

# DOVIA Dimensions

*Looking Backward in Order to Plan Ahead*

ISSUE NO. 4

SUMMER 1984

## A New Team for DOVIA

**Sally Cartwright**, *president* of DOVIA, has been Assistant Director of Development at Grand View College for three years. She is responsible for all alumni activities, as well as directing the annual fund campaign. A DOVIA member since 1978, Sally has contributed her time and talents in many ways, serving as president-elect, annual workshop chair, and program chair. Sally says, "DOVIA has meant a great deal to me over the past five years. I have received support, information, recognition, ideas, encouragement, advice, helping hands, job leads, specific training, and much more from my friends in DOVIA."

**Rich Joens**, *president-elect*, became the first Volunteer Coordinator of the Polk County Victim Services when the program was initiated in the fall of 1983. Rich does all of the "usual" volunteer coordinating activities in a unique context. Victim Services is targeted to victims of personal crime, those in which a person's body or home has been violated. Volunteers are the heart of this program. Rich joined DOVIA two years ago and has been a member of the program committee this year. He values DOVIA as his professional organization from which he gains identity, networking, support, and fellowship.

**Debbie Stamm**, *secretary*, is Administrative Assistant at the Bidwell-Riverside Center where she has worked for three years. Bidwell-Riverside is a privately operated community center serving disadvantaged people on the southside of Des Moines. Debbie handles financial and physical operations matters for this center which offers a multitude of services such as pre-school, thrift shop, and emergency food and clothing, to name a few. Two and a half years in DOVIA has been valuable to Debbie, as has the certification program at DMACC which she completed recently. Debbie has done the bulk mailing for *Dimensions*. As an Executive Committee member she is hoping to continue the progress which DOVIA has been making.

**Dorothy Jordal**, *treasurer*, four years ago absorbed the role of Des Moines Public Schools Volunteer Coordinator into her position as Home and Family Life Coordinator for Community and Adult Education. Since that time, Dorothy has provided the central office functions, including interaction with the Volunteer Bureau, to school-based volunteer operations. Dorothy's involvement in DOVIA during the past two years has provided her with necessary education in the volunteer management field. She credits the organization with the development of the certification program at DMACC, which she has recently completed, and believes that DOVIA's support to members is invaluable. Dorothy serves on the *Dimensions* newsletter committee.

*Continued on inside page*



(Left to right: Rich Joens, Deb Stamm, Sally Cartwright, Dorothy Jordal and Nancy Elliott)

1984-85 Executive Committee  
of DOVIA

Photo by Connie Ciarimboli

INSIDE THIS ISSUE: History, computers, education for credit and for fun, membership coupon...

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**Nancy Elliott**, nominating committee chair, has had the delightful, but hectic, job of Volunteer Coordinator of Living History Farms for two years. She documented 382 volunteers last year who provided a variety of services including research, historical interpretations and demonstrations, restoration, as well as more mundane tasks. Nancy, a two-year DOVIA member, has been an active committee participant: *Dimensions*, membership, book bag, annual workshop, and nominating. She serves on the DMACC Advisory Council for volunteer management certification classes and on the publicity/promotion subcommittee for this council. Nancy anticipates "another good year in DOVIA - one full of networking and learning."

**Barb Wacker**, board-member-at-large, has served as County Director for the Retired Senior Volunteer Program (RSVP) for two years. Barb plans, develops, directs, and supports RSVP activities in Polk County outside of Des Moines, a territory of ten communities. She interacts with many agencies and organizations as she provides follow-up and support to these sponsoring stations. A DOVIA member for two years, Barb has been on the membership committee. She looks forward to working on the DOVIA board.

**Robert Ricks**, board-member-at-large, is pastor of the Capital Hill Christian Church, a position he has held for five years. Robert discovered DOVIA two years ago when he attended a meeting with his wife and realized that, as a pastor, he was "president of an all volunteer corporation." Robert applies volunteer management techniques in developing the skills and abilities of people within his church and in recognizing their gifts of sharing time and self. DOVIA has given him a new dimension in his vocation. Robert is secretary of DOVIA this year.

**Judy Dolphin**  
Volunteer Coordinator, DHS  
Boone and Story Counties

See the back page for a complete list of the 1984-85 DOVIA Leadership.

## "For it is in giving that we receive"

St. Francis of Assisi

This quote from St. Francis has personal meaning for Alvera Stern, Director of Prevention/Education for Youth and Shelter Services, Inc., who identifies with the philosophy.

Alvera Stern, B.A., M.Ed., Ed.D., is far more comfortable sitting and chatting with a group of parents than dealing in the academic esoterica her degrees might indicate.

Alvera says parents need to be nurtured and supported during the difficult process of raising kids. "My own parents are the most accepting and generous people I know. They have a real understanding of different peoples and cultures and they encouraged me to see the value of individual differences. Through them I learned the value of spiritual, moral, and cultural attributes and the relative unimportance of material possessions."

Alvera's father, an educator, and her mother, a nurse, worked many years in the bush missions of Zambia, often without pay. Alvera was born in Africa and spent 12 years in British boarding schools on that continent. She credits the women who operated those schools with a strong, enthusiastic independence. "They challenged us," she says, "to the maximum; in short, to do our best."



Alvera designs, initiates, and carries out primary prevention programs for professionals, parents, and young people in central Iowa. She looks carefully at the needs of each of these groups. "Parents need to develop the skills to transfer their values and beliefs to their children without feeling guilty when their children don't turn out the way they think they should. Young people need to learn skills to become independent, responsible, and competent. They need to stand up for what they believe." With these concepts as a basic premise, Alvera directs the informational and educational program which addresses adolescent development, discipline, communication, substance abuse, sexuality, and a spectrum of self-awareness and self-esteem issues.

It's the St. Francis' philosophy under which Alvera operates that makes her able to be positive over and over. "Loving, caring, sharing, giving — that's what makes it worthwhile for me."

**Pam Curtis**  
Community Education Specialist  
Youth & Shelter Services, Inc.  
Ames, IA

### DOVIA Dimensions Committee

**Karen Thuente**  
Editor  
VAC Coordinator  
Dowling High School

**Candy Davis**  
Contributing Editor  
Chief Voluntary Services  
VA Medical Center

**Nancy Elliott**  
Contributing Editor  
Volunteer Coordinator  
Living History Farms

**Dorothy Jordal**  
Contributing Editor  
Volunteer Coordinator  
Des Moines Public Schools

**Beth Weiss**  
Contributing Editor  
Field Director  
Moingona Girl Scout Council

**Pam Curtis**  
Contributing Member  
Community Education Specialist  
Youth & Shelter Services, Inc.  
Ames, Iowa

**Judy Dolphin**  
Contributing Member  
Volunteer Coordinator  
Department of Social Services  
Boone and Story Counties

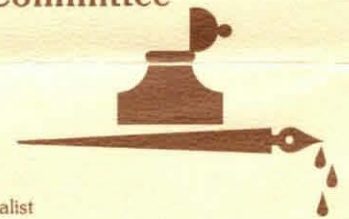
**Sue Koster**  
Associate Member, Artwork  
Volunteer Coordinator  
The Blood Center of Central Iowa

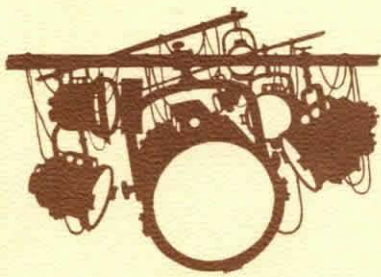
**Lorraine Rovig**  
Associate Member,  
Proofreading  
Librarian  
Iowa Commission for the Blind

**Debbie Stamm**  
Associate Member, Mailing  
Administrative Assistant  
Bidwell-Riverside Center

**Connie Ciarimboli**  
Consultant  
Assistant Director  
Volunteer Services  
Iowa Lutheran Hospital

**Susan Lucke**  
Consultant  
Direct Mail Manager  
ISU Press  
Ames, Iowa





## Spotlight

### on the past . . . and on the future

By *The People: A History of Americans as Volunteers* by Susan J. Ellis and Katherine H. Noyes. 1978. ENERGIZE: Philadelphia, PA.

"We were challenged by the fact that there was no comprehensive history of volunteers available and set out to fill this gap in our field." Having made this very ambitious statement, Susan Ellis and Katherine Noyes set out to do just that in their book *By The People*. The authors go back to the roots of our country to show how volunteers created many of our institutions. The ramifications of their volunteering could never have been foreseen. This book gives us a new perspective and insight into our country's history.

We see the first settlement of the pilgrims completed by the cooperative effort of all. This is, according to the authors, the volunteering of labor for their own survival, but still the first efforts of volunteer cooperation.

The authors show how every facet of government has roots in informal volunteering. People banded together to help their communities as the need arose, whether it was for a natural disaster, for educational needs, or for justice. Upon recognizing a problem, these people united and sought out various solutions. That is how the pesthouses were built, how the first "welfare" families were helped, and the laws were enacted. The spirit of mutual cooperation and self-help created our neighborhoods, communities, and states.

According to the authors, patriotism was also volunteerism. Patriotism involved many responsibilities. Volunteers formed the first army, made and maintained the roads, and established our first postal system. These volunteers established not only our form of government, but also set the tone by which this country has maintained a rich tradition. Education, medical services, banking, libraries, museums, several forms of the arts, and even leisure

activities have strong binds to volunteers.

Throughout our history, besides the informal volunteering, there is the thread of voluntary associations. These associations brought people together for a common event, or common interest, but they also created unity and fellowship. These are the farm co-ops, and the Masonic Temples. To those who felt overpowered by the lawlessness of the frontier, or those who felt the anonymity of the cities, the associations were vital.



The Civil War had a strong impact on volunteerism. Every aspect of life was affected by the war. Citizens united in mutual cooperation to cope with the problems, and it was these groups who created many of our formal and informal institutions. The volunteers who carried the wounded off the battlefields were the forerunners of our ambulance service. The first women nurses were volunteers who assisted doctors and wrapped wounds because most male nurses were fighting in the war. Our first hospitals, homes for the disabled veterans, ladies aid societies, can-tees, sanitary commissions, and fundraising activities all started during this period.



The impact of those volunteers has been far stronger than we generally understood. As the authors have pointed out, our society today revolves around, as well as has evolved from, what was initially volunteerism. Whether someone is a member of the PTA, a fireman, a union steward, or a political delegate, there is the tradition of the volunteer preceeding them.

The impact that the volunteers have had over the last thirty years has yet to be seen or fully understood. However, from the authors' historical perspective, we learn that it has been worth the time and efforts of those involved. We have seen how volunteers have had an effect upon their communities. In this manner, may those who are the volunteers of today develop and aid our society so it can have a better tomorrow.

Though the book is easy to read and interesting, it is tedious to read about one event after another. But only through these events can one understand the scope of volunteerism, and that is why *By the People* is excellent reading.

#### Debbie Stamm

Administrative Assistant  
Bidwell-Riverside Center

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*The Art of Japanese Management: Applications for American Executives* by Richard Tanner Pascale and Anthony G. Athos. 1981. New York: Simon and Schuster.

Can we who work in human service agencies learn from managers in the business world? Yes, yes, and again yes, as *The Art of Japanese Management* so nicely demonstrates. This intriguing, well-researched, and well-written book encourages us to take a good look at our effectiveness in each of what the authors define as the Seven S's: *strategy, structure, systems, staff, style, skills, and superordinate goals*. Whereas the first three are typically articulated by most western-world businesses, the authors group the remaining four — the "soft" S's — in defining what they believe constitutes greater long-run effectiveness among the ranks of Japanese managers.

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Many would credit managers in the human service field with a keen awareness of the "soft" S's. After all, people and their needs lie at the very heart of our work. If anything, we might be accused—in many instances wrongly so—of nurturing management's soft side at the expense of short changing management's "hard" side—the necessary core of any organization's structure.

Perhaps the greatest lesson for us in *The Art of Japanese Management* is the authors' implied message that for any organization to be successful in the long run, both the hard and soft elements of management must be addressed in a systematic, ongoing fashion. Although our definition of success is in direct contrast to the profit motive, our goal of improving the quality of people's lives indeed reflects even higher stakes. This book provides a framework for us to work systematically at becoming more effective and, yes, more successful managers.

**Glenda Haskell**  
Ames, IA

## The Computer Is Here: Are You Ready?

If you eye the new scanner system in the grocery store or the bankcard that spits out cash with suspicious apprehension, you are normal. While it is natural to doubt, even fear, new technology, the volunteer manager inundated with repetitive paperwork or record keeping can probably justify the time and monetary investments in a micro-computer. It eliminates the need for massive hard-to-find files that become dog-eared and dirty with use; the computer simply issues a new copy on command, and, best of all, in a matter of seconds. Computers not only save time and space but also help both home and office work run smoother and more efficiently.

Becoming computer literate is not as difficult as it may seem. If you are thinking of purchasing your own system the following suggestions will help you avoid the major pitfalls.

Micro-computers, often called home computers, offer pleasure, simplicity, and security to the person

who knows what they can or cannot do and who is careful to match selection with requirement.

The use of self-analysis, some minor research, and a little help from your friends will greatly assist in the selection process.

This is where a friend who already owns a computer can be helpful, particularly a friend in a similar occupation and with similar interests. With the help of a friend analyze *on paper* what tasks a computer can make easier such as a personal filing system with a ready index or a spread sheet for calculating "what ifs" (what if we spend an extra \$50 each quarter on staff training or what if we increase the number of projects by 20%). Or suppose your need is a business package that will record, update, and print accounts receivable. Also, based on your friend's experience, determine how much time and effort you will have to invest before the advantages offered by a computer will be accessible to you. Determine where help will come from—are there classes offered near by, and if so, do they offer the format you are looking for, wordprocessing, filing, accounting? This might also be a good time to ask if your friend will be willing to take S.O.S. calls in a pinch.

Assuming you have done a thorough self-analysis and have established a source of assistance willing to help during your learning process, and assuming that you still want to proceed, your next step is finding the right computer for your needs—no small task. This is where most mistakes are made. You must research what is on the market and there are no shortcuts.

At this point it might be helpful to share your research with your director. First, he may be considering a computer for the office and will appreciate your information. Second, if he is already considering such a purchase, you may want to give some thought to the advantages of having a compatible brand that will allow you to use the same software.

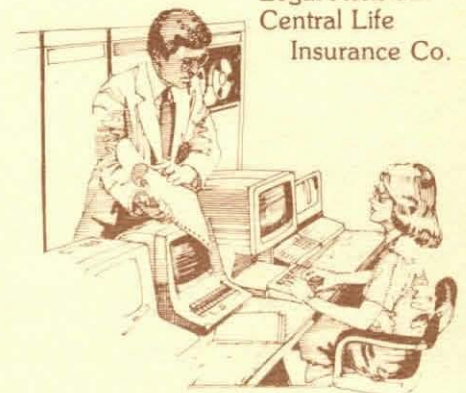
Take the information you have written down regarding what your computer must be able to do, the desired price range, and the areas you are willing to compromise, i.e., a printer that prints graphics may be optional but letter quality printing may be essential. Next either go to the library or purchase a magazine

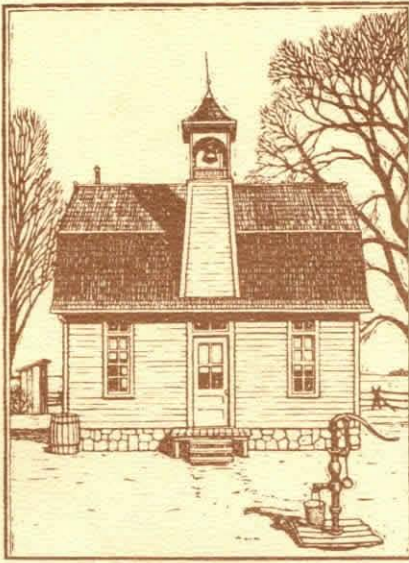
that offers a computer comparison chart. That will acquaint you with brand names and the individual features of each brand. It is also wise to investigate the financial condition of each company, to avoid learning six months after your purchase that XYZ company has taken up bankruptcy.

Your next step is a reputable computer store. Talk to several salespeople and explain to each what you are looking for and at approximately what price. Ask about service. What do they charge, how long does it take, will they let you come in and use one of their computers in an emergency, do they offer discounts on software to those who purchase a machine from them (some even have a selection of free programs available). Ask for names of some satisfied customers who would be willing to talk to you about their purchase and call them. Ask about the limitations of each brand; can you update a machine when new technology is discovered? Will they trade should you later discover you want a different or newer model? Now go to at least one more shop, preferably two or three, and ask the same questions.

By now you should have an adequate supply of information to make your decision. You need only to organize and analyze your notes—you did take notes didn't you? Now, cross out those items where there was no difference, underline the items where you are willing to compromise, and circle the essential items. You now have three groups. Next eliminate all brands not containing circled items and count the number of underlined items for each remaining brand. Balance this number against price and you should come up with the ideal machine for you.

**Veronica Johnson**  
Legal Assistant  
Central Life  
Insurance Co.





\*In case of rain we will not cancel but just move to the inside of the Schoolhouse.

## Book Bash III: Summer Celebration

The site for Book Bash III will be at the picnic tables on the lawn west of the Schoolhouse at Living History the best-seller list for many weeks: *In Search of Excellence*. will again gather for a combination of fun and sharing around our common interest in a book that has been on the best-seller list for many weeks *In Search of Excellence*.

The Book Bag Committee is planning a celebration of summer by including the opportunity for everyone to stay for a picnic after the small-

group discussion time, with the hope that you all will want to socialize and enjoy the summer evening. The picnic will include chicken, cole slaw, potato salad, roll and honey, and a beverage for a cost of \$3 per person.

Please reserve your place and specify with or without dinner by calling Marilyn Long at Living History Farms (278-5286) by Tuesday, June 26th. If you make a reservation for the picnic supper and do not cancel by 5:00 p.m. on June 27th, you will be billed for your dinner.

### Volunteer Management Specialist Certificate Program

#### 1984 CLASS SCHEDULE

##### Management of Volunteer Programs

Fri., June 1, 8, 15  
8:30 a.m. - 2:00 p.m. - 15 hrs.  
\$30 - 112 11th, D.M.

##### Volunteer Services Practicum

Sept. 4 - Dec. 21 - 44 hrs.  
\$31.50

##### Volunteer Independent Study

Sept. 4 - Dec. 21 - 44 hrs.  
\$31.50

##### Psychology of Human Relations and Adjustments

Thurs., Sept. 6 - Dec. 20  
6:00 - 9:00 p.m. - 36 hrs.  
\$94.50 - DMACC Bldg.20, Rm.3

##### Volunteers in Action

Tues., Sept. 18 - Nov. 20  
7:00 - 10:00 p.m. - 30 hrs.  
\$63 plus books - Urb. H.S.

Register for any course by calling 964-5770 or toll free 1-800-362-1850 any week day from 9:00 a.m. - 4:00 p.m.

Ten students is the minimum requirement for a course to be held. The college will cancel any class that does not have minimum enrollment five days prior to the beginning of a course. All students registered will be notified by phone or mail should this occur.

For additional information on this program, contact Bette Samuels, Coordinator, Public & Human Services at 964-6444 or 1-800-362-2976, extension 444, or Shirley Burgess, Volunteer Bureau (515) 282-5200, extension 332.

## Working Together Can Work Wonders!

If you are interested in ---

- developing the goals and professional skills of those who direct volunteers;
- promoting professional association among volunteer directors;
- increasing public awareness, interest, support, and participation in volunteerism.

we need you in DOVIA!



Contact us today!

Fill out and return the coupon to the Membership Committee Chairperson, P.O. Box 4529, Des Moines, Iowa 50306.

Please renew my DOVIA membership. \$15 is enclosed.

Please send information about DOVIA.  Please have a DOVIA member call.

Name/Title \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## And So Ends the 1983-84 Year in DOVIA

"DOVIA is healthy and moving forward," according to Jack Temme, 1983-84 president. He believes the organization is "on track" with regard to four identified priorities: networking, encouraging professional development, continuing association with other organizations, and increasing membership in DOVIA. These priorities grew out of a brainstorming session with all past presidents during Jack's term as president-elect.

During this past year, networking has been enhanced with an updated membership list in addition to newsletter articles about members and "getting to know you" speakers at meetings. Professional development has been a continuing area of focus as the board evaluates DOVIA's relationship to AVA certification and DMACC certification programs. Jack speaks strongly for greater communication between members and the state volunteer office, as well as interaction with other professional organizations.

As he hands the gavel to the new president, Jack congratulates the board for a job well done and urges the entire organization to continue the many strong efforts already begun.

As Sally Cartwright accepts the gavel, she is excited about the new leadership and the challenges of a new year for DOVIA. "We are growing, from a very small group in 1978

to over 115 members in 1984, so we need to think big!" Sally exclaims.

Because of DOVIA's diverse membership, Sally believes the organization must encourage people with similar jobs to seek each other, to form small groups for networking purposes. She also favors the development of a new-member mentor program to provide professional support as well as another type of networking. Sally emphasizes that the best way to get to know other members is "to get active, join a committee!"

DOVIA has the responsibility of stimulating professional revitalization and growth. Sally sees that role being fulfilled by keeping members informed about the professional opportunities offered through DMACC, AVA, and other local and national organizations and by encouraging members to *do something* about their own development.

With strong leadership, both past and present, DOVIA looks toward continued growth and success.

**Judy Dolphin**  
Volunteer Coordinator  
Department of Human Services  
Boone and Story Counties

### 1984-85 LEADERSHIP

President: **Sally Cartwright**  
President-Elect: **Rich Joens**  
Secretary: **Debbie Stamm**  
Treasurer: **Dorothy Jordal**  
Nominating Committee Chair:  
**Nancy Elliott**  
Board Members-at-Large:  
**Barb Wacker and Robert Ricks**  
Nominating Committee:  
**Connie Ciarimboli, Tom Grouling,  
Mary Reid and Barb Wacker**



Photo by Connie Ciarimboli

Published quarterly for people interested in volunteerism and volunteer management. Send correspondence to Karen Thuente, VAC Coordinator, Dowling High School, 1400 Buffalo Road, West Des Moines, Iowa 50265.

### DOVIA . . .

a professional organization

### READ ABOUT US . . .

We're worth the effort!

### MEET WITH US . . .

We're worth getting to know!

### JOIN US . . .

We're worth the price of  
a membership!

## DOVIA

Directors of Volunteers in Agencies  
P.O. Box 4529  
Des Moines, Iowa 50306

Bulk Rate  
U.S. Postage  
PAID  
Permit No. 1934  
Des Moines, IA