

# Forum for Volunteer Administrators

## Annual Report 2010

### Highlights & Accomplishments

By Becky Carlino, 2010 Board President

As the economy in Northeast Ohio remained sluggish and the job market remained at a seeming hiring freeze during 2010, a continuance of 2009, volunteer managers throughout the region found pressure on their work. Volunteer managers worked within organizations that had downsized staff while working with a large influx of people wanting to volunteer because of their own circumstances: giving time in place of money, learning new skills and possibly they too were downsized.

During 2010, FVA worked to reflect the changes, not only in our policy but our program and governance. FVA offered a comprehensive program series, the 4th Annual Conference with nationally renowned volunteer management expert Betty Stallings, and increased our financial reserves and financial methodology. We also upgraded our digital communications, increased our virtual capacity and strengthened our membership networking capabilities in doing so.

FVA remains the go-to resource for Volunteer Administrators in Northeast Ohio. If you are a member of FVA and not participating on an FVA committee, we ask you "What are you waiting for?" We officially invite you to join us in friendship, professional advancement and opening new doors in the world of volunteer management. Log on to [fvaohio.org](http://fvaohio.org) and learn what opportunities await you!

In addition to all the people who served on the FVA Board and on FVA committees, we would like to extend our sincere gratitude to the following organizations for sponsoring or partnering with us in 2010. Their support helps us maintain the quality of services provided at an affordable cost to our members.

John Carroll University, Bohler School of Business  
Ogden Post Consulting, LLC  
University Hospitals, Case Medical Center, Volunteer Services  
Maltz Museum of Jewish Heritage  
Business Volunteers Unlimited  
Greater Cleveland Volunteers  
Western Reserve Historical Society  
Adoption Network Cleveland

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Becky Carlino, PRESIDENT

Heather Triplett, VICE PRESIDENT

Liz Hass-Hill, TREASURER

Mary Ann-Thomas, SECRETARY

Donna Brant

Mary Brown

Dr. Jeffrey Brudney

Kirsten Frei-Herrmann

Stefanie Galbreath

Lisa Gallagher

Melissa Ghoston

Cristen Kane

Sophie Romack

Jeanette Savage

Linda Smith

*fva*  
FORUM FOR VOLUNTEER  
ADMINISTRATORS

## Professional Resources Committee

**February 28th, 2010:**

### The New Breed Book Discussion

Sara Thorne-Briechele, Resource Center Manager with the Center for Nonprofit Excellence, facilitated a free book discussion program around *The New Breed: Understanding & Equipping the 21st Century Volunteer*, written by Jonathan R. McKee. The selection contained a multitude of resources and ideas – from recruitment to retention – relevant to both novice and veteran volunteer administrators. Treacherous weather conditions thwarted attendance; nonetheless, eight individuals (including three non-members) participated in the program held at the Independence Branch of the Cuyahoga Library.

### March 31st, 2010: Technology Tools & Tips: Blogging, E-Blasting, & Tweeting – Oh My!

In a world that is increasingly connected, volunteer administrators must stay on the cutting edge of technological trends to reach a broad audience of current and prospective volunteers. Guest speaker Karen Malone Wright (ODYSSEY Creative Communications Consulting) presented tangible strategies for virtually connecting with our communities through websites, E-blasts, Facebook, Twitter, blogs, and other social media outlets. The program was held at Adoption Network Cleveland and fourteen FVA members attended.

### April 20th, 2010: Organize & Thrive – Refocus & Revive Yourself and Your Volunteer Program

Amidst staffing shortages, increased demands, and expanded job duties, personal wellness is essential to effective volunteer management. This workshop addressed a myriad of ideas for organizing one's office, calendar, and priorities to achieve stability and serenity at work. Sue Duffy (Cuyahoga County Board of Developmental Disabilities) engaged participants in a host of stress management techniques,

while David Shiffman (Shiffman Consulting) shared valuable strategies for time management. Held at North Coast Community Homes, eleven volunteer administrators participated in this program.

### July 22nd, 2010: Straight From the Horse's Mouth – Volunteer Panel & Speed Networking

Volunteer administrators share ideas with peers throughout the year, but sometimes hearing from the volunteers themselves can provide the truest insights to how we best run our programs to serve the community. At this workshop, administrators took notes and volunteer panelists Sarah Hastings, Mike McCormick, Elizabeth Rembrandt, Andrea Timan, and Karen Wine shared anecdotes about their most and least effective experiences in volunteerism, from recruitment to recognition. After the panel, a "speed networking" activity fostered one-on-one exchanges between colleagues, followed by an additional social hour in the gardens of The Gathering Place. Twenty-four volunteer administrators attended this program.

### 2010 FVA Professional Resources Committee

Melissa Ghoston, Chair

Carol Bechtel

Judith DeCrane

Maggie Gibson

Jeff Griffiths

Erika Haskell

Holly Kosalko

Pat Meyer

Robin Ott

Kelly Rubanenko

Kim Russell

Diane Weiner

## Communications Committee

Distributed The Volunteer Messenger, FVA's member newsletter, four times. A hardcopy winter issue was mailed and the spring, summer and fall issues were distributed electronically to members.

Produced all publications for professional development programs as well as all member and nonmember electronic communications.

Continued to update and improve the website, fvaohio.org and

Implemented membership management software order to create a virtual space with enhanced membership benefits. Features included an online member directory, an enhanced calendar of events and online registration options.

Promoted and administered the 2010 Volunteer Administrator of the Year Award. Received another record number of nominations. Special thanks to the Selection Committee and Ogden Post Consulting Group for their support of this Award.

### **Volunteer Administrator of the Year Award Selection Committee**

Lydia Bailey, Volunteer Coordinator  
Lutheran Metropolitan Ministry's Mens Emergency Homeless Shelter

Kirsten Frei-Herrmann, Program Director  
Greater Cleveland Volunteers

Andrea Sack, Director of Volunteer Services  
Parma Community General Hospital

Stuart Mendel, Ph.D., Assistant Dean  
Maxine Goodman Levin College of Urban Affairs

Heather Triplett, Manager of Volunteer Services  
Cleveland Metroparks

### **2010 Communications Committee**

Stefanie Galbreath, Chair  
Pamela Garcia  
Holly Grady  
Marilyn Hahn  
Victoria Lindeman  
Robin Ott

## Membership Committee

129 total members  
Overall growth rate of 2.38%  
25% increase in retention

Hosted successful networking event on August 18, 2010 with approximately 40 people in attendance.

Profiled members in 2010 newsletters.

Launched online membership renewal process through MemberClicks.

### **2010 Membership Committee:**

Donna Brant  
Sherri Buehl  
Kirsten Frei-Herrmann  
Traci Hissam  
Barbara Nalette  
Jeanette Savage  
Martha Sivertson  
Linda Smith  
Joan Szczepanik  
Diane Weiner

## Conference Committee

On November 5, 2010 on International Volunteer Managers Day the Forum for Volunteer Administrators held its Fifth Annual Conference: **Aiming for High (Five) Volunteer Impact: Gaining Executive and Staff Commitment to Successful Volunteer Engagement** at the Doubletree Hotel Cleveland South in Independence, OH.

The conference featured national speaker, Betty Stalling who engaged and participants in an all day conference with topics including:

- *The Role of Today's Director of Volunteer Engagement*
- *What executives need from us to provide crucial leadership to organization's volunteer engagement*
- *Building and sustaining staff/volunteer friendly organizations*
- *Producing successful volunteer-staff partnerships to meet your mission*

The day closed with an interactive exercise that provided participants the opportunity to network and identify what they could practically apply. The conference provided learning and networking opportunities for over 100 attendees.

Sponsorship for the conference was provided in part by the following:  
Hospice of the Western Reserve  
University Hospitals  
Cuyahoga Board of Developmental Disabilities

Thank you to Ogden Post Consulting Group for sponsoring the Volunteer Administrator of the Year Award. The seventh annual Volunteer Administrator of the Year Award was presented to Lydia Bailey, Coordinator of Volunteers for Lutheran Metropolitan Ministry's Mens Emergency Homeless Shelter.

### 2010 Conference Committee

Lisa Gallagher, Chair  
Sue Duffy  
Jennifer Kephart  
Jackie Ladue  
Lori Scotese  
Stefanie Galbreath

## Governance Committee

### 2010 Renewal for 2011 Board

Mary Ann Thomas (3rd 3-year term)

### Retiring (Term expiration) Board Members at end of 2010

Liz Haas-Hill

Linda Smith

### New Board Members Recruited in 2010 for terms beginning in 2011:

Dr. Jeffrey Brudney, Cleveland State University

Martha Sivertson, Maltz Museum of Jewish

Heritage

### Committee and Board Recruitment:

Governance formalized a Board member Statement of Expectations and identified measureable qualities to track for each Board member and across committees. In addition, Governance focused on the creation and implementation of a formal orientation process for incoming Board members and committee chairs and developed a timeline to ensure accountability for this process.

### Strategic Planning:

Governance continued to work with the board on the third year of the 3-year strategic plan. Specific priorities were identified for 2010 and all tasks were completed. Governance contributed to the recommended approach for the next 3-year strategic plan.

### ByLaw Review and Changes

At the 2010 FVA Annual Meeting, By-Laws were amended and approved by the membership.

### 2010 Governance Committee

Jill Fowler

Jeanette Savage

Martha Sivertson

Linda Smith

Heather Triplett, Chair

## FVA ANNUAL REPORT 2010

## Finance Report

Annual Report 2010 - Treasurer's Report for the Period of  
January 1, 2010 - December 31, 2010

Internal Audit Review 2010 Conducted by:

Linda Washco, CPA, Senior Associate  
and Lori Crow, CPA, Manager SS& G - Certified  
Public Accountants and Advisors  
32125 Solon Road, Cleveland, Ohio 44139

Budgeting process developed by committees  
Finance Committee

Mary D. Brown, Treasurer  
Mary Ann Thomas, Attorney at Law

LuAnn Ashby, CPA

## ASSETS

## Current Assets

|                        |                  |
|------------------------|------------------|
| Checking/Savings       |                  |
| FVA KeyBank Checking   | 2,304.34         |
| FVA Savings/Ed account | 14,466.70        |
| Total Checking/Savings | 16,771.04        |
| <b>TOTAL ASSETS</b>    | <b>16,771.04</b> |

## LIABILITIES &amp; EQUITY

## Equity

|                                       |                  |
|---------------------------------------|------------------|
| Opening Balance Equity                | 13,106.76        |
| Unrestricted Net Assets               | 4,554.59         |
| Net Income                            | -890.31          |
| Total Equity                          | 16,771.04        |
| <b>TOTAL LIABILITIES &amp; EQUITY</b> | <b>16,771.04</b> |

## REVENUES/CHECKING

|                                    |           |
|------------------------------------|-----------|
| Cash Balance as of 1/1/2010        | 10,624.00 |
| Receipts                           |           |
| Membership fees paid in 2010       | 4640      |
| Professional Development           | 5734      |
| Professional Resources (Workshops) | 2385      |
| Misc                               | 6.47      |
| Total receipts                     | 12765.47  |

## Expenditures

|                            |          |
|----------------------------|----------|
| Professional Development   | 5285.46  |
| Professional Resources     | 218.69   |
| Banking fees               | 191.72   |
| Insurance                  | 470.5    |
| Website                    | 2966.1   |
| Marketing and Commications | 1320.03  |
| Meetings                   | 1087.39  |
| Membership Newsletters     | 596.98   |
| Office Supplies            | 519.37   |
| Postage Mailing Other      | 239.71   |
| Management Series          | 710.83   |
| Total Expenses             | 13606.78 |