

Voluntary Action Leadership

WINTER 1982

**VOLUNTEERING
IN AMERICA
1981-82**

**INCLUDING
A GALLUP SURVEY ON
VOLUNTEERING**

As I See It

Beyond Professionalism

By Vern Lake



Vern Lake is the chief of volunteer services in the Minnesota Department of Public Welfare. He is the creator of the popular list, "101 Ways to Give Recognition to Volunteers," which appeared in the winter 1977 VAL and is reprinted once a year for VOLUNTEER's recognition kit.

FOR THE PAST SEVERAL YEARS, THERE HAS been considerable concern among administrators of volunteer programs that their work is not recognized for its breadth and complexity. They feel they deserve to be recognized as a profession among the professions. Yet, it is not always clear as to what kind of recognition is sought. Ideas run all the way from some kind of identifiable craft guild to the idea of professional unionism, even to the concept of divine vocation.

Progress has been made, but we are still far from being recognized or accepted as a profession among the professions. The possibility has not even occurred to some. To others, it lacks urgency, even interest. And to many for

whom it seems important, it is hedged with reservation and misgiving.

I believe it is time for us to expand our thinking and, in the process, to move beyond our preoccupation with professionalism. Perhaps the coveted recognition would come to us as a result. Our literature, at least, would attract greater attention, our agendas would seem less self-serving, and our claim to professionalism would be more convincing. We would become a public interest group in a triple sense of the phrase—as a group not only interested in and concerned for the public, but also a group of interest to the public, having something imaginative, even revolutionary, to say.

If we are to go beyond professionalism, however, it is imperative that we appreciate more fully the magnitude of our field. We must reflect upon the ramifications of this magnitude, and assertively challenge the social order to respond to the implications.

The Magnitude of Our Field

In our society, there are two major systems for providing goods and services. One is paid, the other voluntary. What is not done by the first is left presumptuously for the latter. It is enlightening and stimulating to note that of these two systems, the voluntary system is the major one. Paid labor is a minority increment when a full accounting for life's goods and services is made. Unfortunately, our perspective on volunteerism, and certainly the distribution of rewards, is too often foreshortened by our tendency to think of volunteers only in conjunction with a paid staff and an organizational entity.

The real truth about life, however, is that most of the world's work is done by volunteer labor and always has been—if the definition of volunteerism is work done without personal financial gain. On the domestic front, for instance, housekeeping, homemaking, home nursing, child rearing, day care, food and laundry services are, for the most part, unpaid, critical human services. In addition, lawns are mowed, gardens planted and harvested, snow removed, children tutored, play supervised, buildings repaired, property maintained, errands run and good deeds done—all voluntarily!

In the community, who solicits for United Way? Who contributes the money solicited? Who solicits for a multitude of other causes and concerns? Who responds to the solicitations? Who staffs the political campaign office? Who supplies the campaign coffers? Who joins "service" clubs? Who become officers? Who most often organizes and leads community organizations? Who are the people who participate? Where do Little League coaches come from? Who are the Big Brothers? Big Sisters? Scout leaders?

In times of crisis, who puts out most of the world's fires? Who fights most of its wars? Who fills the sandbags, watches the dikes, and evacuates the threatened when there are floods? Who brings food and blankets when people are hungry and cold? Who arrives first when calamity strikes? Who is still there when the crisis abates and the paid workers have gone?

Truth is falsified when we say the world runs on money. It runs on volunteerism. Without volunteers the world could not survive for even one day. If volunteers did not hold the world together while others are engaged in paid

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Status Report Reprints Available

VOLUNTEER has reprinted the 18-page status report, "Volunteering in America: 1981-82," which begins on page 17 of this issue of VAL. Individual copies are available for \$3 from Volunteer Readership, PO Box 1807, Boulder, CO 80306.

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**1982
NATIONAL VOLUNTEER
WEEK:
April 18-24**

Comment

Our Annual Feature

Growing old is a slow and personal process that affects each of us differently. I remember how difficult it was when my doctor told me my health would not permit continued appearances on the stage. This was the same shock I saw in many of the people I met while working on the public television documentary, "No Place Like Home."



I remember talking with Helen Riali whose husband, Emil, had suffered a stroke in 1970. Helen had kept him at home for 11 years, though she got no help. Then Helen got sick and Emil went into a nursing home. He may never get out because his wife is no longer strong enough to help him out of bed in the morning.

Helen Riali asked me a question I couldn't answer: Why was there so much money to put Emil into a nursing home, but nothing to help him out of bed in the morning?

It seems like a small thing—until you can't do it anymore.—Actress Helen Hayes, 81, who narrated and hosted the hour-long documentary, "No Place Like Home," in which she travels throughout the United States reporting on nursing homes and a range of alternative approaches to long-term care for the aged.

FOR THE SECOND YEAR IN A ROW, we are pleased to present VOLUNTEER's annual status report on the volunteer community in the pages of VAL. The making of this "yearbook" is an exciting process. This is because as an annual review, it can't be planned for months in advance as are regular VAL features. While we can anticipate to a degree what will develop in the new year, the report still must take a wait-and-see approach until the last possible minute.

A lot has happened in the volunteer field since the first status report came out three years ago. Last year, for instance, we detected the dawning of a new trend in which citizens began to shake off the effects of the "Me" decade and create new solutions to America's problems. This year the story is sheer numbers—figures that show the new citizen activism taking hold and spreading into every pocket of our country. As Ken Allen assesses this trend in his report on page 17, he illustrates the growing volume of activity with numerous examples of creative citizen responses to the problems of the '80s.

The growth of volunteering was also documented recently by The Gallup Organization, which conducted a survey last spring to determine the extent of volunteering in America. Gallup's study, entitled "Americans Volunteer—1981," is the highlight of this year's status report. Beginning on page 21, you'll find many long-awaited answers to questions concerning the number and kinds of citizens who volunteer today.

A sixty percent increase marks the number of volunteer award winners presented in this issue (page 5). It's true that the popularity of this special recognition section has induced more groups to participate. Yet, we've noticed that many of the regular contributors are honoring a greater number of volunteers each year. In some cases, local volunteer groups found the only fair way to recognize their many equally outstanding volunteers was to single out one per week. This year we decided to devote the entire news section of VAL to these hundreds of caring citizens whose activities are deserving of front-page headlines.

One of the volunteer award recipients listed in our tribute to volunteers is James B. Hunt, Jr., the governor of North Carolina. He's involved in many volunteer activities in his Raleigh community. He's also an advocate of volunteering whose ideas are becoming known to people across the country. As you read Jessie Bond's profile of Hunt (page 10), you might get a sense of actions speaking louder than words.

An issue of VAL would not be complete without devoting at least a few pages to the "basics." Volunteer administrators are always looking for new ways to recruit volunteers. The reactions to the Gallup report on pages 21-33 should bolster a recruiter's outlook on the prospects for obtaining volunteers. The two articles beginning on page 12 by Jessie Bond and Rich White should help motivate a recruiter to try something new—like putting together a "VOP" (volunteer orientation portfolio) or even producing a "volunteer special" on TV.

Next time, we'll present ways to recruit and retain volunteers for boards of directors. See you then.

Brenda Haulon

Voluntary Action NEWS

A Salute to America's Outstanding Volunteers in 1981

Compiled by Richard Mock

This special status report issue of VAL devotes the entire News section to the volunteer community's top headliners in 1981—the hundreds of individual citizens and groups who were honored on the local, state or national level for their exemplary contributions to solving community problems.

National Awards

American Red Cross

The Harriman Award for Distinguished Volunteer Service is the highest award for volunteer service made by the American Red Cross and is presented to a volunteer who has demonstrated one or more of the following characteristics: imagination and extraordinary effort in developing creative solutions to problems, organization and direction of an activity of exceptional importance, or performance of an extraordinary act of credit to the American Red Cross.

Mrs. Joseph Fowler, active in Red Cross activities in Europe and in military and civilian communities in the U.S. since World War II, has coordinated volunteer workers into Red Cross disaster relief operations and developed a disaster TV/radio emergency alert manual.

Ethel D. Hartman, a Red Cross volunteer for 64 years, organized the Friends of Clara Barton which raised \$100,000 locally to restore and help preserve the home of Barton, the founder of the Red Cross.

Corporation for Public Broadcasting

CPB presents the Local Radio Development Awards to public broadcasting stations for

outstanding achievements in public awareness, public participation and fundraising. In 1981, two stations were honored for public



Nancy Reagan receives a pin symbolizing honorary membership in the General Federation of Women's Clubs from Marjio Shide, International GFWC president, at White House ceremonies last September, when Mrs. Reagan honored the seven GFWC Distinguished Volunteer Award winners.

participation of their volunteers in all aspects of station management and production.

WDET (Detroit, Michigan) volunteers were involved in all aspects of the station's First Annual Motor City Bluegrass Festival fundraiser, producing and distributing PSAs, serving as technicians and engineers, selling tickets.

WHIL (Mobile, Alabama) began its public participation program with a listener needs assessment analysis followed by a meeting including both volunteers and supporters. Within seven months, WHIL volunteer Friends became an integral, indispensable part of station operations.

General Federation of Women's Clubs

The General Federation of Women's Clubs presented Distinguished Volunteer Awards to five adults and two teenagers for their contribution of time and effort to the American way of life. The award winners, all recipients of state awards, were chosen from nominations submitted by GFWC's 12,000 clubs in the United States.

Karen Coble, 18, Vanzant, Mo., is active in 4-H and Future Farmers of America, won the 1980 DAR Citizenship Award and 1980 American Legion Oratorical Contest, was named Girl of the Month by the Mountain Grove Business and Professional Women, and is student council vice president in her high school.

Mrs. Sid Kline, Lakewood, Colo., who underwent a mastectomy 21 years ago and suffered from the anguish of having no one to talk with about it, counsels cancer patients through the American Cancer Society's Can-Surmount, assists her own doctor in counsel-

ing cancer patients, and attended a clown school to learn how to entertain in schools, hospitals and nursing homes.

Jane LeDain, Knoxville, Tenn., is chairwoman of the Housing Committee of the Office on Aging, Knoxville-Knox County Community Action Council, a board member of the Dulin Art Gallery, serves on the Metro Planning Commission, and helped found the Knoxville Women's Center in 1974.

Faye Moore, Lilburn, Ga., new to the community in 1971, organized the GFWC Lilburn Woman's Club—the first women's organization in the community, began the local Arts and Crafts Festival, worked on the restoration of an 1820's pioneer farm house as co-chairwoman of the Lilburn Bicentennial Committee, and helped found another GFWC Club and two PTAs in nearby communities.

Brigitte Sandoval, 18, Carrizozo, N.M., as a member of 4-H, began a joint Senior Citizens-4-H Grandparents Program, organized a Carrizozo Future Homemaker's of America's senior citizen-high school activity, directed a senior citizens' firewood drive, is a member of the National Honor Society and is listed in Who's Who among American high school students.

Cynthia Vlasaty Smith, Manchester, N.H., disturbed by the lack of educational opportunities in penal institutions, began an education program at the Hillsborough County House of Correction and helped inmates apply for and get grants from private groups to allow them to win certificates in wood-working and motorcycle repair from a local vocational college.

Ann Taylor, Aiken, S.C., helped found, through Aiken Business and Professional Women's Club, Aiken's first facility and program of day-care for retarded children, and as president of Aiken Association for Retarded Citizens, helped found a support and educational program for parents of the retarded.

Joint Action in Community Service, Inc.

JACS honored a Volunteer of the Year chosen from its ten Regional Volunteers of the Year.

Marilyn E. Griesedleck, as JACS volunteer coordinator at Washington University of St. Louis Newman Center, contacted and assisted more than 2,500 former Job Corpsmen and helped many to complete their high school education.

Literacy Volunteers of America, Inc.

Literacy Volunteers presented two annual awards: the President's Award for Distinguished Service, which recognizes an individual who demonstrates a keen sensitivity to the problems, and intellectual and emotional leadership in LVA; and the Connie Haendle Affiliate of the Year Award, established in memory of the first director of field services who felt that well-organized local tutorial programs were the cornerstone of an effective literacy network.

Frances Singer Hennessy, president of Singer Publishing Company, contributed furniture and business equipment, provided the first year's rent and encouraged LVA to publish its own materials, which now provide 50% of the organization's income. (President's Award for Distinguished Service)

Literacy Volunteers of Schenectady, New York, realizing that their future depended on the ability to maintain a part-time program coordinator, developed local, renewable, broad-based funding to support

the hiring of the coordinator. (Connie Haendle Affiliate of the Year)

Literacy Volunteers of Waterville, Maine, with a special emphasis on an elementary school tutorial program, established and reached three goals in the past year: improve communication; streamline interval projects/paper flow; improve public relations. (Connie Haendle Affiliate of the Year)

National School Volunteer Program, Inc.

NSVP made a variety of awards in 1981 for volunteer service:

Governor James Hunt, North Carolina, and **Dr. Ernest Boyer**, president of Carnegie Foundation for the Advancement of Teaching, received the Distinguished Service Award for superior leadership and a strong commitment to school volunteerism.

Union Carbide received the Corporate Award for advancing parent/citizen involvement in education.

Nellie Laird, volunteer coordinator from Bay County, Florida, received the Adele Tucker Award for Contributing to the strengthening of NSVP membership.

Jean Davis Myers, president of NSVP and director of Houston Volunteers in Public Schools, received the Marcia Shalen Award for outstanding leadership in NSVP. NVSP Apple Tree Awards, sponsored by Tupperware Home Parties, were presented to six school districts with exemplary school volunteer programs:

Additions School Volunteers (Orlando, Florida) and **School Volunteers, Inc.**, (Salt Lake City, Utah) were honored for parent involvement programs.

Dallas Independent School District Volunteer Program (Dallas, Texas) and **Marlon Occupational Program** (Marion, Massachusetts) received recognition for their

business involvement programs.

Volunteers in Public Schools Seniors (Houston, Texas) and **School Volunteer Program** (Anne Arundel County, Maryland) received honors for their enrichment programs.

Rockefeller Public Service Awards

Established in 1952 by the late John D. Rockefeller, 3rd, the annual Rockefeller Public Service Awards are considered the highest honor for citizens working in the public interest. The program focuses on outstanding work towards solving problems of critical importance to the nation. Nominations are solicited for persons who have made significant contributions to the solution of problems in those areas identified by a group of national advisors.

Marlan Wright Edelman, as founder and president of the Children's Defense Fund, has helped shape public policy and legislation related to the well-being of youth in child welfare reform, health services for children and rights of handicapped youngsters. (Meeting the Needs of Children and Youth Award)

Robert A. Hatcher, M.D., director of Emory University-Grady Memorial Hospital Family Planning Program, helps prepare teenagers and adults for responsible parenthood through his research in family planning technology and his program of sex education. (Aiding the Well-Being of Families Award)

Herbert Scoville, Jr., president of Arms Control Association, encouraged the Carnegie Endowment for Peace to create an arms control program to increase public awareness and has published widely for the public including explanations and evaluation of strategic weapons, neutron bomb and MX



Gordon Barnes (right) is congratulated by D.C. Superior Court Judge Margaret Haywood (left) at Women in Community Service's Tribute to Volunteerism.

missile system. (Promoting World Peace Award)

Betty Jean Hall, a lawyer who established the Coal Employment Project to help women gain employment and adequate wages in the coal industry, has filed suit against 193 major coal producers that failed to develop affirmative action programs for women and minorities. (Broadening Employment Opportunities Award)

Ruth Watson Lubic and **Phyllis R. Farley** established the Maternity Center Association which provides a safe, inexpensive, alternative to giving birth at home. (Developing New Methods of Health Care Award)

Richard Smith, M.D., devised MEDEX, a program that trains paramedical personnel to carry out primary health care functions where doctors are unavailable on a regular basis. (Developing New Methods of Health Care Award)

United Way of America

The Alexis de Tocqueville Society was created by the United Way of America to recognize persons who have rendered outstanding service as volunteers in their own community or nationally. It exists to foster and promote voluntary community service and a recognition of value and importance of such service to the nation. The name was chosen because of Tocqueville's admiration for the spirit of voluntary association and voluntary effort for the common good which he observed in America.

John W. Gardner, chairman of Independent Sector, past head of the Urban Coalition and founder of Common Cause, was recognized for setting an example of leadership and citizenship for all Americans, for the courage of his conviction and for remaining committed to the tradition of voluntarism.

Women in Community Service

The Rosa Parks Award is given annually by Women in Community Service in recognition of "extraordinary service by an ordinary person." Rosa Parks, in the single act of refusing to give up her seat on a segregated bus in 1955, dramatically focused the eyes of America on injustice.

Regina Rambeau, a WICS volunteer in Detroit for 16 years, also has been active on the Michigan Governor's Task Force on Protective Services for Youth, the Public Welfare Commission, the Catholic Women Archdiocese of Detroit, and was instrumental in the revision of the state's juvenile justice code.

In 1981, WICS also sponsored a Tribute to Volunteerism, in which two individuals and one group were honored for their outstanding community service:

Josephine Fox designed a therapeutic swim and exercise program for handicapped children and adults at the Fairfax County, Va., YWCA and has directed the program for eight years.

Gordon Barnes, meteorologist at WDM-TV Washington, D.C., who also reports the weather on CBS "Morning with Charles Kuralt" show, has served since 1976 as honorary chairman of Dollars for Needy Children, which raises money for Christmas gifts.

Emmaus Services for the Aging, sponsored by five Washington, D.C., churches, provides outreach services to the elderly.

State Awards

ARKANSAS

The Arkansas Governor's Office of Voluntary Citizen Participation and News Center 4, the NBC affiliate in Little Rock, annually honor outstanding state volunteers:

Trudi Scott is a full-time nursing home volunteer in a rural community. **Zelma Miller** serves as a community organizer in a small black community. **Gloria White** founded Project Compassion, a one-to-one volunteer program for 11 nursing homes in western Arkansas. **Dr. Weldon Rainwater** provides medical evaluation for the Step Ahead program. **Robert Fussell**, a Little Rock attorney, gives volunteer legal service to the deaf and serves as an advocate for the deaf to the business community.

Lindsey Hayes, "Ditto the Clown," volunteers with children's hospitals and homes and senior citizen programs. **Monty Ball**, deaf and blind, volunteers with the Arkansas Enterprises for the Blind. **Sylvia Swartz**, a senior citizen, is active with senior citizen groups in northwest Arkansas.

The First National Bank of Little Rock and **Franklin Electric of Siloam Springs** were honored with special corporate awards.

Mrs. William Oates is an active volunteer in many areas. (Distinguished Citizen Award)

COLORADO

Volunteer committees in each of the 13 regions of the state selected 30 "Volunteers of the Year" who received certificates from Mrs. Dottie Lamm, wife of the governor:

Noreen Moore, chairperson of South Routt Community Services, helped build the organization and was instrumental in developing community support for the facility. **Fred A. Nichols**, 93, has been active as county commissioner and mayor of his community, in his church and with the Masonic Lodge, Elks and Lions Clubs.

Nella Carroll has been a long-time volunteer in Moffat County nursing homes and is active with the Red Cross. **Dorothy Peercy** volunteers with the County and Regional Councils on Aging, RSVP, Colorado Congress for Senior Organizations, Governor's Conference of Aging. **William H. Bryant** has been active with Mesa County Search and Rescue Control for 11 years and now serves as its communications coordinator.

Leonard "Don" Weese, assistant chief of Montrose Fire Protection District, has volunteered with the Department for 22 years. **Jennie Marty** is an active member of several advisory committees, is a friendly visitor to senior citizens, is city councilwoman and co-chairman of the Governor's Conference on Aging.

Lyn DeLange is chairperson of the Archuleta Heart Fund, founded the Archuleta Newcomers Club and formed two ladies bridge clubs. **Martha Enriquez**, an advocate for citizen participation in the school district, initiated a desegregation plan for Park School. **Margaret Schall** volunteers in Monte Vista School nursing office, is a Girl Scout leader and was instrumental in

development of a Meals on Wheels program.

Elise Rudolph is chairperson of Action Against Hunger and Malnutrition, council member of San Luis Valley Christian Community Services and is active in many other area organizations. **Diane Cressman** is full-time volunteer director of Helping Hands, a homemaker service providing in-home care for the elderly. **Tony Garcia** has served as city councilman, planning commissioner, on the board of Flood Control and as president and district governor of the Lions Club.

Ava Orrell teaches ceramics and plays games with the residents of Lincoln Community Nursing Home. **Arthur Gaines** has instructed over 400 students in Emergency Medical Services and is active with his church and the community ambulance service. **Margaret Murr** organized a group of 23 seniors to sing for residents of nursing homes and daily calls homebound seniors.

Harold Rathegeber works at the Belmar Museum each weekend. **Elle Van Winkle** is active in criminal and juvenile justice and energy conservation in Boulder and developed a placement plan for children and youth in the county. **Dorothy Lasley** is a spokesperson for the handicapped community, speaking in public forums, community meetings, public activities. **Ruth Rominger** became a Red Cross volunteer 29 years ago as a Gray Lady and now is active with VOL-UN-TEENS.

Maxine Corner, organized fundraising events to buy Christmas gifts for the mentally ill, is active with the Cancer Society Outreach Program and volunteers for her church. **Mary Alice Bramming** is on the board of Denver County Foster Parent Association, promotes a foster parent education program, founded Women in Need.

Richard Roe, president of Platte Canyon Rescue Service, developed guidelines for Emergency Medical Services in Park County. **Flo Carris** organized Pikes Peake Hospice and Spirit of Charity Month, Volunteer Chaplain Program for Penrose Hospitals Community Relations Committee. **Harold W. Cotner** has been active with 4-H for 43 years, helping handicapped, orphaned and troubled youth to become good citizens.

Lucille Twyman, in addition to serving on many community organization boards, visits with seniors at Trinidad and Walsenburg Nursing Homes. **JoAnn Greenwood** serves on the board and executive committee of Warren Village and has chaired the volunteer committee and recognition dinner for two years. **Lyle E. Achziger** is an emergency medical technician for Weld County Ambulance Service, a fireman for Adult/Pierce Volunteer Fire Department and Red Cross CPR instructor.

Anna Jo Garcia Haynes, in addition to her work in the Denver YMCA and as a consultant to the White House Conference on Children and Youth, is chairperson of the Commission on Children and Their Families.

CONNECTICUT

Governor William A. O'Neill honors Connecticut schools' student volunteer programs with the Governor's Youth Action Awards:

Conard High School (West Hartford) students staffed a bloodmobile, gave performances for senior citizens, conducted a canned food drive. **Memorial Middle School** (Middlefield) students participated in community clean-up teams and raised money for an emergency fuel bank and to purchase toys for children of inmates at the state prison.

Northeast School (Bristol) students conducted holiday canned food drives and contributed money saved by not eating low-nutrient foods to UNICEF. **Hartford Public High School** students in the Distributive Education Club conducted "Reach Out and Touch" to collect toys for children with muscular dystrophy.

Mercy High School (Middletown) students raised \$3,750 to benefit several organizations by conducting a fast day, cake auction and other activities. **Middlebrook School** (Wilton) students raised \$400 through car washes, movies and dances and used the money to provide Christmas dinner for 90 people at the Senior Citizen Center.

Central High School (Bridgeport) students sponsor Central Action Team to prevent violence and vandalism by participating in community and school projects. **Hamden Hall County Day School** students participated in a food drive, collected toys for hospitalized children and raised money for the Red Cross through a swim-a-thon. **Point Beach School** (Milford) students collected \$1,665 for community organizations and food for the needy and conducted a spring clean-up for senior citizens.

Windsor Locks Middle School students conducted a "Contribution Drive" for the needy and raised \$750 for the March of Dimes through Reading Olympics. **Amity Regional Senior High School** (Woodbridge) students provided luncheons and entertainment for senior citizens and collected blood, food, toys and \$1,350 for community organizations.

Andrew Wade High School (Fairfield) Key Club members visited with senior citizens, conducted canned food drives, raised money to sponsor a foster child from Argentina. **New Canaan High School** students participated in the "Green-up Clean-up" campaign, cleaned up a town park, collected food and Christmas gifts for elderly and needy. **South Catholic High School** (Hartford) students tutor children at a neighborhood center and provide social and recreational services for handicapped children at Hartford Regional Center.

Staples High School (Westport) raised \$3,000 for children in a Thailand hospital. **East Granby Middle School** students volunteered at the Connecticut Special Olympics and raised money to sponsor a special Olympian in the International Winter Special Olympics at Lake Placid. **Mark T. Sheehan High School** (Wallingford) students, with an emphasis on energy conservation, did energy audits and teacher workshops for the Wallingford Auditing Technical Team.

New Fairfield High School students participated in a variety of community and school volunteer projects for school credit. **Notre Dame High School** (West Haven) students participated in "Education for Service," providing service in hospitals, convalescent homes, soup kitchens. **Pawcatuck Junior High School** students collected food for needy families and through "Club 16," provided services at a community senior citizen center. **Warren Harding High School** (Bridgeport) students provided a party for residents of a mental health center, made stuffed animals for children with cerebral palsy, collected food for needy families.

GEORGIA

The Governor's Awards, sponsored by the

Georgia Office of Volunteer Services, honors individuals and groups who have provided extraordinary service to fellow Georgians.

Georgia Public Radio Volunteers assists with fundraising, licensing, establishing a record library at the Savannah area public radio station. (First District) **Dougherty County School System Volunteer Services** encourages parents and community residents to supplement services in the school district. (Second District) **Eleanor R. Granum**, active with Houston County Hospital Complex, has been instrumental in implementation of "Preparation for Parenthood" classes, opening of a psychiatric wing and community health education classes. (Third District).

Earl Eugene Dyson, president of Georgia Business and Industry Association, is active with the visitors and convention bureau and the Red Cross. (Fourth District) **Valerie Lecraw Love** was instrumental in creation of GATE (Gain Awareness Through Education) to train parents, teachers and students about dangers in drug use and abuse. (Fifth District)

Mark Dalebroux is a full-time volunteer director of Chapter Development for Parents Anonymous of Georgia and is active with the county chapter of Parents Anonymous. (Fifth District) **College Park Civic and Educational Club, Inc.**, operates a Nursery School, offers college scholarships to community youth and assists destitute families. (Sixth District) **Inez Ballieu** is active with Winners' Club for Disadvantaged and Handicapped Youth, helping young women develop skills and improve self-confidence. (Seventh District)

Barbara Knight volunteers with Macon Junior Women's Club and the League of Women voters and assisted with a successful effort to fluoridate the county water system. (Eighth District) **Mamie Wormley**, 84, cooks, prepares trays and plays piano and visits with handicapped at Cherokee County Aging and Nutrition Site. (Ninth District) **Charles M. Yager** has been active for eight years with Lumpkin County Hospital Authority (Ninth District) **Union Point EMS** provides 24-hour ambulance and emergency medical service to Union Point and the surrounding area. (Tenth District)

HAWAII

The First Lady's Outstanding Volunteer Awards are presented in each county in several categories.

Hawaii County: **Russell E. Drummond**, a volunteer with the U.S. Coast Guard Auxiliary, has been responsible for saving four lives and rescuing one million dollars in property. (Individual Adult) **Gary Yoshizawa**, a member of the Hilo High Key Club, served as chairman and organized the Mother's March for the March of Dimes, a job formerly handled only by an adult. (Individual Youth) **Lani Nuhl**, despite failing health, learned to type and now serves as typist for Hilo Vocational Rehabilitation Center and is a volunteer at Pahoa Community School Library. (Individual Senior Citizen) **Hilo Key Club** and **Keywanettes**, sponsored by the Kiwanis Club of Hilo, were active with the Mother's March in Hilo, the Pomaikai Lunch Program and UNICEF. (Outstanding Volunteer Organization)

Kauai County: **Linda Akana**, a trained nurse, was responsible for the continuation of the Kilauea Community Outreach Program

and has served as nurse with the American Cancer Society and a Red Cross Disaster Unit. (Individual Adult) **Myrtle K. Aiu** has been active with RSVP since 1975, entertains patients and assists in the Long-Term Care Unit of Wilcox Adult Day Care Center. (Individual Senior) **Catholic Daughters of America-Kauai Court** collects and repairs toys for needy children on Kauai and collects clothing and materials to send to disaster areas. (Volunteer Organization) **Kauai Underwater Association** operates, maintains and trains support personnel for the recompression chamber for treatment of diving diseases at Kauai Veteran's Memorial Hospital. (Most Innovative Volunteer Project)

Maui County: **Sally Eugenio Lai**, although fighting cancer, developed "Waihee Keikis," a group for disadvantaged youths, and began the Small World Puppet Theatre. (Individual Adult) **Yukiko Yoshida** volunteers with the County Nutrition Program, is an aide at the Congregate Housing Services Program and serves as nursemaid, companion and translator for elderly non-English speaking tenants. (Individual Senior) **The Housekeeping Staff of the Maui Beach Hotel** teaches specific housekeeping skills to handicapped clients of Vocational Rehabilitation and Maui Rehabilitation Centers so they may obtain employment. (Most Innovative Volunteer Project) **The Retired Senior Volunteer Program**, with 926 volunteers, serves meals and cleans up at elderly lunch programs, tutors children with learning disabilities, exercises physically handicapped at Kula Hospital. (Volunteer Organization)

Oahu County: **Thelma Aoyama Yamamoto** founded Hawaii's Special Olympics and is the driving force behind the organization's fundraising activities. (Individual Adult) **Harriet Taketa**, although blind, motivates and assists blind persons in their transition into social/recreational activities at Hawaii State Senior Center, Lanakila Park and Soto Mission. (Individual Senior Citizen) **Make Today Count, Hawaii, Inc.**, with a membership of 186, brings people together for discussion about cancer, death and other aspects of life-threatening illness. (Volunteer Organization) **Ted Aways's Hearing Dog Project** rescues dogs from the Humane Society and trains them as ears for deaf people. (Most Innovative Volunteer Project)

ILLINOIS

Certificates of Appreciation were presented to winners of Governor James R. Thompson's 1981 Volunteer Service Awards.

The Volunteer Service Corps of Rockford College provides in-service training and education programs for its volunteers who become pen pals with low-income children in the Adopt-a-Kid Program and visits nursing home residents. **Nancy Peterson** is chairperson of the CARE 800 Committee, a statewide volunteer task force that educates the public on the new state child abuse law and ABUSE hotline. **Russell Gehring** recruits "wheelchair escorts" to aid residents of Galesburg Mental Health Center in traveling through the Center's corridors to attend religious services.

Martha Tanner cares for elderly experiencing severe mental disturbances in the geriatric unit at George A. Yeller Mental Health Center and the elderly residents at Apostolic Christian Home. **Larry Nix** is active with Illinois Bell Volunteer Corps, Maroa-

Forsythe High Athletic Booster Club, coaches track-meet clinics and has helped build a sports facility at the high school.

The Loomi Emergency Medical Squad, only one-year old, provides basic life support in emergency situations until advanced life support personnel can reach the distant community. **The Memorial Hospital Auxillary in Belleville** raised \$179,000 for hospital services and \$14,000 for scholarships, manages a gift shop, assists with patient care, provides parties and gifts for the Convalescent Center. **The Mobile Meal Program** (Mt. Vernon) delivers 50 meals each day to homebound persons.

The Grayville Community Arts Association purchased and renovated a theatre which now is used for plays, concerts, dances, festivals, arts and crafts fairs. **Katie Farmer** works with developmentally disabled and emotionally disturbed children at A.L. Bowen Developmental Center, taking them to church, to her home and on outings. **Sadie Waterford Jones**, 92, has been a volunteer for many years, founding the Langston College Club and Choir, the Half-way House Committee which sponsors the Sadie Waterford Manor for dependent girls. **Margaret Pfrommer** is head of the Illinois Department of Rehabilitation Services' Consumer Advisor Council and is consumer advisor to the Northwestern University Rehabilitation Engineering Program.

NORTH CAROLINA

Governor and Mrs. James B. Hunt presented certificates and pins to 622 county recipients honored for their volunteer work in the following categories: Individual Human Service Volunteer, Individual Community Volunteer Leader, Administrator/Coordinator of Volunteers, Youth Volunteer, Senior Citizen Volunteer, Disabled Person Volunteer, Community Volunteer Organization, Church/Religious Volunteer Group, Business/Industry Volunteer Involvement.

In addition, the Governor's Office of Citizen Affairs co-sponsored the North Carolina Adopt-A-School program with the Department of Public Instruction. Over 3,000 certificates signed by the Governor were presented to local volunteers and organizations in recognition of their participation in 32 school systems.

RHODE ISLAND

The Rhode Island Legislative Commission on Volunteerism and Citizen Participation honored volunteers in five service categories with the First Annual Volunteer Awards Program.

Dr. Mary Ann Hawkes, professor of sociology at Rhode Island College, conducted an extensive review of the state's Adult Correctional Institution in an effort to gain accreditation by the Commission of Accreditation of the American Correctional Association. (Administrative Volunteer) **Stacey Blazer** volunteers with the Department of Social and Rehabilitative Services as a friendly visitor to the elderly. (College Volunteer) **Elizabeth Mason**, 82, volunteers in the nursing wards at Rhode Island Veteran's Home. (Senior Volunteer)

William Reinert developed a close personal relationship with a victim of cerebral palsy, allowing the person to change his outlook on life. (Social Service Volunteer) **Sister Bernadette Gray** has volunteered at the State's General Hospital for many years. (Volunteer of the Year)

TEXAS

The Governor's Office of Volunteer Services and 15 state agencies sponsor the Governor's Awards for Outstanding Volunteer Service.

Mary Russell organized the volunteer-staffed "Spirit of Love Crisis Nursery" for children whose families are undergoing severe crises and who are actual or potential victims of abuse and neglect. **Bobby Trimble** takes four months off his job, recruits 3,000 volunteers, solicits funds and material, and makes home repairs for the elderly, poor and handicapped.

Gladys Asch volunteers five days each week at Dallas' Parkland Hospital, coordinating the Medic Alert Program, organizing the magazine room, working in the Allergy Clinic. **Lisa Schultz**, 19, while a high school student, organized Teens Aid Special Kids to recruit other teens to volunteer at Richmond State School and wrote and implemented programs for a blind and deaf resident at the facility.

New Directions Club, Inc., a half-way house for ex-offenders founded and staffed by ex-offenders, has served 3,000 individuals in its ten-year history. **Ruby Capps**, a citizen involvement specialist, has organized 13 volunteer community resource groups to provide emergency assistance with food, clothing, housing, medical needs, transportation.

Local Awards

ALABAMA

Decatur

The Volunteer Bureau of Morgan County and the directors of volunteer services in community recognize VB and agency volunteers with a special tea. In the summer of 1981 certificates were presented to 36 teen volunteers.

Mobile

Community volunteers are honored monthly by Volunteer Mobile, Inc.

Minnie Wilson works 30 to 40 hours each month doing clerical work for Genetics. **Bobby Gewin** volunteers regularly with the American Red Cross. **Norma Neese** has made telephone reassurance calls for Operation Good Morning for four years. **Rena Sellier**, an 86-year-old retired school teacher, has volunteered for many years at Heritage Nursing Home. **Robin Buckner**, junior volunteer, spends much of her summer vacation working for the YWCA.

Debbie Johnson, junior volunteer who plans to become a nurse, volunteers during vacation at South Alabama Medical Center. **Ica Miller** works over 70 hours each month as volunteer coordinator at the Society for Prevention of Cruelty to Animals. **Alleyn Page** is a teacher's assistant at the Mobile PreSchool for the Deaf. **Charles Pafenback** gathers surplus food and does repairs for Cornerstone, a residential treatment center for children with behavioral problems. **Phi Kappa Sigma Fraternity** members at the University of South Alabama provide valua-

ble service to the Association for Children with Learning Disabilities, American Heart Association and Cystic Fibrosis.

CALIFORNIA

Bakersfield

In cooperation with the Carnation Company, the Volunteer Bureau of Greater Bakersfield honors a Volunteer of the Month.

Josephine Ball tutors children, teenagers and adults in English as a second language, often helping as many as 20 students at one time. **Laurell Lorah**, since retiring, uses her experience as a professional librarian several days each week at Kern County Library. **Frances Blankenship** works with quilting projects at the Kern View Church Geriatric Program. **Eleanor Schmidt** serves as a Special Friend to abusive parents and as a Friendly Visitor to elderly, isolated clients of Kern County Welfare Department. **Rose Nathan** provides a number of services at the Kern Medical Center.

Juanita and Jesse Jackson conduct weekly bingo games for residents of Shady Manor and volunteer in recreational activities at several other convalescent hospitals. **The Assistance League of Bakersfield**, through Operation School Bell, has provided clothing to over 50,000 needy children in the past 25 years. **Linda Sullenger** serves as a Special Friend to abusive parents and assists in coordinating the Friends volunteers. **Elsie Gain** manages bingo prizes, evening activities, antique shows and boutiques for RSVP.

(Continued on p. 36)



Linda Grossman (left), director of development for Detroit's WDET-FM, displays 1981 award from Lillie Herndon, then chairwoman of the Corporation for Public Broadcasting's board of directors. At right is Michael Gfrorean, president of Friends of WDET-FM.

A Citizen's Affairs

A look at North Carolina Governor James B. Hunt, Jr.'s public and private roles in volunteering.

Will you volunteer yourself personally—to help a child learn to read or avoid juvenile delinquency, to protect your neighbors from crime, to give assistance and comfort to a lonely senior citizen? —*Inaugural Address*
January 10, 1981

Your example of giving instead of getting, caring instead of complaining, actions instead of apathy, is the catalyst which will continue to make North Carolina a good place to live and work. —*Speech at a volunteer recognition ceremony*
October 3, 1981

My call to you tonight is for a greater spirit of volunteerism. I have devoted much of my first five years as governor to promoting that spirit. —*Address to Joint Meeting of Baptist Conventions*
November 2, 1981

This is not the time for volunteers to be discouraged by the winds of change. It is time to take up with renewed vigor, commitment, creativity and compassion the challenge given to us by our forefathers. The quality of life for all of us is at stake. Will you accept, with me, this challenge? Together we can achieve the vision of what we can be at our best! —*Excerpt from essay, "Using the Winds of Change for the Best"*

WORDS SUCH AS THESE ARE typical for James B. Hunt, Jr., governor of North Carolina. Citizens in his state, and even across the country, often have heard him speak about the importance of volunteering.

Yet, perhaps atypically for some elected leaders, the words do not seem to be just words. James Hunt has a personal commitment to volunteering that leads him not only to encourage others to give of themselves, but also to set up mechanisms for citizen involvement and to be a volunteer himself.

Jessie Bond, a former consultant to VOLUNTEER, is a freelance writer in the Washington, D.C. area.

By Jessie Bond

"What he says has a lot more authenticity because of what he does," says Dr. Charles Petty, executive director of the North Carolina Governor's Office of Citizen Affairs. "His personal example shows that what he says is important to him."

As a volunteer, James Hunt devotes personal time to helping others—not as the governor, but as a private citizen. Once a week, for example, he counsels potential drop-outs at Broughton High School in Raleigh. At his request, the school identified students who were likely to quit before graduation. Each week, Hunt meets with four or five of these teenagers to listen to their problems—both personal and academic—and to offer them alternatives to leaving school. He personally has helped them find jobs, solve family worries, and discover solutions to academic difficulties. He constantly encourages the students to complete their education, and he follows up on their progress.

During the 1980-81 school year, Hunt tutored Broughton High students in math in preparation for the high school competency test, a requirement he initiated as governor. In the past five years, Hunt also has tutored elementary school children in reading and math.

He and his wife, Carolyn, constantly devote time to their church in Raleigh, sponsoring refugee families and student exchanges; donating food, clothing and fuel to the needy; planning church events; and, consistent with the governor's interest in young people, working with youth groups.

Even before he became governor, Hunt was very much involved in volunteering. As a practicing lawyer in Wilson, N.C., from 1966 to 1972, he was active in his church and in such civic groups as the Jaycees, Sertoma, and parent-teacher associations at his children's schools. Each year, he and Carolyn adopted one needy family and provided

food, clothes, fuel and job assistance to its members on a year-round basis.

In public, Governor Hunt periodically performs assorted volunteer services throughout the state. During North Carolina's highway clean-up campaign, for instance, Hunt picked up cans and trash for a day. He also has led a tour of the state capitol and driven a tractor to plow a community garden for low-income residents.

While some of these acts are admittedly symbolic, they help set a tone that promotes volunteering.

"They emphasize jobs that volunteers do and say 'thank-you' to people who do them full-time," explained M. Austin Connors, special projects director for the Governor's Office of Citizen Affairs.

Yet, most of Hunt's public advocacy of volunteering is far from symbolic. By issuing an executive order and supporting state legislation, for example, he elevated the status of volunteers in his state. As a result, on January 1, 1982, legislation went into effect requiring employers in both the public and private sectors who reimburse volunteers for mileage to use the business rate of 18 cents per mile, effectively doubling the previous required rate. The legislation also stipulates that the rate will rise automatically as the business rate rises.

Hunt issued an executive order in 1980 stipulating that volunteer experience be considered equal to paid experience on job applications used by the state. In addition, it requires that the attorney general represent volunteers in lawsuits by persons they have helped who incur injuries due to the volunteer's negligence.

Hunt also established mechanisms to encourage and support citizen involvement throughout the state, coordinated by his own creation, the Governor's Office of Citizen Affairs. Almost immediately after inauguration to his first term as governor in 1977, Hunt set up this office. It is funded and staffed through the governor's own office, in-

dicating its high priority in state government.

In the past five years, this office has made many of the Governor's ideas become realities.

It has helped set up a network of citizen-run volunteer councils, in which each county's Board of Commissioners has been encouraged to designate a county "involvement council." Its members examine local needs, determine how volunteers and citizen involvement can meet those needs, and then serve as a community focal point for volunteer activity.

In some localities, existing groups such as interagency councils, Voluntary Action Centers, and councils for the arts or aging are designated to serve this role. In others, concerned citizens band together and create the group. To date, 87 of North Carolina's 100 counties have active involvement councils.

The state office also coordinates an awards and recognition program that each year honors exemplary individual volunteers. Governor and Mrs. Hunt present certificates and lapel pins at statewide ceremonies to the outstanding volunteers who are selected by each county involvement council. The councils solicit nominations from the community and make selections in categories designated by the state office, such as human service volunteer, community volunteer leader, volunteer coordinator, youth volunteer, senior citizen volunteer, and disabled person volunteer, as well as three group categories.

Charles Petty believes that the recognition program is vital to the growth of volunteerism.

"The recognition program recognizes the caring and involved citizens of the state," he said. "Everyone needs a little bit of recognition and affirmation. These

awards motivate volunteers to keep on."

The Governor's Office of Citizen Affairs also promotes specific statewide volunteer programs like "Adopt-A-School," an effort to involve local individuals and groups in public schools. Eight volunteer coordinators work with schools to identify and locate volunteers to meet specific needs, such as reading and tutoring programs. Currently, close to 700 schools participate.

The state office publishes a bimonthly magazine, *Visions*, and how-to manuals that offer guidelines for community involvement. *Visions* focuses on successful volunteer activities. Austin Connors claims that the magazine portrays "what volunteers can do and have done." Often one issue will focus on a certain type of volunteer, such as the handicapped or church volunteers or those who work in state government.

To keep volunteering on the minds of North Carolinians, the Citizen Affairs office conducts a billboard campaign. Each year, at the start of National Volunteer Week, approximately 250 billboards displaying the office's logo and the slogan, "Remember when someone helped you?", appear along the state's roads and highways.

Nationally, both the governor and Mrs. Hunt have appeared on television's "Today Show" to discuss their volunteer work. A *People Magazine* article featured Governor Hunt as one of eight volunteers across the country making "extraordinary contributions to their communities."

As chairman of the human resources committee of the National Governor's Association, Hunt made other governors aware of the contributions volunteers can make by describing model citizen participation programs and recognizing volunteers.

"Volunteers are people who have learned from the past and who have hope in the future," Hunt once said. "They are people who believe that the efforts of one man or one woman can and do make a difference."

Many people believe that the private and public efforts of this high public official have made a difference.

"We like to think that a lot of people have become volunteers because of what Governor Hunt does," boasted Dr. Petty.

If that is true, then what the good Hunt has accomplished can only continue to bring hope for the future. ♡



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Tutoring is only one of Governor Hunt's many interests in volunteering.

How About a Volunteer Telethon?

By Jessie Bond

WE'VE ALL SEEN JERRY LEWIS and other celebrities stand before television cameras and ask viewers to call and pledge money for a charity. But telethons don't just solicit money any more. They can also be a successful method for recruiting volunteers.

In the past five years, United Way's Voluntary Action Center in Richmond, Virginia, has sponsored four "Volunteer Specials" to stimulate people to give time to help others in their community. They are simulcast on the local public television station and on one commercial network station.

The one-and-a-half hour format is similar to the ones used for money pledges. A local media personality hosts the show, constantly inviting viewers to call the phone numbers on the screen to pledge their time. Twenty phone operators sit in the background, their pens racing to take down information from callers. Seven volunteers from the Richmond area talk about their work, either live or on previously taped film segments shot on locations. Music fills the silent moments. Then, for two weeks after the show, interviewers call back the

potential volunteers and refer them to an appropriate agency.

The first Volunteer Special was produced by United Way of America in 1977 and aired in two cities—Richmond and Seattle, Washington. The three-and-one-half hour telethon moved back and forth from taped segments featuring volunteers across the country and famous TV, film and stage stars, to live local segments with hosts Elizabeth Taylor, John Warner and a local media personality.

Due to the success of the first special, United Way of Greater Richmond and its Voluntary Action Center decided to continue the telethons. Volunteer Specials II through IV were produced locally. Special IV recruited the most volunteers—625. A fifth show is now in the planning stages. According to Marty Welsh, director of promotions for United Way of America, "Richmond has a very nice tradition going. They put on a very nice production."

But what goes into producing such a show? Organizers of the Richmond TV specials believe that a successful recruitment telethon takes at the very least a lot of hard work and many willing

volunteers.

It's a very big undertaking," says Sue Lewis, director of the Richmond VAC. "It's grown to such an enormous amount of work, it's hard to have time for anything else. You have to get a lot of volunteers involved to pull it off."

They also feel the telethon requires serious, detailed planning of each phase of the show—the groundwork, television production, volunteer referral system, publicity and follow-up. Yet, they believe that any medium-sized community with volunteer resources can run a successful volunteer special.

Dr. Irby Brown, VAC volunteer and executive producer of Richmond's telethons since 1977, claims, "Any community has the talent it takes to produce a show. You just have to make the commitment and fly ahead with it."

Marty Welsh and Linda Bloom of the United Way of Greater Richmond, expect to see more specials like Richmond's in the future.

The Advisory Committee

Welsh, Brown, Lewis and Bloom agree that the first step a voluntary organization should take to produce its first volunteer special is to form a working advisory committee. This 15- or 20-person committee is responsible for leading and organizing the special from start to finish. This means it plans each phase of the show and recruits volunteers to help carry out these plans.

If the committee is to be most effective, members should be chosen on the basis of their expertise in some phase of the show. In addition, the composition of the entire group should reflect an equal distribution of talents. Thus, a few members should be familiar with television.

"It is important to have somebody on the committee who knows about television and who knows people at the stations," Brown says. In fact, the committee should include the individual who will serve as actual producer of the show—the technical expert who does and/or supervises the scripting, filming, editing and other technical duties. The producer can provide valuable professional advice in the early planning stages.

Making sure some committee members have contacts with potential funding sources—businessmen, clergy and community—also is important. Thus, the committee should include persons in the communications field—those who can produce press releases, articles,

brochures, and those who have contacts willing to supply free goods. And, of course, the committee should include members of the volunteer community, who are vital to planning the volunteer referral system and in providing a pool of volunteers which can be tapped by committee members when needed.

Once the committee is in place, the work can begin. Allowing a year to prepare, the committee may choose to divide into subcommittees to handle each phase of this special recruitment method—groundwork, TV production, volunteer referral system, publicity and follow-up.

Laying the Groundwork

The first three months of the year-in-preparation should be considered the groundwork period. During these months, the advisory committee outlines the preliminary format of the show, makes the initial approach to television stations, and obtains funding.

Obviously, the most important task is to raise funds. At least \$25,000 to \$30,000 is necessary to produce such a show. In the case of the Richmond VAC's telethon, the United Way of Greater Richmond assumed the entire cost of Specials III and IV.

It is more likely, however, that most organizations will have to solicit money to cover part of the costs. This means deciding which method of fundraising will be most effective. To raise a large amount, it will be necessary to go to "large" donors, such as foundations, corporations, United Way or possibly government. United Way used this method for Volunteer Specials I and II. In 1977, United Way of America wrote a proposal for funds from the national Lilly Foundation. For the second special, United Way of Greater Richmond secured money from a local source, the Virginia Foundation for the Humanities and Public Policy.

One way to cut costs is to approach groups, particularly businesses, for material and service donations. As Sue Lewis says, "Voluntary Action Centers have a lot of contacts within the community who might be willing to make donations."

Before making a formal approach to any outside sources for funds, the committee should work up a preliminary plan. This means developing a program format and contacting television stations to see who might be willing to air

the show.

The format is the content and arrangement of the show. It determines whether or not taped segments profiling local volunteers in their work setting will be used, or if volunteers will be brought into the studio for interviews. Other format considerations are, will singers and dancers be included to add an entertainment dimension? How many hosts will be used, and who will they be? Will the phone bank operators actually appear on screen, and how often?

After the committee meets and makes some of these preliminary decisions, a delegation should go to all of the television stations in the area—commercial, public and cable. Brown believes, "The more stations you can get, the better." Ideally, the telethon would be simulcast on all the stations in the area, in effect forcing TV viewers to watch the show. The committee should talk to the station managers about the plan and try to get them interested with the goal of obtaining preliminary commitments from as many stations as possible.

It is at this point a firm plan for the show is made, which should include approximate date, preliminary budget, number of volunteers needed, format, length, and stations willing to air it. The producer's input is important, as he/she will know what will and won't work. A

written plan gives the committee something to submit to potential funding sources. Once the money is granted, arrangements with the TV stations can be finalized. Then it is time for the real work to begin!

Arranging the TV Production

The prime mover for this phase is the producer, who recruits volunteers to form the TV production team and manage all TV coverage. The team must perform the following duties:

- **Write the script.** The producer and/or assistants write the script for both the taped and live segments of the show. This process begins eight months in advance. If volunteer vignettes are taped, scripting of these segments might be done later in cooperation with the actual volunteers.

- **Choose host(s) and guests.** Six to seven months before the special, potential host(s) and local volunteers who will make an appearance must be interviewed and screened. The producer is in charge of this process, although others involved in the special will have a say in the final choice. The producer looks for a host who is lively, entertaining and enthusiastic. He/she seeks local volunteers who are interesting and who come across well on camera. Others who help screen, such as the volunteer coordinator, look for a broad spectrum of volun-



The Pembletons (left), husband/wife team volunteers of the Richmond City Police Neighborhood Assistance Program, are welcomed by hostess Bernadine Simmons (right) to Richmond's Volunteer Special IV on WWBT-Channel 12.

teers and those who represent active agencies.

● **Tape the pre-recorded segments.** Five to six months out, the producer directs the filming of the taped volunteer interviews or vignettes. Brown and Lewis in Richmond claim that the television stations airing the specials are often helpful in this regard, donating use of their film crews for a day or so. Less time should be devoted to the airing of taped segments. "You don't want too much of it canned," Brown cautions. "You want the feeling of a live show, a sense of community involvement."

● **Edit the tape.** Four to five months before the show, the producer edits the taped segments to fit the allocated time slots.

● **Construct the set.** Should the participating stations have no set available that is suitable for the show, the producer must oversee the building of an appropriate set. Actual construction should begin in ample time for the set to be complete for air time.

● **Direct the live show.** The producer directs the rehearsal and supervises the live filming.

Designing the Mechanism for Referring Volunteers

"Putting a show on the air is nice," claims Welsh, "but what do you do with the people you draw in from the show if you don't have a planned referral and placement program?" Volunteer placement experts on the advisory committee and any volunteers they need should set up the mechanism to refer callers to appropriate volunteer positions in the community. This means setting up a phone bank for the night of the telethon to obtain the names and phone numbers of potential volunteers who respond. More important, it also means calling them back within two weeks to gather the information necessary to refer them to the appropriate job. To do this, they must:

● **Update job listings.** The voluntary agency sponsor of the telethon must have its referral system in excellent shape for the telethon. Volunteer job listings should be up-to-date. In addition, the system should be easy to use. For example, the Richmond Voluntary Action Center uses a series of computer printouts that allow an interviewer to match volunteers with jobs meeting the qualifications they specify. One printout lists agencies by zip code for volunteers who want to work close to home;

another lists agencies that need help at night or on weekends for the employed volunteer; a third lists agencies by service category for volunteers who want to use a special skill; the fourth lists agencies alphabetically and describes their functions.

● **Prepare forms.** Two forms should be prepared and printed several months before the telethon. The first is a phone bank referral form which operators taking phone calls on the night of the telethon complete. It contains space for a potential volunteer's name, address, phone number(s), and the most convenient time to call her/him back. The second form is for interviewing and referral, which interviewers complete when calling back potential volunteers to place them. There is space for personal data, employment experience, previous volunteer experience, interests, skills, hobbies, available work times, and mode of transportation. At the bottom of the form, the interviewer fills in the agency to which the volunteer is referred.

● **Recruit and train phone operators.** Ten to 30 operators will be needed to answer phones when the telethon is broadcasting. These volunteers should be screened and chosen one month in advance. They should have a script and a rehearsal a few hours before air time.

● **Recruit and train volunteer interviewers.** Fifty to 100 interviewers will be needed to call back potential volunteers after the telethon (depending on the number to be called and the amount of time each interviewer wants to put in during the two-week call-back period). Each interviewer should be able to determine the appropriate job for a volunteer within 10 or 20 minutes of conversation. "Of course, the number one thing is to get the volunteer in just the right job," Lewis says. "If in some cases that takes an hour, it's worth it. But normally, it should take no more than 20 minutes."

To enable interviewers to gain such speed, they need training. It helps to have an hour-and-a-half session to teach interviewers how to use the job listings, familiarize them with the various agencies, and role-play phone conversations.

● **Install phones.** This step involves determining the number and placement of phones needed on the night of the telethon and for calling back volunteers, and arranging installation with the

telephone company a month or two in advance.

Spreading the Word

Good publicity is essential. The TV viewing audience must know about the program, and publicity must make the show look exciting. The key is repeated, persuasive contact through:

● Promotional spots on TV stations airing the show. (The stations will be happy to air and possibly make these, since they want people to watch the show, too.)

- Local TV talk show appearances
- Radio spots
- Newspaper articles
- Magazine articles
- Brochures
- Inserts (small, single-sheet flyers for monthly bills, grocery bags, etc.)
- Posters
- Street banners

Arrangements should be made to implement as many of these as economically feasible. One month out, press releases should be sent to newspapers, inserts given to merchants, and posters placed in busy store windows and community centers. Increasing publicity as the show nears, to include TV and radio spots and talk show appearances, is a must.

Following Up

Everyone who participated in the recruitment telethon should be thanked, particularly the numerous volunteers who made the show happen. The thank-you list should include phone bank operators, interviewers, volunteers involved in TV production, publicity and referrals, host(s), local volunteers who appeared on the show, cooperating TV and radio stations, stores that distributed inserts, etc.

Some follow-up evaluations may also be in order, so improvements can be made the following year. This includes tracking both the volunteers and the agencies where they were placed to determine whether or not volunteers stayed on the job, and why.

Now that you know what's involved, jump right in! Brown, Lewis, Bloom and Welsh all think the water's fine. For even more clues to a successful recruitment special, go to Richmond during National Volunteer Week next year (April 18-24, 1982) and watch United Way and its Volunteer Action Center air their fifth Volunteer Special. ♡

The Making of a VOP*

(*Volunteer Orientation Portfolio)

By Richard W. White

AT WOMEN IN COMMUNITY SERVICE (WICS),* our employees and volunteers are continually recruiting and orienting new volunteers. Over the years, we've produced brochures, pamphlets, posters, newsletters and flyers just for these purposes. We even updated a slide show that had shots of women sporting beehive hairdos, horn-rimmed glasses and mini-skirts, and of men with flat tops and white socks! Yet, we continued to hear these common complaints regarding our volunteer recruitment and orientation materials:

"We need something that we can show to someone who wants to volunteer."

"It takes too long to set up the projector for a slide show for just one person."

"Brochures are great, but they don't give the individual a complete picture."

There obviously was a need for a new material or tool that would be comprehensive, specific but not wordy, attractive, durable, easy to update and expand (particularly for local purposes), inexpensive to produce and reproduce, and economical to mail.

During a recent national staff meeting, it was agreed that prospective volunteers were "falling through the cracks" because they often were not getting a clear picture of what WICS is and exactly what WICS wants its volunteers to do. Spending an hour or two reading through back issues of our newsletter and brochures was not enough.

"What about the slick portfolios that

Rich White is the director of public information for Women in Community Service and a frequent contributor to VAL.

salespeople and real estate agents use when making presentations?" someone asked. "Why not?" another responded, "we are salespersons in a sense. We try to sell people on WICS and the projects we need volunteers to help us with."

A few weeks later, the "VOP" was born. VOP is the acronym for Volunteer Orientation Portfolio, a 60-page, three-ring binder with the WICS logo silk-screened on the cover.

Except for a few pages with halftones (photographs) and artwork printed at an instant print shop, the entire VOP was produced "in-house," using clip and line art, an IBM Selectric typewriter, transfer lettering, and a photocopier.

The unique feature of the VOP (and the least costly) is the last section, an index of 40 volunteer jobs preceding corresponding one-page job descriptions in numerical order. The job descriptions are brief and to the point, which is why they are so popular.

Printed at the top of the index page are the words, "We Need Someone to . . ." followed by a list of 40 job titles. If, for example, a volunteer was interested in Job No. 28, he/she would turn to page 28 and read: "We Need Someone to Help Us Take Corpwomen on Career Exploration Trips," followed by the job description:

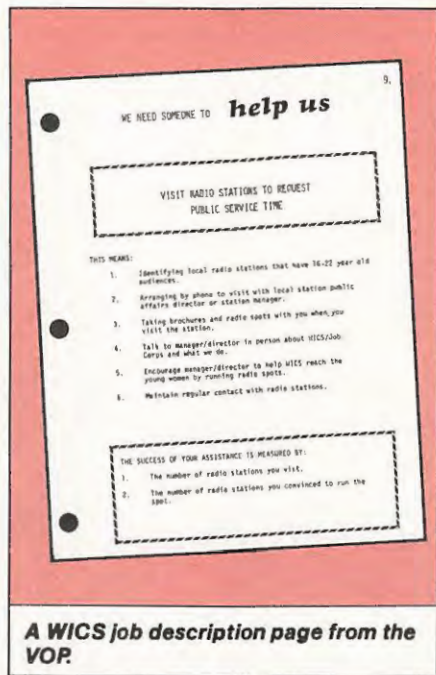
This means:

1. Taking Corpwomen to community job fairs or career exploration fairs, with permission of the Job Corps center.
2. Taking Corpwomen to visit various industries and businesses to learn about career training they require and/or offer, and career opportunities they have available.
3. Visiting our local Chamber of Commerce, Industrial Development office, etc., to obtain information and brochures on current and projected career needs of your area.

At the bottom of each page is a box explaining in a few words how the volunteer will know when the job has been completed successfully:

The success of your assistance will be measured by:

Your providing at least three career exploration opportunities to the Corpwomen you agreed to help.



A WICS job description page from the VOP.

*WICS is a private, independent, nonprofit coalition of five national organizations—the American GI Forum, Church Women United, and the National Councils of Negro Women, Jewish Women and Catholic Women. WICS volunteers help young women improve their lives through education and job skills training. A major WICS emphasis is on acquainting youth with the education and career opportunities available through Job Corps.

The job description page can be removed from the VOP by a volunteer recruiter, who can make a photocopy for the volunteer, then return it to the VOP.

Each of the VOP's first 20 pages are protected inside a clear plastic 8½" x 11" pocket page with a side opening. The three holes are pre-punched on a margin outside the pocket to avoid punching holes in the material to be inserted. This type of plastic page is more expensive than some on the market, but it is worth it. For instance, one of the pages contains our newsletter. Each time a new newsletter is published, the people in our field offices simply remove the old one and slide in the new one.

From page one leading to the index, the VOP is designed to give the individual an overview of our organization—who we are, where we are, what we do, and how we do it—by using photographs, artwork, graphs, maps, and sample promotional materials.

Those 20 pages offer a variety of information, such as:

- Three photos of Washington, D.C. landmarks to establish location of WICS national headquarters
- Photo of national headquarters
- Logos of five national organizations

that make up the WICS coalition

- Quote from bylaws explaining purpose of the organization
- Organizational chart
- United States map with two acetate overlays showing locations of WICS' 156 field offices
- Extractions from original Congressional Act creating Job Corps
- United States map identifying locations of Job Corps centers
- Six photos of Job Corps centers with Job Corps logo
- Five photos of Job Corps center life
- Flow chart showing importance of volunteers nationwide
- Three WICS brochures
- Three photos of WICS volunteers at work
- Six photos of WICS volunteer projects
- Four photos of volunteers in various types of training situations
- Newsletter
- Montage showing how we recognize our volunteers
- Certificate of volunteer recognition

To provide a complete volunteer orientation, the interviewer/orientator must supplement the VOP with a running commentary, elaborating on topics

generated by the visuals and answering questions.

The cost was \$15 to produce each VOP in quantities of 200. Here is a breakdown of the costs of materials per copy:

3-ring binder	\$3.80
plastic pages	6.65
offset printing	3.50
photocopying paper	.65
2 acetate overlays	.40
	\$15.00

The versatility of the VOP recently was tested when the WICS national headquarters moved, which made the old office building photo on page 2 obsolete. A photo of the new office was taken to the printer, a few hundred copies were made on 8½ x 11 paper, and one was sent to each of our field offices. The field staff simply slipped out the old page and inserted the new one.

The VOP works for us. Many of the ideas incorporated in our portfolio can be adapted by organizations with similar needs. For further information, contact Women in Community Service, 1900 N. Beauregard St., Suite 108, Alexandria, VA 22311. ♥



WICS volunteers and employees use the newly developed Volunteer Orientation Portfolio (VOP) in 156 field offices around the nation to recruit new volunteers, orient them to the program, and describe the specific jobs for volunteers.

VOLUNTEERING IN AMERICA

**A STATUS REPORT
1981-82**

by Kerry Kenn Allen

*Ken Allen is VOLUNTEER's executive vice president
in Washington, D.C.*

THE BIG NEWS THIS YEAR was that volunteering was back in the news.

From national magazines to local radio stations, the focus was on the ways people were helping themselves and their neighbors. Much of the credit for this new exposure goes to President Ronald Reagan—both because of his personal advocacy for a return to private-sector problem-solving and because of his policies, which forced communities across the nation to reassess how they will meet human needs.

The trend was the same: People, more than ever, were expressing their concern and commitment through an endless variety of helping activities—from the growth of neighborhood mutual aid to the creation of new self-help groups, from an increase in corporate social responsibility to renewed interest in volunteers in public agencies. There was even the whisper of promise that we were moving from the "Me Decade" into a new era of volunteer involvement.

For the volunteer community, it was a year of discovery and contrast. At the same time we were being discovered by the media and the government, we were learning more about ourselves through the Gallup Poll. At the same time our energies were needed more than ever to help the needy, more and more of us were turning to volunteering to protect what we ourselves have.

Here, culled from our travels and observations, from the media and from you, are some of the highlights of volunteering in America in 1981:

Without a doubt, our top story of the year was the direct personal attention paid to volunteering by the President of the United States. His other policies aside, Ronald Reagan did what many in the volunteer community long have been seeking—bringing the power and visibility of the presidency to the task of focusing public attention on the role citizens can play in problem-solving. His October 5 speech to the the National Alliance of Business launched what has the potential to be a continuing effort to redirect our energies from a reliance on government to a greater confidence in our own abilities.

Reagan presented this challenge: "We have an unprecedented oppor-

tunity in America in the days ahead to build on our past traditions and the raw resources within our people. We can show the world how to construct a social system more humane, more compassionate and more effective in meeting its members' needs than any ever known."

By year's end, President Reagan had appointed a Task Force on Private Sector Initiatives. Chaired by William Verity, the chairman of Armco Steel, the Task Force will identify effective models of private-sector action, find new ways to stimulate public-private partnerships and take the message of involvement to the American public.

With its small staff of loaned personnel and a limited life of only 12 months, the Task Force cannot perform miracles. But what it can do is help call greater attention to the need for citizens to step outside their own lives long enough to help others. It can educate those in power in both the public and private sectors about the needs of voluntary organizations and intermediary support structures. It can demonstrate that no single form of volunteering is "more equal" than another by aggressively seeking to involve in its deliberations and work all pieces of the volunteer community, even those that may not fit comfortably into the politics and philosophies of the Reagan Administration.

But not all that the Administration did this year augured well for the volunteer community. Once again, controversy swirled around ACTION, the federal volunteer agency—first, in the appointment of Tom Pauken as director; then, in the controversial decision to end the VISTA program; finally, in the perception of many that ACTION was seeking to use the power and resources of the government inappropriately to define what is and is not acceptable volunteering.

Similarly, the Administration's policies seemed as likely to damage as to assist voluntary organizations. The charitable contributions legislation, for example, was passed in spite of—rather than with—the assistance of the executive branch. Higher postal rates seemed destined to endanger the ability of nonprofits to

raise funds and to communicate with constituents. Most neighborhood self-help programs were ended, and only last-minute lobbying efforts saved the Consumers Cooperative Bank. At year's end, the Administration was considering adoption of new regulations to govern the Combined Federal Campaign that would deny government employees the opportunity to target their charitable contributions. Its effect would be to inject government once again into the position of determining the acceptability of voluntary activities.

On balance, we may have come out slightly ahead this year. But the real judgment can only come after we see whether the Administration will convert the words of the President into creative, substantive policies and programs which will help those of us in the volunteer community do better the jobs we have chosen for ourselves.

One of the most immediate outgrowths of the new Administration's policies was increased attention on the role of business in meeting human needs by filling the gaps created by cutbacks in federal funding. While no one in the corporate community seriously believed that business could even begin to make up in dollars for what had been cut, many were seeking new ways to participate in their communities. There was the recognition that money is but one of the resources corporations have at their disposal and that active involvement is both a responsibility and an opportunity for business.

More and more corporate executives were echoing the sentiments expressed by Stewart Orton, chairman of the Houston Chamber of Commerce: "We can't let less government in our lives and less cost to taxpayers mean less equality in American life. We must make sure it doesn't happen by regarding this moment in history as an obligation for those of us in successful business to do more, rather than as an opportunity to do less. If we don't take this point of view, we will have failed our country, our neighbors and ourselves."

Public agencies were also showing a greater interest in the potential role of volunteers. The sudden reality of

fewer dollars and less paid staff had many previously recalcitrant agency executives running to learn how to get people involved. Elected officials of cities, states and countries were recognizing the great untapped potential of people to participate in all aspects of government. In Evansville, Indiana, for example, Mayor Michael Vandever was able to generate almost 90,000 hours of volunteer time for local government. "I think you're going to see a lot more creative use of volunteers by city governments in the years ahead," he said. "One of the easiest things I have to do is pick up the phone and ask for help. People will respond."

It was also a year for greater involvement in neighborhood activities. The trend we have been observing for the past several years continued as middle-income people sought new

ways to "help themselves." Perhaps the most visible activity was in the myriad of local crime prevention efforts—neighborhood watches, citizen patrols, court observers, aid to victims—that have sprung up spontaneously in response to growing crime in virtually every part of the country. But it also could be seen in the new day-care cooperatives, in community gardens, in weatherization programs and other similar activities.

While certainly adding to the quantity of volunteering being done, such work also was evoking some troublesome questions: In our rush to

preserve what we have, do we run the risk of failing to help those who need help to earn their share? As public services are cut back, will our first instincts be to help ourselves, inadvertently ignoring those who, for whatever reason, cannot help themselves? Will the new chic of "helping ourselves" convince us that we are all clients or all victims, or will it be the way that we are all empowered?

In past years, the debate has been between direct service and advocacy. For the future, it may well be between helping ourselves and helping others.

The Gallup survey demonstrated fairly convincingly that volunteering is still an attractive activity for women, even those who work. More important, however, was the recogni-

VOLUNTEER VOICES

Here are some of the things people were saying about volunteering in 1981:

"The pregnant teen-ager, the alcoholic, the lonely elderly person, the high school student whose parents won't let her wear makeup, the bereaved mother, the abused wife (or husband), the confused child—these have all been part of my shifts at the hotline. Have I helped them all? Of course not. But I like to think that the slim thread of empathy and concern that passes through the telephone wires does make a difference in some lives."

—Etta Feldman, a hot line volunteer, writing in the *New York Times*, March 29.

"A lot of people think of volunteer work as cleaning latrines... We have gotten off course. We need to clarify that volunteering is a way of choosing humanity, part of being a real person. Which concern and which problem depend on your time and your talents, because there are a thousand choices you can make."

—Mary Culp, director of the San Francisco Volunteer Bureau

"It came to my attention very early on in life that the only true values in life are giving of oneself. From that springs true happiness."

—Joseph Ginsberg, retired retailer and volunteer in Fairfax County, Virginia in the *Washington Post*, July 16.

"Voluntary activity is, and always has been, an important and commendable part of American life... But voluntar-

ism never did suffice to erase the horrors of the almshouse or the sweatshop. Government got into the social welfare business because, before it did, most of the very poor, the mentally ill and other near helpless people lived in truly wretched conditions—conditions that have no place in a prosperous nation such as ours."

—Editorial in the *Washington Post*, October 19.

"In this nation we have lots of spare hands with nothing much to keep them busy and enough unfinished chores to fill a cookie jar the size of a water tower... Anyone who accepts help from the system or owes a debt to the system should reach into the cookie jar and find a chore that is within his or her ability to perform... Regular trips to the cookie jar, taking on a chore and

doing it right, would make us all feel better about ourselves."

—Guy Wright in the *San Francisco Chronicle*, February 15.

"We had to do something. And we found out that the police couldn't stop it. Maybe we—or we and the police together—can't either. But we have to try."

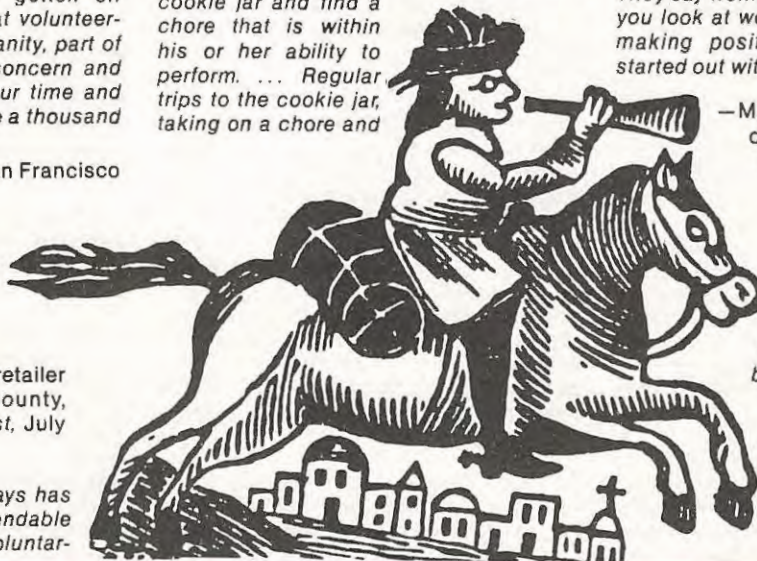
—Margaret Benson, organizer of a neighborhood watch program in Washington, D.C., quoted by Richard Reeves writing in the *Houston Post*, February 24.

"Some people say it is not stylish for women to do volunteer work anymore. They say women now have to be paid. But if you look at women in high-level decision-making positions, almost all of them started out with very active volunteer jobs."

—Mary Helen Matlick, director of community services for the city of New Orleans, quoted in the *Times-Picayune*, October 20.

"I wouldn't miss one for the world. I'm a father, I'm an Atlantian, I'm black and I'd come out even if we had just five people."

—Willie Bradfield, a search team leader during the murders of teen-agers in Atlanta, *New York Times*, May 24.



tion by more and more women's leaders that volunteering is not only necessary but that it carries potential benefits for the women who do it. In April, Betty Friedan, one of the nation's most respected feminists, called for "a new activism, new voluntarism, and a new transcendence of polarization" as the means of overcoming the strength of "special-interest and single-interest groups."

Recognizing that the National Organization for Women, which she helped to found, has opposed volunteering done for service, Friedan said that the times call for "a passionate voluntarism—we cannot rely on the federal government, Congress or the courts."

Similar sentiments were expressed by other women's groups. Marijo Shide, international president of the General Federation of Women's Clubs, presides over an organization of 600,000 American women who provided more than 75 million hours of volunteer service last year in pro-

jects ranging from domestic violence to energy conservation to support of the Equal Rights Amendment. These women, she says, are "community catalysts" who recognize that volunteering "is the rent we pay for the privileges we enjoy."

Ey year's end, we could be gratified by the increased public attention in volunteering. More than that, however, it could be useful in changing public attitudes about volunteering.

But there were risks that were becoming apparent as well. One is that all of this publicity will create unrealistic expectations of what people can and will do. Those in the volunteer community know better

than anyone else the reasonable limits that we face. Political rhetoric and media hype cannot be allowed to paint us as something that we aren't.

A second risk is that we will find ourselves inexorably tied to the broader political agenda of the Reagan Administration. We must be careful that the appropriate applause we give the President for making volunteering more visible and valued is not translated into support for all of his policies, unless we want it to be.

The volunteer community has matured tremendously in the last five years. We have learned that volunteering encompasses a broad range of diverse activities and is the umbrella for citizens with divergent political views but who share a belief that things can be made better for everyone. We have become and must remain independent, mindful always that our goal is for every person to be able to live in dignity and to enjoy fully the bounty of our national harvest. ♡

MEDIA WATCH

Every year for this report, we survey the nation's newspapers and magazines to find out what kind of citizen involvement is capturing their attention. Here are some of the more interesting programs we learned about this year:

—The Rock Medicine Section of the Haight-Ashbury Free Medical Clinics in San Francisco brings doctors, nurses, paramedics and volunteers together to treat the drug overdoses and occasional violence that plagues big rock concerts.

—Theos, in Houston, is one of several organizations throughout the country to help the widowed confront the grief and new reality of their lives. The American Association of Retired Person's Widowed Persons Service has branches in 75 cities.

—Children of the Night, in Los Angeles, is the first program created to aid child prostitutes. Founder Lois Lee and her staff of former prostitutes have helped hundreds of young girls escape the streets. Volunteers and financial support from the Playboy Foundation and the Catholic Church have aided this effort.

—Operation Rescue mobilized 1,200 volunteers in less than a month to provide tutoring support to students in Washington, D.C. public schools who were unable to meet new promotion standards. In the

40 elementary schools where the program operated, two-thirds of the students who failed in January passed in June.

—Parents of Murdered Children is a national self-help organization that helps victims of violence rebuild their lives and awakens the public to the frequent insensitivity of friends, professionals and the criminal justice system to families of murdered children. It was founded by Charlotte and Bob Hulbinger of Cincinnati in 1978 after their 19-year-old daughter had been bludgeoned to death by an ex-boyfriend.

—The Surrogate Parent Program in New Orleans recruits volunteers to make decisions about the education of young people whose biological parents or legal guardians cannot be found and who are in need of special educational services.

—Los Bomberos, a service organization of the Los Angeles Fire Department, takes on such projects as fixing up the playground at a skid row day-care center. Originally a means to build relations with the Spanish-speaking community, it now reaches firefighters and community groups throughout the city.

—Citizen groups from all points on the religious, political and philosophical spectrums regularly attempt to influence what's shown on television. In March, NBC

made public a list of 26 activist organizations—from the Moral Majority to the Gray Panthers—with which they have contact.

—In June, gay activists in San Francisco sponsored Gaycare, an event designed to interest the gay community in volunteering. Done in cooperation with the San Francisco Volunteer Bureau, the event produced a better-than-average response from participants, with about 50 registering to volunteer.

—Los Samaritanos del Aire (The Flying Samaritans) are some 1,500 volunteer doctors, dentists, pilots, nurses, technicians, veterinarians and translators who fly about 30 private planes a month to 14 Mexican locations where they have established free medical clinics.

—Citizens also helped sensitize the entire nation to the trauma of our times. Last January, the explosion of yellow ribbons reminded us of the joy of freedom as the Iranian hostages finally came home. Then, thousands of concerned citizens, black and white, sought to express their grief at the slayings of black children in Atlanta—by raising funds to help with the investigation, establishing neighborhood patrols, searching for the bodies of victims, and seeking explanations for the horror. As a nation, we comforted one another again and again while continuing to seek better times for all of us.—K.K.A.

AMERICANS VOLUNTEER 1981



A GALLUP SURVEY ON VOLUNTEERING

In March 1981, The Gallup Organization conducted a national survey on the nature and scope of volunteering in the United States as part of the regular bi-weekly Gallup Poll. In addition, the survey was administered to a separate sample of teens, age 14-17, and to a larger sample of adults in California. The results of these surveys give a composite picture of volunteering today.

The Gallup study was commissioned by the Independent Sector, a national coalition of over 350 voluntary organizations, private foundations and corporations, and was financed in part by the BankAmerica Foundation. The survey was designed, in consultation with The Gallup Organization, by a special committee of Independent Sector members, including VOLUNTEER and United Way of America.

In the introduction to its report, Gallup offers three important critical considerations about a public poll on an issue such as volunteering:

Efforts to measure the incidence and amount of volunteer activity are complicated by the fact that not only can researchers in the area not agree upon a clear definition of what constitutes volunteer activity, but also that it is likely the public has varying perceptions as well. Because there is no generally accepted understanding of what constitutes volunteer activity, we would expect that in surveys on volunteer activity the percent of people who call themselves volunteers will be influenced fairly easily by the way in which the question used to measure incidence of volunteer activity is asked. One method of addressing this issue would be to compare the results to different questions. Specifically, one can examine the kinds of activities that volunteers say they have done when questions are variously worded. Unfortunately, most studies that ask people whether or

not they have participated in any kind of volunteer activity do not then ask volunteers to describe those activities which they have done.

This problem is not unique to the issue of volunteering. To the contrary, public polls frequently find varying levels of support for issues which are attributed to differences in question wording. Studies have indicated that question wording has the greatest impact when the issue or topic of the question is one about which respondents do not have strongly held beliefs or about which they do not have a great deal of knowledge.

Another factor that must be taken into consideration when trying to determine the incidence of volunteer activity by means of a survey is the timing of interviewing. Many kinds of volunteer work are seasonal; for example, because they are based on the school year or related to religious holidays. As a result, a study that measures the incidence of volunteer activity in a two- or three-month period in the spring when schools are in session and there are numerous religious holidays—Easter, Passover—may find differing results from a study conducted in the summer months because of the dates of interviewing.

The 1981 Gallup survey was the first national study of volunteering since the 1974 survey by the U.S. Bureau of the Census and ACTION. It is important to note that the two studies are *not* comparable because of differences in the content and structure of the questions asked. The most important difference is in the definition of volunteering. The 1974 survey focused primarily on volunteering in structured organizational and institutional settings. In 1981, the definition was intentionally broadened to include the broad spectrum of volunteer activities in which citizens engage, including those undertaken outside formal organizations.

To make the Gallup survey as available as possible to the volunteer community, the BankAmerica Foundation

has partially supported the publication of this year's status report issue of VAL. With its support, VOLUNTEER was able to convene a small group of people in January 1982 to discuss the results of the survey and their implications for the volunteer community. The forum participants were:

Ken Allen, executive vice president, VOLUNTEER: The National Center for Citizen Involvement, and convener of the forum



Don Eberly, alternative service program officer, Selective Service System, and former program and policy analyst, ACTION, where he served as program manager for the agency's 1974 national survey of volunteers. Eberly also is the volunteer executive director of the National Service Secretariat, which he founded in 1966.

Connie Horner, deputy assistant director of ACTION, Office of Policy and Planning



Steve McCurley, director of constituent relations, VOLUNTEER: The National Center for Citizen Involvement

Nancy Nygreen, vice-president, The Gallup Organization, Inc., and manager of the Gallup Social Science Research Group. Nygreen was the project director for the 1981 Gallup survey on volunteering.



Jon Van Til, associate professor and departmental chair in urban studies and community development at Rutgers University Camden College. Van Til is a past president of the Association of Voluntary Action Scholars and currently edits the *Journal of Voluntary Action Research*.

Don Warren, president, Community Effectiveness Institute, a nonprofit training and evaluation research organization in Ann Arbor, Michigan.



What follows is the bulk of the contents of "Americans Volunteer 1981," accompanied by discussions and insights from the January forum. As with the 1974 survey, the number of Americans who volunteer will become a highly quoted statistic in the next few years. But that figure is only a part of the wider picture of volunteering in America in 1981 created by the Gallup survey. We are pleased to be able to share that picture with you.

THE SURVEY REPORT

Volunteerism traditionally has been defined as giving time to help others for no monetary pay through organizations like hospitals, schools, churches, and various social service organizations. Moreover, volunteer work is generally thought of as a regular commitment, such as spending four hours each week or each month helping in the school library or hospital admissions department. However, this concept of volunteerism which ties volunteer work to organizations may tend to underrepresent the actual amount of volunteer activity in the country because it excludes the activities of the person who gives his or her time on an informal, individual basis.

For its 1981 survey of volunteerism in America, INDEPENDENT SECTOR chose to define volunteer activity in the broadest sense to include both the traditional kinds of volunteer activities, such as working as a "volunteer" for an organization, as well as the informal and often individual kinds of volunteer activity, such as helping an elderly neighbor. In response to a very broad question which asked citizens what, if any, kinds of volunteer activity they had participated in in the past year, some kinds of responses were elicited that might normally not have been classified as volunteer activity. For example:

- I sing in the church choir.
- I baked brownies for my son's Cub Scout troop.
- I am an attorney, and I sometimes give free advice to my neighbors.
- I helped my neighbors when they were moving.
- I have a sister in a mental institution whom I visit and take food to.
- I help my neighbors with home repairs.
- I took care of my neighbor's dog when she was sick.

When these kinds of volunteer activity are included along with the more traditionally defined kinds of volunteer activity, the survey found that 52 percent of American adults and an almost equal proportion of teenagers (53%) have volunteered in the year between March 1980 and March 1981. More specifically, among the adult population, 19 percent volunteered for a church or religious organization, 12 percent in the health area, 12 percent in educational activities, and 7 percent in recreation. In addition, 23 percent are involved in informal volunteer activities on their own.

TYPE OF VOLUNTEER WORK PERFORMED IN PAST YEAR (MARCH '80-MARCH '81)

Profile of the Volunteer Compared with Profile of General Public

	Adult Volunteer	Adult General Public
Sex	%	%
Male	44	48
Female	56	52
Total	100	100
Race		
White	90	87
Non-White	10	13
Total	100	100
Age		
18-34	42	38
35-49	27	24
50 and Older	31	38
Total	100	100
Education		
College Graduate	21	14
College Incomplete	21	16
Technical or Business School	6	6
High School Graduate	35	34
High School Incomplete	9	15
Grade School or No Schooling	8	15
Total	100	100
Annual Household Income		
\$20,000 and Over	53	44
\$15,000-\$19,999	14	14
\$10,000-\$14,999	16	18
\$5,000-\$9,999	10	15
Under \$5,000	7	9
Total	100	100
Size of Community		
1,000,000 and Over	16	19
250,000-999,999	23	21
50,000-249,999	16	16
2,500-49,999	17	15
Under 2,500	28	29
Total	100	100
Region		
East	27	27
Midwest	28	27
South	25	28
West	20	18
Total	100	100

TYPES OF VOLUNTEER ACTIVITY SPECIFIED IN GALLUP SURVEY

The following areas of volunteer work were listed on cards used by interviewers in conducting the Gallup Survey on Volunteering. Respondents were shown these categories to help them answer a variety of questions about their volunteer work in the previous year and the previous three months.

- A. **Health**—hospitals, rescue squad, mental health clinics, March of Dimes, other health drives, etc.
- B. **Education**—room parent, tutors, PTA, school board, college fund raiser, etc.
- C. **Justice**—court volunteers, civil liberties, legal aides, etc.
- D. **Citizenship**—scout leader, VFW officer, Jaycees, Junior League, etc.
- E. **Recreation**—activity leaders, little league coaches, etc.
- F. **Social and Welfare**—Salvation Army, NAACP, home for the aged, family planning, orphanages, drug rehabilitation, hotline, etc.
- G. **Community Action**—neighborhood groups, consumer or environmental, etc.
- H. **Religious**—usher, choir, Sunday school teacher, etc.
- I. **Political**—fundraiser, poll watcher, campaign worker, party official, or office holder (not receiving pay), etc.
- J. **Arts and Culture**
- K. **Work Related**—labor union, professional association, safety patrol, etc.
- L. **Informal-Alone**—help a sick or elderly neighbor or friend, etc., but not as part of an organized troupe
- M. **General Fund Raisers**—United Way, Catholic Charities, Jewish Federations, and similar general fund raisers
- N. **Other** (please specify)
- O. **None of These Areas**



GENERAL REACTIONS

The forum produced both agreement and differences on the survey results in general:

Van Til: I view this survey as a triumph of those of who who have argued over the years that volunteering is not something that is the province of organizations.

Horner: I am reassured by the survey that there is a normalcy out there. Nothing radical appears. The information is truly *mildly* interesting—it strikes me as not so much a survey of volunteering as one of charity and self-help.

Allen: The survey certainly doesn't tell us everything we need to know about volunteering. I think it was a breakthrough just to get this definition used and to begin to be recognized for using the word "volunteering" in this public a manner to talk about what people are doing to help each other on their own.

There was some concern among survey designers that certain answers might be influenced by respondents' attitudes

toward volunteering—i.e., that it is—or is not a socially desirable activity.

Nygreen: What I think is actually a finding is that people *do* want to think of themselves as volunteers. If you look at the answers—what people described they had done—you'll find a high figure of people who say, "Yes, I've done something here."

Horner: I think we should also consider that people have residual good feelings about words like "volunteering" which are rooted in awareness of volunteer fire fighting and similar activities from their early years. So I would contend there is a considerably stronger bias in favor of saying, "Yes, I do volunteer."

McCurley: I think we probably have very good results that aren't biased by either socially desirable or socially undesirable feelings. When presenting this very good list of activities, you get rid of the persons who are saying "yes" when they are not volunteering, and you tend to surface the "yes" answer from the persons who have a tendency to volunteer to start with.



Demographic Analysis of Type of Volunteer *

	Volunteer	Not Volunteer	Total	Number of Interviews
	%	%	%	
Sex				
Male	47	53	100	(808)
Female	56	44	100	(793)
Age				
14-17	53	47	100	(152)
18-24	54	46	100	(205)
25-44	59	41	100	(633)
45-54	55	45	100	(244)
55-64	45	55	100	(237)
65 and Older	37	63	100	(276)
Race				
White	54	46	100	(1406)
Non-White	41	59	100	(195)
Marital Status				
Married	53	47	100	(1081)
Single	58	42	100	(263)
Widowed/Divorced/ Separated	42	58	100	(257)
Employment Status				
Total Employed	57	43	100	(927)
Employed Full-Time	55	45	100	(753)
Employed Part-Time	65	35	100	(174)
Not Employed	45	55	100	(651)
Annual Household Income				
Under \$4,000	40	60	100	(91)
\$4,000-\$6,999	36	64	100	(186)
\$7,000-\$9,999	35	65	100	(104)
\$10,000-\$14,999	46	54	100	(278)
\$15,000-\$19,999	53	47	100	(222)
\$20,000 and Over	63	37	100	(711)
\$40,000 and Over	62	38	100	(155)

	Volunteer	Not Volunteer	Total	Number of Interviews
	%	%	%	
Education				
College	75	25	100	(284)
Some College	65	35	100	(363)
High School Graduate	54	46	100	(531)
Some High School	31	69	100	(243)
Grade School	26	74	100	(176)
Child Under 18 in House				
Yes	57	43	100	(716)
No	48	52	100	(873)
Region				
East	51	49	100	(448)
Midwest	54	46	100	(446)
South	48	52	100	(430)
West	57	43	100	(277)
City Size				
Metropolitan	46	54	100	(483)
Suburb	55	45	100	(607)
Non-SMSA	55	45	100	(511)
Religion				
Protestant	50	50	100	(927)
Catholic	52	48	100	(450)
Jewish	64	36	100	(36)
Household Size				
One	41	59	100	(189)
Two	47	53	100	(485)
Three	55	45	100	(330)
Four and Over	59	41	100	(580)

*All demographics except age are based on adult sample only.

HOURS SPENT IN VOLUNTEER ACTIVITY

Respondents were asked to give their best estimate of the total number of hours spent in the previous three months on each of the volunteer activities described.

To differentiate between those who appear to be regular volunteers and those who are "sometime" volunteers, the hours spent on volunteer activity were grouped as follows:

Number of Hours Actually Worked in Past 3 Months (13 Weeks)	Average Number of Hours Worked Per Week in Past 3 Months
0	0
1-13	1 or Less
14-26	More than 1 to 2
27-39	More than 2 to 3
40-52	More than 3 to 4
53-65	More than 4 to 5
66-78	More than 5 to 6
79-91	More than 6 to 7
92 +	More than 7

The assumption was then made that those who spent an average of one hour per week or less in the past three months on volunteer work are *not* regular volunteers. This includes those who spent no time on volunteer activity in the past three months. As a result, 69 percent spent either no time or less than an average of one hour per week on volunteer activity in the past three months, and 31 percent spent an average of two or more hours per week on volunteer activity.

The following groups are slightly more likely to have spent more hours in volunteer activity in the previous three-month period:

- Women** (21% of women spent 37 hours or more vs. 14% for men)
- People who are not the chief wage earner** (23% spent 37 hours or more vs. 15% for chief wage earners)
- Upper income people** (29% among people earning \$40,000 or higher spent 37 hours or more vs. 11% among people earning less than \$7,000)
- More educated people** (34% among college educated spent 37 hours or more vs. 7% among grade school educated)
- People living in rural areas** (24% among non-SMSA residents spent 37 hours or more vs. 10% among urban residents)

ON GETTING INVOLVED

The survey produced some surprise regarding the low percentage of respondents who first learned about their volunteer activity from the media.

Warren: There are some significant implications for local program people here. For instance, this shows the mass media is not a critical resource, yet I assume funds devoted to it are out of proportion to these percentages.

Allen: This is a very important result because it reinforces vividly an instinct that you recruit volunteers by asking them, and that what groups ought to be doing is spending more time on building networks in the community as opposed to buying time on TV.

McCurley: The survey didn't seek the most effective way of recruiting; it asked how one learned about it. It's not to say the media is an ineffective means—it only says that the media is not the way one was recruited.

Another general reaction to the Gallup report was frustration at the survey's inability to discover citizens' real motivations for volunteering.

Horner: I wanted to know why people volunteer, but when I read these reasons, I found there's nothing that tells you why. If

you find out for whom these things are being done, then you really know a lot about why.

Nygreen: I think people forget why they do things. Having run focused group research on motivations for things, I'm often surprised at how unable people are at giving you their motivations.

McCurley: I wish there were another survey being done in which interviewers talked to people for an hour and a half to find out what motivates them to volunteer.

Allen: I was struck by what seemed to be a low response in terms of people's reasons being the learning, getting experience, helping to get a job. Volunteer organizations increasingly have cited the relationship between volunteer work and paid work as a selling point for themselves.



THE CALIFORNIA GALLUP POLL

"It may be like that somewhere else, but not in my community."

"I don't know who you asked, but I don't know that many people who volunteer."

"No way a national survey can reflect our state—we're unique!"

Wanta bet? To give us a better idea about the scope of volunteering in the U.S., the Gallup Organization did a special survey of the state of California.

The big conclusion? There's no statistical difference in the results as compared to the national sample. Using a questionnaire identical to that of the national survey, Gallup interviewed 329 Californians. When the sampling error is taken into account for a sample of this size, there is virtually no difference in the results.

Here are some of the highlights of the California survey:

- 44% of California adults reported having volunteered between March 1980 and March 1981. Although reporting slightly less activity in each category, the areas in which Californians were most likely to volunteer were parallel to the national results: church or religions, education, health.

- Employed people, especially those employed part-time, are more likely to volunteer than those not employed. Those with more education and/or higher incomes are also more likely to volunteer.

- Only 35% of people in metropolitan areas report having volunteered, compared with 48% in the suburbs and 56% in rural areas.

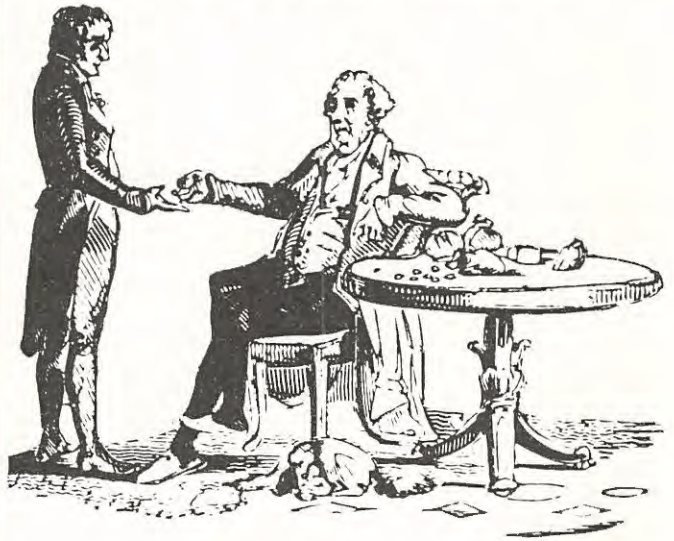
- The number of hours volunteered by Californians was comparable to the national results, with the most hours given to recreation, work-related, arts and culture and social/welfare volunteer activities.

- 87% of all California volunteers have made a charitable contribution, compared with 75% of non-volunteers. In addition, 82% made a contribution to a group or organization for which they did not volunteer.

- As in the national survey, volunteers tended to have first learned about the activity through personal contact of one sort or another as opposed to having seen an ad on radio or TV or in a printed source (5%). Only 6% indicated they had volunteered as a means of getting work experience and only 7% because they thought it would help keep taxes down. Only 2% continued to volunteer because they were getting job experience.

- 67% of California volunteers indicated they were doing as much or more volunteer work as 3 years ago. Only 21% indicated that there were some activities that they did 3 years ago that they do not do now. Of those who did not volunteer when asked to do so in the last year, 42% indicated it was because they did not have time and 23% because of lack of interest; only 10% cited the fact that they were working as a reason.

CHARITABLE CONTRIBUTIONS BY VOLUNTEERS AND NON-VOLUNTEERS



Volunteers are more likely than non-volunteers to give monetary charitable contributions, regardless of whether the contribution is made to an organization for which the person does volunteer work. Ninety-one percent (91%) of all volunteers have made a charitable contribution, compared with 66 percent among non-volunteers. Among all adults, 16 percent neither have made a charitable contribution nor done any volunteer work in the past year.

The group most likely to give a charitable donation in a particular area is the group who volunteer its time in that area. Among people who volunteered for a health organization in the past year, 65 percent also gave a charitable contribution to a health organization, whereas only 26 percent of non-volunteers gave a donation to a health organization. This is true for all areas of volunteer work.

If we limit charitable contributions to those that are made to an organization for which the contributor does *no* volunteer work, 79 percent of volunteers have made a charitable contribution to a group or organization for which they have not volunteered in the past year, compared with 66 percent of non-volunteers who have made such a contribution to a group for which they did not work. This relationship is true for all areas with the exception of religious contributions and contributions to "informal/alone." Equal proportions of volunteers and non-volunteers gave charitable contributions to a church or religious organization.

Although there is a relationship between doing volunteer work and making charitable contributions, it cannot be concluded that volunteer work makes people more likely to contribute money. It could be that the kind of person who becomes active in volunteer work is already making charitable contributions.

ON THE PERCENTAGES

One of the primary reactions of forum participants (and the volunteer community) to the Gallup survey was concern that it overstates volunteering in its conclusion that 52 percent of adults volunteer.

Warren: Usually in surveys everyone is skeptical about low figures. Here, we're skeptical about high figures.

Nygreen: When things come out differently from what you expected, there's often a tendency to think something's wrong. When it's not surprising, the tendency is to think, What did we learn, we already knew this.

Horner: I find the 52 percent low by this definition. From my own familial, social and work experiences, I assume that human beings do help each other on a rigorous basis. I can't imagine knowing no one who hasn't volunteered in the last two to three weeks. It's part of a requirement of daily life.

Allen: What's interesting is that a lot of negative reaction to the 52 percent has come from people who organize or manage some kind of volunteer effort. I've heard it most often phrased this way: Think of all your friends. Do you believe that 50 per-

cent volunteer? My hypothesis is that we have convinced ourselves that we live in a selfish world, that people aren't volunteering, that we have to launch great efforts to get more people involved.

Horner: Ironically, it's correcting misperceptions on the part of the supposedly most knowledgeable people. It is a professionally induced deficit being corrected by a professionally conducted survey.

Panelists also reacted to the low volunteer rate among low-income people.

Horner: There's a suspicion that there has been and still is self-help activity going on among this group of which we are unaware.

Warren: It's not at all surprising that the higher the status in society, the higher are the resources. Thus, the poor and those with long-term minority status are less likely to be part of society. However, the survey tool may not be one that can be used with this group. My own experience in doing a number of cross-racial surveys in Detroit in the '60s, suggests that, in general, alienated groups don't participate in surveys.

Eberly: What I see enough evidence of—

especially in the '74 survey but reinforced here—is the very strong correlation between income levels and education: The lower the income and educational levels, the less likely you are to find volunteers. I think it's a question of the opportunity that is appropriate for people of various communities.



Charitable Contributions

	Percentage of adults who volunteer in an area and make a char. contribution in same area.	Percentage of all adults who donated to each area of voluntary activity but did not do any voluntary work in that area.	Percentage of all adult volunteers who donated to each area of voluntary activity but did not do any vol. work in that area.	Percentage of all non-volunteers who donated in each area of voluntary activity.
Health	65	29	32	26
Education	46	11	15	6
Justice	9	2	3	*
Citizenship	53	5	7	3
Recreation	38	7	9	4
Social/Welfare	48	18	21	16
Community Action	31	6	9	4
Religious**	75	31	31	32
Political	45	9	12	5
Arts and Culture	51	4	6	1
Work Related	40	7	9	4
Informal/Alone	26	6	5	7
General Fund Raisers	74	32	40	23
Net Who Donate	NA	73	79	66
Total Donate No Money/ Don't Recall if Donated	NA	27	21	34
Number of Interviews	***	(1601)	(843)	(758)

* Less than one half of one percent.

** On the card that respondents were shown that listed areas in which they might give a contribution, the religious category did not explicitly state "to your church." From other sources, we know that roughly two out of every three Americans give to their church on a regular basis. In the 1978 survey of charitable contributions conducted by The Gallup Organization for CONVO, it was found that 70 percent of the heads of households gave to their church or to a religious organization. A 1978 survey conducted by The Gallup Organization for *Christianity Today* found that between 62-74 percent of the United States adult population give to their church or other religious organizations. In both these questions, "giving to your church" was explicitly mentioned in the question wording. We must conclude that a large proportion of respondents in the current survey did not include money given to their church on a regular basis (the weekly offering) as part of their charitable contributions to volunteer groups or activities.

*** These percentages are based on the number of people who volunteered in each area.

HOW VOLUNTEERS FIRST LEARNED ABOUT ACTIVITY

Among adults who have volunteered in the past year, the largest percentage first became involved in the volunteer activity because they were asked by someone if they would volunteer (44%). Other sources of information or reasons for becoming involved in the volunteer activity are having a family member or a friend involved in the activity and through participation in a group or organization. One person in four sought out the activity on their own. Relatively few (6%) first volunteered because they had seen an ad for or some information about the volunteer activity in the media.

Among teenage volunteers, the three reasons most frequently cited for having become involved in the volunteer activity are the same: having been asked by someone (53%), having a family member or friend involved in the activity, and through participation in a group or organization.



How Learned About Volunteer Activity	All Adult Volunteers %	All Teen Volunteers %
Asked by someone	44	53
Had a family member or a friend in the activity or benefiting from the activity	29	42
Through participation in an organization or group (including a religious group)	31	33
Saw an ad—radio, TV, or printed source	6	3
Sought out activity on my own	25	21
Other	3	2
Don't Recall	4	0
Total	142*	154*
Number of Interviews	(843)	(81)

* Total exceeds 100 percent due to multiple responses.

REASONS FOR FIRST BECOMING INVOLVED IN THE ACTIVITY

Among both adult and teenage volunteers, the reason most frequently mentioned for becoming involved in volunteer work is the desire to do something useful—to help others (45% among adults and 49% among teens). Other reasons mentioned with almost equal frequency include having an interest in the volunteer work and the belief that the volunteer work would be enjoyable.

Reasons	All Adult Volunteers %	All Teen Volunteers %
Enjoy doing the volunteer work; feeling needed	29	36
Like doing something useful; helping others	45	49
Am getting job experience	11	20
Work helps child, relative, or friend	23	16
Religious concerns	21	24
Have a lot of free time	6	26
Am interested in the activity	35	46
Work helps keep taxes or other costs down	5	0
Other	1	1
Don't Know	5	2
Total	181*	220*
Number of Interviews	(843)	(81)

* Total exceeds 100 percent due to multiple responses.

REASONS FOR CONTINUING IN VOLUNTEER ACTIVITY

The reasons people mention most often for continuing to volunteer are the same reasons most frequently mentioned for first becoming involved in a volunteer activity. However, it is *not* the case that reasons for first volunteering are always the same as reasons for continuing to volunteer. This is particularly true for people who first volunteered to gain job experience. Of those who first volunteered to gain job experience, only 37 percent are continuing to do the volunteer work to gain job experience, while 64 percent of this group are continuing to do the volunteer work because they are interested in the work, and 67 percent because they enjoy doing something that is useful and helps other people. On the other hand, large proportions of people who first volunteered because they thought they would enjoy the work (63%), because they wanted to do something useful (77%), for religious reasons (79%), and because they were interested in the work (72%) continue to do the volunteer work for the same reasons they give for first volunteering. But in each case, there are also other reasons for continuing to do the volunteer work.

All Adult Volunteers All Teen Volunteers

Reasons	%	%
Enjoy doing the volunteer work; feeling needed	28	34
Like doing something useful; helping others	49	61
Am getting job experience	6	21
Work helps child, relative, or friend	21	18
Religious concerns	20	16
Have a lot of free time	5	16
Am interested in the activity	35	39
Work helps keep taxes or other costs down	4	0
Other	1	2
Don't Know	9	9
Total	178*	216*
Number of Interviews	(843)	(81)

* Total exceeds 100 percent due to multiple responses.

ON WOMEN VOLUNTEERS

Panelists found interesting the survey's report of an increase in volunteer activity among certain groups in the past three years:

Horner: There seems to be a proportionately greater leap over the previous three-year period in volunteer hours worked among full-time employed people. That flies in the face of many common-sense notions. The fact is that more women are employed full-time. It strikes me as odd and in need of explanation that more people who are employed full-time are volunteering more. Perhaps if you look at certain trends that are associated with a decrease in volunteering, such as divorce, that might cancel them.

Van Til: The findings are mind-boggling, particularly regarding men and women. The conventional estimate by those who know anything about volunteering is that women have been moving out of volunteering and men have been replacing them grudgingly. That apparently is not true.



REASONS FOR NO LONGER BEING INVOLVED IN A PARTICULAR VOLUNTEER ACTIVITY

All respondents were asked, Are there any volunteer activities that you did three years ago that you do not do currently? Roughly one adult and one teenager in five report that they were involved in a volunteer activity three years ago that they no longer do.

Among adults who have stopped doing a volunteer activity in the past three years, the reasons most frequently offered for no longer participating are that the volunteer became too busy to continue (33%), private, personal reasons (18%), the volunteer moved (12%), the project was completed (11%).

Adults Who Did Volunteer Work Three Years Ago That They No Longer Do

Reasons	%
Project or task completed; organization no longer exists	11
Too busy to continue	33
Went to pay job or to school	10
Moved	12
Problem with the organization or staff; bad experience	4
Child, relative, or friend no longer involved	8
Lost interest; no longer enjoyed it; became tired of it	9
Too expensive	2
Nothing useful to do	1
Private, personal, family reasons	18
Went into other volunteer work that was more important	4
Other	3
Don't Know	4
Total	119*
Number of Interviews	(331)

* Total exceeds 100 percent due to multiple responses.

CHANGES IN AMOUNT OF VOLUNTEER WORK COMPARED WITH THREE YEARS AGO

Roughly equal numbers (one third) of adult volunteers report spending more time, less time, or the same amount of time in volunteer work today as they did three

LESSONS

Forum participants were asked what they felt were the most important things to be learned from this survey:

Eberly: It would be very useful to have a researcher go through this survey and make some correlations—for example, between income levels and volunteer rates, between educational levels and volunteer rates. Also, I think one out of two people volunteering is an area of magnitude that's hard to find anything else that compares to it in this country. Therefore, a very neutral and proper role of government would be to provide support and periodic review of who volunteers are and what they're doing. Some periodic adjustments would have to be made, but there would be a core set of questions that would enable the results to be compared from time to time.

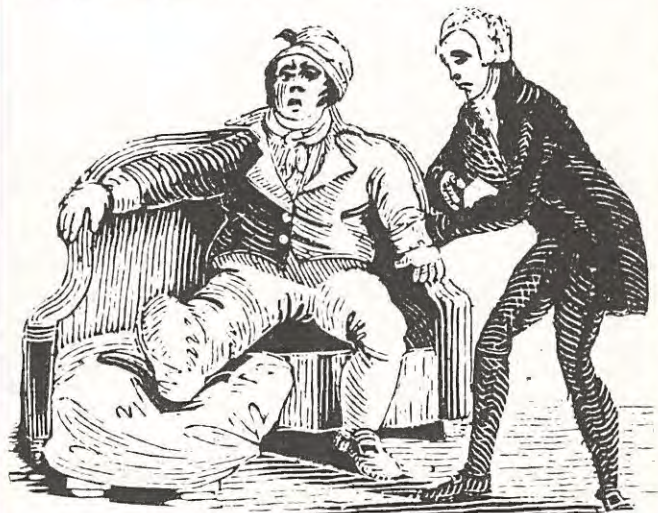
Warren: A survey indicates there is something you had been unclear about and therefore needed a model. A framework in which to function has now been provided. One of its values is that it alters our mind-set about what it is we are trying to gather information about. We now look at the world in a different way as a result.

Regardless of how carefully a survey is constructed and how potentially valuable it might be, however, that potential is not going to be realized unless there's some process associated with the gathering of that information. This forum is an extremely valuable model. It can tell us whether we're doing a good job or not. If we're looking at doing good in society, we ought to be in a position from the design of the survey to help answer that kind of question. If we're not in a position to draw that kind of information from the survey or the follow-up process, then it's probably not a very good investment.

Van Til: I suppose the proper orientation for the volunteer facilitator here is to recognize the reality of the fact that when one is concerned with volunteer programs, such as corporate volunteering, one is concerned with only a very small piece of a much larger world that is going to be there whether we're here or not.

Perhaps these findings begin to give the organized volunteer community a sense of satisfaction at how well volunteering is operating in the larger society. The special need to attend to the people bearing the greatest brunt of our present economic decline, however, is important because somebody has got to be in the business of compensatory social activity that is meaningful and productive.

Nygreen: I keep hearing from this forum that people actively involved in volunteering are surprised at the 52 percent of Americans who volunteer. If that's true among people trying to recruit volunteers, then that can be deadly. If they believe there are no more volunteers out there, then they will find there are no more volunteers out there. I hope that knowing something about the survey will help them believe the figure.



years ago. Among teenagers, on the other hand, 63 percent report spending more time on volunteer work today than they did three years ago, 16 percent spend less time.

There are few significant differences between demographic groups in response to this question. However, two groups are more likely than others to say they spend more time in volunteer activities today than three years ago: younger people and the better educated.

In addition, a larger percentage of women (37%) report spending more time volunteering today compared to three years ago than women (29%) who spend the same amount of time in volunteer work today as they did three years ago. Roughly the same percentages can be applied to employed people (36% spend more time, 29% less time volunteering today as they did three years ago).

For people with annual household incomes below \$7,000, the percentage of those who spend more time volunteering today is less (28%) than those who spend the same amount of time in volunteer work (33%) as they did three years ago.



ASKED AND REFUSED TO DO VOLUNTEER WORK

In the past year, one person in five has been asked to do some kind of volunteer work which they have not done. Among this group, the most frequently mentioned reason for not doing the volunteer work is lack of time or too busy, mentioned by almost half (46%). Other reasons for not doing the volunteer activity include health problems (14%), lack of interest (18%), and the lack of time because of a paid job (8%).

Overall, there were few significant differences between demographic groups and reasons given for not being able to volunteer when asked. However, young people, upper income and more educated respondents were more likely than others to mention lack of time/too busy.

Have Been Asked to Volunteer And Refused	All Adults	All Teens
	%	%
Yes	20	14
<i>Lack of Time/Too Busy: no time; didn't have time; do not have enough time; time involved could not be made; too busy to do what I was asked to do; because I was always busy with family problems.</i>	46	42
<i>Health/Physically Unable: I couldn't because I have arthritis in my legs; because of health reasons; I got sick; I've already had a stroke, and it's difficult for me to walk; bad health; I was ill at the time; I was not able—I have bad legs and feet, and I have heart trouble.</i>	14	4
<i>Working: Needed more time to work to pay the bills; at that time had a job that kept me from doing it; work 11-7; I had a baby-sitting job; couldn't work and volunteer.</i>	8	8
<i>Lack of Interest: Was not interested; was not interested in what I was asked to do; was not interested in the project; did not feel I wanted to do it; I did not want to give my personal time; just didn't want to.</i>	18	33
<i>Was Not Available: I wasn't available; not able to sing when I was asked because I went out of town; would not be in area; cause I wasn't going to be in the area to do it—we travel now that I'm retired.</i>	3	4
<i>Won't Go Door to Door: didn't want to go door to door; I don't like to knock on doors; don't go door to door.</i>	5	0
<i>Costly: Cost too much; don't have the cost of gas to do work that I used to do; candy striper at the hospital because you have to buy uniforms and stuff—you just don't get paid—you have to dish out your own money.</i>	2	8
<i>Done Enough Volunteer Work: had enough volunteer work, it should be spread around—not the same people every year; too close to previous volunteer effort.</i>	3	0
<i>Age: Too old</i>	3	0
No	80	86
Total	100	100
Number of Interviews	(1601)	(152)

SAMPLING TOLERANCES

All sample surveys are subject to sampling error—the extent to which the results may differ from what would be obtained if the whole population surveyed had been interviewed. The size of such sampling errors depends largely on the number of interviews.

The following tables may be used in estimating the sampling error of any percentage in this report. The computed allowances have taken into account the effect of the sample design upon sampling error. They may be interpreted as indicating the range (plus or minus the figure shown) within which the results of repeated samplings in the same time period could be expected to vary, 95 percent of the time, assuming the same sampling procedure, the same interviewers, and the same questionnaire.

The first table would be used in this way: Let us say a reported percentage is 33 for a group which includes 1,500 respondents. Go to row "Percentages near 30," then go across to the column headed "1,500." The number at this point is 3, which means that the 33 percent obtained in the sample is subject to a sampling error of plus or minus 3 points. Another way of saying it is that very probably (95 chances out of 100) the average of repeated samplings would be somewhere between 30 and 36, with the most likely figure the 33 obtained.

In comparing survey results in two samples, such as, for example, men and women, the question arises as to how large must a difference between them be before one can be reasonably sure that it reflects a real difference.

Two tables are provided. One is for percentages near 20 or 80; the other for percentages near 50. For percentages in between, the error to be allowed for is between those shown in the two tables.

Here is an example of how the tables would be used: Let us say that 50 percent of men respond a certain way and 40 percent of women respond that way also, for a difference of 10 percentage points between them. Can we say with any assurance that the 10-point difference reflects a real difference between men and women on the question? The sample contains approximately 750

Recommended Allowance for Sampling Error of the Difference

In Percentage Points
(at 95 in 100 confidence level)*

Table A Percentages near 20 or near 80

Size of Sample	750	600	400	200
750	5			
600	5	6		
400	6	6	7	
200	8	8	8	10

Table B Percentages near 50

Size of Sample	750	600	400	200
750	6			
600	7	7		
400	7	8	8	
200	10	10	10	12

*The chances are 95 in 100 that the sampling error is not larger than the figures shown.

men and 750 women.

Since the percentages are near 50, we consult Table B, and since the two samples are about 750 persons each, we look for the number in the column headed "750" which is also in the row designated "750". We find the number 6 here. This means that the allowance for error should be 6 points, and that in concluding that the percentage among men is somewhere between 4 and 16 points higher than the percentage among women we should be wrong only about 5 percent of the time. In other words, we can conclude with considerable confidence that a difference exists in the direction observed and that it amounts to at least 4 percentage points.

If, in another case, men's responses amount to 22 percent, say, and women's 24 percent, we consult Table A because these percentages are near 20. We look in the column headed "750" and see that the number is 5. Obviously, then, the 2-point difference is inconclusive.

Recommended Allowance For Sampling Error of a Percentage

In Percentage Points (at 95 in 100 confidence level)*

	Sample Size						
	1,500	1,000	750	600	400	200	100
Percentages near 10	2	2	3	3	4	5	7
Percentages near 20	2	3	4	4	5	7	9
Percentages near 30	3	4	4	4	6	8	10
Percentages near 40	3	4	4	5	6	8	11
Percentages near 50	3	4	4	5	6	8	11
Percentages near 60	3	4	4	5	6	8	11
Percentages near 70	3	4	4	4	6	8	10
Percentages near 80	2	3	4	4	5	7	9
Percentages near 90	2	2	3	3	4	5	7

*The chances are 95 in 100 that the sampling error is not larger than the figures shown.

WITH A LITTLE HELP FROM OUR FRIENDS

As we look back over the past year, we recognize the support VOLUNTEER has received from our constituents, foundations, corporations and public agencies. Too often, such support does not receive the public recognition it deserves. Thus, we wish to take this opportunity to say to all of our supporters—**THANKS!**—for your continued confidence in VOLUNTEER.

➔ To the **BankAmerica Foundation and International Paper Foundation** for their grants in support of this year's status report issue of *VAL* and, thus, of the dissemination of the results of the Gallup survey.

➔ To **Tenneco** for co-sponsorship of the Texas Corporate Volunteer Conference and for support of the publication, "The Future of Employee Volunteering" ... to **BankAmerica Foundation** for co-sponsorship of the California Corporate Volunteer Conference ... to **Keyes-Martin** and **Allstate** for design and production of the National Volunteer Week poster ... to **Avon** for design and production of the cover of the Wingspread Conference report.

➔ To the **Charles Stewart Mott Foundation** for general operating support in 1981 and 1982, for helping us to stabilize our long-term funding, and for the final year of the Skillsbank Project.

➔ To **Combined International** for major general operating support ... and to its chairman, **W. Clement Stone**, for a major gift to begin our endowment fund.

➔ To the **W.K. Kellogg Foundation** for continued support of our projects to develop volunteer opportunities for physically disabled young people ... and for support of the Family Volunteer Project, co-sponsored by VOLUNTEER and the Mountain States Health Corporation.

➔ To those corporations and foundations who have helped make the President's Volunteer Ac-

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1981 Award Winners

(Continued from p. 9)

Fullerton

The Volunteer Bureau of North Orange County and the Carnation Company honored volunteers in six categories.

Tony Mayfield, in addition to working and going to school fulltime, serves as a tutor to two boys, aged 10 and 13. (Youth Award) **Edward Jacobs**, although handicapped with visual, auditory and learning difficulties, volunteers as wood and leather workshop assistant for the Speech and Language Development Center. (Young Adult Award) **Harry Kooler** cuts hair, shaves and trims beards and mustaches weekly for the male patients at Hillhaven Convalescent Hospital. (Adult Award)

Vivian Eltiste developed the St. Joseph Hospital gift shop 26 years ago and continues to serve as buyer for the shop. (Senior Award) **Hi-Hopes**, a musical performing group of trainable mentally retarded people, performs in convalescent homes, for handicapped groups, at conventions and has been a major factor in development of financial support for Hope College, the first private fine arts college for mentally retarded. (Special Award) **National Charity League/Ticktockers** volunteer with their mothers as classroom assistants for the YWCA Child Development Center, feeding and changing babies, playing and painting with preschoolers. (Group Award)

CONNECTICUT

Stamford

Volunteers from Greenwich, Norwalk, New Canaan and Stamford are honored annually by the Voluntary Action Center of Southwest Fairfield County.

Virginia Hines is a leader in the Cancer Crusade. **Dorothy and Thomas Cannon** have worked for many years with American Field Service, providing young adults with an international experience. **Marilyn Vojta** provides Emergency Medical Training to Explorer Post 33, high school students, police and fire departments. **Gail Mapel** developed Darien Call-A-Car. **Carolyn Schoonmaker** is active in the continuing development of the Child Guidance Clinic. **Gratia Hammesfahr and Marian Widman** have been active in Children's Aid for over 35 years.

The Gilliam family organizes and serves tea to residents of Courtland Gardens nursing home one Sunday each month. **Dorothy Schaffner** has been a leader in Darien Book Aid for over 20 years. **Mary McKee** has been a leader in the Community Council for two years and developed CODA, the town's Committee on Drugs and Alcohol. **Aveline Townsend** plays the piano three days each week at Darien Convalescent Center. **Jean Fowle** makes her knowledge of world affairs available to the students at Darien High School as a volunteer in the school library. **Sue Heinritz** is an active volunteer with the Darien Historical Society.

Catherine Gallaher has been a volunteer for 50 years at Darien Mercara Indian Committee and League of Women Voters.

Theresa Clerkin has worked at the reception center and RehabSnackBar at Easter Seal Center since 1964. **James Waddington** serves as neighborhood chairman for Darien Girl Scouts. **Julle McGrath**, a junior high school student, works with residents of Darien Convalescent Center. **Mary Schede** works in the office of Person-to-Person two days each week. **Ralph Patch** serves on the board and directs financial planning for Public Health Nursing Association.

James Bell conducted a study of home fuel oil consumption for over 50 members of Senior Men's Association. **Samuel Blake** counsels clients and assists with job placement at Senior Personnel Placement Bureau. **John and Jo Mercede** work in activities ranging from Autumn Fest to Special Olympics to Society to Advance the Retarded. **Ginny Wheeler** is active in many programs of Darien United Way. **Gretchen Terhune's** active in promoting the concept of volunteering.

The Darien Red Cross Blood Program consistently provides high quality blood collection services in the community. **The Darien Community Association Program for the Blind** records texts for visually impaired students throughout the state and maintains over 1,000 college and graduate texts. **The Darien Little League** in its 27th year, provides an opportunity to play baseball to almost 700 children between 8 and 12. **The Good Wife's Chapter of the Daughters of the American Revolution** annually sponsors an American History Essay contest in Darien elementary schools. **The Junior League of Stamford** runs The Yellow Balloon, a thrift shop, and returns the money to the community through League programs. **YWCA of Darien-Norwalk Women's Crisis Service** provides 24-hour telephone information and support, counseling, support groups and client advocates.

Youth Volunteers: **Pauline Markoja**, a seventh grader, volunteers with the Scribe Project, which assists first graders with their writing skills. **Lenor Hagander** is chairperson of Youth for Easter Seals, a group of young adults with disabilities, high school and college students, and young working adults. **Angela Summons** volunteers daily at Coleman Tower Day Care Center from 3 p.m. to 5 p.m., serving snacks, reading, playing games. **Colleen L. Rubin** works in the local office of a congressman, answering the phone, drafting correspondence, filing, helping constituents with problems. **Kenny Fitts** works with residents at Greenwich Youth Shelter, listening, participating in group discussions, and activities. **Pam Fitts** volunteers with Children's Creative Workshop, helping with sports program, baby sitting during evening meetings. **Hillary Greenberg**, a volunteer at St. Joseph Hospital, transports patients within the hospital, delivers flowers, carries messages, assists nurses. **Barbara Landres** visits with patients at Smith House, reading to them, writing letters, assisting with non-nursing services. **Gregory Lynch** works with boys in the game room and library at Stamford Boy's Club. **James Hauptman** is active in many programs of Greenwich Red

Cross.

Marilyn King was instrumental in establishing the Stamford Ambulance Corps, developing funding, acquiring the building site and preparing a city disaster plan. **Barbara Murphy**, vice chairman of Norwalk Housing Authority, plays a vital role in development of essential community service organizations. **Susan D. Hanson**, as president of New Canaan Nature Center, is responsible for its increased impact on the community, speaks for the organization, recruits volunteers. **Jean B. May**, secretary of the New Canaan Nature Center, produces newsletters, brochures, and special flyers, prepares press releases, directs special projects. **Pat Cain** tutors reading three days a week for Greenwich School Volunteers, assists with Criterion Referenced Testing and small group instruction.

FLORIDA

Orlando

The Volunteer Service Bureau, Inc., in cooperation with the Winter Park Women Jaycees, recognized three outstanding high school student volunteers as Outstanding Teen Volunteers.

Michael Alan Pastorius is a senior patrol leader with Boy Scouts, vice chairman of Teen Corps with Red Cross, teaches lifesaving and CPR. **Tricia Stanley** volunteered over 500 hours working with deaf students. **Stephanie Griffin** spent 567 hours in her work with fourth grade students.

Pensacola

Volunteer Pensacola, Pensacola Loan and Savings Bank and area Rotary Clubs cooperate in honoring outstanding area volunteers. **Betty McLeroy** serves as director of Alpha Center, which provides counseling, housing, pre-natal care and aid with newborn infants of women faced with unexpected pregnancies. (Individual Winner) **Robin Geisel and Linda Avery**, Senior Girl Scouts, work with the Early Intervention Program, which locates and provides therapy for infants with hearing difficulty. (Youth Group Winner) **Help Line**, a 24-hour phone crisis intervention service, provided assistance to 13,117 people seeking help during 1980. (Adult Group Winner)

GEORGIA

Albany

Volunteers in Albany (VIA), in cooperation with WGPC AM&FM and Bud's Haddens Flowers, honors area volunteers each week.

Susie Davis works almost fulltime in the gift shop at Palmyra Park Hospital. **William Burns** volunteers daily as assistant site director at Holly Homes. **Ann Malone** is active with the Red Cross, United Way and is on call for VIA. **Val Genussa** is an active volunteer in her community. **John Joiner** works with Volunteers in Probation and United Way. **Winnie Kate Wesley** directs a Girl Scout troop which is active with Hospitality Care. **Joanie Kirkpatrick** makes tapes for the blind through Talking Books and is active in Project Daybreak.

Pat Mullis volunteers with Meals-on-Wheels and Council on Aging. **Margaret Jones** works with the Department of Family and Children Services. **Dicena Searles** is active in VIA. **Thomas Browning**, a retired school teacher, volunteers with Retired Senior Volunteer Program. **Scriven Jones** is active with the Georgia Lung Association, Albany Little Theatre and School Volunteers. **Jean Farkas** is active in many capacities

with VIA. **Clotilde Williams** has driven for Meals-on-Wheels for two years.

Carolyn Steps, in addition to working full time, volunteers with several VIA agencies. **Melvin Lasker** drives for Council on Aging and Meals-on-Wheels. **LeVallis Banks** is a friendly visitor and good friend at Hospitality Care Center. **Nancy DeMarco** volunteers in many areas of the Girl Scouts. **Jahezal Shepherd** is advisor to a high school youth group. **Russ Simmonds** volunteers for VIA, Department of Family and Children Services and the YMCA. **Rosa Joines** has been a volunteer at Palmyra Park Hospital for two years.

Don Lohmeier volunteers with the Boy Scouts and the Department of Family and Children Services. **Chuck Moore** makes recordings for the blind and handicapped through Talking Books. **Anne Wilkin** is president of VIA's board and provides temporary shelter for children designated as status offenders. **Father George Gunst** volunteers with Substance Abuse. **Carolyn Ehrhardt** is a friendly visitor at the Hospitality Care Center. **Dorothy Gainous** volunteers for the Diabetes Association and the School Volunteer Program.

Robbe Carter is a bowling instructor at the M.R. Service Center. **Nancy Saxon** is active in Albany Little Theatre. **Alverna Fender** volunteers at Palmyra Park Hospital. **Max Aines** leads an exercise class for Council on Aging and is active with several service clubs. **James Ryles**, although handicapped, devotes 30 hours each week to the Department of Family and Children Services. **Elizabeth Champion** volunteers at the Albany Museum of Art and VIA. **Florence Pindar** works in the arts and crafts program of the Regional Youth Development Center. **Catherine Davis** volunteers for the United Way, VIA and Albany Symphony Guild.

Diana Gilbert works in a classroom with the deaf and with the symphony singers. **Pearl Davis** does telephone volunteer work for VIA. **Suzanne Hardison** visits weekly and assists with "reality orientation" at the Hospitality Care Center. **Paul McCorvey** is active with Meals-on-Wheels. **Denise Golden** is an advisor to the Monroe High Civinettes and is active with the Heart and Cancer Association. **Dorothy Donaldson** volunteers at Northside Elementary School, the Red Cross and Palmyra Park Hospital.

Anne Wolfe works at Palmyra Park Hospital, Easter Seals and the Department of Family and Children Services. **Linda Sandlin** is a pink lady at Palmyra Park Hospital and friendly visitor at Hospitality Care Center. **Stella McDonald** volunteers at the Hospitality Care Center and Palmyra Park Hospital. **Ginnie Martin** is an advisor to the Civinettes Club and is active in the Easter Seal Society. **Ruth Fountain** is a school volunteer and is active at Banks Haley Art Gallery. **John Houston** volunteers with the Red Cross.

Corrine Miller drives 30 miles round trip to volunteer daily at Highland Avenue School. **Dennis Hester** volunteers with VIA and the Albany Charity House Show. **Rita Crawford** has been active in Volunteers in Probation since 1979. **Marjorie Standifer** works for the symphony, the schools and VIA. **Capt. Robert Urban, USMC**, volunteers at the Boy's Club of Albany. **Shirley Wardrip** is an active volunteer in a number of areas in the community.

Tom Murphy delivers Meals-on-Wheels and tutors for the School Volunteer Program. **Alan Thornton** volunteers with the School

Volunteer Program and Albany Little Theatre. **Patsy Martin** is active with the Heart Association, Girl's Club and VIA. **Mary LaClair** is a pink lady at Palmyra Park Hospital. **Alwayne Taylor** is active with Retired Senior Volunteer Program and is "on call" for VIA. **Barbara Logan** works with HELPLINE and Neighbors in Need. **Rose Caruso** volunteers with the American Cancer Society.

Atlanta

Volunteer Cobb/Douglas, branch of Volunteer Atlanta, this year recognized 20 volunteers, one group and six teen volunteers.

David Anthony utilizes his professional law enforcement and counseling experience to aid clients of Cobb County Rape Crisis Center. **Willidean B. Arsenault**, as co-chairman of the Clothes Rack, recruits and trains volunteers, sorts and organizes the inventory and does mending. **Pearl Blackstone** runs the gift cart for Smyran Hospital, often filling in for absent volunteers. **Betty Boehler** does research and compiles records and statistical data for the American Red Cross. **Jack Crowder** volunteers with the American Cancer Society, Downtown Marietta Development Authority and North Georgia Fair.

Don Davis, through her work at Howard Street YWCA, helps seniors at Thanksgiving and Christmas with food and gifts and locates financial help for needy families. **Barbara Derketsch** initiated, developed and expanded the Cobb-Douglas School Health Clinics and is coordinating the 1981 Health Fairs. **Jim H. Dickinson** works with patients at Garden Terrace Nursing Facility and provides transportation to medical opportunities. **Marlene Farrell** has done quality clerical work for Cobb-Marietta Girls Club for over a year. **GATE Committee** provides training and programs on drug abuse to civic groups, schools and agencies.

Lillian Griffin conducts three 4-H clothing project clubs each week in her home and takes these groups on educational tours. **Viola B. Justice**, co-chairman of the Clothes Rack, oversees staffing of this ser-

vice one morning each week. **Jane Keene** tutors at the Cobb-Marietta Girls Club each week. **Leslie Kelly** develops public relations and public information for the Red Cross and coordinates bloodmobiles at Kennestone Hospital. **Dot Lingerfelt** manages Mableton Satellite office of Cobb County Volunteer Probation Officer Program in addition to working with the Volunteer Probation Officer Program. **Reverend Kenneth McDaniel** involves members of his church in his work as chaplain and coordinator of religious activities at Marietta Regional Youth Development Center.

Ray and Janice Miller and their two daughters deliver meals on wheels every Wednesday, remembering recipients' birthdays with small gifts. **Gloria Murray** assumes the financial responsibility of the Douglas General Hospital gift shop as Auxiliary treasurer. **George Parrish, Jr.** provides transportation to medical appointments for the elderly, handicapped and indigent through Volunteer Cobb/Douglas. **Jeannie L. Wilson**, in addition to serving as corresponding secretary and office manager for Lupus Erythematosus Foundation, visits Lupus patients and their families.

Youth Volunteers: **Michelle DeJus** assists with feeding patients and works in the recreation facility at Marietta Health Care. **Tina Dinae Alvey** teaches sports and health to girls at Cobb-Marietta Girls Club. **Ken Porter** performs a variety of services at the Autumn Breeze Nursing Home. **Chyna McGarity** serves as an aide to the director of Volunteer Probation Officer Program. Sharon Murdock works in the office and at health fairs and shopping malls for the Lupus Erythematosus Foundation.

Scott Wallace participates in a variety of March of Dimes events, from doing art work to assisting with organizational details.

Dalton

The Voluntary Action Center of Northwest Georgia, Inc. and the Carnation Company honored five individuals and one group for exemplary community service.



Rockefeller Public Service Award Winners: Back row, from left, Marian Wright Edelman, Herbert Scoville, Charles O. Prejean, Phyllis Farley, Ruth Watson Lubic. Front row, from left, Richard A. Smith, Betty Jean Hall, Robert A. Hatcher

Jane Loucks was instrumental in development of the volunteer program as well as administrative and clerical systems of the Northwest Georgia Family Crisis Center. **Dr. Raymond Spanjer**, a retired physician, conducts weekly health programs at the Senior Center and provides individual health counseling and referral. **Beulah Rodstein**, chairperson for the Dalton-Whitfield County Library since 1979, has been a guiding force in developing community awareness of the need of a new library facility. **Mr. and Mrs. Jesse Harris** provide educational tools and toys and do handiwork at the three Dalton-Whitfield Day Care Centers.

Norman Rients is chairman of Volunteer Motor Corps which provides transportation to medical facilities for 594 clients, works at Crippled Children's Clinic, and drives a bus for Exceptional Children Unlimited. **Pilot Club of Dalton** provided funds for and developed the public awareness program for LIFELINE, which provides 24-hour access to community medical and social services.

Macon

Volunteer Macon and the Council of Community Services honored a community Volunteer of the Year.

Barbara Knight spearheaded a county-wide educational effort on a fluoridation referendum which resulted in passage after several defeats in past elections.

Savannah

Recognition of outstanding volunteers is an important part of the program of Chatham-Savannah Voluntary Action Center.

Outstanding Volunteer of the Year, **Anna Vachel Carroll**, is active in civil rights efforts, working to eliminate barriers between the white and black communities. Outstanding Volunteer Group of the Year, **Hospice Savannah**, involves 40 volunteers who work with terminally ill patients and their families. **A. Leonard Kantziper** spearheaded the development of Georgia Public Radio, lobbying successfully in Savannah and Washington, D.C., and recruiting and selecting the professional staff.

ILLINOIS

Arlington Heights

During National Volunteer Week 1981, the Volunteer Service Bureau of the Northwest Suburbs recognized 127 volunteers and groups; the following were designated "most outstanding":

James "Ziggy" Solheim, 79, provides a variety of services for residents of the Lutheran Home. **Jeannette Oppel** has provided over 10,400 hours of braille translation for Hadley School for the Blind over the past ten years. **Charlotte Lattof** established the Women's Board of Clearbrook Center, a fundraising and community awareness organization. **Tony Vanella** works in the front lobby of the Suburban Medical Center four hours a day, seven days a week.

Sylvia Haban, has been president of the Girl Scout Council of Northwest Cook County for the past three years which have seen an increase in membership, elimination of a deficit and development of new programs. **Marian Schoenbeck** contributes 30 to 40 hours weekly to Talkline, a crisis intervention and referral center. **Jay and Linda Kuchel** have provided crisis intervention services for eight years for the DesPlaine F.I.S.H. **Reverend Peter Lovell** provides workshops

and counseling on human sexuality, grief and loss, death and dying and family-peer relationships.

Gloria Barinholtz has been director of Save-a-Pet for eight years, building this animal shelter's capacity to 200 dogs and cats. **Mary Kay Gage** recruits and trains volunteers, serves on the board and lobbies in Districts 11 and 111 for the Cook County Court Watching Project. **Christal Siedentop** directs Campfire WAPO-WINOTA Singers, writing many of their songs. **Peter J. Justen** has been a leader for 14 years in the YMCA of Greater Elgin, raising funds for facilities and programs, recruiting volunteers and developing a volunteer policy statement. **Les Bergmann**, an active volunteer since 1923, designs and builds equipment for the physically handicapped residents of Kirk Center.

Robert Staudt, a teenager, works with both children and adults at the Northwest Special Recreation Center. **Chuck Hall**, Allstate Insurance Company Helping Hands volunteer, works at Maryville and Omni House and with the 150 developmentally disabled residents of Clearbrook and The Meadows. **The H.B. Fuller Company** promotes employee volunteering by making corporate financial contributions, matching employee donations, giving employees released time, sponsoring scouting and an aluminum drive to raise money for guide dogs for the blind. (Outstanding Industry Award)

DeKalb

The Voluntary Action Center of DeKalb County honors 20 outstanding volunteers and one Volunteer of the Year:

Jim Blackburn, a retired police captain, serves as Outreach Worker for the VAC, visiting seniors to assess their needs and arrange for services.

Moline

Volunteer recognition took several forms in Moline, Illinois in 1981. The Voluntary Action Center of Rock Island and Scott Counties honored 18 RSVP volunteers for seven consecutive years of service during National Volunteer Week and, in cooperation with the Associates of Massachusetts Mutual Life Insurance Company, presented the first Quad City Individual Volunteer of the Year. In addition, a special plaque was presented to the citizens of Andalusia in recognition of their community service.

Argolda Foster served as executive officer of the Negro Heritage Society for ten years, is on the board of the Foundation of Crippled Children and Adults, and is active with the Martin Luther King Center and Rock Island Library. (Volunteer of the Year)

Urbana

In 1981, the Voluntary Action Center of Champaign County honored 61 volunteers selected by 47 community agencies.

INDIANA

Bloomington

The Bloomington Volunteer Action Center recognized 11 individuals and two groups for outstanding community services.

Haines Turner, active in mobilizing volunteers for more than 20 years, organized the Committee for Jail Improvement. **Ann Kenter** has provided a variety of services to Planned Parenthood since 1965. **Laura Nelson**, a teenaged volunteer, babysits for children whose parents are attending ses-

sions at the Community Mental Health Center. **Wilanna Smith** has been active for over 20 years at Bloomington Hospital, Mental Health Association, Work Release Program, Hoosier Hills Art Guild. **Theo Allen** has served on Title XX Advisory Committee, Committee for Jail Improvement, Monroe County Juvenile Justice Committee, Red Cross. **William Wallace** is involved with Boy Scouts, Youth Hockey, Lions Club.

Mary Alice Veal, as director of Bloomington Women's Center, was active in the organization's development, locating funding and recruiting volunteers. **Mary Ann Wampler** is active in continuing development of Bloomington Women's Center and serves on the Commission for the Status of Women. **Karen Owens**, is a daily volunteer at Lakeview Elementary Library, has developed expertise in children's literature that is useful in making acquisitions for the library. **George Rusnak** has been a Red Cross First Aid Instructor for 20 years and, as a volunteer firefighter, teaches fire prevention and safety in grade schools. **Kathy Brown** tutors in public schools, coordinates Planned Parenthood's educational project and serves with Monroe County Community Action Program.

Middleway House has provided crisis intervention services to the community for ten years. **South Central Community Mental Health Center**, while providing invaluable services through its volunteers, provides them with important development and evaluative opportunities.

Fort Wayne

The American Red Cross/Voluntary Action Center presents awards in memory of Christine B. Engle who was instrumental in organizing the VAC.

Vera Frecker, in her 14 years in Girl Scouting, has been troop leader at the Brownie, Junior and Cadet levels, troop organizer, day camp director and staff member. **Clarence (Harry) Harrington** developed patient dismissal procedures for a new wing at St. Joseph Hospital and works at information, surgical and admitting desks. **David Freon**, a Red Cross Volunteer since junior high school who has served in several leadership positions, is a Basic Aid Training Instructor and has helped in disaster relief work.

Griffith

The Voluntary Action Center for the Lake Area United Way honored one couple, three individuals and one corporation. All of the individuals also received special Governor's Awards.

Laura and William Peters deliver Meals-on-Wheels in East Chicago, although they live in Gary and Mr. Peters is recuperating from recent open heart surgery. (Older American Award) **Greg Funk**, although afflicted with a heart problem, works with clients at Southlake Center for Mental Health and assists with the Center's special projects. (Youth Service Award) **Frieda M. Dawkins**, in order to meet specific community needs, has organized service clubs including Club Reginas, Feminique Democratic Club, Project Area Committee, H.E.L.P., Inc. (Governor's Honor Award)

George Torhan has been active with Junior Achievement for 21 years, accompanies youth to University of Chicago "Works of the Mind" lectures and is active with Youth Leadership Programs. (Governor's Honor Award) **Prudential Insurance Company (Merrillville)** received the VAC's first corpor-

ate award for "distinguished and unique involvement for its employees in the care and concern for their fellow man."

Indianapolis

The Volunteer Action Center of the United Way co-sponsored Indianapolis Volunteer of the Year Awards with Garrison-Huston Associates of Massachusetts Mutual Life Insurance Company.

Sherry Daughtry, in addition to a full-time job and family responsibilities, tests infants' hearing, interviews mothers and trains volunteers for Infant Hearing Assessment Program. (IVY Award) **Ruth Carter** provides a variety of services for patients and visitors of Winona Memorial Hospital in addition to scheduling volunteer hours. **Alphenia Chapman** teaches crafts to seniors, leads camping and outdoor living activities for children and is active with PTA, Salvation Army and church. **Roland Dickey** has been Santa Claus and the Easter Bunny to needy children for 33 years and raises funds to send children to camp.

George Frank, at 82, provides consultations to nonprofits on advertising and promotion through the Society of Retired Executives. **Myrtle Hardin** has been friend, teacher, craft leader, community spokeswoman for psychiatric patients at Central State Hospital for 16 years. **Bertha Julian**, a registered nurse, is friendly visitor to two homebound elderly clients and is attending nurse to a Vietnamese family. **Eugene King** encourages children in Lawrence Township elementary schools to expand their "circle of caring" as they participate in desegregation.

Estelle Phillips, a retired teacher, has provided information and service to patients of Methodist Hospital for 21 years. **Oliver Reece**, a homebound disabled client of Johnson County Senior Services, assisted with development of a Telephone Reassurance Program and is responsible for daily calls to ten seniors.

IOWA

Des Moines

The Volunteer Bureau, A Service of United Way, provides the only community-wide recognition of volunteers in the Des Moines area.

Brian Tingleff assists with food-for-the-elderly at Saint Ambrose Cathedral, driving the "chuck wagon" every Sunday for three years. (Youth Administrative Award) **Rob Grove** signs for the deaf at Red Cross functions and elementary schools, assisted with development of the Youth Disaster Action Team and is active with Adopt-a-Grandparent. (Youth Direct Service Award) **JoAnn Northup** has served in many capacities in the past 20 years with Mercy Hospital Guild, initiating a Cardio-Pulmonary Resuscitation program and an all-volunteer flower shop. (Adult Administrative Service Award)

Anne Bargaen, in addition to working fulltime, volunteers seven nights a week as overnight House Manager for Iowa Runaway Service. (Adult Direct Service Award) **J. Stuart Kirk**, since retiring, volunteers fulltime at the YWCA in fund development and corporate matters. (Senior Administrative Service Award) **Rilla Cole** provides daily two-hour news broadcasts for the blind, proof-reads braille and reads tests such as GED and Iowa Bar Exam for the blind. (Senior Direct Service Award) **Catholic Worker House** is a group of five to 13 individuals who live together and use their home and resources to provide food and shelter for the

transient and indigent. (Adult Group Service Award)

Youth Service Corps volunteers live on the campus of Woodward State Hospital-School nine weeks each summer, working with the mentally handicapped residents and running the pool and day camp. (Youth Group Service Award) **Northwestern Bell Telephone Company** employees tutor students in basic skills of reading, writing, arithmetic and teach English as a second language to immigrants from Southeast Asia. (Corporate Volunteer Award) **The Youth Advisory Committee**, a group of former clients of Iowa Runaway Service, peer helpers and interested youth, acts as an advocate for troubled teens to community and to state government. (Special Judges Award)

The Speakers Bureau and Board of Directors of Polk County Rape/Sexual Assault Care Center provide over 100 speeches each year to local organizations, translate client-oriented material into three languages, provide support to the staff of the center. (Special Judges Award) **Alice and Leo Schuler**, working with the Hospice of Central Iowa, have aided nine terminal patients and their families since 1978. (Judges Special Award) **Iowa Department of Social Service, District Eleven**, provides volunteers with unique and challenging positions and opportunities to learn new skills. (Volunteer Bureau Special Recognition Award)

KENTUCKY

Owensboro

The Owensboro Voluntary Action Center honors outstanding volunteers at a Recognition Banquet.

Ruth Blakeman organized VOICE, Volunteers Organized in Community Effort, to clarify community needs and avoid duplicating efforts. (1981 Volunteer of the Year) **Russell Reed** volunteers with staff and trainees at Owensboro Council for Retarded Citizens, and repairs equipment for the Council. (Community Leadership Award) **Christianity in Action Program's** students from Owensboro Catholic High School work with handicapped adults at Owensboro Opportunity Center and at the Vocational Evaluation Center. **Tammi Tucker**, president of Owensboro High School Teens Who Care, helped increase the membership from 8 to 50, led fund-raising efforts for special help projects, and helps other schools develop clubs.

Lill Chambers is caretaker of the Owensboro Area Museum's greenhouse and indoor plants. (Homemaker Award) **Georgie Thurston** has worked with Green River District Health Department Nutrition Program three days a week for four years. (Retired Award) **Susan Strawn** developed the Family Advocate Volunteer Program to provide coffee, sodas, snacks to families of patients in Intensive Care Unit-Coronary Care Unit of Owensboro-Daviess County Hospital. (Career Award) **Leslie Fitzgerald**, a high school senior, has volunteered at the Owensboro-Daviess County Hospital since 1979. (Junior Women's Club Award)

LOUISIANA

Shreveport

The Caddo-Bossier Volunteer Services Bureau honors two special groups of volunteers each year.

Rutherford House residents—court adjudicated youth whose needs cannot be

met through traditional community resources—help elderly and handicapped with yard work, visit in pediatric wards, provide parties for children and deliver food to needy. **LSU Medical Center Volunteer Services** provides help in all areas of the hospital, including clerical, gardens, surgery, emergency room, neo-natal intensive care, chapel, clinics, social services.

MASSACHUSETTS

Boston

The Voluntary Action Center of the United Way of Massachusetts Bay honors outstanding area volunteers with a Certificate of Merit.

Agnes Scally, an amputee, helps other amputees at Mattapan Hospital adjust to their condition. **Phyllis Pantano** conducts lip-reading classes for elderly people who are hard of hearing. **Robert H. Carey** has volunteered since 1967 with Norfolk Fellowship Foundation, visiting weekly with inmates of Norfolk Prison. **Robert Clifford**, a Big Brother, used his experience with his own learning disability to help a 12-year-old dyslexic boy from a deprived family.

Carole McClure was instrumental in developing ABLE (Artisans Bettering Livelihood and Education), an outlet run by welfare mothers who sell craft articles made by low-income people in New England. **Marion Upton Clouse** organizes groups at New England Deaconess Hospital to help cancer patients and their families cope. **Barry C. McEachern** volunteers at New England Aquarium, filling in for absent staff and training new staff. **Alice Caisse** developed the first food co-op for low income and elderly on the North Shore and helps low-income gain fuel assistance through Lynn Economic Opportunity Energy Program.

Stella Wesson for ten years has served as a volunteer emergency parent for Bridge Over Troubled Waters, which serves runaways, street youth and other disenfranchised youth. **Greater Boston Chapter, American Red Cross Massachusetts Bay Bloodmobile** volunteers collected 177,412 units of blood in 1980. **WBZ-Radio Call for Action** handles an average of 50 calls a day from area residents needing help with or advice on a variety of problems.

Worcester

Recipients of volunteer awards presented by Voluntary Action Center/United Way of Central Massachusetts are chosen by a panel of community leaders.

Patricia Ruby, still suffering from effects of a stroke, founded Easter Seal Stroke Club, a support group for stroke patients and their families. **Howard F. Gleason, Jr.**, although confined to a wheelchair, works up to 13 hours a day as a messenger at Worcester City Hospital and provides assistance during emergency with his CB radio. **George E. Fayard** is a retired policeman who works at Friendly House, a multi-service neighborhood center, coaching softball teams, working with children.

Cecil M. Daggert delivers meals for Age Center's Home Delivered Meals program, is active in his church and is an advocate for the White House Conference on Elder Affairs. **Irene M. Crowley** is active in many activities of Neighborhood Improvement Program—publicity, public speaking, sponsoring East Side Charity Girls Club.

Massachusetts Association for the Blind Bowling League, the only one in the state, provides weekly transportation, coaching, scoring assistance for blind bowlers.

MICHIGAN

Detroit

The Volunteer Action Center of Metropolitan Detroit sponsors monthly volunteer awards and arranges publicity in the Detroit Free Press.

Michigan Bell Telephone Company's Birmingham Community Relations Team adopted Clawson House group home for mentally retarded youth and renovated the facility inside and out. **Rosedale Park Woman's Club** has provided a variety of services to Detroit Service Center of Michigan Cancer Foundation for the past ten years. **Rigmor Cuolahan** prepares exhibits, gives cooking demonstrations, serves as interpreter, chairs Volunteer Task Force for International Institute. **Joan Hanpeter** and **Dick Wolfe** have been active with Campfire Girls for ten years, Hanpeter as group leader and group organizational chairman and Wolfe instrumental in renovation of Camp Wathana and fundraising.

Deborah Dunnigan is crisis line and clinic counselor with Center Point Crisis Center. **Beth Kloc** plans social skill and self identity development activities for Association for Retarded Citizens/Northwest Communities' Youth Division. **Bunny Marguardt** has been active in a variety of capacities with Troy Youth Assistance for eight years. **Margaret Rashid** maintains volunteer records and memorial files and processes information for Michigan Cancer Foundation's Detroit Service Center. **Alice King** is active in Women in Community Service, supervising volunteers, orienting girls to their Job Corps assignments, assisting with administrative tasks.

Grand Rapids

The Voluntary Action Center of VIA, Carnation Company and Massachusetts Mutual annually honor outstanding area volunteers.

Carolynn Fowler has worked with mentally retarded children and their families for seven years, initiating a parent respite care cooperative, serving as a listening parent and as a community speaker. (Carroll K. Streeter Continuing Service Award) **Mary Grace Miller**, a junior supervisor at Kent Community Hospital, performs regular duties in addition to supervising six other Juniors. **Sandra Gibbs** helped raise funds for expansion at John Ball Zoo and takes animals to schools as part of Zoo-Doers' educational program.

Harry Vanderlann, a member of RSVP Handyman Corps, builds ramps and other wheelchair aids for Kent County handicapped and helped make a camp into a handicapped-accessible recreational facility. **Kent Community Hospital Men's Club**, the only male auxiliary in the state, provides picnics, escorts patients to therapy and church, shaves male patients.

Lansing

The Voluntary Action Center of Greater Lansing, Michigan State University Service Learning Center, American Red Cross, RSVP, Ingham County Department of Social Services and Lansing State Journal sponsor an annual Tri-County Volunteer Recognition Program.

Camilla Aulerich developed the first parent group at Kinawa Middle School to assist with tutoring and publishing a school newspaper. **Rose Marie Barajas** has served the Chicano/Latino community for 15 years, including volunteering in the Office of Raza Alliance for Substance Abuse Services and Spanish Speaking Senior Citizens. **Douglas Lounsbury**, a resident of Moore Living

Center for the Mentally Handicapped, processes free reading materials five days a week at Library for Blind and Physically Handicapped.

Ruby Neely, 81, helps members of Central Michigan Multiple Sclerosis Chapter to buy groceries, arrange appointments, celebrate holidays. **Charles and Harriett Renie** use their own experience to develop and work with clients of Ostomy Association of Greater Lansing. **The Listening Ear**, one of the oldest 24-hour crisis intervention centers in the country, handles 1,000 calls a month.

Saginaw

The Voluntary Action Center of Saginaw and the Carnation Company annually honor community volunteers.

John Martis and **Mike Healy**, supervisors at Chevrolet Manufacturing, perform a variety of repair chores for elderly and handicapped. **Jean Hinkin** works with Teen Challenge, a live-in center for young people with drug problems, and with Treatment Alternatives for Street Crime. **Alvin Johnson**, a retired parole officer, transports Saginaw residents to out-of-town medical appointments. **Michigan Bell Community Relations Team** members launched a phone pal program for senior citizens. **Raymond Burnison** does repair work and is a special friend for many community residents.

MINNESOTA

Albert Lea

The Community Resource Center/VAC stresses recognition everyday throughout the year and in special events during the Christmas season and National Volunteer Week. The VAC places special emphasis on development of self-esteem through volunteering.

Minneapolis

The Voluntary Action Center of Minneapolis Area, Carnation Company, Honeywell, Lynn Nord & Associates, Massachusetts Mutual Life annually recognize area volunteers.

Debra Knudtson, a Red Cross volunteer since age 12, coordinates youth projects, retreats and recreation projects. **Oliver Johnson** provides transportation to Hennepin County Adult Corrections Facility inmates who receive furloughs. **Jewel Turpin** provides accounting services for Pillsbury-Waite Neighborhood Services and for its tax assistance program.

Robert Keith was instrumental in getting minorities involved in board and staff of Pillsbury-Waite Neighborhood Services and led a two million dollar fundraising effort. **The Rubenstein Family**, through Jewish Family and Children Services, has been host to a family from Soviet Union since 1979, helping them to learn to adapt to the community. **Lonnie and Doug Grabham** serve as group facilitator team and in a support group program for Minnesota Early Learning Design (MELD) for first-time parents.

St. Paul

The Voluntary Action Center of the St. Paul Area and Carnation Company present Community Service Awards to outstanding area volunteers.

Pam Keehn, a college freshman, has been active in Ramsey County 4-H since she was eight and now teaches food and nutrition courses. **Bernadine Scroggins** is volunteer director and counselor for Birthright. **Gordy Berg** is a Neighborhood Assistance Officer for the St. Paul Police

Department, searching for lost children and stolen property, and watching vacant homes.

Peg Clune assists elderly patients and works at the Surgery Information Desk at the St. Paul Ramsey Medical Center. **Robert Menge** helped form Greenbriar Independent Volunteer Endeavor, which works with homes for retarded adults. **Melvin and Donna Wraspir** have been influential in shaping Ramsey County Community Garden Program, which provides gardening opportunities for 800 families.

MISSOURI

Kansas City

The Voluntary Action Center and Information Center and Southwestern Bell Telephone annually present Community Volunteer Group Awards.

The Auxillary Beautician Service's licensed beauticians care for patients of Independence Sanitarium and Hospital two days each week. **The Bost Heights Block Council** involves the neighborhood in community paintings, clean-up and transforming vacant lots to gardens. **Special Neighbors, Inc.** help feed and escort developmentally disabled young residents of Harry S. Truman Neurological Center to recreation activities and help with laundry, kitchen and classroom activities. **"The Crittenton Times" Newspaper Project** involves teacher/volunteer teams who advise and assist youth of Crittenton Center on newspaper, reporting, writing and production.

Home Health Care for the Elderly provides a variety of services—transportation, shopping, telephone reassurance—to elderly, so they may continue to live in their own homes. **Closet of Love** volunteers gathered and distributed clothing to over 500 families at Christmas and gathered eyeglasses for Arrowhead Lion's Club. **The Cultural Arts Volunteer Program** provides classes in music composition, guitar, piano, career development, modern dance, aerobics to inmates of Jackson County Department of Corrections. **The Senior Acting Program** provides acting lessons for seniors and involves this group as actors in Barn Players' Productions of six one-act plays presented at no charge to the senior community.

Soviet Resettlement Volunteer Program volunteers assist emigres in resettlement and adjustment to the community and a new way of life. **The Shalom Committee** welcomes new Jewish residents to the area and introduces them to services available to the Jewish Community. **KCMO Call for Action** sponsors "Ask the Expert" days to provide confidential free citizen access to experts in law, medicine, taxation. **Chore Maintenance-Home Repair** provides services for the elderly and handicapped and for those under 60 who buy the supplies.

Services to the Blind involves transcribers, readers, proofreaders and typists who provide braille, cassette and large print materials to visually handicapped. **The Volunteer Chaplaincy Program** includes 13 churches in providing services, visiting and transportation services for the 215 resident patients of Truman Medical Center East. **The Clothing Program** provides basic clothing and guidance on selection of clothing to residents of Rainbow Mental Health Facility and two annual clothing fairs. **The Salvation Army Communications Unit** provided area residents with relief aid and equipment, including fans and air conditioners, during the summer heat wave.

The Good Shepherd Manor Thrift Shop raised over \$20,000 last year for facilities for the handicapped at Good Shepherd Manor nursing home. **Books on Wheels** volunteers provide mobile library services to Jackson County elderly and handicapped. **Bluejacket Lodge** volunteers collated a 65-page study for distribution to 200 individuals and agencies. **Northland "Time Out" for the Elderly** volunteers provide physical, social and intellectual stimulation for homebound elderly. **Christmas Bureau Volunteers** plan the project, make crafted gifts, staff the shop and make appointments for the clients.

The Volunteer Board of Managers of the George H. Nettleton Home provides the residents with occupational therapy, religious services, entertainment, visiting. **Northwest Region Volunteers in Corrections** provides client supervision, including report writing, home and employment contracts and building rapport with clients of Missouri Division of Probation and Parole and their families. **"The Creeks" Rock-N-Roll Jamboree**, volunteer auxiliary of Indian Creek of Missouri Nursing Center, helped the facility's residents raise money for American Heart Association through rock-n-roll wheelchair contests, raffles, dime-a-dance. **Teen Survival Skills** involves volunteers of all ages in developing, publicizing and teaching the nine-week course.

The Educational and Fund Raising Drive of the Johnson County Unit of the American Red Cross involved 2,026 volunteers who reached 9,000 homes. **People Helping Each Other** provides baby packets, foster children's clothes, furniture and gift closets for new parents of foster children. **The A.T.L.A.Z. Program** provides 90 older persons in the Jewish Community with a monthly opportunity for worship, learning, entertainment, fellowship. **Radiation Therapy Transportation Program** provides transportation for 18 cobalt therapy patients to Truman Medical Center.

NEBRASKA

Lincoln

The Volunteer Bureau/Voluntary Action Center of Lincoln and Lancaster County and RSVP honored ten individual volunteers and two groups. Massachusetts Mutual Life Insurance Company contributed the Lincoln Continuing Service Award.

Margaret Thorson, a volunteer with League of Human Dignity, has worked for full participation of disabled people in society for ten years. **Robert Blacketer** teaches classes, trains instructors, heads safety instruction for Cornhusker Division Youth Leadership Development Center of Red Cross. **Barbara Bradford**, a student in human services at Southeast Community College, prepares group experiences for clients of Lancaster County Community Mental Health Center. **Lee W. Chatfield** organized Floyd Rogers Diabetic Foundation in 1977 and has developed a fund to continue Camp Floyd Rogers for diabetic children.

James Ehrlich works in six areas of Red Cross operations, donating from 80 to 110 hours each month. **Harriet Jackson** works 40 to 60 hours each month at the reception desk of Independence Center of Lincoln General Hospital. **Eleanor Johnson**, chair of Hospitality Room at St. Elizabeth Community Health Center, volunteers at Lincoln General Hospital and meals-on-wheels.

Gifford Mullins, an RSVP volunteer, presents audio-visual programs to residents at Lancaster Manor and regularly visits residents.

Harold "Skip" Pelkey is a work project supervisor for Red Cross Labor Co-op Project, which assists elderly and disabled persons with home repair and maintenance. **Carole Shafer** volunteers 50 to 60 hours each month on several projects at the campus Red Cross and Lancaster County Chapter. **Lincoln General Hospital Auxiliary** and Junior Volunteers coordinated and conducted a colorectal cancer screening program. **Volunteers of Planned Parenthood**, through their extensive training, allow the agency to provide low-cost, high quality health care to its clients.

Omaha

The Volunteer Bureau/Voluntary Action Center recognizes volunteers in several categories in addition to special recognition for teen volunteers. The Patrick Agency, Massachusetts Mutual Life Insurance Company co-sponsors the program and honors the Volunteer of the Year with the Continuing Service Award.

Ruby Huebner, retired director of special education, volunteers in many areas three days a week. (Volunteer of the Year) **Julie Westphall**, a pre-med student, volunteers in patient education and as a clinic assistant with Planned Parenthood. (Student Award) **Bonnie Shoultz** volunteers at Greater Omaha Association for Retarded Citizens, striving to restore dignity to those who have been abused and rejected. (Community Leadership Award) **Joe Archibald** has sponsored refugees and works with the poor and needy through Indochinese American Association and St. Cecilia's Cathedral. (Career Award)

Katherine Chamberlain, 73, volunteers in many capacities at Immanuel Medical Center. B. Erftmier counsels new members of Parents Without Partners. (Special Services Award) **Colleen Hughes** works in special education and as a speaker and clinic assistant at Planned Parenthood. (Volunteer Ambassador Award) **Wileather Lewis** helps needy persons and families and has established scholarship and legal defense funds through her work at Franklin Community Federal Credit Union. (Home-maker Award)

Judy Tombrink has been instrumental in the growth and development of the Omaha Hospice Organization. (Career Award) **Lois Wayland** is an active volunteer with the Retired Senior Volunteer Program. (Retired Award) **Clarence and Helen Dail** bought a large house in a problem area and share it with less fortunate youth. **Dale Carlson**, in spite of being disabled with multiple sclerosis, facilitates discussion groups with alcohol and drug patients at Nebraska Psychiatric Institute. (Judges' Award) **Omaha Volunteers for Handicapped Children** provide camping experiences, swimming, arts and crafts for children at Dr. J.P. Lord School. (Group Award) **PRIDE, Omaha, Inc.** works through groups, churches, schools, civic groups to educate the community to understand adolescent and youth drug abuse. (Agency Service Award)

NEW JERSEY

Morristown

The Voluntary Action Center of Morris County in cooperation with Nabisco Brands, Inc., honored six individuals and three groups as

"Outstanding Volunteers" in addition to 43 citations.

John Erwin, 70, served as construction supervisor for the Chesire Home for physically disabled adults, saving the home \$30,000 in supervision cost. **Harriet F. King** arrives at Morristown Memorial Hospital at 5:45 a.m., seven days a week, to receive the newspaper van and organize patient newspaper sales. **Joan Kirby** a volunteer at Riverside Hospice, works with terminally ill patients and their families, participates in health fairs and developed a weekly social hour. **Terry Ryan**, a high school senior, spends five afternoons each week working with 25 mentally or physically handicapped youngsters at the Madison YMCA. **Bruno and Nancy Bolognini**, working from their home, received, processed and filled nearly 25,000 ticket orders for Masterwork Music and Art Foundation's Masterwork events.

The Boonton Twig No. 1 volunteers have contributed handcrafted items and organizational skills and efforts to Greystone Park Association since 1956. **Women's Guild of St. Virgil's Roman Catholic Church** provides services to Morris View Nursing Home—monthly tea and birthday parties, trips to church, annual pie days. **American Legion Post No. 59** volunteers provide counseling on government benefits and veteran's rights to veterans and personal or financial support to a wide variety of community organizations and agencies.

NEW MEXICO

Portales

The Community Services Center honored two outstanding area volunteers.

Isabel Gonzales, in spite of her own dependence on regular kidney dialysis and her husband's blindness, volunteers regularly at La Casa de Buena Salud, a health clinic, and at Los Abuelitos, a senior center. **Kenneth Livingston** assumed a leadership role in securing Golden Acres, a housing complex for senior citizens, and Memorial Building, a youth center.

NEW YORK

Albany

The Voluntary Action Center of Albany presents two major volunteer awards: the Patricia McGuinness Yates Award for a group, sponsored by the Junior League of Albany, and the Gerald L. Griffin Continuing Service Award for an individual, sponsored by Massachusetts Mutual Life Insurance Company.

The St. Peter's Hospice Volunteer Program trains volunteers to participate as members of a support team enabling terminally ill patients to live as fully as possible. (Patricia McGuinness Yates Award) **Mary Gurney** volunteers 40 hours each week with 20 different agencies. (Gerald L. Griffin Continuing Service Award)

Buffalo

The Voluntary Action Center of the United Way of Buffalo and Erie County in cooperation with Erie Savings Bank honor outstanding community volunteers annually.

Hospice, comprised of volunteers of many religious backgrounds and in age from 18 to 80, provides supportive care to persons with cancer in the advanced stages and to their families. **Crisis Services' Telephone and Outreach Volunteers** provides 24 hour telephone counseling by volunteers with professional staff support, and in two-person teams deal directly with emergency mental health situations. **Robert L. Wilson**

organized Effective Parenting Information for Children's Program to deal with prevention of child abuse, juvenile delinquency, drug and alcohol abuse.

Helen Urban has served her community for many years, delivering food to agencies serving the poor, collecting clothing and furniture, establishing sewing classes. **Loretta Holscher** works with children in the pre-school and after-school program at Haven House shelter for battered women and their children, collects clothing for the shelter and serves as community advocate. **Katherine L. Ferrell**, retired because of diabetic condition, tutors children, takes inner-city children camping, assists in budget shop. **Diane Baker** transports patients at Brothers of Mercy Nursing Home to therapy, entertains patients at monthly parties and relieves nursing staff.

New York City

The Mayor's Voluntary Action Center presents volunteer awards annually at a reception hosted by Mayor Edward Koch at Gracie Mansion.

Rosa Parrilla volunteered at a renovation site in East Harlem of Youth Action Program, doing roofing, beam replacement and general carpentry and developed a Youth Action Program T-shirt. (Top Winner) **Theodore Niemiec** has conducted 20 cycles of training groups in behavior modification at Arthur Kill Correctional Services. (Top Winner) **Anne Kaswinkle** works with three- and four-year-old handicapped children at Saint Mary's Hospital for children, helping to acquaint them with activities of everyday life. (Top Winner) **Park Slope Safe Homes Project** serves two purposes: to provide refuge for battered women and their children in the homes of volunteers, and to educate the community and to train volunteers. (Top Winner, Group)

David E. Givens works to improve his community as member of the board of Manhattan Legal Services, Addie MacCollins Headstart Program, Community Board No. 11-East Harlem, and as president of East 127 Street Block Association. **Walter Mendel** cleans up debris, builds soil banks and collects materials to use in the fight against soil erosion on the slopes of Riverside Park. **Bellevue Hospital Center Auxiliary** has been largely responsible for the change in image of the facility through extending and improving patient care.

Sam McBurnett developed the A.B. Gayelles, a running team for girls in Queensbridge Housing Project, which has won national trophies. **Patient-Volunteer Program, Memorial Sloan-Kettering Cancer Center** involves volunteers, all of whom have or have had cancer, as supportive and informative visitors to patients with the same diagnosis. **Budget and Credit Counseling Service** helps people cope with problems that occur because of debt difficulties. **Harriet Krasnoff** coordinates and participates in the citywide "animal outreach" program where animals from Bronx Zoo visit patients in hospitals and nursing homes.

Hypertension Care Team, NYC Department of Aging, in association with Cornell Medical Center-New York Hospital, screens older adults for hypertension at senior centers in three NYC communities. **Florence Bleendes**, using her own braille records, calls 30 seniors each week as a social contact and safety check. **Dorothy (now deceased) and Herman Reade** initi-

ated a successful fund drive for a library on Roosevelt Island, solicited books, shelving, supplies and furnishings for the facility. **The Volunteer Faculty of Malcom-King Harlem College Extension**, all 165 possessing at least master's degrees, teach 141 courses to over 1,000 students, 95 of whom transfer to four-year institutions. **Sonia Lowenstein** organized and directs weekly art sessions at International Center for the Disabled.

Alicia Hobbs interacts with cardiothoracic surgical patients at Mount Sinai Hospital who are waiting for, or recuperating from, open heart or lung surgery. **Patricia Lipari** has been a volunteer in the Emergency Department of Coney Island Hospital since 1958 and president of the Auxiliary since 1964. **William Hirscher**, 92, accompanies Sanitation Commissioner Wayne Broom through his community, prodding citizens to cooperate for a cleaner community. **Nicholas Cockoros**, as head of Council of Bronx River Associations, has mobilized the community into self-help groups to conduct neighborhood anticrime programs.

Friends of McGolrick Park has been responsible for restoring, revitalizing and preserving a neighborhood park. **Janet and Jim Mackin**, as volunteers at Rheeden Foundation, work with difficult children out of school, from multi-problem families and from depressed areas of the city. **Genevieve R. Fowler** planned and implemented an Art Resource Room Program to serve the 1,000 children at P.S. 321, organizing volunteer parents and community artists, acquiring supplies. **Frank Worthing** has helped the American Council on Marijuana improve its operations and increase visibility, and secured funds to produce a film on the effects of the drug on driving. **Helen Halpern** has organized and run the membership desk at the Whitney Museum of American Art since its inception in 1979.

Schenectady

The Voluntary Action Department of the Human Services Planning Council of Schenectady County presents the Katherine S. Royendaal Award for outstanding volunteer leadership.

James A. Stamper is volunteer coordinator for Citizens for Law, Order and Justice Center, and as chairperson of the Human Rights Commission has been active in housing, employment, social and recreational activities.

Syracuse

The Volunteer Center of Syracuse and Onondaga County and Massachusetts Mutual Life Insurance Company, Syracuse Agency, present a sterling silver sculpture to the Volunteer of the Year.

Clarke C. Gage, a retiree, tutors high school students in algebra, geometry and trigonometry five hours a day, four days a week.

Troy

The Volunteer Bureau of the Mohawk-Hudson Area United Way, honored 565 high school volunteers with certificates of achievements. Student volunteers work with area boys' and girls' clubs, tutoring programs, nursing homes, Big Brothers/Big Sisters, Special Olympics, arts festivals, libraries.

NORTH CAROLINA

Bolivia

The Cape Fear Voluntary Action Center

honors outstanding area volunteers at a reception during National Volunteer Week.

Ann Priggee, president of the 80-member Volunteers of the Dasher Memorial Hospital, volunteers in patient-related areas. (Individual Human Service Volunteer Award) **Mattie Gore-Seneland** works with two 4-H groups, her church and Home Health Lay Group which purchases hospital equipment for loan to sick individuals for home use. (Individual Community Volunteer Leader) **Charles Tatum Sr.**, a volunteer for many years, works with Little League, Optimists, volunteer fire department and with children's groups, scouting and the board of his church. **Lori Ann Hewett** has been a youth member of Brunswick County Task Force on Youth Needs for two years, works in the Parks and Recreation Department's YACC program, drives the senior citizens' activity bus and hauls fuel wood for elderly. (Youth Volunteer Award)

Jeanne Nielson volunteers with Brunswick County Probation Parole, coordinates volunteers for Brunswick County Hospital and is active in her church. (Senior Citizen Award) **Paul W. Reeves** counsels town and county governments in obtaining funding grants, coaches and manages a ladies soft ball team, serves as an advocate for the handicapped. (Disabled Person Volunteer Award) **The Coastline Rescue Squad** conducts monthly, no-charge blood pressure/diabetes detection clinics, provides Red Cross First Aid training to the volunteer fire department, and responded to 279 emergency calls during the past year. (Community Volunteer Organization Award)

Brurawick Baptist Senior Citizens are active in visiting shut-ins, Community Watch groups, and transportation services, and sponsor activities for other senior citizen groups. (Church/Religious Volunteer Group Award) **The Shallote Jr. Women's Club** was active in construction of the West Brunswick Library and continues to provide ongoing and special events support. (Business/Industry Volunteer Involvement Award)

Charlotte

The Voluntary Action Center of Mecklenburg/Union Counties and WSOC-TV jointly sponsor "Nine Who Care" to recognize volunteers and volunteer groups who have performed outstanding community service.

Clarice T. Whicker, a volunteer since 1928, organized the first auxiliary and Girl Scout Council in her community and developed health education classes. (Individual Human Service Award) **Linda Gordon**, an advocate for handicapped and an expert on barrier-free environments, is active with the Metroliner Chapter of the National Spinal Cord Injury Foundation. (Individual Community Volunteer Leader) **Margaret K. Dabbs** has been active in the development and growth of HELPLINE. (Administrator or Coordinator of Volunteers) **Kenneth Shinn** although confined to a wheelchair, is assistant in the Cabarrus Memorial Hospital library and operates weekend broadcast of videotape programs. (Youth Volunteer)

Naomi Tillman, a 71-year-old retired teacher, has provided a Sunday morning worship service for residents of Five Oaks Nursing Home for 19 years. (Senior Citizen Volunteer) **Margaret VanderVeer**, disabled by polio at an early age, has volunteered for the Red Cross for 29 years. (Disabled Person Volunteer) **The Union County Volunteer Firemen and Rescue Squad** undergo rigorous training before becoming active

volunteers. **The Mineral Springs United Methodist Church** recycles used clothing, household items and shoes to various community agencies. (Church or Religious Volunteer Group) **Allstate Insurance Company** employees, coordinated by the Helping Hands committee, work in the school system to improve educational opportunities. (Business and Industry)

Durham

The Volunteer Services Bureau of Durham and the Durham Morning Herald honor outstanding area volunteers.

Mary V. Tivnan, a high school sophomore who plans to go to medical school, volunteers during summer vacation at the Veterans Administration Hospital. **Dorothy Bersebach** has been active with Meals-on-Wheels since 1975. **Anne L. Blair** has been a Rape Crisis Center companion for six years, Center director for five years, and developed a "sensitive protocol" for use by police in dealing with assault victims. **Margaret C. Nygard** is a leader in preservation of the Eno River area and was instrumental in the development of a city park at the site.

James W. Brown, Jr., is a volunteer with federal and state corrections institutions, sponsors inmates and helps them secure parole and employment. **Forrest O. Calhoon** coordinated his church's sponsorship of a Vietnamese family and the building of a church youth hut. **Willia R. George** developed a successful proposal for her service sorority's sponsorship of a summer program for underprivileged children.

Hendersonville

The Volunteer Service Bureau of Henderson County and the Governor's Office of Citizen Affairs honor area volunteers with the Governor's Statewide Volunteer Awards.

Arthur Ocker edits the newspaper for the non-profit Carolina Village retirement community and is on the board of Friends of the Library, Volunteer Service Bureau and Mountain Ramparts Health Planning Commission. (Individual Human Service Award) **Ralph Gregory** is on the board of the United Way, Trend Mental Health and Council on Aging and drives for the Council's Meals-on-Wheels and FISH. (Individual Community Leader Award) **Jean Moulthrop** was a driving force in the development of the Hospice in Henderson County and now is volunteer coordinator. **Melanie Love** organized fundraising events for Cystic Fibrosis Fund and Nursing Bottle Caries and initiated an educational program for this infant disease. (Youth Volunteer Award)

Helen Laing was active in development of the FISH service and now schedules drivers and is a driver herself. (Senior Citizen Volunteer Award) **Robert Lavett** tutored Cambodian children daily during their first year in America and tutors junior and senior high students in computer programming. (Disabled Volunteer Award) **R.S.V.P. of Trinity Presbyterian Church** provided assistance with housing, food, education, medical needs in the resettlement of six Cambodian refugees in an extended family. (Church Group Volunteer Award) **Eaton Corporation** encourages employee volunteer activities and contributes significantly to local charities. (Industry Volunteer Awards)

Wilmington

The Cape Fear Voluntary Action Center annually honors outstanding area volunteers.

Louis Walker and Hilton Jones, two of the founders of the New Hanover Volunteer Rescue squad in 1974, have been instrumental in its growth in members and equipment. **Alpha Phi Omega Fraternity**, a service fraternity at UNCW, assisted with a VAC woodcutting project, painting and cleaning at the Animal Shelter and work with various organizations. **The Princess Place Christian Chapel** members and minister have provided a variety of services to residents of Bowden Nursing Home for ten years.

Gerald Moore, a member of the Wilmington Youth Council, is active with the Child Abuse Task Force, Youth Legislation Assembly, Substance Abuse program. **Oralee Snyder** has been active with the Crisis Intervention Center since 1974 and works with the RSVP and Substance Abuse programs. **William K. Hobbs, Jr.** is active with the United Way, Jaycees, Salvation Army, Family Services, Boy Scouts. **Ed Wolfe** provides time as well as equipment from his sporting goods business to assist rescue operations. **Nancy S. Mallard**, a rheumatoid, psoriatic, osteo-arthritis patient, volunteers five days each week at the Arthritis Foundation. **John C. Birmingham** trains incoming male volunteers at the Cape Fear Hospital.

OHIO

Chardon

The Volunteer Bureau of Geauga County annually honors volunteers of the day during National Volunteer Week and presents the Ruth V. Armecc Award to one outstanding volunteer.

Loretta Mae Holmes, responsible for its development in 1946, has been active in the American Cancer Society in addition to her work with many other organizations. **Ray Gilbert** is a Big Brother to three boys through the Catholic Service Bureau's Big Brother Program. **Missy Egolf**, a seventh grader, has volunteered regularly at Holly Hill Nursing Home for two years. **Eileen D'Avrello**, a registered nurse, conducts pregnancy tests, plans benefits and speaks for Birthright, Geauga. **Dan Corlett** serves on the board and assists with the hotline and fund raising for Geauga Center for Youth and Young Adults. **Gladys Mills** is a trail guide for school classes visiting Geauga County Park District.

Sandusky

The Erie County Voluntary Action Center, newly developed, presented its first volunteers awards in 1981.

Viewpoint residents, all seniors, many of whom have physical limitations, meet weekly to make cancer dressings. **Gwen Sprau** works each week with clients of Beacon Group, a mental health day-care program.

OREGON

Eugene

The Lane County Voluntary Action Center and Valley River Center, a shopping center, honored volunteers at a volunteer fair.

Karen Dickens, a high school student, has been a teacher assistant and office aide at Ellis Parker Elementary School for four years. **Ambrose Huff** assists senior citizens with income tax preparation through Tax Counseling for the Elderly. **Fay Jefferis** tutors non-readers at Literacy Council and makes crafts items for sale in the Council's fundraising efforts. **Mark Jones**, a 96-year-old resident of Eugene Good Samaritan Center, assists with gardening and in the din-

ing room. **Barbara Kellogg** serves as intensive care/critical care unit receptionist and radiology volunteer at Sacred Heart General Hospital.

Henry and Rebecca Kuntz work as volunteer drivers, escorts and friends to children, elderly and handicapped for Adult and Family Services and Children's Services Division. **Ruth Potter** founded Helping Hands to provide emergency assistance to people unable to obtain it from agency sources. **Elna Robinette** organized the library program for Meadow Lark Elementary School, developed the volunteer staff and was instrumental in securing a librarian for the facility. **Theodore Salmon** coordinated the library and provides direct services at the Lane County Division of Adult Corrections.

Jean Schauerman helps on the crisis line, trains volunteers and helps manage the shelter house for Womenspace, an agency that helps women in trouble. **Noram Welsh**, as on-call receptionist for the Easter Seal swimming pool, makes it possible to keep the facility operating during evening hours.

Portland

The Volunteer Bureau of Greater Portland, Pacific Power and Light Company, First Interstate Bank and International Paper Company Foundation, honor outstanding Portland area volunteers.

Eva Cunningham volunteers 40 hours a week as a friend and driver with the elderly, ill and dying clients of Clackamas County Adult and Family Services. **Fran Garvin**, volunteer coordinator for Planning and Reading Teams for KBPS, maintains a weekly series which highlights achievements of the blind and hosts other regular programs. **Alice Greigore** emphasizes individual growth and development in her work with the Columbia River Girl Scout Council. **Annetta Mansfield**, a single parent of two working on an undergraduate degree, works 20 hours each week for Parents Anonymous to help abusive parents.

Kenneth W. Pendergraft assists with recreation activities five days each week at Club 53, a social program for chronically mentally ill. **Jan Scott**, although suffering from physical and neurological handicaps, is volunteer receptionist and library assistant at KBOO, a community radio station. **Charles L. Spencer, Jr.**, is active in student anti-vandalism programs and adopt-a-school programs and serves as scoutmaster for a Boy Scout troop. **Gamil N. Takla, M.D.**, as advisor to Washington County Emergency Medical Service Council, has trained over 200 paramedics since 1974 in addition to work with rescue and fire teams.

PENNSYLVANIA

Pittsburgh

The Volunteer Action Center of Information and Volunteer Services and Kaufman's honored the Top Ten United Way Volunteers.

Dr. Robert P. Blume is a member of the board of directors of Myasthenia Gravis Association of Western Pennsylvania. **Mae Isaac** volunteers with Action-Housing, Inc. **Martha Domske** is active with the Washington County Chapter of The Association for Retarded Citizens. **Jean Hanson** cooks, drives and cleans up at Carmichaels Senior Citizens Center.

Mary Lou Simpson volunteers with the Western Pennsylvania Chapter of the National Hemophilia Foundation. **Garland H. McAdoo, Jr.**, is active with the Urban League of Pittsburgh. **Margaret O. Johnson**

volunteers with the YWCA of Washington. **Dianne E. Lauble** is active with the Greenfield Organization. **Howard Naser** works with Brownson House of the Neighborhood House Association. **James C. Shelton** volunteers with Family and Children's Service/Families Outside.

Scranton

The Voluntary Action Center of Northeastern Pennsylvania honors all community volunteers at a volunteer recognition luncheon during National Volunteer Week and presents one Volunteer of the Year Award:

Paul O'Hora, a quadriplegic for 20 years, assists at Occupational Therapy and Recreation, teaches handicapped persons to bowl, and is active with Operation Overcome.

State College

The Voluntary Action Center of Centre County and the Centre County Council for Human Services honored one volunteer of the year. One program sponsored by VAC also received special recognition.

Madhu Sidhu, born in Bombay, India, served as secretary at the VAC and for the Centre County Prison Society and encouraged other international students' wives to become involved. **The Pennsylvania State-Wide Prison Runathon**, sponsored by the VAC, was awarded a Certificate of Special Recognition by the National Association of Volunteers in Criminal Justice.

SOUTH CAROLINA

Columbia

The Voluntary Action Center of the Midlands honored its Volunteer of the Midlands and the runners-up by taking them to the South Carolina State House where a resolution was read in their honor.

Marle Geeslin, 77, coordinates the Sunshine Women's Circle at the South Carolina Department of Corrections Women's Center.

Greenville

Volunteer Greenville and The Greenville Association of Coordinators of Volunteers present Volunteer of the Year awards to outstanding community volunteers at a volunteer fair during National Volunteer Week.

Harold Padgett, a police officer, is active with the Court Alternative Service program and youth tutoring and helps underprivileged families and elderly find housing. (Direct Service) **Edris J. Walker**, an advisory council member of RSVP, has been active with YWCA, Girl Scouts, Senior Action, Westcliffe Elementary School. (Policy Maker) **Paul Rundberg** organizes and supervises the 200 St. Giles Presbyterian Church volunteers. (Volunteer Coordinator of the Year)

SOUTH DAKOTA

Sioux Falls

Volunteer recognition is an important part of the program of the Volunteer and Information Center.

Sylvia Hanschen, an RSVP volunteer, is active with People for Parents, a group sponsored by Child Protection Council, Good Samaritan Center, Animal Welfare League. (Volunteer of the Year) **Leona Nussbaum** has been active with the Minnehaha County 4-H for 30 years as club leader, superintendent of the horticulture division and as a teacher and judge. **Erna Thill** has volunteered for Lutheran Social Services for 12 years and drives for Meals-on-Wheels. **Iris Boyd** is active with Crusade for American Cancer Society and the state of Pythian

Cancer Control program. **Margaret and Floyd Kieffer** volunteer at Bergeland Center for Seniors, cleaning, dishwashing, assisting with crafts and a monthly newsletter.

TENNESSEE

Kingsport

Recipients of recognition from Volunteer Kingsport are presented plaques at a luncheon sponsored by the Kingsport Rotary.

Kevin Jones serves as referee for New Games Festival, as an instructor in arts, crafts, ceramics and models, and as camp counselor at the Boy's Club. (Boys' Category)

Cynthia Spears volunteers at the Girl's Club, helping younger children with cooking, crafts and ceramics classes and working in the Teen Snack Bar. (Girl's Category) **Robert B. Miller** coaches a teenage girl's soccer team, coordinates and coaches six-year-olds, and conducts clinics for goalies. (Men's Category)

Sally G. Kerr, as training coordinator for Assault and Rape Exchange, recruits speakers, monitors classes and evaluates a training sessions. (Women's Category) **The Ebony Seekers** provides financial assistance for 36 Girl Scouts and leadership for several troops. (Groups' Category) **Ted and Jane McCown** have provided musical assistance at worship services at a nursing home for 11 years. (Couple's category)

Memphis
The Volunteer Center of Memphis, in cooperation with several local businesses, honors outstanding area volunteers.

Lillie Mae Phillips visits residents of several nursing homes and has developed a community interest in visiting the homes. She founded the Horton Resident Association and a 4-H club. **Aileen White**, as volunteer coordinator for Theatre Memphis, recruits and organizes carpenters, painters, seamstresses, typists. **Muriel Briggs** tutors those who cannot read or write English, chairs the Training Committee, and plans and staffs workshops for the Literacy Council. **Jessie Henderson** is active with the Boy Scouts, serving as den leader, den leader coach, training chairperson, unit organizer.

Doug Gibson organized a refugee committee in his church and sponsored a refugee family. **Jessie Henry Bishop**, 80, works with boys on probation and with their parents. **Memphis Furniture Company** adopted a school comprised of a number of students from families of limited income and established mini-courses, assisted with newspaper production, provided team support to teachers. **Andrewnetta Hawkins Jones**, an advocate for minorities and groups suffering discrimination, was responsible for the success of a Creative Conflict-Race Relations project.

The Volunteers of the West Tennessee Talking Library researches, writes, and records special programs for a radio station for the visually handicapped. **George Simmons** calls bingo, drives a van, organizes and cooks for tenant parties, shows movies at his apartment building, which is a residence for the elderly.

TEXAS
San Antonio
The Volunteer Center and Massachusetts Mutual Life honored seven outstanding volunteers in 1981:

Gilbert and Mary Moreno and their family provide foster homes to children through the Voluntary Foster Home Program.

Gilberto Ramon works the Saturday night shift at the Crisis Intervention Service. **Philomin Theresa Hutchinson**, 87, walks to a nursing home six days a week to help residents with a variety of tasks. **Travis Bishop** is a Big Brother in addition to serving as a member of the board, recruiting new volunteers and planning events. **Johnna M. Stafford**, although suffering from systemic lupus erythematosus, founded the San Antonio Area Lupus Erythematosus Foundation.

Dennis Leach, a victim of severe rheumatoid arthritis, volunteers regularly in the occupational therapy clinic at Wilford Hall Medical Center. **Levi Strauss Corporation** employee volunteers are active in Special Olympics, Kidney Foundation, Big Brothers/Big Sisters in addition to the corporation's contribution of over \$100,000 to area agencies. (Outstanding Corporate Award) **Sgt. Ed Ramirez**, from the Security Police Academy at Lackland Air Force Base, organized over 200 volunteers for the Special Olympics. (Special Community Service Award)

UTAH

Ogden

The Weber County Voluntary Action Center and The Department of Aging and Volunteer Services present Carnation Silver Bowls to outstanding area volunteers:

Erma McGuire volunteers with Senior Citizens, Meals-on-wheels, Red Cross Blood Bank, Battered Wife YWCA. **Lucille Isakson** volunteers 40 hours each week with Weber County Department of Drug and Alcohol Abuse, presenting prevention and rehabilitation programs in schools and civic groups. **Wayne Devereaux** plays the organ for many community organizations. **Florence Allred** volunteers with Listening Post in addition to coordinating and scheduling listeners.

Salt Lake City
The Voluntary Action Center of Salt Lake City and the Carnation Company honored outstanding community volunteers in 1981.

Dr. Lowell L. Bennion, in addition to aiding elderly and handicapped and working with youth, actively works to involve others and develop new opportunity for volunteering. **Pat Tucker** has been chairman of the South Valley Council on Alcoholism and worked with the LDS church to develop an educational program on alcohol. **The Delwin and Kathryn Pond family** has sponsored nine Indochinese families since 1975, adopted a Vietnamese refugee as their daughter and provides a house as a temporary home for people in trouble.

VIRGINIA

Hampton

The Voluntary Action Center of the Virginia Peninsula annually honors outstanding community volunteers in several categories.

CONTACT Peninsula, Inc., maintains a 24-hour crisis hotline and provides counseling and assistance to victims of rape and their families. (Health) **Foster Grandparent Program** enables older persons to give personalized care to children with special needs. (Aging) **The Hampton Alumnae Chapter of Delta Sigma Theta Teenlift Program** is designed to work with junior and senior high school girls in the Lincoln Park area. (Youth)

The Learning Improvement Program of Newport News Public Schools is a one-to-one tutoring program for selected public school kindergarten children. (Educa-

tion) **The Guild of the Peninsula Arts Association** mounts exhibits, staffs the gallery shop at the Arts Center and coordinates visits of artists and craftspeople from the Virginia Museum. (Arts) **Centex Radio Information Service** reads newspapers, books and magazines to the blind via radio. (Handicapped) **East Hampton Striders Track Club** gives children a chance for wholesome competitive recreation through a track and field program. (Recreation)

Norfolk

The Voluntary Action Center of Norfolk honored outstanding area volunteers at a "Thanks for Volunteering" reception.

James Allen and Marion Boulden are teenage volunteers with Lafayette Zoological Park. **Ann Walker** volunteers with RSVP. **Pat White** is an advocate for barrier-free access for the handicapped. **John Brett** served as the Joy Fund Charity Bowl chairman. **David N. Wilson** volunteers with a mental health re-socialization group. **Arthur Humphries** is leader of a handicapped Boy Scout troop.

Rhoda Lee and James Sherrill serve as volunteer parents for the Juvenile Court. **The Armed Forces Committee of the Norfolk Chamber of Commerce** promotes better relations between the civilian and military communities. **Bowling Park Advisory Council**, a parents group, sponsors a youth tutorial program. **The Eastern State Visitors** makes weekly visits to the state mental hospital. **The Tidewater Council of Officers' Wives' Clubs** contributes time and money to a variety of community causes. **The Virginia Stage Company Associates** provides support for the promotion of the arts.

WISCONSIN

Beloit

The Voluntary Action Center and the Beloit Daily News honor a Volunteer of the Month:

Clare Linn Larson, 91, visits with and brings cookies to residents of several institutions and people confined to their homes. **Duong Trung Kien**, a boatperson, aids other refugees in their resettlement. **Bill and Lorene Babcock** serve as foster parents for



John Gardner (right), United Way's 1981 Alexis de Tocqueville Society Award recipient, with Lisle C. Carter, Jr., president of the University of the District of Columbia.

teenage Vietnamese. **Vic Emilson**, an advocate for seniors, serves on the county area Advisory Council on Aging. **Sally Magnuson** established a Parents Anonymous program and is active in Child Abuse/Neglect Network.

H.L. Christiansen is active with the Stateline United Givers Fund and the YMCA board of directors. **Mike Riesenberg**, a Beloit college student, served as coordinator and tutor in the Volunteer Tutoring Service. **Ethlyn Beeman** volunteers with an emergency food pantry and serves as liaison to the national hunger hotline for Bread for the World. **Terrance DuBois** assists with training and recreation for minority youth through Opportunities Industrialization Center and the Beloit Park System.

Kathy Gove, working from a wheelchair, serves as Beloit's telephone captain for the RIDES program for senior citizens and is an advocate for the handicapped as a member of the Beloit Public Library accessibility committee. **Bob and Caroline Florey** are active in relocation of Vietnamese refugees, providing resources, advocacy and cultural assistance. **Joanne Danner** is active in the Athletic Booster Club of a local high school. **Joanne Ellene Frank** volunteers with the Beloit Hospital Auxiliary and in her synagogue.

Milwaukee

The Greater Milwaukee Voluntary Action Center, in cooperation with Robert Birdsell and Associates and Massachusetts Mutual Insurance annually honor Milwaukee area volunteers for outstanding community service.

The First Wisconsin National Bank employee volunteers escort physically handicapped teens, prepare a Girl Scout camp and the Schilty Audubon Center for public use, and collect toys, food, clothing for community agencies. (Corporate Award) **The Time Insurance Company** employees who participate in the Gift of Time program assist residents of Marian Catholic Home at holiday time, caroling, addressing cards, providing treats. (Corporate Award) **Agnes Horkan** provides direct service to cancer patients and their families at the Oyauee Unit of the American Cancer Society, and through programs she has developed, dressings and equipment are available at no charge. (GMVAC Community Service Award)

Janet Rost, as a member of the board of Oyauee Unit of the American Cancer Society, has been instrumental in increasing Memorial Program annual receipts from \$25 to \$6,000. (GMVAC Community Service Award) **Kathy Fitzpatrick** has been treasurer, executive committee member and volunteer at COPE Service-Oyauee County Hotline. (GMVAC Community Service Award) **The Senior Citizens Firehouse Band of Port Washington's** 24 members perform for many organizations and special events. (GMVAC Community Service Award) **Helen Abram**, a victim of lupus, does one-to-one counseling of lupus patients and educates the public on the disease through the media and speaking engagements.

David Annis works with the files and records for the United Way, allowing more funds to be used for community services. **James Balding** does carpentry, leads children's classes and tours and serves as president of Friends of Schilty Audubon Center. **Eddie Brooks** and **Al Mooreland** have coached boys at the Dr. Martin Luther King Center to 25 state boxing champion-

ships and four national championships in four years. **Marie Daro** serves as librarian for Planned Parenthood.

Henry Cox, active with Sacred Heart Rehabilitation Center, is developing a project to find jobs for the handicapped in business and industry in cooperation with the Milwaukee Rotary Club and Curative Rehabilitation Center. **Lillian Crupi and Harriet Kildow** provide a weekly Kaffee Klutch for the confused elderly residents of Marian Catholic Home. **Doris Dahl** processed over 8,500 requests for literature last year for the Arthritis Foundation, gathering statistics from callers and tabulating reports. **Alberta Darling**, an active member of the Junior League, works with a number of social service and leadership training organizations. **Elizabeth Friedman** provides 40 hours of direct service each week to clients of Jewish Family and Children's Service and the Milwaukee Jewish Home.

Karen Golob, a trained counselor for the Women's Crisis Line, recruits, screens and trains other volunteers for the service. **Claretha Hall** cares for children when their parents are in the Department of Social Services and assists people with application for financial assistance. **Gwen Jackson** has been active with the Red Cross for many years, on the board and as chairman of the Centennial Planning Committee. **William Markoff** has provided advice, counseling and personal assistance to veterans through the Allied Veterans Council of Milwaukee for 30 years.

Pat Pape volunteers in the maintenance and therapy departments and is volunteer driver for Wisconsin Lutheran Child and Family Services. **Marion Patterson**, as project manager, supervises over 50 volunteers and directs special programs at Volunteer Services of the Milwaukee County Department of Social Services. **Sidney and Mary Podell** are active with the Children's Outing Association. An attorney, Sidney Podell provides legal service gratis and serves as lay director of Camp Flambeau; Mary Podell provides a variety of social work services, conducts evaluations and helps train staff. **Sylvia Ropel** volunteers with the Arthritis Foundation.

Katherine Schultz, a member of the Association Advocacy Program, visits and counsels clients in the acute psychiatric wards at the Milwaukee County Mental Health Complex. **Thomas Stupek** is active with the Greater Milwaukee Area Special Olympics, coordinating over 500 volunteers, updating mailing lists. **Helen Blockwitz** developed the Goodwill Industries of Milwaukee Penny-Nickel-Dime store to teach clients purchasing procedures and shopping know-how. (1981 Robert D. Birdsell and Associates Continuing Service Award)

Waukesha

The Voluntary Action Center of Waukesha County honored 111 agency volunteers and presented three Volunteer of the Year Awards:

Marie Croegaert serves as volunteer coordinator for the Christmas Clearing Council, which provides appropriate contributions to needy families. **Georgiana Southwick** is an active board member and past president of the Mental Health Association and is clinic director for Women and Families Psychotherapy Resources. **Ginger Whitstone**, active with the American Red Cross, trains the deaf in first aid skills and trains school health volunteers. ♡

As I See It

(Continued from p. 2)

employment, there would be no world for them to return to after work. It is a great misfortune that in the course of its economic evolution the human race has been persuaded to view life from the bottom lines prefixed with dollar signs.

Volunteer program directors and administrators will transcend the pursuit of their own professionalism and perform a redeeming service when they recognize the magnitude of the field in which they practice and begin to challenge society with its implications. Instead of obsequiously striving for admission into a world of professional peerage, they will insist that the peerages take more cognizance of the reality which undergirds us all.

Ramifications of the Magnitude

1. Volunteerism is the largest piece in the world of work.

The 1981 Gallup Survey on Volunteering revealed that fifty-two percent of American adults volunteer. This is a noteworthy finding, even though it is fifty percent incorrect. As a matter of total fact, every person performs as a volunteer at some time or other, usually many times a day. Inevitably, every person becomes a volunteer. The ratio of volunteers to population is one to one. It is as impossible to run out of volunteers as it is to run out of people. And because every person becomes a volunteer but not every person goes on a payroll, volunteerism represents the largest piece in the world of work.

This claim may offend the volunteer administrator's sense of humility, but not to recognize it dilutes reality.

Such a claim may arouse the ire of other participants in volunteerism, but not to declare it leaves the truth distorted.

Such a claim probably will trigger the anxiety, even the hostility, of those with vested interests in the status quo; but not to risk it would represent a failure in courage.

The pragmatic may feel that such a claim is too ubiquitous to be useful, perhaps because they prefer small, tidy, manageable worlds to large, complex, perplexing ones.

The modest may feel we are overreaching propriety with such a claim, but not to is to disregard the truth and to thwart an opportunity to achieve substantial social change as the result of enlarged thinking.

2. Volunteerism deserves to be taken into fuller, more serious account.

In one of its earliest fulminations the National Organization for Women (NOW) resented the fact that many of the volunteer services identified above were taken for granted as "women's work." Understandably, but unnecessarily, NOW concluded that the best strategy for women would be to disengage themselves from volunteerism and to seek admission at monetary par into the mischievous world of male chauvinism. Equally understandably, but also unnecessarily, the world of AVA (Association for Volunteer Administration) became nervous, felt attacked and fired off rounds of irrelevant rebuttal.

Tactically, it would have been a propitious moment for both parties to amalgamate their angers and anxieties and to

demand that our society respond with some fairer, newer, creative redesign of the distribution and reward systems commensurate with the magnitude of the voluntary sector.

3. If the magnitude of volunteerism in the world of work were taken into full account when accounting for the production of goods and services in our society, it would foster a reconception of the nation's economy. . . .

Most persons are familiar with the idea of a "gross national product" (GNP) and have some understanding of what it is. Unfortunately, the idea of the GNP, like the idea of volunteering, is too narrowly focused. Like the tendency to think of volunteers only in reference to a paid staff or organizational entity, so the idea of a gross national product is seen in reference to the dollar value of goods and services placed for sale in the market place.

This is too limited a view.

The taking of volunteerism into account when accounting for the nation's production of goods and services requires a more expanded and extended understanding of the term "gross national product," and perhaps even requires a new name.

May I suggest "gross national achievement" (GNA)?

GNA would be a happier acronym than GNP, for it would include the contributions of all citizens, even the unemployed, the poor, the handicapped, the rich, the retired, the elderly, even those "on welfare."

4. . . . and a reexamination of its reward system.

Writing in the September 1975 issue of *Redbook* magazine, the late Dr. Margaret Mead addressed the question, Do we really need volunteers? It pleased our profession that she answered in the affirmative. With equal validity, however, it could be asked, Do we really need paid labor?

The answer in both instances is, Not necessarily, for what society really needs is goods and services. Both paid and voluntary systems are currently utilized for their production and distribution. However, this is not necessarily unchangeable. A society need not be both; and, it could become either-or.

A more difficult but relevant question is, By what formula should the goods and services be distributed? There is a cherished notion entrenched in our society, nourished by folklore and protected by phrases, that the present way of doing things is indigenous to America and that those who question it are somehow suspect. This is both untrue and undeserved.

It is corrective to note that America, in its beginnings, rejected Europe's politics but retained its economics, never adequately perceiving that they had evolved in tandem. Consequently, our Founding Fathers fostered a new politics but did not foster a new economics. The result has been that America's social experience recapitulates Europe's by an interval of two or three decades and frustrates the achievement of America's commitment to "liberty and justice for all."

The new politics required a new economics. Because we never have conceived one, America's egalitarian dreams continue to prove elusive.

Challenge the Social Order

The most quoted classicist of voluntarists is Alexis de

Tocqueville who visited the United States in the early nineteenth century, noted the amount of volunteerism in the emerging nation, and cited it as one of the new nation's most distinguishing marks. As an emerging profession in the twentieth century, volunteer administrators have been pleased to quote such a personage in support of their work, its historical roots and its legitimacy in the ongoing scheme of things.

But how many who quote Tocqueville appreciate with excitement what he was observing with scholarly detachment and are willing to declare with enthusiasm what the phenomenon he was observing so challengingly implies?

Actually, Tocqueville was observing a universal behavior of civilized people expanded to extraordinary dimensions by the exigencies of frontier life. It was frontier necessity that fueled the explosive emergence of volunteerism as a distinguishing mark on the American scene. It was not something behaviorally new or unique. It was not something exclusively "Made in America." It had and has been happening every day, everywhere, throughout human history.

But what, perhaps, Tocqueville failed to see, and subsequent generations of Americans have failed to see, was the potential for implementing the ideals of freedom, justice and equality embedded in the behavioral phenomenon called "volunteerism," ideals to which the new nation was Constitutionally committed.

Questions Deserving Attention

The following questions are easier to ask than to answer. They ought not to be ignored, however, for with their answers could come a resolution of many major social problems.

1. If the other name for America is Freedom, is there any enterprise more free than the volunteer's?
2. If the whole is equal to the sum of its parts and, therefore, the whole would be diminished by omission of any of the parts, by what rationale should the whole be distributed in a "gross national achievement" (GNA) oriented society?
3. If you and I, the volunteer directors and administrators, are as good as our claims about the dependability, integrity and value of volunteers, what is our professional responsibility as spokespersons in their behalf?
4. How professionally credible is it to covet for ourselves the vestments of the paid world as the marks of our success in the world of volunteerism where the motivations and rewards are fundamentally different from the other? On this one, I agree with Ivan Scheier that we should be "serious about holding our feet to the fire. . . ."
5. How mentally coherent is it to use the possibility of eventual employment in the paid world as a recruiting pitch for interim participation in the volunteer world? More subtly, what negative inferences as to our personal orientation toward the work world lurk in the miasma?

We who seek professional status for our function in the world of work will become more deserving of it if we go beyond professionalism and challenge the social order to revamp itself by taking seriously into account what is so obvious it has become obscured: the magnitude of volunteerism and its implications. In so doing we will be doing more than polishing our image; we will be helping to preserve the American heritage. ♥



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Calendar

The calendar lists upcoming events that may be of interest to our readers. Inclusion, however, does not constitute endorsement by VOLUNTEER.

- March 14-16 **Atlanta, Georgia:** *Seminar on High School Service-Learning*
A National Center for Service-Learning basic seminar in high school student volunteer program management for teachers, volunteer coordinators, agency personnel and others who work with secondary level student volunteers. Topics include developing agency relationships, preparing students for community service and supervising them on the job. Seminars also include clinics on topics of special interest to participants. Tuition is free.
Contact: National Center for Service-Learning, 806 Connecticut Avenue, N.W., Room 1106, Washington, D.C. 20525, or call toll-free (800) 424-8580, ext. 89. (In Washington, D.C. call 254-8370.)
- Mar. 23-26 **Lake Arrowhead, Calif.:** *22nd Annual Conference for Administrators of Volunteer Programs*
With Dr. Eva Schindler-Rainman as dean, participants and staff will explore new concepts in making change happen, resolving conflict, managing stress and developing coalitions for survival and expansion under theme, "Future Challenges: A Universal Perspective." Methods for developing effective management skills, how to involve corporations in volunteer programming, creative funding will be shared. Approved for accreditation by AVA.
Fee: \$325, incl. room, meals, conference packet and instant documentation.
Contact: Helena Hult, Coordinator, PO Box 1731, Santa Monica, CA 90406, (213) 828-9495.
- April 25-28 **Boston, Mass.:** *National Conference on Social Welfare 109th Annual Forum*
National leaders will address six plenary sessions and more than 75 sessions will cover policy and practical issues in following areas: Reagan economic policies and impacts; financing and management of human services; alternative approaches to meeting human needs; new coalitions for social progress; alternatives to institutionalization, children, youth, families; and more. Preliminary program available.
Contact: NCSW, 1730 M St., NW, Suite 911, Washington, DC 20036, (202) 785-0817.
- April 25-28 **St. Louis, Missouri:** *Seminar on Volunteer Program Evaluation*
Seminar will discuss basic issues in evaluating the service and the learning components of volunteer programs and, by using examples of successful program evaluations, will assist participants in developing their own evaluation designs.
Contact: National Center for Service-Learning, 806 Connecticut Avenue, N.W., Room 1106, Washington, D.C. 20525, or call toll-free (800) 424-8580, ext. 89. (In Washington, D.C. call 254-8370.)
- June 6-10 **New Haven, Conn.:** *National Conference on Citizen Involvement*
Back by popular demand at Yale University, VOLUNTEER's national conference will focus on the theme, "Resources for a New Beginning." Join speakers William Verity, Robert Woodson, Karl Hess, Marlene Wilson, Henry Grunwald and others to explore such topics as "American Renewal," "Volunteering in Times of Challenge and Change," "Stimulating Neighborhood Involvement" and "Surviving the '80s: An Alternative Approach."
Fees: \$190 before April 1; \$225 after April 1 (Organizational and Resource Associates of VOLUNTEER receive a 25% discount; 10% discount for multiple registrants.)
Contact: Kris Rees, Conference Coordinator, VOLUNTEER: The National Center for Citizen Involvement, 1111 N. 19th St., Room 500, Arlington, VA 22209, (703) 276-0542.



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