

2000 YEAR IN REVIEW

AVA's Vision

The Association for Volunteer Administration envisions a world in which the lives of individuals and communities are improved by the positive impact of volunteer action.

AVA's Mission

The Association for Volunteer Administration, an international professional association, enhances the competence of its members and strengthens the profession of volunteer resources management.

The logo for the Association for Volunteer Administration (AVA) features the letters 'AVA' in a bold, blue, sans-serif font. The letter 'V' is stylized, with its top and bottom strokes extending downwards and crossing the horizontal line that underlines the letters.

ASSOCIATION FOR VOLUNTEER ADMINISTRATION

The following values guide AVA in making decisions that affect the membership and the profession of volunteer administration. These values underpin all the activities that we undertake. They are not assigned to any one person, but to everyone.

**Global in Thought,
Word and Action**

Inclusivity

Basic Human Rights

Citizenship and

Philanthropy

Respect

Caring

Responsibility

Trustworthiness

Justice and Fairness

**Flexibility and
Responsiveness**

MESSAGE

from the President

Sue Wood, CVA

Based on the firm grounding provided by previous leadership, AVA began the new millenium with a refreshed vision and a strong strategic direction. Your board met in February 2000 with a determination to aggressively move AVA into a strong capacity-building position to support

and challenge its members and the profession. The vision was reworded to reflect AVA's conviction that the lives of individuals and communities are improved by the positive impact of volunteer action. The mission emphasizes that AVA supports the profession of Volunteer Resources Management globally, focusing on the competence

of its members. The strategic plan supports this direction and, with our promise to you to "walk our talk", the Board has worked hard to achieve its annual objectives.

To accomplish these goals takes resources both financial and human – and a balancing act of doing what we want to do, but within our means. Although our financial picture was strong, there was not the financial means to initiate some priority projects. The search for grant support yielded significant contributions from The David and Lucile Packard Foundation, The St. Paul Companies and the Leighty Foundation totaling \$103,500. This enabled AVA to continue revision of the professional credentialing program, upgrade our written materials to reflect a more contemporary and professional image, continue the "Positioning the Profession" initiative, focus on expanding AVA's cultural competency, and increase AVA's visibility worldwide.

To address the need for increased human resources, AVA re-assessed ways in which the roles of board members, AVA members and staff need to change in order to make more efficient use of time and skills. AVA is incredibly fortunate to have a very capable Executive Director, Katie Campbell, whose knowledge of the organization and the profession has helped AVA immeasurably. Her staff member, Paige Tucker, provides strength in marketing and membership development that has been invaluable. Thank you to both of them for the commitment they continue to give to AVA.

Please read through this annual report with pride, understanding that AVA is THE international professional association for volunteer resources management, working towards increased competence and a strong profession. *Together, the vision of AVA is becoming reality!*



MESSAGE

from the Executive Director

Katie Campbell, CVA

In many respects, the year 2000 can best be summarized as a year of steady progress. Work continued on many of the new initiatives and directions begun in 1999, adding to the strength of AVA's operational foundation. The relocation of the office brought welcome relief in the form of increased space, paving the way for the addition of another staff person during 2001. AVA membership broke the "2,000" barrier, and staff roles shifted a bit in tandem with changes to the board structure.



During the year I enjoyed many opportunities to participate in local conferences, presenting workshops and sharing the spirit and work of AVA with colleagues at the local level. Although it is difficult to be away from the office given our limited staffing, I always return from these trips feeling it was time well spent. Meeting members and colleagues face-to-face allows us to personalize AVA in a way that is difficult to do long-distance, and keeps me in touch with concerns and issues affecting the work of our profession. I greatly value these connections and contacts and look forward to the possibility of traveling to *your* part of the world before too long!

Now we are moving full-steam ahead through another year. Although the workload and pace are often staggering, I continue to feel energized by where AVA is headed and what we are accomplishing. Contact with you, the members of AVA, is often the most gratifying part of office activity, and it has been truly exciting to see more and more members stepping forward to become involved in committees, task forces and other leadership roles. Paige and I look forward to hearing from you whenever you have a question, suggestion, or comment, and pledge our continued diligence to respond as personally and promptly as possible. *YOU are why we are here.*

WEB SITE ACTIVITY

AVA's presence on the internet has continued to grow with additions to the web site content and steadily increasing usage. The cumulative index of articles from *The Journal of Volunteer Administration* was added during the year, resulting in a significant increase in requests for reprints of *Journal* articles. Other areas of high activity are the Job Bank and the conference information. Our Calgary-based web master is a vital resource for AVA, providing high quality service and helpful guidance to board members and staff. The biggest challenge has been development of the Members Only section. It was not launched during 2000 as planned, due to a combination of several factors: insufficient technical expertise, multiple staff priorities, and the need to change to a more cost-effective web site host company. AVA's need to increase its capacity to manage technology is quickly emerging as an area which must be addressed during the coming years to provide the level of electronic services which many members expect.

MEMBER KNOWLEDGE EXCHANGE

Intended as a networking tool, the new Member Knowledge Exchange has continued to take shape. An extensive inventory form was developed and tested, and will be a major feature of the Members Only section of the AVA web site. Members will be able to locate colleagues who have specific skills, experience or knowledge in order to get help with job-related challenges.

INPUT FROM LEADERS

The International Conference on Volunteer Administration (ICVA) in Phoenix provided an excellent opportunity for some focused dialogue among 35 past and current AVA leaders. Former presidents, regional leaders, board members and award recipients were invited to join a facilitated discussion about how AVA can move forward in accomplishing its strategic goals. Their comments both reinforced some of the actions currently underway and provided additional ideas and insights for future planning.

MEMBER INPUT

Throughout the past year AVA members were invited to express their opinions on several issues including member services, a proposed revision of the dues structure, the election process and the distribution of research surveys. The feedback and comments received were very helpful to board decisions – examples of the ways in which all members can influence the direction and policies of their association.

PROFESSIONAL ETHICS

A long-awaited Train-the-Trainer module was completed during 2000, and guidelines for its use have subsequently been approved. This enables AVA to develop a cadre of individuals who can deliver workshops based on the Professional Ethics established by AVA. The first train-the-trainer session will be offered at the 2001 ICVA, after which the kit will be made available to others who qualify. AVA is receiving more and more requests for training related to professional ethics, and the board maintains a strong commitment to the ethical values stated in the strategic plan. These values have been incorporated into all board position descriptions, and each board meeting includes time for discussion of how the actions of the board reflect these values.

PROFESSIONAL CREDENTIALING

A great deal of attention was focused on the revision of AVA's certification program. The goal of this revision is to update and streamline the original process in order to make it more accessible, user-friendly, and credible. After many months of preliminary discussion and research, a task force met in Baltimore, Maryland, USA for three days to finalize the new process. Following board approval of the proposed format and criteria, several subcommittees were formed to focus on various aspects of the program. Details of the new credentialing process were presented at workshops at the 2000 conference in Phoenix, followed by a mailing to all members. The response to these changes has been very positive, as demonstrated by the number of individuals who indicated an interest in being part of the pilot study during spring of 2001. This pilot group of 43 candidates is now hard at work earning their credential, scheduled to be completed by June 15, 2001. By mid-summer AVA will be ready to contract with an individual to launch the new process full-scale and manage its growth.

NEW AVA ACADEMY

In response to requests from the field, a new training format was introduced at the conference. The AVA Academy offers an integrated series of workshops based on a core curriculum, *Principles of Volunteer Resources Management*. Participants study together as a group during all workshop times, benefiting from instruction by a variety of outstanding trainers. The academy is designed for those who are new to the profession, those re-entering it after an absence, and administrators whose training in the field has been random or fragmented. Based on the initial success in Phoenix (67 graduates), AVA plans to continue offering the academy annually at ICVA. In addition, beginning in 2001, organizations can host the AVA Academy locally, either as a separate event or in conjunction with another conference.

AWARDS

Recognizing excellence has always been a cornerstone of AVA's mission, and this year was no exception. Based on feedback from members, the board established a task force late in the year to review the entire awards program with the goal of defining it, increasing its visibility and status, and ensuring international accessibility. The recommendations of this task force will be implemented during 2001 and beyond. Congratulations to the award recipients on the following pages.

Certified in Volunteer
Administration in 2000

Bonnie MacGregor, CVA
Judy Zavalla, CVA

Harriet Naylor Distinguished Member Service Award

Presented to an active AVA member who has made an outstanding contribution to the association.



KATHY MCCLESKEY has dedicated her career to the education of professionals working with volunteers. As the spouse of a military officer, she has had opportunities to share her perspectives and expertise throughout the world and received the Emma Baird Award, the U.S. Army's highest award for volunteer service. Presently, Kathy owns KM Consulting and Training Connection in Austin, Texas, USA.

As an AVA member since 1984, Kathy "has been involved in making the association a better organization for its membership," says her nominator, Sarah Kegerreis of Terrell, Texas, USA. She served as Region 4 Chairperson from 1991 to 1992. Kathy served on the AVA Board of Directors as Vice President of Regional Affairs from 1992 to 1995. She worked tirelessly to ensure that regional chairs had the necessary information and tools to communicate with their local constituents. Beginning in 1995 Kathy has been instrumental in developing relationships with the military community, leading to the formation of an affinity group at the International Conference on Volunteer Administration.

After serving on the board, Kathy recognized the need for a formal manual that would provide the ever-changing conference planning committees with guidelines for hosting the ICVA. Kathy reviewed extensive notes from the past to develop such a handbook. In 1998 she headed the Program Division of the ICVA Planning Committee, overseeing keynote speakers, workshops and the exhibit area. In spite of a personal family tragedy, "Kathy never wavered from her commitment to the conference and the association to provide the highest quality training experience possible," says her nominator.

Kathy has served AVA well with her ability to bring people together for a common cause, seeking and listening to their input. Her optimism, sense of humor and "never give up" attitude have inspired many people over the years.

Volunteer Administrator of the Year Award

Recognizes a colleague for excellence in the field of volunteer administration.

"No other volunteer administrator has left such a strong legacy on the local, regional and national levels," says Dawn Matheny, nominator of **JOAN BROWN**, Coordinator of the Civic Center Volunteers Program in Marin County, California, U.S. "Her enthusiasm, commitment to the field, high energy, pioneering vision and her innovative entrepreneurial approach represent the best of what volunteer administration can be."

Joan launched the Civic Center Volunteer Program 21 years ago in response to cuts in funding for county services. What began as a pilot program has now become a model for government volunteer programs across the United States. Volunteers are recruited for specific functions in county government, matching individuals' skills with service needs. Specific areas include a docent program, peer counseling, sheriff's marine patrol, search and rescue team, literacy program and a fire lookout program. This year the program won the United States' National Association of Counties' Acts of Caring Award.

In addition to Joan's success with this program, she was active in organizing the Bay Area Volunteer Managers in Government, now titled Managers of Volunteers in Government (MOVING) and the National Association of Volunteer Programs in Local Government (U.S.).

ORGANIZATIONAL AWARD

Presented to one or more organizations or corporations that promote volunteerism, provide service through a unique model and have made a substantial impact in their community.

Since 1995 under the leadership of President James McDonough, ABINGTON SAVINGS BANK employees in Abington, Massachusetts, USA have touched the lives of hundreds of special needs children. Bank employees have raised money and planned activities to support students at two non-profit schools, Cardinal Cushing School and Training Center and Braintree St. Coletta Day School. Projects have included hosting annual holiday and seasonal activities for the students and raising money to send graduates and chaperones to Disney World. To raise money for these activities, employees have held fundraisers as well as making contributions through voluntary payroll deductions.

"Unlike many corporate benefactors, the employees of Abington Savings Bank have the desire to be involved in our students' lives," say nominators Paul Hudson and Margaret Lelakes of St. Coletta's. "Throughout the year employees and their families volunteer their time . . . to plan games, arts and crafts and prepare food for the special events. The bond between the two organizations grows stronger every year."

Based in New York City, New York, USA, GAY MEN'S HEALTH CRISIS (GMHC) is the oldest and largest AIDS service organization in the world. Since 1981 over 8,000 program volunteers and 45,000 special events volunteers have provided millions of hours of service in the struggle against HIV/AIDS. GMHC's signature programs, the Buddy Program and hotline, have become models for care and counseling, replicated throughout the world. GMHC's **Terry K. Watanabe Volunteer Center** is recognized around the world as a leader in volunteer management. The center has developed an extensive system of orientation, training and supervision to retain and revitalize its volunteer workforce. Special projects include an annual city-wide skills building conference for those who work in the HIV/AIDS volunteer community and seasonal partnerships with local merchants to create opportunities for HIV/AIDS awareness and education.

This year GMHC has had two volunteers from Austria fulfilling a national community service requirement in reparation for the Holocaust. In addition, GMHC hosted nine university Alternative Spring Break teams. A student leadership development program will be initiated next year to provide more education on all facets of the AIDS epidemic. "We hope to better prepare young leaders to return to their communities with valuable experiences, practical skills and new relationships to address the challenges presented by AIDS in the third millennium," says Derreth Duncan, GMHC's volunteer coordinator who nominated this organization.

JOURNAL PRODUCTION

A new editorial team began its work in January 2000, determined to restore a more regular publication schedule and implement some of the recommended changes in content and cover design. The guidelines for submission of articles were updated, new features and interviews with volunteer administrators were introduced, and reactions to several new cover designs were solicited at the conference in Phoenix. Work also began to stimulate additional and more diverse submissions of manuscripts. The time-consuming workload of manuscript review, editing and production continues to be a challenge for the all-volunteer staff of the *The Journal of Volunteer Administration*. Yet the publication remains a quality product that fills a valuable niche in the literature of the field. AVA is extremely grateful for the effort and dedication contributed by the current team of editors during the past year.



“Together we can strengthen the power of our volunteers through IYV... This will also enable us as managers in our profession to raise awareness that without us supporting and directing the volunteer, volunteer programs would fall apart.”

Sandy Frankel, Baycrest Center for Geriatric Care, Toronto, Ontario, Canada

“Thanks to AVA for developing a great tool to help us all find the words and tell our stories to elevate a fantastic profession.”

Marty Martin, Michigan Association for Volunteer Administration

IYV 2001

More than 40 AVA members from Canada, Switzerland and the United States attended the opening ceremony of the United Nations' International Year of Volunteers 2001 in New York City, New York, USA on November 28. Civic engagement was the theme of the day's events, as U.N. Secretary General Kofi Annan and a number of other distinguished guests spoke about the many ways volunteers are helping to create civil societies around the world. AVA also serves on the United States Steering Committee along with a number of other international organizations with headquarters in the United States. AVA regards the International Year of Volunteers 2001 as an opportunity not only to recognize and support volunteering, but also to increase the visibility and awareness of the need for competent leadership for these volunteer efforts. In keeping with its focus on the profession during the special IYV 2001 year, AVA:

- Presented a workshop on professional certification at the World Conference in Amsterdam in January
- Provided members with strategies and messages promoting the profession during IYV 2001
- Will convene an International Working Group on the Profession in conjunction with the 2001 ICVA in Toronto
- Will provide technical assistance and support for a world symposium on volunteering to be held in Geneva in November 2001; This event will bring together members of the many IYV national committees to reflect on what has occurred during the year and how to continue the momentum.

POSITIONING THE PROFESSION

Building on the initial success in 1999, this initiative continued its momentum during 2000. AVA distributed 7,500 copies of the publication, *Positioning the Profession: The Power of Results for Volunteer Leadership Professionals*, requiring a third printing in early 2001. Numerous workshops based on this material were offered by staff, board members and other local leaders in the profession, with rave reviews from participants. During 2001 AVA will contract with a consultant to continue the momentum with Phase II of this initiative. Specific strategies will be developed and implemented to influence the attitudes of funders, nonprofit executives and the media.

VOICE OF THE PROFESSION

Additional advocacy on behalf of volunteer administration took various forms throughout the year. AVA supported the Independent Sector's recommendations regarding public disclosure requirements for nonprofit organizations in the United States. A workshop discussion on appropriate compensation for the profession was held at the annual conference. Guidelines were developed on how to respond to requests from individuals doing academic research in the field, and board members spoke at several gatherings regarding the importance of competent leadership in volunteerism.

NEW ON-LINE RESOURCES

Funded by a grant from The St. Paul Companies, AVA developed a new section of the web site to increase the capacity of local groups of volunteer resources managers to support their members and the profession. Professional Networks includes useful articles on starting and sustaining an effective local network, plus a database of local organizations to help practitioners get connected with their colleagues.

One feature of this new on-line resource is a section for AVA Affiliates Only. Much of the content was unveiled at the Phoenix conference in October, and became active in December. All affiliates received a username and password to access this section, which is continuing to be enhanced and supported by a contracted expert. Content includes a list of program topics for meetings, ideas for membership recruitment and retention, sample forms and documents, and message boards.

AFFILIATED NETWORKS

During the past year a number of local groups of professionals chose to affiliate with AVA, increasing the total number from 26 to 39. Affiliation continues to provide a viable way in which local, regional and national groups of volunteer managers can establish a mutually supportive relationship with international AVA.

Affiliated Networks – 2000

Anchorage Association for Volunteer Administration (Alaska, USA)
Association for Volunteer Administration of Southeastern Wisconsin (USA)
Association of Directors of Volunteer Resources (Calgary, Alberta Canada)
Association of Volunteer Administrators of Metropolitan Chicago (Illinois, USA)
Association of Volunteer Administrators of Wichita (Kansas, USA)
Central Indiana Association for Volunteer Administration (USA)
Cincinnati Association of Volunteer Administrators (Ohio, USA)
Council of Volunteer Administrators – Metro Atlanta (Georgia, USA)
Dallas Association of Directors of Volunteers (Texas, USA)
Directors of Volunteers in Agencies of Louisiana (USA)
DOVIA of Greater New Orleans (Louisiana, USA)
DOVIA of the Inland Northwest (Washington, USA)
DOVIA of Midland (Michigan, USA)
East Central Indiana Association of Volunteer Administrators (USA)
Georgia Association for Volunteer Administration, Inc. (USA)
Greater Richmond Association for Volunteer Administrators (Virginia, USA)
Greater Williamsburg Association of Volunteer Administrators (Virginia, USA)
Henderson County Association of Volunteer Administrators
(North Carolina, USA)
Houston Association of Volunteer Administrators (Texas, USA)
Kentuckiana Association for Volunteer Administration (USA)
Minnesota Association of Volunteer Directors (USA)
National Association of Volunteer Programs in Local Government (USA)
New York Association for Volunteer Administration
(New York City, New York, USA)
North Carolina Association for Volunteer Administration (USA)
Northwest Oregon Volunteer Administrators Association (USA)
Rochester Area Administrators of Volunteer Services (New York, USA)

Scottish Association of Volunteers Managers (Scotland, United Kingdom)
 Smith County DOVIA (Texas, USA)
 South Carolina Association for Volunteer Administration (USA)
 Southeastern Virginia Association for Volunteer Administration (USA)
 South Shore Network of Volunteers and Agencies (Massachusetts, USA)
 Southwest Idaho Directors of Volunteer Services (USA)
 St. Louis Council of Directors of Volunteer Services (Missouri, USA)
 Tarrant County DOVIA (Texas, USA)
 Texas MHMR Community Relations Network (USA)
 Valley of the Sun DOVIA (Phoenix, Arizona, USA)
 Volunteer Coordinators' Council (Kansas City, Missouri, USA)
 West Virginia Association for Volunteer Administration (USA)
 York County DOVIA (Maine, USA)

EXPANDING AVA'S VISIBILITY, CREDIBILITY AND MEMBERSHIP IN COUNTRIES AND COMMUNITIES WORLDWIDE



GLOBAL CONNECTIONS

Contact with colleagues from communities and countries beyond North America continues to increase, facilitated by internet communication. The conference in Phoenix brought inquiries and attendance from Nepal, Mauritius, Bangladesh, Nigeria, the United Kingdom, Korea, Japan, China and Switzerland. A delegation of 14 representatives attended from the Netherlands, combining ICVA with additional site visits on the western coast of the United States. During the conference AVA board members and staff also met with two leaders from the Federation of Volunteer Efforts in Korea to begin planning a jointly-sponsored Asian Conference on Volunteer Administration to be held in Pusan in April 2002. Once again scholarships were awarded to several individuals who could not have otherwise attended, and their comments reflect increased awareness of and commitment to the profession.

“My participation in the conference has not only helped me develop my individual and organizational network of contacts, but has also expanded my horizons and my understanding of voluntarism...I had finally been able to find some people who could give me information and advice on the very issues about which I was so curious!”

Bishnu Bhatta, Students Partnership Worldwide, Nepal

“Attending the ICVA conference was like going to a banquet with many new choices.”

Danalu Kerr, Stafford County Department of Social Services, Stafford, Virginia, USA

“The knowledge I have gained at this conference has allowed me to return to my organization and evaluate what I am currently doing well and allowed me to note areas of improvement. I am working toward having the ‘best’ volunteer program possible for my organization!”

Debbie Talbot, Lakeridge Health Corporation, Oshawa, Ontario, Canada

AFFINITY GROUPS

The annual AVA conference again hosted a day of special interest group meetings as an opportunity to maximize networking and learning among leaders from various disciplines and settings. These gatherings are planned and led by members of each constituency, and the 2000 conference included new affinity groups for those in health care and the corporate sector.

MAINTAINING OPERATIONAL EFFECTIVENESS

FINANCIAL STABILITY

AVA is experiencing a tremendous period of growth, accompanied by many exciting opportunities. These conditions make it challenging to maintain financial stability while implementing new projects and core services to members. The AVA board of directors has been mindful of the need to maintain the balance between fiscal prudence and risk taking, and continues to maintain a reasonable reserve fund in keeping with the association's policy. The Phoenix Planning Committee delivered a conference that was not only programmatically successful, but one that also provided a greater than expected financial boost to AVA. These extra funds allowed the association to sustain the momentum on some key services and improvement. Additionally, new financial policies and procedures were approved and all funds were consolidated into a new bank account in order to earn maximum interest.

GRANT SUPPORT

AVA is deeply grateful to three foundations which contributed generous funding to support activities during the year. The David and Lucile Packard Foundation awarded a grant of \$72,500 to position the profession as a valued and respected role within organizations and to strengthen AVA's capacity to become a leading resource within the global nonprofit sector. This was supplemented by another grant from The Leighty Foundation of \$5,000 to support the next phase of the "Positioning the Profession" initiative. In addition, The St. Paul Companies provided a third year of financial support in the form of a grant of \$26,000 for conference scholarships, activities related to IYV 2001, and support for local networks.

NEW IMAGE

Thanks to the Packard grant, AVA was able to develop a new, consistent graphic design for all materials. Changes have already been made to the stationery, newsletter, membership forms, and several publications. This change has been accompanied by much more attention to marketing strategies aimed at increasing both membership and product sales.

DUES STRUCTURE

This year also brought changes in the dues structure. Options for membership were simplified and re-configured, and the basic dues amount was increased slightly in order to more closely reflect the costs of supporting members. In addition, the pricing scheme for all AVA publications was revised for consistency and marketability, and are now offered in a catalogue format. AVA members receive a flat 30 percent discount on publications and products.

GOVERNANCE

As the year began, it became clear that the current board structure needed adjustment in response to organizational priorities. A task force was formed to recommend a modified structure which would allow AVA to be more responsive and move closer to a "policy board model" instead of a "working board" model, while remaining consistent with current bylaws. Several of the appointed positions changed focus, some previous board roles were assumed by staff, and all board position descriptions were updated. The year 2000 also saw a large increase in nominations for board positions as more AVA members expressed interest in participating in leadership roles.

OFFICE RELOCATION

In December 2000 the AVA headquarters moved up the street and around the corner. This larger space matches the current office workload much more effectively, and makes it possible to add additional staff and volunteers as the budget allows.

1997—1300 members

1998—1622 members

1999—1990 members

2000—2139 members

2000 CONTRIBUTORS

INDIVIDUALS

Denny Barnett
Arlene Cepull
Rita Ewing
Emily Harkins Filer, CVA
Christine G. Franklin, CVA
Laura Lee Geraghty
Andy Hart
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State of Arizona, Office of Volunteerism
The Leighty Foundation
Voluncheer.com

IN-KIND SERVICES

America West Airlines
Arizona Highways Magazine
Arizona Public Service
Arizona Science Center
ASU Center for NonProfit Leadership and
Management, Dr. Robert Ashcraft and Lorie Cobb
ASU Department of Recreation Management and
Tourism and Dr. Cathy Martinez
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Native Peoples Magazine
Luke Air Force Honor Guard
Parks, Recreation and Library Department

Phoenix Children's Hospital
Phoenix Coyotes
Phoenix Museum of History
Pinnacle West, Jeff Richards
Rawhide
South Mountain Environmental Education Center
Tostito's Fiesta Bowl
Valley of the Sun DOVIA
Valley of the Sun United Way
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40TH ANNIVERSARY TASK FORCE

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Jill Friedman Fixler, Denver, Colorado USA

Andy Hart, Littleton, Colorado USA

Martha Martin, Boulder, Colorado USA

MEMBER EXCHANGE DEVELOPMENT

Reenie Marshall, Richmond, Virginia USA

MEMBER SERVICES

Vida Poole, Boston, Massachusetts USA

NOMINATING COMMITTEE

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Marilyn Schroeder, Peoria, Illinois USA

Jarene Frances Lee, Staten Island, New York USA

Elisabeth Hoodless, London, England

Teresa Gardner-Williams, CVA, Largo, Maryland USA

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Joan Brown, San Rafael, California USA

Jane Justis, Cascade, Colorado USA

Nora Silver, San Francisco, California USA

Betty Stallings, Pleasanton, California USA

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Lisa Adkins, Hanover, Virginia USA

Deedee Damschroder, Richmond, Virginia USA

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Julie VanderNoot, Kalamazoo, Michigan USA

Sue Yaskiw, Calgary, Alberta Canada

INTERNATIONAL CONFERENCE ON VOLUNTEER ADMINISTRATION

2000 PLANNING COMMITTEE

PHOENIX, ARIZONA, USA

Kendra Cea, Conference Co-Chair

Lacretia Bacon, Conference Co-Chair

April Adams-Merrill, Special Events and Tours

Nicole Armstrong Best, President's Reception

Lani Auwen, Arizona Experience

Maggie Barkdoll, Hospitality

Brenda Benjamin, Orientation Chair

Pam Betz, Keynote Chair

Judy and Jim Bortorf, AVA Academy

Karen Brown, Networking Lunch

Lucia Causey, Orientation and

International Connections

Kathy Daniels, Orientation

Julie Dickelman, Registration

Sharon Drosos, Exhibits Co-Chair

Kathy Francis, Registration Chair

Candi Frost, Exhibits

Sandi Gabel, Marketing Division Chair

Ann Gardner, Exhibits Co-Chair

Leslie Garner, Workshop Chair

Marv Geiger, Volunteers

Jon Higuchi, Facilities Chair

Kerry Howard-Johnson, Volunteer Co-Chair

Sue Johnston, Arizona Experience

Maggie King, Program Division Chair

Mary Ann Kirklin, Recognition Chair,

Courtney Kutta, Exhibits

Marian Lage, Exhibits

Clint Langham, Volunteers

Stacy Larson, Sponsorships

Sharon Levine, Exhibits

Cathy Martinez, Evaluations

Angela Melczer, Resource Division Chair

Keith Mohr, Exhibits

Geno Piccoli, Orientation

Joyce Pokorney, Volunteer Support Co-Chair

Alison Rapping, Affinity Group Liaison,

Terry Ricketts, Sponsorships, Arizona Experience

Lily Rodriguez, Recognition

David Ryder, Special Events and Tours

Susan Sisco, Recognition

David Sostak, Exhibits

Lena Wright, Recognition

2001 PLANNING COMMITTEE

TORONTO, ONTARIO CANADA

Nancy Killey, Co-Chair

Laurie McClure, Co-Chair

Linda Babulic, Technology Co-Chair

Andrea Cohen, Volunteer Resources Co-Chair

Michael Fleiss, Marketing Co-Chair

Deb Folkes, Fundraising Co-Chair

Michael Jarvis, Treasurer

Alison LaBrash, Marketing Co-Chair

Suzanne Lawson, Program Co-Chair

Marilyn MacKenzie, Program Co-Chair

Elizabeth Mintof-Cohen, Volunteer Resources Co-Chair

Colin Rainsbury, Logistics Co-Chair

Kathryn Sim, Special Events/Hospitality Co-Chair

Theresa Shiel, Fundraising Co-Chair

Wendy Stratton, Special Events/Hospitality Co-Chair

STATEMENT OF FINANCIAL ACTIVITIES

Year Ended December 31, 2000

Changes in unrestricted net assets:

REVENUES AND OTHER SUPPORT

Program:

Conference income	\$318,545
Membership dues	122,347
Journal and publications	31,485
Professional development	4,885

Other:

Contributions	3,370
Investment income	9,047
Other income	3,061
Net assets released from restrictions	31,553

Total revenues and support 524,293

EXPENSES

Program:

Conference	230,677
Member services	42,385
Journal and publications	22,426
Grant expense	31,553
Professional development	7,595

Administrative and general 184,682

Total Expenses 519,318

Increase in unrestricted net assets 4,975

Changes in temporarily restricted net assets:

Grant income	103,500
Net assets released from restrictions	(31,553)

Increase in temporarily restricted net assets 71,947

Total change in net assets \$ 76,922



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

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