

2017 Annual Report



Dear Friends,

Many thanks to you, our members, donors, and supporters: our friends. It is because of your commitment to volunteerism that the Forum for Volunteer Administrators (FVA) is equipped to fortify those entrusted with the leadership and management of volunteers. With pride, we continue to provide community members with opportunities to explore skills, ideas and solutions important to the evolving field of volunteer administration.

Through the dedication of Trustees and team members FVA has continued to maintain our membership base and increase program offerings while adhering to fiscally responsible practices. Our professional resources team ramped up programming in 2017 providing the opportunity to purchase all five fee-based workshops at a discounted price. Fifteen volunteer managers made the commitment to connect with FVA year round, more than doubling revenue for the team. These funds will allow FVA to continue to advance future professional development specifically designed for volunteer managers.

In 2017 we grew our FVA Fund managed by the Cleveland Foundation and fortified our commitment to our goals of building community presence and standing, fund development planning, and human resources planning. FVA served as a celebratory voice of volunteers and volunteer managers with our 5th annual National Volunteer Week promotion and our 13th annual Volunteer Administrator of the Year award.

In addition to all those who served on the FVA Board and on FVA teams, it took the support of many sponsors and partner organizations to achieve our 2017 accomplishments. Our sincere gratitude is extended to all of the individuals and organizations listed in our team reports.

Stefanie Galbreath
2017 Board President



Above, the 2017 Volunteer Administrator of the Year Award recipient, Mary Kate Hageman, CVA, Cleveland Rape Crisis Center (center).

connect collaborate grow

Financials

Treasurer Report for the period of
January 1, 2016 through December 31, 2017

2017 Team

Mary Brown, Treasurer and Chair,
Lakeland Community College
LuAnn Ashby, CPA,
Auditor Catholic Diocese of Cleveland
Alice Schwallie,
Cleveland Museum of Natural History
Mary Ann Thomas, Attorney

Budgeting Process

Completed by Committee

Revenues/Checking: Cash Balance

At 12/31/2017
Checking \$16,232.62
Savings \$10,007.96
Total Operating \$26,240.58
Cleveland Foundation FVA Fund \$22,822.48

Receipts

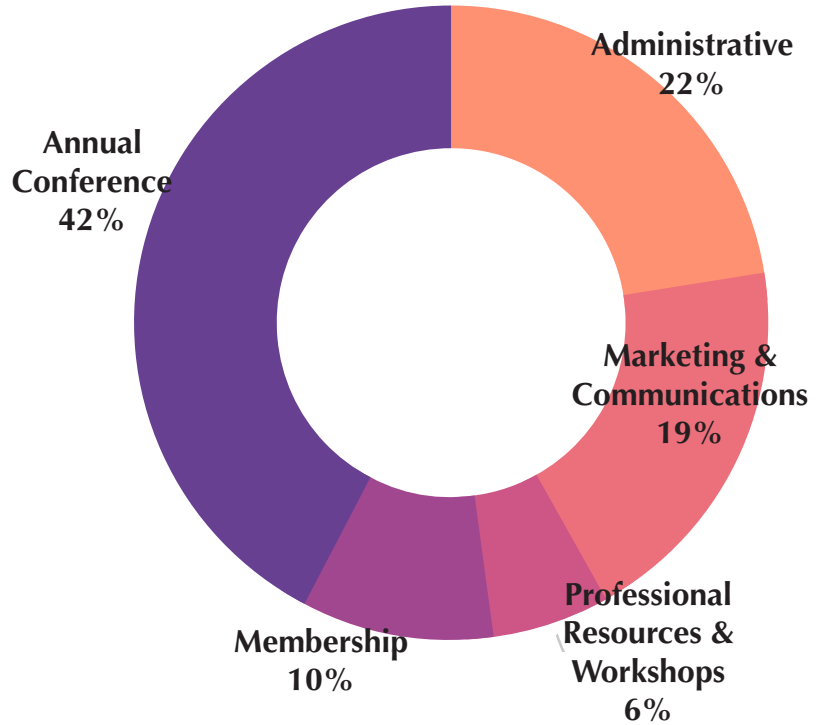
Membership Dues \$4,703.00
Conference \$10,300.00
Donations \$485.00
In Kind Donations \$748.50
Interest Income \$1.51
Net Investment Income \$2,493.55
Professional Resources/Workshops \$2,640.00
Total Income \$18,878.01

Expenditures

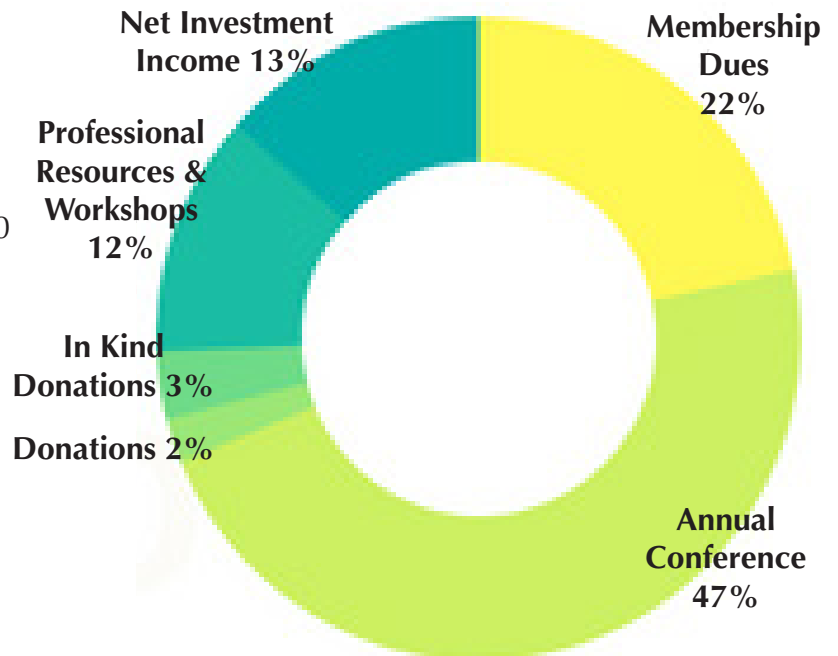
Administrative \$3,240.31
Marketing and Communications \$2,794.95
Professional Resources/Workshops \$864.14
Membership \$1,411.94
Conference \$6,104.92
Total Expenditures \$14,416.26

Net Income \$7,405.30

Expenditures



Receipts



Membership

2017 Team

Merle Walker, Chair, Lake Metroparks
Patsy Brodie, University Hospitals Hospice
Corrine Dunn, Community Partnership on Aging
Sarah Hartley, Holden Forests and Gardens
Traci Hissam, CVA

148 total unique members

In Kind Donors:

Holden Forest & Gardens, Akron Rubber Ducks, Akron Zoo,
Cleveland Monsters, Cleveland Museum of Natural History,
Jenny Fowler, Lake County Captains,
Legacy Village Change for Charity,
Lisa Meranti, Long Term Care Ombudsman, Merle Walker,
Stan Hywet Hall & Gardens, Stefanie Galbreath, UH Hospice,
and UH Portage Medical Center



Accomplishments

- Membership Team continued its mission to promote, increase and retain FVA membership. Responsibilities included recruitment, organizing the annual networking event, maintaining the membership database and writing feature articles for the newsletter.
- The annual Networking Event was held at Melt in Independence, OH bringing volunteer leaders together in a causal setting. Thirty-two people attended the event representing 27 Northeast Ohio organizations from Cuyahoga, Lake, Portage and Summit counties. Kate Rivet from Cleveland Metroparks was the winner of a free FVA Workshop and Gina Glorioso-Rendall, from Playhouse Square won a free FVA annual conference registration.

Development

2017 Team

Jeanette Moore, Chair
Becky Carlino-Madigan, Volunteers of America of Greater Ohio
With Support from the Finance Team

Accomplishments

Community sponsors and partners helped us exceed our fundraising goal for the 12th Annual Conference. We are thankful to FVA Trustees and committee members for their in-kind support of workshops and events.

Communications

2017 Team

Robin Ott, CVA, Chair, Lake County Free Clinic
Kelly Berg, Breakthrough Schools
Becky Carlino-Madigan, Volunteers of America of Greater Ohio
Jenny Fowler, Ronald McDonald House, Akron
Marilyn Hahn, CVA, Alzheimer's Association, Cleveland
Sarah Perez-Stable, Youth Challenge
Hilary Ziegler, Experis

2017 Volunteer Administrator of the Year

Mary Kate Hageman, CVA, Cleveland Rape Crisis Center
The award was generously donated by PS Awards.

2017 Volunteer of the Year Award Nominees

Becky Brouman, National Council of Jewish Women/Cleveland
Mary Kate Hageman, CVA, Cleveland Rape Crisis Center
Susan Hyman, Jewish Volunteer Network
Laura Newberry-Yokley, United Way of Wayne & Holmes County
Mary Seay, Heartland Hospice
Mary Ellen Sundstrom, Lake-Geauga County Habitat for Humanity

Accomplishments

- Updated conference and other print materials to match FVA brand.
- Continued to maintain and update fvaohio.org website.
- Continued to maintain FVA Facebook account to further connect with members or prospective members.
- Promoted programs and events via event postcards, e-blasts, LinkedIn and other online event posting sites.
- Provided members with community job postings e-alerts.

Governance

2017 Team

Stefanie Galbreath, Co-chair,
Cuyahoga County Board of Developmental Disabilities
Robin Ott, CVA, Co-chair, Lake County Free Clinic
Lisa Scotese Gallagher, Hospice of the Western Reserve
Cristen Kane, RSVP of Lake County
Barbara Nalette, CAVS, UH Case Medical Centers
Martha Sivertson, CVA, Congregation Shaarey Tikvah
Heather Triplett, CVA

Officers of the 2017 Board:

President – Stefanie Galbreath
Vice President – Robin Ott, CVA
Treasurer – Mary Brown
Secretary – Alice Schwallie

Trustees Retiring/Resigning with thanks for their dedication and service to the growth of professional volunteer resource management in our region:
Lisa Scotese Gallagher, Jeanette Moore, and Robin Ott.

Accomplishments

- Strategic plan progress was monitored to ensure measurable outcomes were achieved.
- A 12-month operation plan was developed to assist in monitoring progress.

Professional Resources

2017 Team

Allison Capella, Co-Chair,
The Catholic Community of St. Gabriel
Nadine Gamble, CVA, Co-chair
Gina Glorioso-Rendall, Playhouse Square
Jenny Fowler, Ronald McDonald House Akron
Laura Newberry-Yokley,
United Way of Wayne and Holmes Counties

Accomplishments

Our team goal in 2017 was to provide programming to help members grow whether new to the field of Volunteer Administration or a seasoned professional. We continued to look for ways to reach more members by offering Coffee Conversations in two locations: East and West or Central.

Thank you

The following individuals and organizations supported FVA events through donations of time, talent, meeting space and refreshments:

Kelly Berg, Breakthrough Schools
Lisa Fellows Bobbit
Melissa Bresnahan, Cleveland Sight Center
Stefanie Galbreath,
Cuyahoga County Board of Developmental Disabilities
Shawna Gorchek, UH Southwest General Hospital
Lynn Lubben, The Gathering Place
Donald Wayne McLeod, PERCEPTIONOLOGY
Madeline Malicki, Adcom and American Marketing Association Cleveland Chapter
Lisa Meranti, Cleveland Metroparks
Jeanette Moore, CVA
Sarah Perez Stable, Youth Challenge
Jennifer Reinke, Cleveland Clinic
Edith Ricchiuto, Cleveland Metroparks
Jennifer Sinisgalli, Ronald McDonald House Cleveland
Martha Sivertson, Congregation Shaarey Tikvah
Maryellen Sundstrom,
Lake-Geauga Habitat for Humanity
Merle Walker, Lake Metroparks
Karen Williams, Northcoast Community Homes
Kathy Yager, Catholic Charities

coffee *fva* conversations

Greater Cleveland Topics:

Life Hacks and Timesavers
Volunteer Software Tracking and Tricks
TEDTalk and Discussion:
How to Get Better at the Things You Care About
Intermediary Organizations:
Benefits and Challenges
Staff, Leadership and
Volunteer Buy-In & Support
Total Attendance:
East-31 and West-15

Wooster Topics:

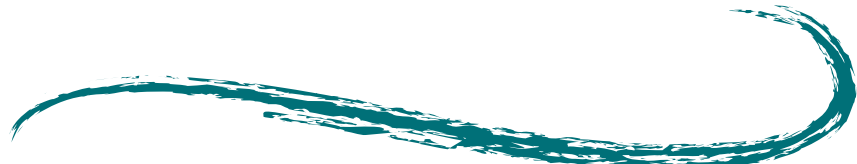
Volunteer Job Descriptions
Volunteer Recruitment
Intake Process
Marketing and Distribution
Onboarding
Training
Staff-Volunteer Relationships
Show the Love
From Engaging to Giving
Liability and Conflict Management
Writer's Workshop
Total Attendance: 105

fva workshops

Topics:

Social Media 101 for Volunteer Managers
Perceptionology "104" Listening as a Skill
Training Design and Techniques
for Adult Learners
Engaging Youth Volunteers
Everybody Ready Webinar:
Keeping Volunteers Motivated
Total Attendance: 97

Conference



2017 Team

Jessica Brand, Chair
Sara Curtis, OneEighty
Sarah Griffin, College Now Greater Cleveland
Jeannie Citerman-Kraeger, City of Cleveland
Lisa Meranti, Cleveland Metroparks
Cindy Newton, Boys and Girls Club Cleveland

12th Annual Conference

Transforming the Volunteer Experience
Thursday, November 2, 2017
Educational Services Center of Cuyahoga County
Independence, Ohio

For a full day, 96 volunteer managers gathered around tables at the Education Services Center of Cuyahoga County. The keynote speaker, Tobi Johnson of Volunteer Pro, kicked off the day with conversations about Leadership in a Changing World. Through her engaging presentation, Tobi spoke of the impacts on US volunteerism from changes in technology, automation, and cultural norms. The afternoon offered workshops to explore ways to further transform the volunteer experience.

Special thanks to Tobi, the breakout session presenters, sponsors, conference planning team, and attendees for transforming the conference into day of learning and connections.

Breakout Sessions:

- Make Each Question Count: Behavioral Based Volunteer Interviews, Marilyn Hahn, Alzheimer's Association Cleveland Chapter
- Volunteering as Leadership Development, Beth Vild, Big Love Network
- Organizational Change and Volunteer Management, Sarah Hartley, Holden Forests & Gardens and Robin Ott, Lake County Free Clinic
- A Cultural Mosaic: Developing a Volunteer Diversity Council, Corrine Dunn and Volunteer Panel, Community Partnership on Aging

Sponsors:

Hospice of the Western Reserve
Cuyahoga County Board
of Developmental Disabilities
Volgistics
Boys and Girls Club of Cleveland
Becky Carlino-Madigan
Celebrate Volunteers
Cleveland Metroparks
Lakeland Community College
Greater Cleveland Volunteers
Great Lakes Brewing Company
Mary Ann Thomas
PS Awards
ZMYK Brand Resource
University Hospitals

