

THE DOVIA\* NETWORK DIRECTORY - 1987

To promote networking among associations of people with a career or other serious interest in leadership of volunteers.

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c/o The Center for Creative Community  
P.O. Box 5434  
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August, 1987

\*DOVIA = Directors of Volunteers in Agencies  
DOV = Directors of Volunteer Services  
and many, many other names

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## I. INTRODUCTION: CONTENTS AND USAGE

Many directories do not give you much direction. You get lots of addresses but no reason to be particularly interested in them.

We've tried to remedy this by asking, along with each address, up to two success practices the association is willing to share, and up to four requests for more information in various subject areas. These are marked "+" and "-", respectively, in the Section II Directory; the Section IV Directory Registration Form shows exactly how the questions were asked.

Telling DOV-type associations how to network is like telling a champion marathoner how to run. Nobody in North America is better at it, and every association lists networking as a main purpose. But even in such a situation, authors will be authors and produce suggestions:

- .. Put associations in which you are particularly interested on your newsletter (or announcement) mailing list.
- .. Ask them to do the same for you. Here, however, remember that about 50% of the Associations don't have a newsletter, while about 100% don't have much money - maybe they can't afford too many extras on their mailing list.
- .. Related, exchange memberships.
- .. Write or phone to fill another's "call for information" which is one of your "success practices." Here's hoping the newer associations, especially, will benefit from this kind of public-spirited help - the kind you wish you'd gotten more of when your association was new.
- .. Studies show that networkers are about 20 times more likely to write requesting a success practice from another than to fill another's call for information. BUT WHEN YOU DO ASK FOR ANOTHER'S SUCCESS PRACTICE, PLEASE TRY AT THE SAME TIME TO GIVE THEM SOMETHING ON ONE OF THEIR "CALLS FOR INFORMATION." Or if you can't, try to send them some "favor" with your request for help. That way, we can keep the network in reasonable balance, and avoid exploitation of good givers.
- .. Consider the possibility of joint meetings with other associations identified as in your region of the U.S. or Canada. A joint meeting with a nearby association can spice member interest. Texas plans to use the Section II list to convene Texas DOVIAs for a session at their next statewide volunteerism conference.
- .. Adapt the present directory format as a network-facilitating membership directory within your association. We've used this format before in similar situations and it works.
- .. The possibilities may be rich enough to merit appointing a "national networker" person for your association.
- .. Truly altruistic types may wish to copy us in on network transactions so we can continue to steal ideas for future issues of THE DOVIA EXCHANGE.

Two other comments on process: first, you might prefer telephoning to writing. If so, please remember that the listed phone number probably serves ten zillion other purposes, and you may have to identify the call's purpose very clearly, several times. Very few DOVIAs have their own exclusive phone. Secondly, you may receive contacts from people or organizations not currently listed in this directory. We hope you'll handle these in an inclusive network spirit. This is still consistent with a healthy desire to get something while you're giving. These "new" contacts, incidentally, may be people who joined The National DOVIA Network after this Directory was published, or just happened to see a copy of it. While this Directory is sent only to Network registrants, it isn't marked "Top Secret" or even copyrighted.

Finally, a few people in the directory do not have the directory, because they opted not to reimburse us for its production expense. We hope you'll network fully with them.

The listings are organized alphabetically by state or province. The Directory is compact enough that you can browse through it looking for pleasant subject matter surprises.

About eighty associations and individuals are listed; almost twice the size of last year's Network, but only about 15% of all the DOV or DOVIA type associations believed to exist.\* However, this Directory is complete for Delaware, nearly complete for Texas and New Mexico, with a solid percentage within Kansas, Colorado, Minnesota, and perhaps Maine.

You'll notice that some of the directory entries appear to be individuals rather than associations. In some cases, this individual does in fact represent an association whose name is not given; in other cases, the individual is helping plan an association which doesn't yet exist. Finally, we do have a few one-member DOVIAs. Well and good; please network with individuals as you would with associations.

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\*A much larger, though somewhat less recent listing of DOVIAs is one of eleven parts in "The 1986 Directory of Volunteerism with 1987 Update" available for \$21. plus \$3. handling/mailing from Yellowfire Press, 1705 14th St. Suite 199, Boulder, Colorado 80302.

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### Other Sections

So far, we've discussed the main Directory for Section II, immediately following.

Section III summarizes successes associations have had so far plus needs they have for their help in their growth, all as indicated by trends in responses to directory survey forms. This section is, or should be, of special interest to state, regional and national associations, trainers, and consultants.

Section IV presents the Survey Form, used as a basis for this directory, with only slight modifications for 1988. Please give us a good start on the 1988 directory by completing and returning this 1988 form SOON.

Section V is a feedback form from which we urgently hope to get your evaluation of this directory and your suggestions for the next one. Please network with us on that.

Coming soon, for paid members of The National DOVIA Network, is a Guidebook on How to Start and Strengthen a Local Association.

Meanwhile, you know by now what this directory is mainly for.

GO TO IT !

## II: THE NETWORK DIRECTORY

Section I explained how to use the directory. Here we have only two reminders and an appeal:

+ = A success practice the association is willing to share.

- = A call for further information or learning in a subject area.

Be careful not to take a + for a - or vice versa.

And please respond to network contacts as promptly as you can. Don't be a network nerd!

HAVE FUN, TOO

## ALABAMA

Calhoun County DOVs, c/o Volunteer & Information Center of Calhoun County,  
PO Box 61, Anniston, AL 36202; (205) 237-1800

- + None, we are just starting.
- Desire more information on how to start a DOV.
- What items to discuss at meetings. (Ed.: see forthcoming manual)
- Description of goals and purposes of a DOV group. (Ed.: ditto above)
- Who all to involve in joining a DOV group.

Jennifer C. White, c/o Limestone County Dept. of Pensions & Security,  
PO Box 830, Athens, AL 35611

## ALBERTA, CANADA

Carol Hutchings, Coordinator of Volunteer Administration, 6110-111 Av.,  
Edmonton, Alberta, Canada T5W 0L2

(Ed.: Relatively new association with lots of spirit.)

Linda Tyre, Alumni President, c/o volunteer Management Program, Grant MacEwan  
Community College, North Tower, 10030 - 107 St., PO Box 1796, Edmonton,  
Alberta, Canada T5J 3E4; (403) 441-4625

- + Established the first chapter of an alumni from a certificate program training volunteer managers. The only people belonging to the alumni are graduates from the program.
- Would like to see samples of DOVIA newsletters.
- How to get people to accept leadership roles in associations?
- Fundraising ideas for associations - how do other DOVIA groups do this? Please send ideas.

## ARIZONA

Joan Neill Smith, 541 N. Bertrand St., Flagstaff, AZ 86001 (602) 779-6163 or  
6164

- + Provide on-site crisis intervention and referrals to community agencies.
- + We have an excellent training program for volunteers; and additional in-service training of current volunteers.
- How to get good quality volunteers from the community?
- Interested in newsletters from various organizations.
- Interested in initial training of volunteers for various organizations.
- Interested in in-service training of volunteers.

## BRITISH COLUMBIA, CANADA

Jan Halliday, Western Association of Directors of Volunteers, c/o Dept. of Community Resources, Shaughnessy Hospital, 4500 Oak St., Vancouver, BC, Canada V6H 3N1; (604) 875-2009

- Good examples of newsletters.
- "How To's" on running a conference.

## CALIFORNIA

Chris Van Keulen, Director, California League of Alternative Service Programs, The Community Service Center, 1368 Lincoln Av. #108, San Rafael, CA 94901; (415) 459-2234

- + We sponsor an excellent Annual National Symposium on Alternative Community Service Sentencing. Nov. 1-4, 1987, Boston, Mass.
- + NCSSA co-sponsors the Community Service Center, a national resource center.
- Samples of good newsletters.
- Samples of by-laws from incorporated associations - especially on electing representatives from geographic areas.
- Descriptions of officers duties and committee responsibilities.

Volunteers in Action, 444 Pearl St. A-24, Monterey, CA 93940

Diane J. Herby, Director, Volunteer Services, California Association of Hospitals and Health Systems, PO Box 1442, Sacramento, CA 95807-1442; (916) 443-7401

DOVIA Sacramento, PO Box 16346, Sacramento, CA 95816 (916) 445-9672 (Suzanne Guerra, President)

- + Our Association's main success practices are our great yearly workshops, monthly networking luncheons, and newsletter.

Santa Barbara DOVIA c/o Nick Kiptyk, 300 San Antonio Rd. Room 123, Santa Barbara, CA 93110; (805) 967-2311 ext. 202

- What are alternatives to an afternoon tea for the major annual volunteer recognition event?
- Would like to see some topnotch DOVIA newsletters.
- How DO you get members to "run" for office in the association when it comes time for annual elections?

## CALIFORNIA (cont.)

Norma Jacobs, President, DOVIA-Los Angeles, c/o Olive View Medical Center Volunteer Dept., 14445 Olive View Dr., Sylmar, CA 91342; (818) 901-3060

- + We hold regular association meetings every other month. Each has a theme and a program which is both informative and, hopefully, stimulating to our membership.
- + We hold an annual workshop appropriate for our members and, on occasion, in tandem with SCADVS - So. California Directors of Volunteer Services, a local organization of Hospital Volunteer Directors.
- Yes, we'd like to see other newsletters. Ours is rather new.
- We want more ideas for gathering financial support for our organization.
- More ideas for programs and our annual workshop for Volunteer Directors are welcome.

Joan Spellman, President, DOVIA of San Fernando Valley, c/o Volunteer Center, 6931 Van Nuys Blvd. #309, Van Nuys, CA 91405; (818) 908-5066

- + This year we are holding our Tenth Annual Volunteer Recognition Luncheon, which provides a special way for member agencies to publicly honor two volunteers.
- + "Volunteer Connections," our newsletter, highlights volunteer activities, has a professional look, and goes out to the community involved in volunteerism.
- Successful programs.
- Ways to increase membership.
- Ways to get corporate involvement.
- Samples of newsletters.

## COLORADO

Volunteer Coordinators Network for Boulder County Government, c/o Courthouse Volunteers, PO Box 471, Boulder, CO 80306; (303) 441-3560

- + Joint marketing projects: we have developed a joint brochure; a video tape promoting all of our programs; and pooled our resources at a local volunteer fair.
- + We are all employed by the county and can share information and problem-solving techniques.
- How to market/recruit the "new volunteer."
- Trends in volunteers that we might see in the next 10 years.
- How to attract attention at a volunteer fair.

Barbara Russell, Boulder County DOVIA, c/o Boulder Valley Clinic, 2346 Broadway Boulder, CO 80302 (Ed.: A new and growing DOVIA)



COLORADO (cont.)

Jacqueline Callahan, Executive Director, Association for Volunteer Administration (AVA), PO Box 4584, Boulder, CO 80306; (303) 497-0238

Larimer County Directors of Volunteers in Agencies, PO Box 1621, Ft. Collins, CO 80522

- + Sponsor an excellent volunteer recognition ceremony.
- + Developed an excellent system for selecting the recipient of County Volunteer of the Year Award.
- Would like to see criteria others use to select the recipient of the Volunteer Coordinator of the Year Award.

Volunteer Coordinators of Pueblo (VOCO), PO Box 502, Pueblo, CO 81002; (303) 545-8900

- + An excellent county-wide volunteer recognition dinner with awards for outstanding volunteerism.
- + A publication/booklet with all volunteer possibilities/agencies for the Pueblo County area.

CONNECTICUT

Elaine Hobart, Hartford Association of Administrators of Volunteer Services, 170 Douglas St., Hartford, CT 06114 (203) 525-1213

- + We sponsor several meetings per year with an excellent keynote speaker.
- How do you come up with "new" topics of interest to seasoned volunteers?
- Do you all give membership cards yearly? (Ed.: this is rare)
- What % of membership renews yearly? What is average dues? (Ed.: \$8-10/yr)
- Do all (most) DOVIA's sponsor a yearly Volunteer Conference? (Ed.: perhaps about a third do)

DELAWARE

Delaware Volunteer Coordinators, PO Box 7565, Newark, DE 19714 (302) 368-6874

- + Programming. We have half-day workshops every other month and an annual conference, all very well attended.
- Networking - how do you do formal or informal networking procedures?
- Advocacy - do you draft legislation? (Ed.: MAVD Minnesota knows a lot about this)
- Membership - how do you recruit a broad audience?

## DISTRICT OF COLUMBIA

Suzanne Mintz, The Catholic University of America, Office of Student Activities  
200 University Center West, Washington, DC 20064 (202) 635-3291

- + A great newsletter.
- Would like to see samples of good DOVIA newsletters.
- What leadership programs do you employ to strengthen skills?
- How do you recruit for membership and leadership?

Directors of Volunteer Services Hospital Council of National Capital Area, c/o  
Eve Gresser, Columbia Hospital for Women Medical Ctr., 2425 L Street NW,  
Washington, DC 20037

Volunteer Resources Council/NCA c/o James Lindsay, President, Volunteer Clear-  
inghouse of The District of Columbia, 1313 New York Av. NW, Washington, DC  
20005; (202) 244-2926

- + Good training sessions which extend into excellent opportunities for networking and sharing.
- + We have implemented a book exchange.
- Development of a membership system.

## FLORIDA

Mary S. Brown, President, DOVIA, 3720 Harlano St., Coral Gables, FL 33134

- + Recognition of volunteers; co-sponsoring a January seminar with nearby DOVIAs.
- + Starting a volunteer referral service.
- Education programs.
- Expanding membership.
- Volunteer evaluation.
- Volunteer recognition - what does the volunteer want? (Plaques and seventy-five cents and I can get a cup of coffee!)

DOVs of Broward County, PO Box 21155, Ft. Lauderdale, FL 33335; (305) 765-6061

- + We have excellent monthly meetings with "guest" (gratis) speakers.
- + We co-sponsor an annual one-day workshop featuring a nationally-known speaker on volunteerism. Last year attendance was 180+, with expectations for a similar turnout this year.
- Examples of good DOVS newsletters.
- Perks for paying DOVS dues. Many people come to meetings but not everyone joins.
- Program ideas/samples.
- Getting the word out about DOVS.

## GEORGIA

Laverne Gold, Helpline, PO Box 1724, Augusta, GA 30903; (404) 826-4484

- + Great volunteer procedures manual.
- Volunteer training for crisis lines.

Fran Hall, Secretary, Tri-County DOVS, 2013 Wells Dr., Columbus, GA 31906

- + Put on a very successful day-long workshop our first year.
- + Are developing an annual media recognition award for coverage of volunteer activities.
- + Have been successful at establishing a group identity out of disparate membership fairly quickly.
- We'd like to know about Natl. Volunteer Week events in other communities.
- Has anyone put on a successful "volunteer opportunities fair"?
- How do other DOVS groups get funding for workshops and conferences?

## ILLINOIS

Gary Kenzer, AVA of Metropolitan Chicago, 8932 A Niles Center Rd., Skokie, IL 60076; (312) 674-6328

- + Monthly professional development workshops which are well-attended that afford our members the opportunity to network with each other.
- How do you develop a good newsletter?
- Motivating AVA board (elected) leadership.
- Recruitment of new members.
- What to do when leadership is in so many directions. (We are also coordin. city for National Conference on Volunteerism '87).

The Linkage Group, Inc., 175 E Hawthorn Parkway #175, Vernon Hills, IL 60061; (312) 367-9310

- + We research, design, develop and conduct a variety of seminars and workshops of interest to practitioners in Volunteer Resource Management.
- + We consult with individual clients.
- + We publish the nationally acclaimed newsletter, THE LINKAGE-LETTER.

## KANSAS

Jean Nelson, DOVIA, Box 1246, Kansas City, KS 66117; (913) 371-3674

- + We produce an informative bi-monthly newsletter.
- + We sponsor an annual day-long workshop featuring a presenter of national recognition.
- + We meet over lunch and have an excellent networking opportunity.
- How to get people to accept leadership in associations?
- Effective recognition event for coordinators.
- What are volunteer coordinators throughout the country looking for in the way of programs, skill improvement, etc.

KANSAS (cont.)

St. Vincent Clinic, 422 Walnut, Leavenworth, KS 66048; ATTN: Elizabeth Johnson

Kathryn A Peter, Kansas Children's Service League, 1365 N. Custer, Wichita, KS 67203; (316) 942-4261

+ Newsletter

- Marketing programs to solicit volunteers.

Wichita AVA, c/o Linda Landoll, Co-Chairperson, 4743 Krueger, Wichita, KS 67220; (316) 744-2173

- Give us some ideas regarding more creativity in volunteer management.
- How can volunteer interest in an organization and its programs be maintained?
- Are there any new concepts for volunteer recognition?

LOUISIANA

Gail McGlothlin, VIA, 4747 Earhart Blvd. #105, New Orleans, LA 70125  
(504) 488-4636

- + Brainstorming creative solutions to difficult volunteer management problems.
- Do other DOVIAs plan special trainings relating to specific agency types, i.e. nursing homes, youth programs, etc.?
- What is their relationship to the local Volunteer Center?

MAINE

Paul Wheelock, Kennebeck Alcohol/Drug Abuse, 32 Winthrop St., Augusta, ME 04330  
(207) 289-2141

- Examples, samples of newsletters.
- Recruitment and retention strategies for volunteers involving a large rural area.
- Techniques for team building and volunteer empowerment.

Suzanne McLeod, Coord. of Volunteers, Maine Audobon Society, 118 US Rte. One, Falmouth, ME 04105

- + Annual Blueberry Pancake Breakfast, held to celebrate over 200 volunteers.
- + Bi-monthly newsletter.
- Staff training, integration of volunteer skills into a fast-paced organization.
- Team building with staff and volunteer.
- Volunteer personnel policy development and models.

## MAINE (cont.)

Barbara Wentworth, Coordinator, York County DOVIA, c/o Sweetser Children's Home, 50 Moody St., Saco, ME 04072; (207) 284-5981 ext. 258.

- + Still in early stages of our Association and are still feeling our way to our group identity and roles. We put out meeting announcements that have been received well and try to plan programs as requested by the group.
- Increasing membership and interest.
- Successful DOVIA structures, i.e., have officers? rotating responsibilities? set place and time to meet or rotate it?, etc.
- Successful program ideas and where to find appropriate speakers and information.
- Ways to become self-sustaining in a rural but fast-growing area. (Not an urban, close knit, geographically or otherwise, area at this point.)

## MARYLAND

Judy Klein, Jewish Foundation for Group Homes, 11710 Hunters Lane, Rockville, MD 20852; (301) 984-3839

- + We put out an excellent newsletter.
- + We have a very successful annual fundraiser.
- + We have a very active Board of Directors.
- How do you do good training of volunteers before placement if you need to work individually and not in groups?
- How do you get staff to work cooperatively with volunteers?
- How can you recruit youth as volunteers?

## MICHIGAN

June Mason Kenfield, VAC, Tri-County DOVIA, 300 N. Washington #202, Lansing, MI 48933; (517) 371-4894

- + We coordinate well-attended half-day trainings utilizing local resources.
- Info on DOVIA trainings re: transitional volunteers. Resources for speakers, printed materials, PR on successful placements.
- DOVIA involvement in skills bank projects.

DOVIA of SW Michigan c/o VAC, 317 Broadway, Niles, MI 49120; (616) 683-5464  
Attn: Kathryn Rossow

- How often are meetings held at other DOVIAs? (Ed.: Most frequent pattern is monthly except in summer)
- May we see samples of other DOVIA's newsletters?

## MINNESOTA

Vicki Petersen, President, Anoka County Volunteer Alliances, Park River Estates Care Center, 9899 Avocet St. NW, Coon Rapids, MN 55433

- + We put out a very informative newsletter in cooperation with another human services organization in the area.
- + We have expertise in planning and holding a "Volunteer Expo."
- Effective Ways of maintaining membership?
- Programming ideas?
- Sample job descriptions of officers?

Mary Evans, VAC Director, Duluth Area Volunteer Directors, 402 Ordean Bldg., Duluth, MN 55802; (218) 726-4776

- + Our monthly meetings combine networking and information so there is always something good to take away from the meeting.
- Program areas - what really gets members?
- Developing leadership in a brand-new DOVIA.

St. Cloud Area Volunteer Coord. (SCAVC) c/o VAC, PO Box 698, St. Cloud, MN 56302; (612) 251-5150

- + We have become involved in excellent networking during our share-time - a time set aside during the meeting. We use small group discussions, problem solving, etc.
- + We have successfully coordinated "National Volunteer Week" for many years. We form a Natl. Volunteer Week Committee that divides up duties. We have gotten out excellent PR and recognition through our SCAVC group.
- How to get more men involved in our SCVAC. We have several in the area, but they do not attend even after invitations.
- We would like to try a community recognition project for Natl. Vol. Week. What types of events have been a success in other communities?
- We have had an overwhelming group from Aging and Nursing Homes always take leadership roles. Any ideas on how to get others to become more involved? (Asking hasn't really helped.)

Bob Munson, President, MAVD, c/o Lutheran Social Service, 2414 Park Av. South, Minneapolis, MN 55404; (612) 871-0221

- + We put out a great newsletter.
- + We inform members on issues.
- + We have a policy/procedures booklet.
- + We have good by-laws.
- + We cooperate on a fine statewide conference.
- + We provide fine local/regional networking experiences.
- Samples for newsletters
- Getting people actively involved
- Dealing with affiliate relations
- Membership drive examples

## MINNESOTA (cont.)

Elizabeth Ekholm, President, St. Paul DOVIA, 1415 Almond Av., St. Paul, MN 55108; (612) 227-3938

- + We provide high-level continuing education programs throughout the year.
- + We provide continuing opportunities for networking.
- DOVIA newsletters
- PR techniques to get people to join DOVIAs
- Program ideas for DOVIAs to meet together for some joint sessions (state-wide or area wide)

Vi Russell, St. Croix Valley DOVIA, Community Volunteer Services, 115 S. Union St., Stillwater, MN 55082

- + An annual volunteer parade - short but sweet, with Community Involvement Award presented at end.
- Are any DOVIAs affiliated with other organizations? (e.g. statewide) and how does it work? (Ed.: About 30 local DOVIAs are affiliated with AVA; about 80 are on the National DOVIA Network, and some affiliate with a national in their specialized service area, e.g. State Hospital Directors Association with ASDVS nationally)

## MISSOURI

St. Louis Council of Directors of Volunteer Services, c/o Harriet Hanna, Vol. Coord., Mid-East Area Agency on Aging, 2510 S. Brentwood, Brentwood, MO 63144 (314) 962-7999

- + We have excellent programming and a solid annual workshop for the St. Louis area. (Actually, we do everything well!)
- + This year we have had programs on newsletters, interviewing, team building and other topics.
- + Rapid growth--opportunity for all members to become involved.

RSVP Advisory Council, 1104 Chestnut, Trenton, MO 64683, ATTN: Wilma Bundridge

- + Homesharing Program (place college students in homes of aged).
- + Volunteer Service Bank (send in trained volunteers to stay with shut-in while caregiver takes time off to go shopping or take care of personal chores).
- + Literacy program (trained 42 senior citizens to tutor adult non-readers).
- + We ask shut-in volunteers to call other volunteers to inquire about what they've been doing as volunteers--this way we are able to contact more of our volunteers than if we just sat around waiting for them to call us, and we get lots of volunteer hours in this way.
- Fundraising ideas
- How to motivate both the advisory council and the sponsor
- How to recruit more active volunteers
- Recognition ideas

## NEVADA

DOVIA North, PO Box 13946, Reno, NV 89507 ATTN: Mary McNine, President;  
(702) 673-4591

- + Taking to task the recognition of the volunteer involvement on a community level involving the private sector and corporate support. 1988 Salute to Volunteers Luncheon will be our fifth year.
- + Volunteers and Friends Communicating Around the World. We are very proud of our international membership with the City of Osaka, Japan as a DOVIA paid member. Offshoot of this is bringing volunteer folks in different parts of the world here to Nevada to share their expertise and in some third-world countries help to implement or assist ongoing programs.
- Would like to have a list of all DOVIA chapters so we can institute communication. (Ed.: See 1986-87 Yellowfire Directory of Volunteers)
- Other DOVIA chapters--what directions are they looking at; example: what new growth.
- Calendars of their training schedules.
- Tying in with key speakers bureau.

## NEW JERSEY

Passaic County DOVIA c/o St. Joseph's Hospital Volunteer Dept., 703 Main St.,  
Patterson, NJ 07503 ATTN: Maureen Mulligan; (201) 881-6536  
Just beginning, not yet formalized.

- Developing a DOVIA
- Membership

## NEW MEXICO

Greater Albuquerque Volunteer Assn., PO Box 7521, Albuquerque, NM 87194

DOVIA, Kathy Dickerson, Volunteer Involvement Service, 839 Paseo de Peralta,  
Suite M, Santa Fe, NM 87501  
Just starting, "wait till we take off!"

## NORTH CAROLINA

MAVA c/o VAC, 301 South Brevard St., Charlotte, NC 28202; (704) 372-7170

- + Excellent monthly programs for members.
- + Outstanding monthly newsletter.
- How to successfully let those in the community know about your organization?
- How to recruit new members who will actively participate?
- How to get members to accept leadership roles?



NORTH CAROLINA (cont.)

Jewell L. Waddell, DPCA-FSD, ATTN IVC, Fort Bragg, NC 28307; (919) 396-4175

- + An annual recognition reception hosted during Natl. Volunteer Week where all volunteers on the military base are invited to attend. Special (outstanding) volunteers are recognized by the Commanding General with special certificates and pins.
- + Recognition of volunteers within agencies is encouraged by the Installation Volunteer Coordinator. One agency has gone from "no recognition" program in 1979 to a program whereby volunteers are recognized at different levels of hours service with differing levels of an award they have developed - the butterfly award. Example: 50 hours service, a butterfly stick pin; 100 hours service, a butterfly stained glass window hanging. Recently added to this award, for 3,000 hours service, a lead crystal butterfly. Volunteers are excited to volunteer and receive these awards.
- Recruiting techniques for retired population. I have a large retirement potential if I could find the magic motivation.
- Ideas to sell managers on volunteer services available from our youth. Managers are slow to accept fact that youth make good volunteers.
- Ideas for selling managers on volunteer development to the point that volunteers could assume some management responsibilities.

Volunteer Burke, PO Box 746, Morganton, NC 28655

- + Our Annual County-wide volunteer recognition: "Burke's Best"
- Volunteer policy and procedures.
- Other types of volunteer recognitions.
- Examples of newsletters.
- Fundraisers.

NORTH DAKOTA

DOVS c/o VAC, 415 East Av. A, Bismarck, ND 58501; (701) 253-7335

- Structure of other DOVIAs and networking with statewide Associations in other volunteer centers.
- Services of other DOVIAs in the community.
- Public relations.
- The DVS association is new to the community. We are actively seeking members and are in need of any advice, information or help that is available. Please send this information as soon as possible!

OHIO

DOVIA, PO Box 793, Akron, OH 44309

## OHIO (cont.)

Volunteer Administrators' Network of Central Ohio c/o CALLVAC Services,  
370 South Fifth St., Columbus, OH 43215; (614) 221-6766

- + Planning/carrying out a yearly calendar of membership meetings/educational programs and supplemental training events that is relevant for both new and experienced volunteer administrators.
- + Climate for professional camaraderie and networking that has been intentionally developed and cultivated.
- + Promoting the value of the volunteer administrator's position through development of a manual for executive directors.
- + Establishment of a scholarship fund to help members offset costs of professionally-related conferences, workshops, etc.
  
- "Advocacy" activities related to furthering profession of volunteer administration.
- Obtaining "feature story" coverage of DOVIA - examples of angles used successfully.
- Member recruitment techniques and member benefits.
- Examples of DOVIA sponsored events, e.g., National Volunteer Week.

## ONTARIO, CANADA

Ontario Association for Volunteer Admin., 5647 Yonge St. #116, Willowdale, Ontario, Canada M2M 4E9 (Ed.: Only a little over a year old, but rapidly growing. Has already had two well-attended Province-wide conferences. Excellent newsletter. Would probably be interested in good ways to relate to local associations in the Province.)

Susan Danese, Volunteer Services, Canadian Natl. Institute for the Blind,  
1929 Bayview Av., Toronto, Ontario, Canada M4G 3E8; (416) 480-7442

- + Great newsletter.
- + Excellent training program for volunteers.
  
- Guidelines on appropriate volunteer positions which do not conflict with union demands.
- General policy on volunteer programs i.e. insurance, lunch money, benefits, etc.
- Recruiting interested and effective board members.
- Recognition for volunteer coordinators.

## PENNSYLVANIA

Edith Miller, Facilitator, VAC, Tri-County Volunteer Coordinators Council,  
122 Chestnut St., Harrisburg, PA 17101

PENNSYLVANIA (cont.)

Evelyn Levine, President, Volunteer Admin. of SW Pennsylvania, PO Box 2367, Pittsburgh, PA 15230; (412) 687-8010

+Great program for general membership meetings.  
+Newsletter.

- A project for our organization to put us in the news.
- How to get recognition for volunteer administration.
- Fundraising for group.
- Program ideas.

VAC, Park Plaza, 225 N. Washington Av., Scranton, PA 18503; (717) 347-5616  
ATTN: Maryrita Stuckart

TENNESSEE

DOVIA c/o VAC, 451 River St., Chattanooga, TN 37403; (615) 265-0514

A "Volunteer Recognition Day" we sponsor in a downtown park in conjunction with a local TV channel.

- Effective formats for recognition events for Volunteer Coordinators. Who sponsors?
- Ideas for recognition of volunteers.
- Corporate volunteer programs that work well.
- Samples of DOVIA newsletters. Who funds?

Helen Smith, Coord. of Volunteers, Family and Children's Services, 300 E 8th Street, Chattanooga, TN 37403; (615) 755-2800

(Ed.) + Recognition dinner using The Volunteer Song and singalong.

- Collects "idea bank" and is eager to implement good relevant ideas.

TEXAS

Risa Sewalt, DOVIA, c/o RSVP, Box 487, Victoria, TX 77902; (512) 573-4203

- + We sponsor a great spring workshop.
- + We sponsor city-wide Volunteer Recognition.
- How to get good people to accept leadership roles in associations.
- Effective recognition event for volunteer coordinators.

Mary Lynn Brown, DOVIA-Amarillo, PO Box 3069, Amarillo, TX 79116-3069; (806) 376-6714

(Ed.: New DOVIA, but moving well)

TEXAS (cont.)

DOVIA-Austin c/o Peggy Outon, Volunteer Coordinator, Laguna Gloria Art Museum, PO Box 5568, Austin, TX 78763

(Ed.: Has had a good Bosses' Breakfast. They also have fun together.)

Montie Morgan, Volunteer Connection of SE Texas, PO Box 2945, Beaumont, TX 77704-2945; (409) 832-1646

- + Our monthly meetings provide a great opportunity to share needs, resources, ideas and support for those in the volunteer service field.
- + Media highlight of volunteer services and recognition during National Volunteer Week.
- We are successful at bringing organizations together who have needs, but not in activating the organizations to pool resources to meet the needs.
- We need support and information on securing funding and in-kind resources to expand our availability to the community.
- Assistance in getting agencies and organizations to see the macroscopic picture of needs and services versus the myopic.
- Information to relate community strength or health, economic development and prosperity to community volunteerism.

W.G. West, DOVIA of Corpus Christi, 722 Ashland, Corpus Christi, TX 78412; (512) 992-5815

- + We produce, sponsor, (sometimes co-sponsor) workshops and seminars for benefit of both volunteer professionals (directors) and volunteers. Plaudits received from both volunteers and professionals.
- + Volunteer Fair conducted in one of the large malls in the city.
- + Planned programs at meetings with speakers to address issues and concerns voiced by members, both professionals and volunteers.
- Samples of good newsletters.
- Successful practices for increasing membership.
- Successful practices to increase knowledge and expertise of professionals in the field, economically.

Sally Kersting, Association of Directors of Volunteers, 2300 McKinney, Dallas, TX 75219

President, DOVIA of Tarrant County c/o Volunteer Center, 210 E. Ninth St., Ft. Worth, TX 76102

- + Getting financial help in bringing volunteer leaders for training events.
- Sample letterhead and brochures.
- Newsletters.
- Program ideas.

TEXAS (cont.)

Mary Jones, DOVIA, PO Box 3443, Longview, TX 75603; (214) 758-2374

- Would like workshop guidelines.
- Would like the outline for a suggested monthly DOVIA meeting. (Ed.: Coming as part of Manual.)

San Antonio Council of Volunteer Services Directors, c/o Jim Delgado, Pres., 6022 Crab Orchard, San Antonio, TX 78240; (512) 681-4413

- Newsletters
- How to get members to regularly attend meetings and accept leadership roles in the organization.

Evelyn Wadsworth, San Antonio DOVIA, 4415 Piedras West #257, San Antonio, TX 78228; (512) 734-2400

- + We have excellent program meetings 4 times a year, with pertinent topics and outstanding speakers.
- + We sponsor a full-day workshop each year which has been extremely well received, with comments on the evaluation forms such as "the best workshop I've been to..." etc. The DOVIA members serve as the seminar or workshop leaders, speaking on their area of expertise.
- Samples of other DOVIA's brochures
- Tips on recruiting new members
- How to increase the networking function
- Keeping the agency interested when the volunteer coordinator changes.

VIRGINIA

Cynthia Holley, President, National Assoc. of Volunteers in Criminal Justice, c/o OAR Fairfax, 4057 Chain Bridge Rd. #103, Fairfax, VA 22030; (703) 691-3158

- + We produce an excellent annual Forum
- + Networking opportunities for those in criminal and juvenile justice volunteerism.
- We'd like to see samples of good newsletters.
- How do you get good people to accept leadership roles - AND FOLLOW THROUGH WITH THEIR RESPONSIBILITIES IN A TIMELY MANNER.
- Methods of attracting membership.
- Methods of "needs assessment" of members and potential members.

## VERMONT

Tiffany Sargent, Vermonters in Volunteer Admin. (VIVA), Middlebury College, Middlebury, VT 05753; (802) 388-3711

- + We coordinate a statewide conference with a national speaker.
- + We have developed a skills bank.
  
- Developing a newsletter.
- Topics for discussion at meetings.

## WASHINGTON

Joan Snyder, Pres., DOVIA of the Inland Northwest, W. 1104 Heroy, Spokane, WA 99205; (509) 456-7155

- + Responsible for weekly "Volunteer Opportunity" column in area newspaper.
- + Work with Downtown library to establish Volunteer Resource Library Center
  
- Innovative recognition programs or ideas.
- Share program suggestions for meetings.
- Share poems, quotes and art work for newsletters.
- Recruitment ideas.

## WEST VIRGINIA

Loretta Lewis-Wells, Director, The Family Crisis Intervention Ctr. of Region V, PO Box 695, Parkersburg, WV 26102; (304) 428-3707

- + We mail approximately 250 newsletters each quarter and receive favorable response for the articles.
- + We recently expanded our (all volunteer) Board of Directors.
  
- Supervision of volunteers on a day-to-day basis.
- Motivation of new and old volunteers.
- Leadership development for volunteers.
- Fostering cooperation between paid and non-paid staff.

## WISCONSIN

Bay Area Managers of Volunteer Services c/o VAC, 411 St. John, Green Bay, WI 54301; (414) 435-1101

- + We sponsor a great volunteer recognition event for Natl. Volunteer Week.
- + Taking an honest look at our organization and re-organizing in a meaningful way. (Objectives: goals and things that work.)
  
- What are some effective ways for being recognized as professionals? (by your community and others in your agencies)
- How to organize a volunteer program to cover a large geographic area, especially if much of it is rural?
- Ideas for securing volunteers who will coordinate a project and follow through from planning to assessment after-the-fact.
- Fundraising for DOVIAs.

WISCONSIN (cont.)

AVA of Greater Milwaukee, c/o Volunteer Center, 600 E. Mason, Milwaukee, WI 53202; (414) 273-7887

- + Award of Excellence Recognition Luncheon.
- + Monthly newsletter.
- + Task Groups: Higher Education. Top Management Visibility. Local Resources for new administrators.

WYOMING

Project SAFE, PO Box 1078, Wheatland, WY 82201; (307) 322-4794, ATTN Vonnie Elliott

- Volunteer recognition and motivation.
- Board training.
- Statistics and data (examples of forms) in relation to volunteers.

Vickie G. Genoff, Leadership Development Coord., PO Box 3354 University Station, Laramie, WY 82071; (307) 766-2402 or 721-5920 (Planning a new Statewide association.)

- Economic value of Volunteer Services - benefit/cost ratio
- Certification for volunteers - curriculum i.e. certified 4-H volunteer.

### III. PATTERNS IN NEED AND KNOWLEDGE

For this 1986-87 sample of associations, the most frequently appearing success practices DOVIAs are willing to share are:

- Recognition of Volunteers (events, etc.)
- Good newsletters
- Good annual conferences and/or workshops
- Good workshops during the year
- Good meetings
- Networking

The most frequently appearing calls for more information (or help) were:

- Membership recruiting, activation, retention, benefits
- Newsletters
- Program ideas and topics, making meetings interesting
- Developing, recruiting leadership for the associations
- Fundraising
- Recognition of volunteers
- Recruiting volunteers
- Recognition for volunteer coordinators
- Staff-Volunteer team building

In such areas as newsletters, meeting interest, and volunteer recognition, what comes out as a need for many associations is a success practice for many others. There is a great potential for networking here.

As for workshops, most associations apparently feel they do this well. This may be an area in which the organizational development of DOVIAs tends to be quite well advanced. Relatively little networking or outside assistance seems needed in this area.

Finally, we have several major areas where need far outstrips proven success, in our sample of associations, at least. Here we have crucial concerns such as membership recruiting, activation, retention; attracting and developing leadership for an association; and, fundraising for DOVIAs/DOVs.

Possibly, we can find additional associations with such competencies to share in next year's DOVIA Network. But generally, we may be talking about gathering new knowledge here, not now ordinarily present in DOVIA-type associations. The challenge seems largely within the area of organizational development, rather than the kind of program development with which most volunteer coordinators are familiar.

Frequent patterns are often not the only important ones. Thus, "joint marketing/recruiting brochures" came up only once as a success practice, and "joint meetings with other DOVIAs" only once or twice as a call for information. Does that make them trivial? Of course not. Rather, what we have here might well be some cutting edge kinds of things, just beginning to attract attention.



IV. REGISTRATION FORM - NATIONAL DOVIA NETWORK AND DIRECTORY

"DOVIA" or "DOVS" is one name for an association of people with a career or other serious interest in leadership of volunteers. The NATIONAL DOVIA NETWORK facilitates exchange of information, ideas, and support among DOVIAs in North America.

By completing this form, you register your association with the National DOVIA Network and Directory, thereby increasing opportunities to network with other such associations throughout the U.S. and Canada. There is no charge or obligation for such registration. However, to receive certain membership benefits, as described in Section D, a fee is required.

A. IDENTIFYING INFORMATION (please type or print clearly)

NAME OF PERSON COMPLETING FORM \_\_\_\_\_

ADDRESS \_\_\_\_\_ TEL ( ) \_\_\_\_\_

ROLE IN RELATION TO ASSOCIATION (officer, member, etc.) \_\_\_\_\_

FULL NAME OF ASSOCIATION \_\_\_\_\_

MAIN CURRENT ADDRESS FOR ASSOCIATION \_\_\_\_\_

\_\_\_\_\_ TEL ( ) \_\_\_\_\_

BACKUP ADDRESS FOR ASSOCIATION \_\_\_\_\_

\_\_\_\_\_ TEL ( ) \_\_\_\_\_

B. NETWORK FACILITATION INFORMATION

Below, you are asked to describe one or two "success practices" of your DOVIA/ association, things you're good at and are willing to share with other associations. These will be registered in The 1988 DOVIA Network directory and in other ways.

Please complete the form below (type or print clearly)

Our Association's MAIN SUCCESS PRACTICE IS: (examples - "we put out a good membership directory," or "we co-sponsor an excellent annual bosses' luncheon").

(optional ) ANOTHER SUCCESS PRACTICE is:

(please see other side)

DOVIA NATIONAL NETWORK AND DIRECTORY REGISTRATION FORM (cont.)

SECTION B (cont'd) CALLS FOR INFORMATION are areas in which you'd like to learn more about what other DOVIAs are doing. Examples: "We'd like to see some samples of DOVIA by-laws"; "how do you get good people to accept leadership roles in your association?"; or "what's an effective format for a recognition event for volunteer coordinators?" Please give at least 3 or 4 things you'd like to hear more about from other associations.

CALL FOR INFORMATION #1 \_\_\_\_\_

CALL FOR INFORMATION #2 \_\_\_\_\_

CALL FOR INFORMATION #3 \_\_\_\_\_

CALL FOR INFORMATION #4 \_\_\_\_\_

C. PROCESSING: PLEASE SIGN AND DATE THIS FORM:

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

D. NATIONAL DOVIA NETWORK MEMBERSHIP OPTION

Completing previous sections of this form automatically registers your association with the National DOVIA Network and Directory for 1988. If, in addition, you also want to receive full membership benefits, a membership fee of \$22 is required unless received before January 1, 1988, in which case the fee is only \$20. For this, you will receive:

1. A subscription to the national DOVIA EXCHANGE Newsletter for 1988.
2. The 1988 NETWORK EXCHANGE DIRECTORY designed to facilitate exchange of information and ideas between DOVIA-type associations all across the continent.
3. Free samples of outstanding newsletters from other DOVIAs.
4. Other benefits to be announced.

These benefits are available only through National DOVIA Network membership. They are not available separately. Please complete the form below and send this form to the address given.

NATIONAL DOVIA NETWORK MEMBERSHIP FORM: 1988

\_\_\_\_ Yes, I'd like to become a member of the National DOVIA Network and receive the benefits described above. A membership check for \$22 (or \$20 before January 1) is enclosed in U.S. funds. Please make check payable to The Center for Creative Community.

Please send all DOVIA Network publications to the following address:

\_\_\_\_\_  
Please send entire form to IVAN H. SCHEIER, Center For Creative Community,  
P.O. Box 5434 Santa Fe, New Mexico 87502  
Thank you.

V. FEEDBACK FORM

We very much need your comments and suggestions to make next year's Directory better. Please fill out the form below and mail it to Ivan Scheier, Director, The Center for Creative Community, PO Box 5434, Santa Fe, NM 87502. Or if you prefer, put your comments in a letter. Thank you.

What was the most useful to you in the 1987 National DOVIA Directory:

What was least useful:

Is there anything you'd like to see added to next year's directory? If so, please tell us what:

Is there anything you'd like to see taken out of next year's directory? If so, please tell us:

Any other comments you'd care to make would be greatly appreciated:

Signature (optional) \_\_\_\_\_ Date \_\_\_\_\_