their resources effectively. New Hampshire was one of six states selected for a pilot project where programming to-

gether and with others will be achieved. And, New Hampshire expects to be the first in the country to have a plan to do just that!

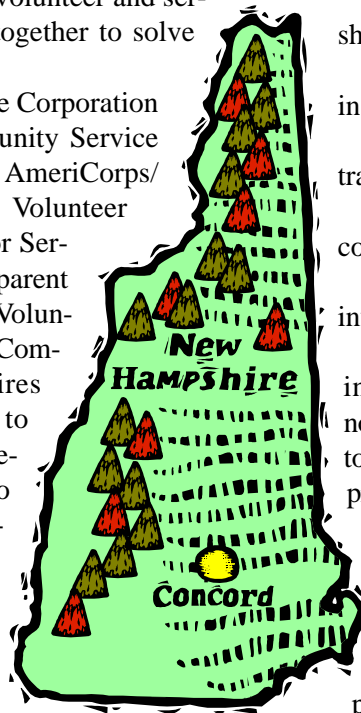
Priority areas for New Hampshire are:

- (1) Seniors/teen/refugee needs in Manchester
- (2) Economic development and transportation in the North Country
- (3) Homeland security and community preparedness statewide
- (4) Strengthening the volunteer infrastructure statewide

Focus meetings are being held in these four areas with current nonprofits and public entities invited to participate in helping to identify priorities as well as methods and activities that will assist in meeting those priorities with the use of National Service Resources.

Once a unified plan is created, identification of possible partnerships, identifying methods in which to meet the goals of the plan, and managing documentation on the progress of the plan will continue. Every year National Service must show progress towards meeting

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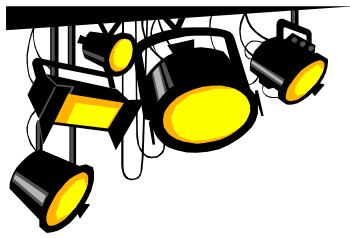


I remember the first meeting of the New Hampshire Association of Volunteer Administrators. It took place at the Society for the Protection of New Hampshire Forests in Concord. Eleanor Baron, who became our first president, presented those of us gathered there with a draft version of

bylaws. NHAVA's first year was 1998, and now it is 2002, and what changes we have seen in our organization.

Membership has grown from about 50 members to nearly 100! What used to be month-before Board meetings to plan the membership meeting and program is now handled in advance by our vice president and Program Committee. We have gone from

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Spotlight on Members

Kathie Hindley

Fun, challenging, and never a dull moment is how Kathie Hindley describes her position as Assistant Director of Recreation and Volunteer Coordinator for the Merrimack County Nursing Home in Boscawen. For four and a half years Kathie has used her wit and infectious laugh to guide her staff of 21 and a core of 80 volunteers. Kathie says, "The right volunteer fit can change the direction of lives."

A lady who wears many hats, Kathie chairs numerous committees at the nursing home including the welcoming committee for the Philippine nurses, the Christmas and fund raising committees, and Fun-Fest, a major event that brings the community, businesses, and the residents together for a day of fun. She also co-chairs the resident council, does inservices on bereavement, and is a member of the pain management team.



An associates degree in business from The Thompson School at UNH was Kathie's first step in education. She is currently working toward a BS in Psychology with a concentration in gerontology. Her ultimate goal is to be an adjunct professor in Thanatology, the study of death education.

It was her first husband's need for organ and tissue donations that got Kathie interested in thanatology. They began to educate folks on death and dying and organ transplants. A family support group was the next step and the signs at motor vehicle about organ donation were a result of their efforts. Kathie went on to take hospice training and has co-facilitated bereavement groups for children and adults.

This bubbly, energetic lady has been a member of NHAVA since it's inception and finds the networking very helpful. She is currently a member of the Membership Committee. Kathie says, "I believe people volunteer because they want to, not because they have to".

When not busy with her many other endeavors, Kathie enjoys writing short stories, cooking, scrapbooking, calligraphy, flower gardening, and traveling. Where she finds time for her new husband Eric, her son Taylor, and their home in Concord, is anyone's guess.

- Letty Barton

Become A Change Master - The Principles Course

Friday, November 8, 2002 at the Marriott in Nashua.

Are your state or regional groups planning conferences for 2003? If so, now is the time for them to take a look at including the new Principles of Volunteer Services Management in a Changing Health Care Environment course in their educational plans. Offering a fresh look at volunteer program design in the midst of declining resources, HIPAA, JCAHO implications, and a new generation of volunteers is a must if programs are to survive and thrive in the future. This course provides much for the experienced DVS as well as those new to the profession! A team of certified trainers is ready to bring this six-hour course to your state or regional group. This year, classes received rave reviews after being held in Georgia, Colorado, Washington, and at the Southeastern DVS Conference. More courses are scheduled this fall for Pennsylvania, New England Association, Kentucky, Ohio, Northern California, Virginia, North Dakota, South Carolina Hospital Association, as well as the ASDVS conference in Seattle. Be sure to tell this ASDVS best kept secret!

Have heard wonderful things about this course - I don't know the cost yet.

-Jean Barrett

Committee Reports

Program Committee -- Sue Rapter, Chair

The July membership meeting was hosted by Dee Martin at the American Lung Association of New Hampshire (ALANH) in Bedford. Attendance was outstanding for July with standing room only! Members gathered to share resources about their agencies and volunteer program management.

Special guest speaker Amy Pineault, ALANH's Freedom From Smoking Program Manager, presented a detailed description of all smoking cessation services available statewide. ALANH has made smoking cessation a top priority in its efforts to reduce tobacco use in the state. For more information contact Amy at amy@nhlung.org.

The video "Treasure Your Breathing" was viewed by the membership. This 10-minute video illustrates how lung disease affects all ages and emphasizes the importance of lung health education.

Membership Committee -- Cova Greig

The membership committee will meet directly following the October NHAVA membership meeting. We need your help. If you are not a member, please feel free to join us. Please notify Cova Greig at e-mail: c.greig@fmhospital.com if you have any position or contact number changes.

STATE PLAN *Continued from page 1.*

the objectives of the plan. After three years, a new three-year plan will be developed.

If you would like to be involved in strengthening the services provided in one or more of the four priority areas, please contact either Volunteer NH! at 800/780-8058 or the Corporation for National Service state office at 225-1450.

Please note the deadline for submission to the January 2003 NHAVA News is Dec 6, 2002. Send all correspondence to Jean Desany, e-mail: volaction@aol.com

Mark Your Calendar

Next Membership Meetings

- January 15, 2003
(Annual Meeting)
- April 17, 2003
- July 16, 2003
- October 16, 2003

Roll Call

New Members

Lisa Coor-Kelly
Todd Marsh
 CAP/SCT
 Homeless Center for
 Strafford County
 603-225-3295
 603-332-3065
 Fax: 603-228-1898
 e-mail:homelesscenterNH@aol.com



SAVE This Date

NHAVA Annual Meeting

January 15, 2003

The Program Committee is in the process of choosing a location and is waiting for a response from perspective speakers.

The agenda will be:

- 8:30 - 9:00 Informal Networking
- 9:00 - 9:30 Business Meeting
- 9:30 - 10:00 Ice Breaker
- 10:00 - 10:15 Break
- 10:20 - 11:30 Program
- 11:30 - 1:00 Lunch/Awards



New DVS-On-Call Program



NHAVA has recently established a Director of Volunteer Services (DVS)–On-Call program. This mentoring program is designed to provide support and encouragement to those who are new to the field of volunteer management. By talking with a more experienced volunteer manager, a participant can obtain answers to their work-related questions, learn about helpful resources, and be referred to other colleagues.

DVSs agree to be on-call for a one-month period. They must be a member of NHAVA and a director of volunteers for five years or more. DVSs must also have the resources to accept and make phone calls and send e-mails in a timely manner. They will maintain a simple log of contacts and submit that log at month's end to the Chair of the Mentoring Committee.

If you are relatively new to the field of volunteer management or just want to bounce a question off someone with experience and expertise, feel free to contact the designated person listed below. They will be glad to talk with you.

<i>Name</i>	<i>Agency</i>	<i>Contact Info</i> October 2002	<i>Expertise</i>
Jean Barrett	Southern NH Medical Center PO Box 2014 Nashua, NH 03061	577-2959 577-5626 Fax jean.barrett@snhmc.org	<u>Expertise:</u> Interviewing Community Outreach Teen Programs
Nov. 2002			
Deborah Cheever	UNH Cooperative Extension, Merrimack County, 4-H Youth Development Educator 315 Daniel Webster Highway Boscawen, NH 03303	225-5505 796-2271 Fax Deborah.cheever@UNH.edu	Volunteer management systems; Planning, organizing, and implementing events
Dec. 2002			
Sue Rapter	New Hampshire Hospital 36 Clinton St. Concord, NH 03301	271-5788 rapter@dhhs.state.nh.us	Program development; Recognition; Orientation. & training; Management
Jan. 2003			
Nancy Evans	UNH Cooperative Extension, Merrimack County, 4-H Youth Development Educator 315 D W Highway Boscawen, NH 03303	225-5505 796-2271 Fax Nancy.evans@UNH.edu	Organization; Recruitment; Interviewing; Recognition

President *Continued from page 1.*

four meetings with programs and networking to a very special annual meeting complete with awards, three additional program and networking meetings, and three regional conferences packed with great topics. Our newsletter has grown from two pages to eight or more, but it always has been packed full of information volunteer administrators can use. And we have now stepped into the 21st century with our own website!

So the question is . . . **What's next?** What needs to be improved? What is working well? Where do

we want to see NHAVA five years from now? This is your organization and you have the right and responsibility to determine its course. Think about what you would like to see from NHAVA and let us know at the next meeting. Or better yet, think about being on the Board and getting even more involved in NHAVA's evolution. "We've come a long way, baby" and we have a bright future ahead of us.

- Alexis Walker

Beyond Networking: Nurturing the Volunteer Coordinator

By Esther Cantu, Director of Community Outreach
Volunteer Center of United Way of San Antonio and Bexar County
(e-mail: ECantu@unitedwaysatx.org)

A seasoned professional once said: "Volunteer Management will continue to be an enigma until it no longer depends on people for volunteers." Because of the complexity of people — their desires, their beliefs, their backgrounds and their motivation, and the fact that they constitute 'free labor' to our agencies, we have a tendency to treat volunteers as gold (and rightfully so). We bend over backwards to ensure that their projects are meaningful, their self-esteem remains high, their work environment is satisfactory, and that they feel they are contributing to the mission of the organization. We value them, we honor them, we praise them and thank them religiously. This is an ongoing task for our Volunteer Coordinators and can be quite complex because in doing each one of these things, we have to consider how everyone wants to be treated. Everyone is different! These actions can have a long-term effect on the energy we need to carry out our duties. "Taking care of the caretaker", a topic often seen in today's conference agendas, implies that we should take care of ourselves so that we can continue to care for those who display the ultimate caring in the community - our volunteers. In speaking with other Volunteer Coordinators we find that they often feel isolated, ill-prepared to handle certain situations and don't know where to turn for assistance or support.

In San Antonio, we try very hard to meet some of these needs through San Antonio Volunteer Administrators, an organization of the Volunteer Center of United Way. This is a structured group with officers and official membership who come together bi-monthly to network and share resources. It is the ultimate form of nurturing and support for this most noble profession. Every other month a brown bag lunch meeting is held in which members enjoy an informative speaker who discusses a topic rel-

evant to volunteer management. Each attendee gets a name tag to facilitate networking, and everyone is given an opportunity to introduce themselves to the group. There are always door prizes at every meeting. During alternative months, brown bag Lunch and Learn sessions are held. Many times it is a member of SAVA who leads the discussion, but other members share their experiences or ask questions. Members also look forward to the Annual Training Workshop at which time a full-day workshop is planned with a professional consultant hired to perform the training.

Members can network during lunch, which is catered for this occasion. There is also an Annual Meeting held at a local restaurant at minimum cost to the members. At this meeting, new officers are elected and the recipient of the Annual Volunteer Coordinator is announced. Photos are taken and then placed on the United Way website. Usually a motivational or "fun" speaker is invited. SAVA members welcome these meetings as a way to relax, recharge and connect.

A recent example of how SAVA helps its members resulted from a call for help to the SAVA Liaison from one of the member agencies. The agency had just redesigned its volunteer program complete with policies and procedures, forms and recognition. The volunteers, the majority of whom have been with the agency for many years, felt uncomfortable with the new procedures. The Volunteer Coordinator felt she needed to redevelop the volunteers' trust and had been unsuccessful. The Liaison asked SAVA members to participate in a Focus Group to discuss options for the agency. Nine members participated in a discussion that was helpful to the troubled Volunteer Coordinator as well as to



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BEYOND *Continued from page 5.*

those who attended.

Members can use their handbook to look up an associate and compare notes about similar jobs or they can refer to the Mentor Section, which lists members willing to mentor others in a variety of topics. An email e-group allows members to share information about training, volunteer availability, grant opportunities and much more. Next year, SAVA will begin a mentoring program where new volunteer coordinators will have an experienced member meet with them periodically or as needed to provide advice, encouragement and support. A network such as SAVA is not totally innovative, but is extremely successful in meeting many needs for Volunteer Coordinators. The executive committee of SAVA is continuously striving to improve the caring services provided to its associates.

Esther Cantu is employed at the Volunteer Center of United Way of San Antonio and Bexar County as Director of Community Outreach, where she has worked for almost two years. Prior to United Way, she worked at San Antonio Alternative Housing Corporation, Project Learn to Read, Juvenile Diabetes Foundation and "I Have a Dream" Foundation. Cantu earned her BA from Southwest Texas State University in 1988. She is a member of Mission City Business and Profession Women and won the State President's Award for her year as local president in 2001. She was recognized as BPW/Texas Woman to Watch in 1996 and as a Profiler in Community Service by the Women in Communications in 1997.

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**A Series of Regional Conferences
for Volunteer Managers**

Volunteer NH! In collaboration with
NH Association of Volunteer Administrators

October 8, 2002 Keene Recreation Center
October 10, 2002 Portsmouth Regional Hospital
October 11, 2002 Littleton Regional Hospital

*FOR A BROCHURE AND REGISTRATION FORM
PLEASE CONTACT VOLUNTEER NH!
1-800-780-8058 OR 1-603-271-7200*

*The registration fee of \$25.00
includes lunch, refreshments and materials.*

NHAVA July Meeting Summary

NHAVA's July membership meeting featured a "resource fair," where members shared information and materials about their agencies as well as volunteer management.

The Governor's Conference on Volunteerism was a topic of discussion. According to several conference planning committee members, the feedback following the conference was good. It was recommended that the conference maintain a high level of workshops or at least offer topics at a variety of skill levels to meet the needs of all attendees. If you are interested in assisting in the planning of next year's conference, please contact Don Chesnel or Dee Martin.

Also during the business meeting, the Legislative, Membership, Communications, and Nominating Committees presented reports. See page 3 for several committee updates. Don Hayes is looking for interested candidates to fill a slate of nominees for NHAVA's officers. It is important to have representation from all regions of the state. Names of candidates should be submitted at the October meeting.

Volunteer NH!, in collaboration with NHAVA, is presenting a series of regional conferences for volunteer managers, sponsored by Jefferson Pilot Financial. The conferences will be held on October 8 in Keene, October 10 in Portsmouth, and in Littleton on October 11. Each conference will feature sessions on evaluating volunteers, pitching your program, and service learning.

It was announced that the United Way in Concord is submitting a grant for posting volunteer opportunities for Concord and north on the web. Citizens Bank and WMUR will be awarding \$25,000 through their "Community Champions" initiative, recognizing organizations that support the elderly this fall, youth in the spring, hunger in the summer, and housing next fall.

Following the business meeting, Amy Pineault, the Lung Association's Freedom from Smoking Program Manager, presented a program on smoking cessation services. (See the Program Committee's report on page 3.)

DIRECTIONS TO NHAVA MEMBERSHIP MEETING

Frisbie Memorial Hospital's
Community Education & Conference Center

October 16, 2002

SPECIAL NOTICE

PARKING INSTRUCTIONS

In order to better meet the needs of our patients, Frisbie Memorial Hospital have implemented an **off-site parking requirement** for visitors to the Community Education & Conference Center (CECC) and hospital conference rooms.

**Shuttle service will run
from the churches
between 8:30 - 9:15 a.m.
and from the Conference Center
from 12-12:30 p.m.**

FROM LOGAN AIRPORT: Take Route 1A North, approx. 10 mi. to Peabody and bear right onto Route 95 North. Drive 15 miles to fork Exit 4 and bear left for the Spaulding Turnpike. Follow Spaulding to Exit 12 (Route 125). At the end of the ramp, bear right onto Route 125 North toward Rochester. Continue on 125 North to the fifth set of lights and turn right onto South Main Street (Route 108 South). Frisbie Memorial Hospital is approx. 1/2 mile on the left. Pass the hospital and continue on Route 108 South for another mile and a half. Just after the green water tower is Grace Community Church. Please park here. If this parking lot is full, park in the Anglican Church parking lot across the street.

FROM PORTLAND, ME: Take Route 95 South to Exit 4 (Biddeford) to Route 111 West. Follow Route 111 for 30-40 minutes to Route 202 South. Look for Minor's Restaurant on the left. Go over the bridge and turn left at the intersection by Cumberland Farms. Proceed through the first intersection and bear left at the fork in the road. Go to the end of this road and turn left onto South Main Street. Frisbie Memorial Hospital is approximately 1/2 mile on the left. Pass the hospital and continue on Route 108 South for another mile and a half. Just after the green water tower is Grace Community Church. Please park here. If this parking lot is full, park in the Anglican Church parking lot across the street.

FROM MANCHESTER, NH: Take Route 293 East to Route 93 North. Drive about two miles and take exit for Route 101 East. Take exit for Route 125 and turn left at the end of ramp onto Route 125 North. Proceed on 125 North for approx. 30 min. into Rochester. You will pass under the Spaulding Turnpike as you enter Rochester. At the fifth set of lights turn right onto South Main Street. Frisbie Memorial Hospital is approx. 1/2 mile on the left. Pass the hospital and continue on Route 108 South for another mile and a half. Just after the green water tower is Grace Community Church. Please park here. If this parking lot is full, park in the Anglican Church parking lot across the street.

Feliciano Limousine will provide the shuttle service from these churches to the Community Education & Conference Center. The shuttle will run for your group during the meeting times listed above only.

**NHAVA
Mission**

To Support and Strengthen the
Profession of
Volunteer Administration
through Education,
Networking, and
Recognition.



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**Membership Meeting
Agenda**

Informal Networking..... 8:30-9:00
Business Meeting 9:00
Ice Breakers and Door Prizes9:30
Program10:00 - 11:00
Panel discussion of Risk Management (may
run over until 11:30) Do you have a burning question
about risk management? Contact Sue Rapter via e-mail at srapter@dhhs.state.nh.us to
pass on your issue for our panelists!

*See the
directions to
this meeting on
page 7.*

Bring a HOT resource dealing with risk management or
anything you'd like to share with the membership
— a resource table will be available.

**NHAVA
Membership
Meeting
Oct. 16, 2002**

