

Forum for Volunteer Administrators

Annual Report 2008

Highlights & Accomplishments

By Cristen Kane, 2008 Board President

On January 11, 2008 the Forum for Volunteer Administrators hosted a Community Visioning Session to provoke discussion and gather input on the transformation of volunteerism and the volunteer management profession. The more than 50 participants represented business leaders, foundation leaders, non-profit agencies, CEOs as well as volunteer managers and volunteer leaders from a wide range of organizations.

The session was led by Stacey Easterling from The Atlantic Philanthropies and participants were asked two critical questions:

1. What major changes will occur in volunteerism over the next 10 years?
2. What impact should those changes have on the management of volunteer resources?

The outcome of the session provided a rich and comprehensive view of volunteerism, the vital role it plays in strengthening our region and the necessary changes the profession must address. The FVA Board used this information to inform and influence the FVA strategic planning process for 2008 through 2011.

Three themes emerged from the input gathered at the Community Visioning Session:

1. Technology is changing and putting more pressure on volunteer managers in operations, finance and volunteer recruitment/management.
2. The volunteer profile is changing, as is the role of volunteer manager.
3. There is a growing need to professionalize the role of volunteer manager with national accreditation and its elevation to the senior management level.

In addition, underlying strategic assumptions of FVA were confirmed:

1. The need for volunteers to support non-profits is increasing as funding sources become tighter.
2. A critical responsibility of the volunteer manager is to enhance and broaden community engagement to obtain more volunteers.

From these themes evolved three initiatives FVA chose to address in relation to strategic planning:

1. Create a fund development stimulation approach.
2. Establish an Executive-Level Volunteer Manager Track.
3. Use a customer-centric approach to design targeted skills enhancement programs.

Volunteer managers must advance to be more strategic, customer-centric and financially and technologically astute to serve their organizations. In serving as a superior central resource for convening and educating volunteer managers, FVA will strive to offer cutting-edge services.

FVA will focus on creating and utilizing strategic alliances to provide additional service to the broader community. Members will be encouraged to be involved in many different ways and FVA will actively incorporate professionals with diverse roles in the community.

The FVA Board is committed to:

- remain strategically focused.
- with a culture of empowerment and accountability.
- which will be deliberately inclusive of all its members.

The FVA Board and Committees have a renewed excitement and strengthened enthusiasm as we commit to serve our members and our community. FVA will strive to be recognized within the region as an organization where all members benefit from a collaborative approach of providing services that raise volunteer managers to the senior management levels in their organizations.

It will take a vast amount of activity from committees to accomplish these goals over the next three years. We invite FVA members and nonmembers to support these efforts and to become engaged in FVA. Share FVA with a new volunteer manager; invite them to attend the FVA Conference and/or professional development programs.

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BOARD OF DIRECTORS

CRISTEN KANE, PRESIDENT

REBECCA CARLINO, VICE PRESIDENT

HEATHER TRIPLETT, TREASURER

MARY ANN THOMAS, SECRETARY

TAMI BOLDER

DONNA BRANT

MARILYN HAHN

HARRY HUNTER III

BARBARA NALETTE

FRANCES POST

MARY REYNOLDS POWELL

SOPHIE ROMACK

LORI SEBULSKI

LINDA SMITH

fva
FORUM FOR VOLUNTEER
ADMINISTRATORS

Professional Development

February 20, 2008: Find Your Network

Nancy King Smith, Chair, Great Lakes Bioneers - Cleveland Steering Committee, presented strategies and tips for utilizing networking to strengthen ties to the community, recruit volunteers, and further your organization's mission. Ms. King Smith also facilitated a networking activity amongst the 28 members and two nonmember attendees. Marge Galla led the group in a discussion of how attendees have used networking to further their professional and personal goals. The Program was held at the Cleveland Metroparks Zoo.

April 24, 2008: Corporate Citizenship: A Business Perspective

A panel of Lubrizol employees provided an overview of the Lubrizol corporate citizenship program and discussed the company's philosophy behind and motivation for its inception. The program was held at the Lubrizol Tech Center in Wickliffe and was attended by 27 members and four nonmembers.

June 12, 2008: Beyond the Soft Data

Wendy Matthews, Director of Human Resources and Volunteer Services, American Red Cross and Lisa Gallagher, Director of Volunteers, Hospice of the Western Reserve presented a workshop at the Boys and Girls Club of Cleveland entitled, "Beyond the Soft Data". The workshop focused on communicating the strength and value of a volunteer program to senior managers, funders, and potential volunteers through the use of hard data and measurable outcomes. Twenty-six members and three nonmembers attended the workshop.

November 6, 2008: Stepping into the Future

FVA hosted its Third Annual Fall Conference, "Stepping into the Future", at the City Club of Cleveland. The full-day conference provided learning and networking opportunities for 58 members, 10 nonmembers, and five half-day attendees. Elaine Woloshyn, President and CEO, Center for Nonprofit Excellence provided opening remarks for the conference. The morning sessions addressed the use of technology as a way to effectively recruit and manage volunteers and included a panel discussion on the challenges and opportunities of a diverse volunteer pool. The luncheon Keynote Address was given by Denise San Antonio Zeman, President and CEO of the Saint Luke's

Foundation, who spoke on the power of storytelling to inspire and engage the community in your organization's mission. Following Ms. San Antonio Zeman's address, representatives from Adoption Network spoke to the opportunities and challenges of incorporating volunteers into an organization's workplace culture and mission objectives.

At lunch, the Sixth Annual Volunteer Administrator of the Year Award was presented to Heather Triplett, Manager of Volunteer Services, Cleveland Metroparks. Seven extremely qualified persons were nominated for the award.

Sponsorship for the conference was provided in part by the Volunteer Services Department, University Hospitals Case Medical Center. Thank you to OgdenPost Consulting Group for sponsoring the Sixth Annual Volunteer Administrator of the Year Award.

2008 Professional Development Committee

Sara Thorne-Briechele, Chair
 Jenna Allen
 Carol Bechtel
 Rebecca Carlino
 Judith DeCrane
 Marge Galla
 Lisa Gallagher
 Maggie Gibson
 Holly Grady
 Erika Haskell
 Beth Koniecko
 Holly Kosalko
 Alison Quinn
 Carol Polivchak
 Mary Reynolds Powell
 Sophie Romack
 Kimberly Russell
 Jeanette Savage

Communications

- A new newsletter design was launched for the four issue publication distributed to membership, with one newsletter distributed to the Volunteer Administrator Community in Northeast Ohio.
- All publications for professional development programs were produced by the communications committee.
- The website continued to be updated and improved.
- The committee researched and developed an improvement plan for the monthly member e-blasts. The plan included an improved professional look and superior delivery system.
- Committees were surveyed to determine their communications needs.
- A communications calendar was developed and distributed to Board and Committees in an effort to ensure timely communication and distribution of FVA news, programs and events.

2008 Communications Committee

Holly Grady, Chair
 Rebecca Carlino
 Chris Crepege
 Stefanie Galbreath
 Pamela Garcia
 Holly Grady
 Jeff Griffiths
 Marilyn Hahn

Membership

- Diversified membership with a 120% increase in faith-based organizations.
- Welcomed 42 new members and 91 returning members with a welcome letter and membership card.
- Hosted a successful formal networking event at the Cleveland Museum of Natural History on August 13, 2008 with 40 people in attendance.
- Profiled a member in each 2008 Newsletter.
- Streamlined recruitment management via internet and email, saving money.
- Increased membership by 4.72% and ended the year with 133 members.

2008 Membership Committee

Lori Sebulski, Chair
 Tami Bolder
 Donna Brant
 Barbara Nalette
 Linda Smith
 Susan Smith

Governance

- Donna Brant, Heather Triplett and Rebecca Carlino renewed their board terms in December of 2008.
- Recruited new Board Member: Finance Chair/Treasurer.
- Identified and placed a new Chair for Membership Committee.
- Identified and placed a new Secretary for Board.

Strategic Planning

After the January 2008 Community Visioning Session, the Governance Committee and the Board of Trustees developed and adopted the 2008-2011 Strategic Plan in May 2008. The Governance Committee has created a digital copy of the Strategic Plan, developed a new reporting process and is helping all committee chairs maintain their portion of the Strategic Plan.

Board of Trustees and Member Demographics

In the Fall of 2008, the Governance Committee completed board profiling.

By doing this, Governance has identified and will actively recruit new board members based on gaps identified by the profiling.

The committee will continue to recruit based on the new demographic survey starting in 2008 through 2011. This will shadow the concept of Board Recruitment as Governance assists committees with member recruitment.

By-Law Review and Changes

At the 2008 FVA Annual Meeting, By-Laws were amended and approved by the membership.

2008 Governance Committee

Rebecca Carlino, Chair
 Jill Fowler
 Frances Post
 Jeanette Savage
 Martha Sivertson
 Linda Smith

Finance Report

TREASURER'S REPORT FOR THE PERIOD

January 1, 2008 – December 31, 2008

FINANCIAL COMMITTEE REPORT

Internal Audit Review 2008

Conducted by

Lori Crow, CPA, Manager, SS&G Financial Services
Linda Wasco, CPA, Sr. Associate, SS&G
Robert Zarembo, Financial Advisor, Merrill Lynch

Budgeting Process

Developed by Committees

2008 Finance Committee

Heather Triplett, Chair
Angela Hayes
Harry Hunter III
Mary Ann Thomas

REVENUES/CHECKING:

MEMBERSHIP DUES

Individual	2,210.00
Student/retired	20.00
Organization	1,485.00
Total	3,715.00

PROFESSIONAL DEVELOPMENT 6,620.00

CERTIFICATE PROGRAM 1,175.00

SPONSORSHIP (Vision session & VAY) 600.00

TOTAL 2008 REVENUES: \$12,110.00

EXPENSES:

BOARD

Westfield Insurance	\$500.00
Contributions	104.92
Cards/goodwill	75.00
Retreat	179.00
Post Office box	58.00
Orientation packets	9.99
Banking costs	52.00
Postage (for visioning session)	8.40

GOVERNANCE

Office supplies	157.22
Vision Session	270.69
Postage	41.00

MEMBERSHIP

Events	245.95
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PROFESSIONAL DEVELOPMENT

Conference	4,168.38
Programs	
Flyers/Postage	644.01
Speaker Honorariums	50.00
Volunteer Administrator of the Year	
Award	111.95
Postage	42.00

COMMUNICATIONS

Newsletter (Printing & Postage)	445.17
Letterhead & envelopes	246.00
Website	
Charity Advantage	420.00

CERTIFICATE PROGRAM

Speaker Honorariums	1,325.00
Flyers/postage	167.88

TOTAL 2008 EXPENSES:

	<\$9,322.56>
Ending Checking Balance	
December 31, 2008	\$10,624.04
Plus Savings	\$2,332.72