

ASSOCIATIONS OF VOLUNTEER DIRECTORS  
IN NORTH AMERICA  
A DOVIA DIRECTORY  
1984

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COVS  
DOVS  
DOVIA  
DAVA  
AVA  
AAVA  
CWA  
GAVA  
HAVA  
SERVCA  
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PVA/GM  
SCVDA  
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AAVS  
AVS/CNY  
ASDVS  
VAWNY  
CIVAC  
KAVCO  
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- VI. WHERE DO WE GO FROM HERE (Or Should We Just Stay Where We Are?)

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- DOVIA Directory Survey Form
- DOVIA Directory Registration Form
- Community Resource Tie-Line
- Yellowfire Press Catalog of Publications
- University of Colorado Volunteer Management Program
- Shared Benefit Program
- AVA Materials (if arrived by press time)

## I. LOCATING KEY LEADERS: PURPOSE, SCOPE, AND PROCEDURES

The largest single organized pool of volunteer leaders is in local associations of volunteer directors, or people in allied leadership roles. These associations, societies, or councils are sometimes called DOVIAs for Directors of Volunteers in Agencies. That term is used as a convenient shorthand here, nevertheless recognizing that many associations prefer other titles.

DOVIA-type associations may have unpaid as well as salaried members. The important common characteristic is a career or other serious interest in the encouragement of quality volunteering to help achieve community or organizational goals. Further, these associations are member owned and operated. The contrast is to resource organizations serving a constituency which does not directly govern or control the organization.

Some associations are quite highly organized with officers, by-laws, newsletters, an intensive workshop series, etc; other associations are more informal sharing groups. Most DOVIAs seem to provide a great deal in return for low membership fees; they are excellent examples of effective local self-help.

Of DOVIA popularity, there can be little doubt. This first Directory identifies well over 250 such associations with a total estimated membership of 20,000, and a mailing list outreach to many thousands more. There is good reason to believe the total number of DOVIAs in North America is in the 400 range, with total membership of 35,000 - 40,000. This combined membership probably represents about half of an estimated 80,000 careerists in the volunteer leadership field today.\* By contrast, the largest single national organization involves no more than five percent of that number. Our figures indicate only about 5,000 members total in all nine national associations believed to qualify for listing here.

These calculations are necessarily approximate at this point, but certain broad conclusions are clear enough. Here in these associations, is the front-line leadership of volunteering in North America. Here is an extraordinarily rich reservoir of talent and ideas. And finally, here collectively is a large representative voice reflecting the needs and wishes of our field, for guidance within the field and advocacy outside it, with legislatures, other professional associations, the profit sector, universities, etc. In all, there is immense potential for networking, cooperation, collaboration, mutual support, and advocacy.

But, alas, DOVIAs have been insufficiently well-identified for fruitful communication among themselves and with the field at large. To my knowledge, no national DOVIA Directory has ever been seriously attempted. One reason is the informality of some groups, whose only address may be the chairperson's or president's, and that changing every year or so. Still, the effort seemed well worthwhile. I therefore attempted a first national survey between January and August 1983, then arranged this printing of results. Outside financial support for the work totalled \$200 to which I added my own personal financial resources.

The search procedure consisted of:

- 1) Combing my own address list of 7,000 for addresses and leads.

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\* A "1975 Census of the Profession of Volunteer Leadership" (Ann Gowdey, National Information Center on Volunteerism) estimated there were 60,000 careerists in 1975. The 80,000 figure attempts to represent growth in the eight years since then.

- 2) Publicizing the survey and asking for cooperation at 35-40 workshops and conferences.
- 3) Asking the help of significant contacts at state or province level plus about 75 volunteer resource centers and a few national organizations. I was fortunate to find such contacts in about 85% of all states and provinces.

Overall response was superb. Among other things it vindicated VAC and state offices as the experts on their geographic areas. Beyond that, it confirmed a strong tradition of helpfulness among organizations in our field. [One state with a small population and a large heart volunteered on its own to send out 3,000 survey notices.] Finally, there seemed to be an extra added measure of cooperation because people thought it high time for such a survey.

Indeed, very little national attention has ever been paid to local and regional DOVIAs. Little or no consideration has ever been given to their enormous potential collectively, or to their proper role in the volunteer leadership community nationally. Pretty much on their own, DOVIA-type associations have sprung up and spread out through North America. There has been no national campaign to create more of these, to cultivate and to evaluate. Typically, outside funding for such associations has been sub-microscopic

DOVIAs may be the most pervasive un-prompted phenomenon in volunteerism today, almost stubbornly spontaneous. There must be reasons, and we should begin to look for them . . .

## II. A PROFILE OF NORTH AMERICAN DOVIAS

### The Information Base

Two hundred entries were collated in a composite profile of associations. These were the first 200 received which clearly fit a DOVIA-type definition. Information ranged from little more than title and address, to complete survey data on about 120 associations.

Does this sample provide a representative picture of all such associations? The search procedure was reasonably comprehensive in some respects; for example, in coverage of significant state-level contacts (see Section I). In other respects, the results may only show that my personal networks are more effective in some parts of the country than in others.

A relatively large sample is less likely to be seriously biased. I was reasonably sure the list of associations was complete or nearly so, for only three states: Colorado, Michigan, and North Carolina. Over these three states the approximate proportion was one DOVIA for each half-million of population. This projects to about 500 DOVIAs for 250 million people in North America, but only if the three-state proportion of DOVIAs to population holds for every state and province. I've begun to doubt that it does. For example, this ratio would yield far more listings than we now have in Massachusetts and Texas. Yet knowledgeable people in

those states told me there simply are not that many DOVIAs in their state. Therefore, some shrinkage factor in the proportion seems appropriate and this suggests an estimate more like 350-400 for "all the DOVIAs there are". On that basis our survey includes at least half of all such associations in North America. Serious bias is not generally likely in such a large sample. Where occasionally, I believe such bias exists, I will say so.

Main characteristics are profiled in terms of rounded-off percentages. Some statistically infrequent responses are also presented because they could signal growing points in the evolution of these associations. In any case, they sometimes challenge the innovative imagination.

There is necessarily some subjectivity in categorizing and interpreting responses. Here my base of experience is working with 15-20 DOVIAs a year, and membership in six of them scattered across the continent.

### Definition, Identification

In the main, these groups call themselves "Associations" (40%), "DOVIAs" or "DOVS" (25%), "Councils" (20%) or "Societies" (12%); the latter title is most likely with hospital associations. Among the scattered other titles used, "Network" is most frequent but we also see "Committee", "Forum", "Assembly", "Alliance", "brown bag", "cluster", and "round table".

The associations refer to their members mainly as Directors of Volunteer Services (55%), but also as Administrators (25%) or Coordinators (20%) of volunteers. Mentioned only occasionally are such terms as managers, leaders, scholars, and (thank you, somebody) people. Not represented in our data are some other career titles that do exist, e.g., Chief of Voluntary Services (in the Veterans Administration), Community Resource Specialists or Developers (in Florida and the Northwest U.S.), Supervisors of Volunteer Services (in some social welfare systems) and occasionally, Facilitator of Volunteer Services.

### Affiliation

Some people might wonder if DOVIAs have an identity of their own, beyond being a component of some other organization, such as a Volunteer Center. To be sure some DOVIA-type associations are largely subsidiary to other organizations, but many are not, and even where there is substantial dependency, DOVIAs are usually looked to for performance of distinct and important functions.

About 20% of the associations are unaffiliated, 60% have only one affiliation, and 20% have more than one affiliation. Among all DOVIA affiliations, about one-third are with Volunteer Centers, one-fourth with the American Society of Directors of Volunteer Services (ASDVS), and about 10% are with state or provincial volunteer offices. Slightly more than 5% of reported DOVIA affiliations are with the Association for Volunteer Administration (AVA) while another 5% mention United Way. The remainder constituted a widely scattered assortment, including service delivery systems, colleges, and other national associations.

Unfortunately the survey questionnaire failed to ask directly about "horizontal" affiliative relationships between one DOVIA and another. I strongly suspect this is not widespread at present, for the simple reason that most DOVIAs have scarcely been able to find each other. I do believe that inter-relations between city or

county associations and their state DOVIA are a matter of some interest in states like Nebraska, Michigan, and North Carolina.

### Coverage

DOVIAs are continental in scope. Directory entries occur for all ten provinces of Canada, 45 states, several regions, a number of nation-wide associations, and the District of Columbia. The five missing states were either low population ones, places where my contacts are relatively poor, or both.

DOVIAs for only a single town or city are fairly rare (15%). About 30% cover an entire county. Another 30% are multi-county or regional, and almost 25% include an entire state or province. Finally, this directory lists nine national associations, representing only a few percent of all such associations.

### Membership

About two-thirds of the associations involve members across a range of human services and other community concerns. The other third limit membership to volunteer directors in a single service area; for example, health care or hospitals, criminal justice, education, corporations. Hospital DOVIAs dominate these specialty-oriented associations, comprising about three-quarters of them. But this is probably overestimating the true proportion. The hospital society listings are complete or nearly so. By contrast, a number of DOVIA-type associations in criminal justice and other specialty areas do exist; I know this, but was unable to locate them for this directory.

Excepting national associations, the average association membership is about 70. But this figure by itself could be misleading. The vast majority of associations (85%) have 100 members or fewer. Indeed, about half of the DOVIAs have fewer than 30-35 members. The average is raised to 70 by a relatively small set of super-large DOVIAs (15%) averaging 200-250 members each. In any case, the range in DOVIA size is huge, from fewer than 10 members to more than 500!

The reach of DOVIAs via their mailing lists averages about a third more than their membership, or about 100 per DOVIA. Again, the range is huge from no mailing list reported to 1500 for a single association.

The nine national associations listed here range from about 100 to 2000 members each,\* averaging 500-550, and totalling nearly 5,000 members. This membership overlaps among national organizations and between them and more local DOVIAs. The exact degree of overlap is unknown. My own experience suggests it is relatively small, except in specialty-oriented associations, where a person is more likely to belong both to the national and its local affiliate.

### Legal Status

Slightly more than one-third of the associations are incorporated; all describe themselves as "non-profit". The unincorporated two-thirds quite often stress their informality and say they want to keep it that way. Some other associations benefit from the corporate status of a sponsor or national affiliate, and/or they mention plans for incorporating.

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\*Though in some cases I have only estimates rather than firm figures.

Budget, Dues (For all associations except national ones)

These are low-budget operations; they specialize in doing more with less. Revenues mainly come from dues, workshop fees, and occasional donations. No DOVIA mentioned having a grant or regular budget allocated to it from some sponsor organization. I know for sure of only one DOVIA which seriously considered a grant application, though I suspect other DOVIAs have done so.

Miniscule budgets are made up for by a great deal of in-kind volunteer service from members and sometimes also from sponsoring organizations such as volunteer centers.

The range in dues is spectacular, from zero to \$100 a year (in only one case, as a corporate membership). The average is between five and ten dollars a year, a little closer to ten than to five. The breakout is: no dues (23%), \$1-\$5 (22%), \$6-\$10 (30%), \$11-\$15 (12%), \$20 (6%), \$25 (5%), and \$30 or more (2%).

About 15% of the associations have a membership fee scale, with different fees for students, agencies, etc.

Purpose

Strong common threads run through the purpose and goal statements of these associations.

--Virtually all of them include in their purposes:

- 1) Networking, information exchange, sharing, communication, linkage among their members. About 15% of DOVIAs added a "support group" variation on this theme.
- 2) Training and education to upgrade knowledge and skills of Volunteer Directors.

--Half or more of the associations share these two goal-themes.

- 1) To promote professionalism. About 10% of responses also alluded to development of professional standards.
- 2) To promote volunteerism and volunteer programs; to upgrade the dignity and status of volunteers.

--About 30% of DOVIAs speak in one way or another of minimizing duplication, encouraging coordination and joint operations in areas such as volunteer recruitment, placement, training, recognition, and public relations.

--About 5% of the DOVIAs mention each of the following: resource development, problem solving, link to outside, legislative review and advocacy, and either establishing or being advisor to a Volunteer Bureau.

--Stated as DOVIA purpose only occasionally (less than 5%) were challenges such as job opportunities, creative programming, certification, keeping up with national trends, and recognition for Directors of Volunteer Services. My own experience is that while job opportunity information is not an official purpose of many DOVIAs, it is an important unofficial benefit.

## Activities and Events

Virtually every association:

- 1) has regular meetings. DOVIAs generally meet quite frequently. Forty percent meet monthly, though sometimes not in summer. Others meet every other month (30%); quarterly (20%); twice yearly (5%) or annually (5%). My impression is that a great deal of networking is expected to occur at these meetings, and usually does.
- 2) has workshops, conferences, educational meetings. Frequencies vary from once a year to monthly (usually in conjunction with the regular monthly meeting). The average number of workshops is about 3-4 times a year, and the clear majority of trainers are DOVIA members or other local talent.
- 3) sponsors or co-sponsors volunteer recognition events during national volunteer week and/or at other times during the year.

About half of the associations publish their own newsletter as an information and networking vehicle. Frequency of publication is monthly (25%), every other month (30%), quarterly (30%) or only once or twice a year (15%). I regularly receive about ten of these newsletters and find them generally of excellent quality, often comparing favorably with national newsletters.

Some DOVIAs without their own newsletter, have news coverage in a column or section of an affiliated or sponsoring organization, for example, the local volunteer center.

DOVIAs do very little other publishing beyond newsletters. There is mention of organizational materials, such as brochures, flyers, meeting notices and minutes. About 5% of the associations report publishing a membership directory. Another 5% publish a handbook or brochure describing volunteer opportunities.

The range and intensity of DOVIA activities becomes even more impressive when one realizes that these are in the main all-volunteer operations, on the part of people who are very busy elsewhere. Some DOVIAs do receive support services from the local VAC, United Way or other affiliate, but even here, volunteers probably provide much of this support service.

So far as I am aware, no associations (except national ones) directly employ any paid staff. Only a very few DOVIAs have even talked about this.

## III. THE DIRECTORY

### Addresses and Network Information for Each Association

Listings are alphabetically by state or province, followed by regional and national entries.

Specialty-oriented associations are indicated in parentheses (e.g., "health care") if not obvious from their title. All other associations span a variety of service or involvement areas.

A few entries do not clearly fit our definition of DOVIA. When in doubt, I tended to leave the decision on belongingness to the organization concerned. Moreover, I felt organizations financially supporting this survey deserved representation here as potential network partners.

DOVIA addresses tend to change frequently; permanent addresses are rare. Therefore, backup addresses are given where known along with this caution: Use of this directory in 1985 or later is at grave risk of innacuracy. A new directory is planned for 1985.

Addresses for ASDVS affiliated groups are sometimes omitted in deference to ASDVS' policy of discouraging their use in survey work (my two written inquiries to ASDVS regarding the present survey have not been responded to). Where address and other information on hospital DOVIAs clearly and voluntarily originated in sources other than ASDVS national office, that information is presented here.

Each entry contains the following information, mainly for its potential in productive networking (See Sec. IV).

(1) Affiliation, if any

ASDVS = American Society of Directors of Volunteer Services  
 AVA = Association for Volunteer Administration  
 NAVCJ = National Association on Volunteers in Criminal Justice  
 S/PO = State or Provincial Office of Volunteerism  
 UN = United Way; VC = Volunteer Center  
 No entry means unaffiliated as far as I know.

(2) Note that the association has a newsletter and how frequently it is published. No entry means either they have said they don't have a newsletter or we have no information on this point.

(3) "Like to Learn", "Successes to Share". Where available, full responses are given to the following survey questions.

What would your association most like to learn from or about other associations such as yours?

What successes or information would you most like to share with other associations?

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There are 267 entries in the Directory. Of these, I feel that 230-240 fit our broad definition of DOVIA with reasonably high probability. The other entries might also fit in some fashion, but there is less certainty about this.

A. BY STATE OR PROVINCE

ALABAMA

Statewide (Healthcare) Alabama Society of Directors of Volunteer Services.  
 Pres. Susie Mussard.

Huntsville Directors of Volunteer Services, Mary Lynn Goodwin, Pres., 701 Andrew Jackson Way, Huntsville, 35801, (205)533-1970. Backup, 660 Gallatin St., Huntsville 35801. (205) 533-1970. VC, S/PO.

Lee County Lee County Directors of Volunteer Services (DOVS), Katherine S. Likis, Pres. P.O. Box 2425, Opelika, 36801. (205) 749-8164. Backup, Project Uplift, Glanton House, Auburn University, AL 36849. (205) 826-4430. S/PO. Monthly Newsletter.

Like to Learn: Successful activities and events--with complete details on "how to".

Successes to Share: As a relatively new group (1981), we can help others form a DOVIA or DOVs group.

Morgan County Directors of Volunteer Services of Morgan County, Shirley G. Reid, Pres., 40 Decatur General Hospital, P.O. Box 2239, Decatur 35602. (205) 552-0171.

Like to Learn: New ideas for promoting volunteerism.

Successes to Share: Sharing experiences and knowledge with DVS's has been very successful for us. Our agencies are different but many of our problems have been the same.

## ALASKA

Anchorage Anchorage Assoc. for Volunteer Administration, P.O. Box 4-1146, Anchorage Alaska 99509. Backup, Sharon O. Richards, Pouch 6-650, Anchorage, Alaska 99502.

Like to Learn: What kinds of services do other associations provide for their members? What kinds of recognition events do they sponsor?

Fort Richardson Fort Richardson Army Community Service Volunteer Association, Kiska Hall, Bldg. 658, Ft. Richardson 99505. Backup, Pres. Laura J. Moody, 333 C Hoona Ft. Richardson 99505. (907) 428-0330. Army, Quarterly Newsletter.

Like to Learn: Constitution and bi-laws, fund-raising ideas, committee formats, workshop themes, volunteer and paid staff relationships.

## ALBERTA, CANADA

### Provincial

Canadian Association of Directors of Volunteer Services in Healthcare, Officers located in Alberta are 1st Vice-President - Dorothy Leavitt, Calgary General Hospital, 841 Central Avenue East, Calgary, Alberta T2E 0A1 Canada, and 2nd Vice-President - Joyce Howarth, Cross Cancer Institute, 11560 University Avenue, Edmonton, Alberta T6G 1Z2, Canada, (403) 432-8544.

Calgary Association of Directors of Volunteer Resources. Indirect contacts include Joyce Dickens, Volunteer Centre 1129 17th Ave., S.W., T2T 0B6 Doug Walker, Calgary Board of Education, 515 Macleod Tr. S.E., T2G 2L9; and Elizabeth Stileman (Past President), Holy Cross Hospital, 2310 2nd St., S.W. T2S 1S5.

## ARKANSAS

Statewide Arkansas Volunteer Coordinators' Association. Suite 1300, Donaghey Building, 7th and Main, Little Rock Ark., 72201. Backup, Arkansas Education Television Network, P.O. Box 1250, Conway, Ark. 72032. AVA. Monthly newsletter.

Like to Learn: How to get statewide participation? What kind of programs are available?

Successes to Share: We have spent nine years building and rebuilding a solid base for our association. We are finally getting enthusiasm and commitment for the association and the profession. It was worth the effort!

Statewide (Healthcare). Arkansas Society for Directors of Volunteer Services.  
Contact, Elizabeth Gerry?

#### ARIZONA

Statewide Arizona Association of Directors of Volunteers in Agencies. Lucia Causey, Volunteer Bureau of Maricopa County, 1515 E. Osborn, Phoenix 85014. (602) 263-9736. S/PO, Monthly newsletter (probably).

Like to Learn: Types of programs, dues structure, addresses of contacts so network can be established and possible visits scheduled when members visiting other communities. Sharing of audio/visual materials, perhaps.

Successes to Share: Recognition Luncheon-Summer Conference.

Statewide (Healthcare) Directors of Volunteer Services of the Arizona Hospital Association. Pres. Georgia Deimer, St. Joseph's Hospital, 350 N. Wilmot Road, Tucson, AZ 85251. Backup, Dorie Roepke, 7400 E. Osborn, Scottsdale, AZ 85251. (602) 996-7497. ASDVS.

Like to Learn: Content of especially outstanding meetings for the DVS.

Successes to Share: Same as the above.

#### BRITISH COLUMBIA, CANADA

Provincial (Healthcare) Canadian Association of Directors of Volunteer Services in Healthcare, member-at-large is Sharon Leveque, Kelowna General Hospital, 2268 Pandosy Street, Kelowna, B.C. V1Y 1T2 Canada.

Provincial The Western Association of Directors of Volunteers, 2979 W. 41st Ave., Vancouver, B.C. V6N 3C8, Canada. Backup, Jill Murray #203-2410 Cornwall Ave., Vancouver, B.C. V6K 1B8 Canada. (604) 732-3661. VC, AVA. Quarterly newsletter.

Like to Learn: Directions other associations are taking; issues they are talking about; new programs people are implementing; organizational changes within the association.

Successes to Share: Ditto.

#### CALIFORNIA

Many of the addresses below are from a DOVIA directory prepared by Pat McVicar for the California's Governor's Office of Citizen Initiative and Voluntary Action. My thanks for being allowed the use of this directory.

Regional (Healthcare) Southern California Association of Directors of Volunteer Services. Contact Gayle Clock, Long Beach Community Hospital, 1720 Terminal Ave., Long Beach, 90801.

(Healthcare) Northern California Association of Directors of Volunteer Services. Sharon Beacham, Pres.

Bay Area DOVIA Nancy Hillis, Director of Volunteer Services, Recreation Dept., City of San Leandro, Civic Center, 835 East 14th St., San Leandro, CA 94577, (415) 577-3461. Newsletter Bimonthly.

Fresno DOVIA Franz Weinschenk, Executive Director, Volunteer Bureau of Fresno County, Inc., 2135 Fresno Street, Room 304, Fresno, CA 93721, (209) 237-3101.

Inland Area DOVIA P.O. Box 1574, Riverside, CA 92502, Charles Sinatra, Volunteer Services Program Manager, Probation Department, 3609 11th Street, Riverside, CA 92501, (714) 785-6540.

Los Angeles DOVIA Possible addresses are Bernice Fisher, RSVP, Jewish Centers Association, 5870 Olympic Blvd., Los Angeles, CA 90036 or Frances Sotcher Smith, 6465 Los Angeles St., Los Angeles, CA 90014 or Doreen Beacham, American Heart Association 2405 West 8th St., Los Angeles 90057. Newsletter 3 times a year.

Marin County Volunteer Coordinators for Marin, Mary Bailor, Assistant Director, Volunteer Bureau of Marin, 70 Skyview Terrace, Marin, CA 94903. (415) 479-5660.

Monterrey Monterrey Association, informal, via Monterrey VAC, 444 Pearl St., Monterrey, CA 93940.

Orange County Orange County DOVIA, P.O. Box 983, Santa Ana, CA 92702, Judy Davison, Music Center Campaign, 611 Anton Boulevard, Suite 310, Costa Mesa, CA 92626, (714) 556-2121, ext. 221.

San Diego San Diego DOVIA, Lindsay Passmore, Director, Management Assistance Program, United Way of San Diego, 7510 Clairemont Mesa Boulevard, San Diego, CA 94111, (714) 292-0993.

San Diego Association of Hospital Volunteer Directors, Jane Bender, Pres.

Sacramento Sacramento DOVIA, Pat McVicar, Director, Involvement Corps, 8117 Shangrila Drive, Fair Oaks, CA 95628, (916) 966-5617 or 966-6677. Backup, Volunteer Bureau, 331 J. St., Suite 203, Sacramento, CA 95814. Newsletter monthly.  
Like to Learn: Activities relating to advocacy or lobbying.  
Successes to Share: Community Service Youth Award is presented annually to persons 21 and under who have given 250 or more hours of volunteer service to the community. Carl's Jr. Restaurants assists financially with the award. We would be willing to share information with other DOVIAs in order to spread this award.

San Fernando San Fernando Valley DOVIA. Velvet B. Bush, Student Activities, California State University, 18111 Nordhoff Street, Northridge, CA 91330 (213) 885-2393.

San Gabriel Valley San Gabriel Valley DOVIA, Kathryn Stratton, Executive Director, VAC of San Gabriel Valley, 3301 Throldale Road, Pasadena, CA 91107, (213) 792-6118.

Santa Barbara Santa Barbara DOVIA, c/o Peggy Rueda, Volunteer Bureau, P.O. Box 2478, Santa Barbara, CA 93120, (805) 963-8958.

Sonoma County Dovia Donna Campbell or Patty Van Tuyl, VAC of Sonoma County, 741 Fifth Street, Santa Rosa, CA 95404, (707) 544-9480, VC. Monthly newsletter.

Stockton and San Joaquin County DOVIA Jerry Johnson, Volunteer Services, Stockton State Hospital, 510 East Magnolia, Stockton, CA 95202, (209) 948-7542.

Notes: In years past the California Volunteer Network (CVN) was a very significant part of the volunteer leadership scene in California, and recently efforts have been made to revive CVN. People who are likely to know something about this are Pat Hardy, 1327 Bath St., Santa Barbara 93101, and Mary Ann Lawson, 2519 16th Ave., Carmel 93923.

## COLORADO

Statewide (Health Care) Colorado Hospital Directors of Volunteer Services, Judith B. Trimble, Rose Medical Center, 4567 E 9th, Denver, CO 80220, (303) 320-2746. Backup, Colorado Hospital Association, 2146 S. Holly, Denver, CO 80222. AVA, ASDVS, UW. Newsletter twice annually.

Like to Learn: Criteria for membership; by-laws, any innovative projects.

Statewide (Probation) Volunteer Coordinator's Section of Colorado Association of Probation Officers, c/o Sharon Wright, 20 E. Vermijo, Colorado Springs, Colorado 80903, (303) 630-2964. Newsletter bimonthly.

Boulder Boulder County Volunteer Coordinators' Organization, c/o Volunteer Boulder County, 2955 Baseline Road, Boulder, CO 80303, (303) 444-4904. VC, S/PO; AVA, UW.

Like to Learn: Program structures; innovative volunteer projects; how other associations work with advocacy issues; mechanisms for skills exchanges between volunteer coordinators.

Successes to Share: Workshop design and variety of issues that BCVCO covers; quality of facilitators, most of whom are drawn from our own membership.

Colorado Springs Directors of Volunteers in Agencies, Gigi Cooke, 117 W. Rio Grande, Colo. Spgs., CO 80903. Backup, Joan Vermaire, Colo. Spgs. Parks and Recreation, Glen Ave., Colo. Spgs. 80905, (303) 578-6640. VC, AVA, Monthly newsletter.

Like to Learn: What programs do they have that volunteer managers feel are worthwhile?

Denver Directors of Volunteers in Agencies (DOVIA), 2901 W. 19th Ave., Denver, CO 80204 or 1245 E. Colfax, Rm. 311, Denver, 80218.

Durango Service Exchange of Resources and Volunteers (SERV), c/o Jessica Zeller, P.O. Box 1328, Durango, CO 81301. (303) 259-2164. SP/O, UW. Memo before each meeting.

Like to Learn: Funding services, networking among members, politicking with local government, general activities.

Successes to Share: Starting from scratch in an urban area.

Fort Collins Larimer County Directors of Volunteers in Agencies (DOVIA), c/o Lorrie Wolfe, Pres., Director of Volunteers, Larimer County Human Development, 525 West Oak Street, Fort Collins, CO 80521. (303) 221-7430.

Grand Junction Mesa County Voluntary Action Council, United Way, P.O. Box 53, Grand Junction, CO 80502. (303) 243-5364. S/PO

Like to Learn: Techniques of raising public awareness of volunteer value.

Successes to Share: Workshops.

Pueblo Volunteers in Pueblo. Corine M. Garcia, 229 Colorado Ave., Pueblo, CO 81004  
(303) 542-8465. S/PO, UW.  
Like to Learn: All functions of volunteer agencies.

### CONNECTICUT

Statewide (Healthcare). Connecticut Association of Directors of Volunteer Services in Hospitals. Lynn Hupart, Norwalk Hospital, Norwalk, CT 06856.

Statewide Connecticut RSVP Directors Association, c/o Pamela Ryley, 34 East Town Street, Norwich, CT 06360, (203) 889-2648. S/PO, RSVP National.

Like to Learn: Successes and info pertaining to recognition, public relations, training workshops for directors, model programs, resource info.

Successes to Share: Related to above, also ACTION publications regarding government support of voluntarism.

Bridgeport Bridgeport Association of Volunteer Administrators, Pres. Lois G. Schine, Bridgeport Hospital, 267 Grant Street, P.O. Box 5000, Bridgeport 06610. (203) 384-3492. Backup, Sharon Nechasek, Jewish Family Services, 2370 Park Avenue, Bridgeport, CT 06604. VC, S/PO, UW.

Like to Learn: Educational materials and programs regarding volunteerism.

Good ideas for promoting community awareness of volunteerism. New thoughts on marketing volunteerism or on recognition of volunteers.

Successes to Share: Would like to share information regarding how our association actively stimulated interest in volunteerism in the Greater Bridgeport community. As a direct result the United Way established a V.A.C. in the city.

Hartford Association of Administrators of Volunteer Services. c/o VAC, 880 Asylum Ave., Hartford, CT 06105, (203) 247-2580. VC, S/PO, AVA.

Like to Learn: Purposes other than self-serving ones, i.e., ways of benefitting the entire field. Membership fee info. Salary info. Program ideas. Sponsorship of delegates to national meetings (?). How tackling the issue of certification.

Successes to Share: Experience with above matters. Our skillsbank and its relationship to the VAC skillsbank.

Meriden Meriden Association of Volunteer Administrators, 181 Cook Ave., Meriden, CT, (203) 238-8275. Judith A. Mike. S/PO.

Like to Learn: Successes in recruitment contacts with business re corporate roles; funding.

Successes to Share: Slide presentation.

New Haven School Volunteers for New Haven, Inc., c/o Alison Faulkner Chapman, 21 Wooster Pl., New Haven, CT 06511, (203) 787-8446. VC.

Successes to Share: Work-release relationships with city government, who are trained to tutor younger children, receive school credit for activities.

There is reported to be a local DOVIA in New Haven but we have no information on it.

Stamford Southwestern Fairfield County Directors of Volunteers in Agencies, c/o VAC, 62 Palmer's Hill Road, Stamford, CT 06902, (203) 348-7718. VC, Newsletter quarterly.

Like to Learn: National speaker's fees, etc.

## DELAWARE

Statewide Delaware Volunteer Coordinators, P.O. Box 7357, Wilmington, DE 19803.

Backup Barbara Corrozi, 501 Ogletown Rd., Newark, DE 19711, (302) 368-6874.  
Newletter 8 times yearly.

Like to Learn: Training/workshop info to be exchanged with nearby associations. Newsletter exchange. Latest info about volunteerism in other states.

Successes to Share: Info. on programs (workshops) we have as part of each meeting. Have developed an orientation package in volunteerism which is presented to all members.

## DISTRICT OF COLUMBIA

Volunteer Service Directors Division, Hospital Council of the National Capitol Area, Inc. Susan Chamberlain, Pres.

## FLORIDA

Statewide (Healthcare) Florida Association of Hospital Volunteer Services. Kay Lanus, Pres.

(Healthcare) Southern Florida Council of Hospital Directors of Volunteer Services, Pres., Elizabeth Levi, Baptist Hospital, 8900 North Kendall Drive, Miami, FL 33156, (305) 596-1960.

Statewide (The Elderly) The NETWORK (coordination of leadership individuals and groups working together to enhance volunteerism for and by the elderly. Ms. Virginia Essex, Bldg #2, Rm 237, 1317 Winewood Blvd., Tallahassee, FL 32301, (904) 488-8341.

Broward County Volunteer Coordinators Brown Bag, Judy Fink, Volunteers in Action, Broward Community College, 1000 Coconut Creek Blvd., Pompano Beach, FL 33066, (305) 973-2254 or Anne F. French, 1320 S.W. 4 Street, Ft. Lauderdale 33312, (305) 756-6061. VC.

Like to Learn: Topics of discussion, planned activities.

Dade County (Miami) South Florida Directors of Volunteers in Agencies. Pres. Donna Cook, c/o Youth and Family Services, 1701 N.W. 30th Ave., Miami, FL 35125. Backup Leslie Rivera, Corresponding Secretary, 73 Edgewater Dr., Coral Gables, FL 33133. (305) 666-3556.

Like to Learn: Networking, and invitations to workshops. If we have a project (i.e., National Volunteer Week) that others have participated in and we have not, we wish to call on other DOVIAs for help.

Successes to Share: Beginning in September, 1983 DOVIA will be on cable T.V. We are hoping for a weekly show highlighting DOVIA members and volunteers. Also spot announcements would be included.

Fort Myers (Informal Network), Mac Martin, P.O. Box 189, Arcadia, FL 33821 or Carol Sausaman, 2517 Second St., Fort Myers, FL 33901, (813) 334-0405.

Orlando Council of Volunteer Coordinators, c/o Volunteer Service Bureau, 1900 N. Mills Ave., Suite 1, Orlando 32803, (305) 896-0945. VC.

Like to Learn: Program ideas, special events, structure.

Successes to Share: Try to develop an exchange column to network resources.

Palm Beach County DOVIA, Vanda Williamson, 3323 Belveder Road, West Palm Beach, FL 33402, (305) 684-5111.

## GEORGIA

Statewide (Healthcare) Georgia Society of Directors of Volunteer Services. North Northwest Park, Atlanta, GA 30339. Backup, Pres. Edna de Gennaro, West Georgia Medical Center, 1514 Vernon Rd., La Grange, GA 30240, (404) 882-1411. ASDVS. Quarterly newsletter.

Like to Learn: Information on speakers and workshops.

Successes to Share: Our GSDVS Manual, copies at \$15.00 each. Information on a degree program for volunteer administrators.

Statewide (Religious/Corrections) Georgia Baptist Ministry to Offender and Family. Robert L. Franklin, Box 1717, Milledgeville, GA 31061, (912) 453-8021. Backup, Harold Wilcox, 1350 Spring St., N.W., Atlanta, GA 30060. (404) 873-4041. Georgia Baptist Convention.

Successes to Share: Building a network of caring people through 92 Baptist Associations that cover the entire state.

Atlanta. Council of Volunteer Administrators, P.O. Box 2692, Atlanta, GA 30371 Backup, Carolyn Campbell, 667 Clay St., Marietta, GA 30060, (404) 424-8350.

Like to Learn: Working creatively with volunteers in a changing society.

Successes to Share: Community service work with offenders working with college students (established university voluntary action centers).

Calhoun Voluntary Action Center, Hand-Up Inc., P.O. Box 631, Calhoun, GA 30701, (404) 629-7283. VC, S/PO.

Like to Learn: methods of volunteer recruitment. Their objectives and goals.

Successes to Share: We have an Emergency Assistance Program where we assist low-income families with food, pay utilities, rent, etc. when they are destitute. We also coordinate the community Christmas Program for the needy families in Gordon County.

Fort Stewart Fort Stewart Army Community Service Volunteer Association, Bldg. 251, Fort Stewart, GA 31314. Staff person is Connie P. Munn. U.S. Army, Bi-monthly newsletter.

Like to Learn: How to enhance training.

Savannah Savannah Volunteer Coordinator's Council, c/o VAC, 428 Bull St., Savannah, GA 31401, (912) 232-4465. VC. Quarterly via VAC newsletter.

## HAWAII

Statewide Mental Health Association in Hawaii, 200 N. Vineyard Blvd., #507, Honolulu, HAWAII 96817, (808) 521-1846. UW. Quarterly newsletter.

Like to Learn: Which agencies might be interested in coalescing on specific issues. What volunteer/staff general training is available and where. Ways in which we might share services and resources as "tough times" diminish funds.

Successes to Share: Need more information on what has been shared already.

## IDAHO

Statewide (Healthcare) Idaho Society of Directors of Volunteer Services. Betty Harker, Pres.

Boise Volunteer Coordinators Council, reachable via Idaho Volunteer, 1303 Fort Street, P.O. Box 6756, Boise, Idaho or State of Idaho, Department of Health and Welfare, Region IV Office, Statehouse Mail, Boise, Idaho 83720. Newsletter.

Lewiston We have indirect indication of a DOVIA-type association contactable via Barbara Brownlee, Volunteer Bureau, P.O. Box 166, Lewiston, ID 83501.

#### ILLINOIS

Statewide (Healthcare) Illinois Society of Directors of Volunteer Services. Peggy Lauletta, Pres.

Chicago (Healthcare) Council of Directors of Hospital Volunteers of Chicago.

Champaign-Urbana, Council on Volunteerism, currently inactive, but plans are to reestablish (probably under another name) by Autumn, 1983. Contact, Pat Chapel, VAC, 1201 W. University, Urbana, IL 61801, (217) 328-5151.

Like to Learn: What is the basis of their monthly programming.

"Successes" to Share: Case study in relation of VAC and DOVIA.

Northern Illinois Southern Wisconsin Association, only indirect contact is via Susan Hooley, DVS, Swedish American Hospital, 1400 Charles Street, Rockford, IL 61101, (815) 968-4400.

#### INDIANA

Statewide (Healthcare) Indiana Society of Directors of Volunteer Services. Marilyn Gardner, Pres.

#### IOWA

Statewide (Healthcare) Iowa Society of Directors of Volunteer Services. Carol Stalberger, Pres.

Des Moines DOVIA, P.O. Box 4529, Des Moines, Iowa 50306. Backup, Volunteer Services, 700 6th Ave., Des Moines, IA 50306, (515) 282-5200. Quarterly newsletter.

Like to Learn: How to get more PR both for the organization and for volunteer managers in general.

#### KANSAS

Statewide (Healthcare) Directors of Volunteers, Kansas Hospital Association. Betty Mudes, Pres.

Wichita Association of Volunteer Administrators, 121 E. 21st St., Wichita, KA 67214, (316) 263-2933. Backup, United Way, 420 Landmark Square, Wichita 67202 (316) 267-4328. Backup, Pres. Angela Burger, 520 N. Poplar, #A, Wichita, KA 67214, (316) 685-0155.

Like to Learn: How to improve in own field, modern innovations, where workshops are being held, etc.

Successes to Share: We have tapes on our 1983 seminar and brochures of the program. We had 135 in attendance and it was most successful. Also, we doubled our membership this year.

## KENTUCKY

Statewide (Healthcare) Kentucky Society of Directors of Volunteer Services.  
Shirlee Schwengel, Pres.

## LOUISIANA

Statewide (Healthcare) Louisiana Society of Directors of Volunteer Services,  
P.O. Box 8213, Metairie, LA 70011. Catherine V. Makofsky, Pres., (504) 454-4577.

New Orleans A new DOVIA is forming, in summer, 1983. Contact through Voluntary  
Action Center, 4747 Earhart Blvd., Suite 105, New Orleans, LA 70125.

## MAINE

Statewide (Healthcare) Maine Directors of Hospital Volunteer Services. Ruth  
Grafton, Pres.

## MANITOBA, CANADA

Province-wide Manitoba Association for Volunteer Administration (MAVA). Past  
President, Pam Simmons, Seven Oaks General Hospital, 2300 McPhillips St.,  
Winnipeg, Manitoba, R2V 3M3, Canada, (204) 632-3179. Newsletter is planned.  
Like to Learn: Most definitely!

Successes to Share: Within one year of planning and organizing, we established  
our organization which is truly diverse in its membership.

## MARYLAND

Statewide (Healthcare) Maryland Council of Directors of Volunteer Services. Pres.,  
Nancy R. Brown, CAVS, Director, Volunteer Services, University of Maryland  
Hospital, 22 South Greene St., Baltimore, MD 21201. Main address is MAHA Assoc.,  
8th Floor, Heaver Plaza, 1301 York Rd., Lutherville, MD 21093, (301) 321-6200.  
Backup, P.O. Box 13455, Baltimore, MD 21203, ASDVS. Monthly newsletter.

## MASSACHUSETTS

Statewide (Healthcare) Massachusetts Association, Directors of Hospital Volunteer  
Services. Dorothy Nickerson, Pres.

Boston An informal AVA cluster group is reachable via Christine Franklin, VAC,  
87 Kilby Street, Boston, MA 02109, (617) 482-8370.

Salem North Shore Association for Volunteerism. c/o Rosemary Shirley, Shaughnessy  
Rehabilitation Hospital, Dove Avenue, Salem, MA 01970. Pres. Ellen Taylor.

Worcester Worcester Area Council of Directors of Volunteer Services, c/o VAC,  
Rm. 390, 9 Walnut St., Worcester, MA 01608. Backup, Myrna B. Miller, Pres.,  
629 Salisbury Street, Worcester 01609, (617) 798-8653.

Like to Learn: Membership recruitment methods that work, new program ideas,  
training resources, fundraising ideas, salary study that looks at many variables  
(geographic areas, type of institution, etc.)

Successes to Share: As above.

## MICHIGAN

Statewide Michigan Association of Volunteer Administrators (MAVA), P.O. Box 19003, Lansing, MI 48901. Backup, c/o Barbara Conrad, Pres., Ste. 704, 300 S. Capitol, Lansing, MI 48909. (517) 373-8534. Quarterly newsletter.

Like to Learn: Copies of publications, newsletters, brochures. Any information on a regionalization plan of other statewide organizations.

Statewide Michigan Council of Directors of Volunteer Services in Health Care Facilities. Pres. Cynthia Lustig.

Statewide Michigan Association of Hospital Auxiliary. Pres. Barbara Lugwater.

Regional Volunteer Management Association of Western Michigan, Inc., c/o 60 N. Division, 240 Keeler Bldg., Grand Rapids 49503. Backup, Dr. Joanne E. Smith, Pres., Creative Health Consultants, 1680 28th St., S.W. Grand Rapids 49509

Like to Learn: Community-wide programs or events.

Battle Creek Volunteerism in Action (VIA), (Mrs.) Linda Martin, President, 182 W. Van Buren, Battle Creek, MI 49017, (616) 963-2280.

Detroit Volunteer Action Center Forum, c/o United Community Services of Metropolitan Detroit, 51 W. Warren, Detroit, MI 48201, (313) 833-0622, VC, UW.

Like to Learn: Methods for identifying quality trainers in the field of volunteer administration and related disciplines.

Successes to Share: Range of programs offered during past 5 years. Value of a year-round "planning committee" which can reflect training needs by fields of service.

Detroit Volunteer Network of Metropolitan Detroit, Inc., P.O. Box 264, Birmingham, MI 48012, (313) 642-4010. VC, UW. Network calendar bi-monthly. Network news 3 times per year.

Like to Learn: We would like to learn of other organizations like our own and their effective methods for networking information, ingathering and sharing. Government relations components of other networks would also be of interest.

Successes to Share: Our Network Calendar is relatively unique and might be of interest to other organizations. Our efforts to coordinate National Volunteer Week have been relatively successful.

Flint Flint Area Association of Volunteer Administrators, c/o Joyce Thewalt, 6130 Kings Shire, Grand Blanc 48439, (313) 694-8994, Backup, VAC-I&R, 202 E. Blvd. Dr., Flint, MI 48503, (313) 767-0500. VC, UW.

Like to Learn: How they involve their members.

Successes to Share: How they operate and their visibility in the community.

Grand Traverse, Kalkaska, Benzie & Leelanau Counties Grand Traverse Area, Volunteer Coordinators Council, c/o Mary Storkan, President, Community Mental Health - Adult Mental Health, 442 E. Front St., Traverse City, MI 49684, (616) 941-2270.

Kalamazoo Kalamazoo Association of Volunteer Administrators, John Ray, President, c/o Kalamazoo County Juvenile Court, 424 Gull Road, Kalamazoo, MI 49004, (616) 383-8733, Backup, Ms. Mary Wagner, 101 S. Main, Vicksburg, MI 49001.

Like to Learn: New methods of reaching into the community.

Successes to Share: Lobbying. Receiving resolution from State Legislature honoring volunteers. Requesting tax and mileage breaks for volunteers.

Lansing DOVIA, c/o Voluntary Action Center of Greater Lansing, 300 N. Washington Sq., Ste. 202, Lansing, MI 48933, (517) 371-4894.

Muskegon Volunteer Coordinators of Greater Muskegon, c/o Don Egeler, President, Muskegon County DSS, P.O. Box 89, Muskegon, MI 49443. Backup is Mary Payne, 3175 1st St., Twin Lake, MI 49443. MAVA. Has newsletter.  
Like to Learn: 1. Methods to get higher attendance at monthly meetings.  
 2. Methods of training, recruiting and retention of volunteers. 3. Innovative programs that helped communities.  
Successes to Share: None at this time.

Saginaw, Bay, Midland Counties DOVIA, c/o Voluntary Action Center of Midland County, 1714 Eastman Road, Midland, MI 48640.

#### MINNESOTA

Statewide Minnesota Association of Volunteer Directors, c/o Mary M. Evans, President, VAC, 402 Ordean Bldg., Duluth, MN 55802, (218) 726-4776. S/PO, AVA, Bimonthly newsletter.  
Like to Learn: How they recruit members, what issues they are dealing with and how these are being handled.  
Successes to Share: Our job bank.

Statewide Minnesota Council of Directors of Health Care Volunteers. Alice Hausman, Pres., United Hospitals. 333 North Smith, St. Paul, MN 55102, (612) 298-8644. Backup, Barb Brown, St. Cloud Hospital, St. Cloud, MN 56301. ASDVS. Newsletter is planned for monthly.  
Like to Learn: Educational opportunities, opportunities for professional growth, joint promotion of volunteerism, research in progress.  
Successes to Share: Same as above.

Duluth Duluth Area Volunteer Directors, Mary M. Evans, Convener, VAC, 402 Ordean Bldg., Duluth, MN 55802, (218) 726-4776. VC, UW.  
Like to Learn: Types of meetings they have.  
Successes to Share: Recognition.

Red Wing Red Wing Volunteer Directors Association., c/o Sharon Marty, 906 College Ave., Red Wing, MN 55066. Backup, Box 45, Red Wing 55066.  
Like to Learn: How does a group balance between support group and task group? Membership resists any effort to organize.  
Successes to Share: We don't want to grow or "affiliate". Members have limited time for meetings and responsibilities as work has to have priority.

St. Cloud St. Cloud Area Volunteer Coordinators, c/o Barb Ludwig, St. Benedict's Center, 1810 Minn. Blvd., St. Cloud, MN 56301, (612) 252-0010. Backup, St. Cloud Chamber of Commerce, 20 4th Ave. S, St. Cloud, MN 56301, (612) 251-2940.  
Like to Learn: Public Relations ideas, "gimmicks" for Volunteer Recognition, types of programs presented and sources of program presentation.  
Successes to Share: Our group assisted in starting a V.A.C. We have a 10-minute Volunteer Spotlight on local radio each week to request volunteers. We organized two community-wide recognition events and in 1983 a Publicity Campaign for Volunteer Recognition.

St. Paul St. Paul Area Directors of Volunteers in Agencies (DOVIA). c/o VAC, 518 Bremer Bldg., 419 North Robert Street, St. Paul, MN 55101, (612) 227-3938, Backup, Patricia Wendel, Pres., 1415 West County Rd. B, St. Paul, 55113, (612) 631-1616. VC. (See next page for Like to Learn and Successes to Share.)

Like to Learn: Operational schemes of other associations; program ideas; size of memberships; fee structures.

Successes to Share: Effective January 1983, St. Paul Area DOVIA was restructured as a paid membership organization. A membership needs assessment has been completed.

#### MISSISSIPPI

Statewide Mississippi Professional Voluntary Leadership Association either via Governor's Office of Voluntary Citizen Participation, 802 North State Street, Suite 100, Jackson, MS 39201, or Suite 700, Deposit Guaranty Plaza, Jackson 39201.

#### MISSOURI

Statewide (Healthcare) Missouri Association of Volunteer Administration. Bonnie J. Perdue, Pres.

Kansas City (Healthcare) Association of Directors of Volunteers, Kansas City Area. Roma Armbruster, Pres.

Kansas City, As of two years ago, there was a strong general association of volunteer directors here. Only known present contact would be through the VAC, 605 West 47th St., Suite 300, Kansas City, MO 64112, (816) 531-1945.

#### NEBRASKA

Statewide (Healthcare) Nebraska Society of Directors of Volunteer Services. Pres. Wilma Wallin.

Statewide Nebraska Organization of Volunteer Leaders (NOVL), Rm 217, 215 Centennial Mall South, Lincoln, NE 68508. Quarterly newsletter.

Grand Island Grand Island Volunteer Leaders (GIVL) is an approved chapter of NOVL (see above).

#### NEVADA

Las Vegas Directors of Volunteers in Agencies (DOVIA), 212 E. Mesquite, Las Vegas, NE 89101. Backup, newsletter editor Nancy Gott-Smith PPSN, 601 S. 13th St., Las Vegas, NV 89101. (702) 385-3451. VC. Quarterly newsletter.

Like to Learn: How to recruit and keep members, how to keep interest level high year round. Also, I'd like to know if any DOVIA group has been involved in setting up a Volunteers from the Workplace program. I'd like more on topics for meetings to attract members.

Successes to Share: We are in the planning stages of a community wide volunteer skillsbank so that there can be (hopefully) a system for inter-agency volunteer sharing.

#### NEW BRUNSWICK, CANADA

Anne King, Centracare Saint John Inc., P.O. Box 3220, Postal Station B, St. John, New Brunswick, E2M 4H7, (506) 672-7550. Member-at-large, representative of Canadian Association of Directors of Volunteer Services in Health Care.

## NEWFOUNDLAND, CANADA

Diane Butt, Western Memorial Regional Hospital, Box 2005, Corner Brook, Newfoundland A2H 6J7, (709) 634-4393. Treasurer of Canadian Association of Directors of Volunteer Services in Health Care.

## NEW HAMPSHIRE

Statewide (Healthcare) New Hampshire Association of Directors of Volunteer Services. Pres. Elizabeth Keough.

## NEW JERSEY

Statewide (Healthcare) New Jersey Association, Directors of Volunteer Services. Pres., Janet Babcock.

Statewide (Criminal Justice) Volunteers in Courts and Corrections of New Jersey. c/o Dr. Faye L. Granberry, Pres., 32 Winfield Scott Plaza, Elizabeth, N.J. 07201, (201) 353-0500. VC. S/PO. Quarterly newsletter.

Like to Learn: Networking a state organization, increase membership, training programs, recruiting.

Successes to Share: A growing organization with a positive impact on the criminal justice system.

Bergen County DOVIA: Bergen County (To be expanded to include Passaic County).

Claire Merkley, Coordinator, Volunteer Services, The Valley Hospital, Linwood Ave., Ridgewood, N.J. 07451, (201) 447-8135. Backup, Volunteer Bureau of Bergen County, 389 Main St., Hackensack, N.J. 07601. (201) 489-9454. VC.

Like to Learn: Regional, state, national networking. Coordination for support plus sharing program possibilities.

Successes to Share: Informal meetings with planned workshops has proved to be an effective meeting format.

Union County Volunteers in Probation, c/o Dr. Faye L. Granberry. Probation Dept., County of Union, 32 Winfield Scott Plaza, Elizabeth, New Jersey 07201. S/PO. Quarterly newsletter.

Like to Learn: Training, how to recruit. Keeping volunteers. Types of refresher courses.

Successes to Share: How to run a successful large program.

## NEW MEXICO

Statewide (Healthcare) Directors of Volunteer Services of the New Mexico Hospital Association, Pres. Pam Wiseman.

Regional South Area Community Involvement Committee. c/o Dr. John B. Mondragon, 601 Fourth St., S.W. Albuquerque, NM 87102, (505) 243-1301. Public Schools. Newsletter.

Like to Learn: How have other groups organized lines of communication between various facets of the community in order that they strengthened and coordinated support of local public education systems.

Successes to Share: Parents groups and (local and district) school administration work together in all aspects of public education (financial and legislative, school boundaries, and closures, school climate, responsibilities, transportation, personnel evaluation and objectives, curriculum and textbooks, counseling, and bond issues) to strengthen the school/community bond and achieve academic (and social) excellence in public education.

Albuquerque Greater Albuquerque Volunteer Association (GAVA), c/o Presbyterian Hospital, 1100 Central Ave., S.E., Albuquerque, NM 87194. Phone Bev Geck, (505) 822-6004. Backup, Karen Scott, Heights General Hospital, 4701 Montgomery Blvd., N.E. Albuquerque, NM 87109, (505) 888-7800.

Santa Fe A DOVIA-type association is believed to be connected with the Volunteer Involvement Service here. Address is P.O. Box 2846, Santa Fe, NM 87501.

#### NEW YORK

Statewide (Healthcare) New York Association of Directors of Volunteers. Pres. Babette Kolack.

Regional (Healthcare) Western New York Association of Directors of Volunteer Services. Pres. Mary Stouten.

Regional Administrators of Volunteer Services of Central New York, (AVS/CNY), P.O. Box 212, Syracuse, N.Y. 13215. Newsletter.

Regional Volunteer Administrators of Western New York (VAWNY), 1552 Hertel Ave., Buffalo, N.Y. 14216. (716) 834-9431. AVA.

Like to Learn: Any and all information would be useful.

Successes to Share: Newly founded, so a great deal is still being developed.

Dutchess County Dutchess County Association of Volunteer Administrators (DAVA). Iris Weiss, Pres., Dir. of VAC, 9 Vassar St., Poughkeepsie, N.Y. 12601, (914) 452-5600. VC. Bimonthly newsletter.

Like to Learn: 1) Resource people who could give workshop leadership, 2) publication, 3) public policy influencing structures.

Successes to Share: Widest possible participation in organization. Developmental process and planning, outreach and public policy areas.

New York City Corporate Volunteer Coordinators Council (CVCC) c/o Mayor's Voluntary Action Center, 61 Chambers St., New York City, NY 10007. Not certain of current status of this council.

Westchester County Westchester Association of Volunteer Administrators (WAVA), c/o Bill Straubinger, Executive Director, Volunteer Service Bureau of Westchester, Inc., 470 Mamoroneck Ave., White Plains, NY 10605, (914) 948-4452.

Note: I've been told a statewide association of volunteer centers has been planned for New York State in November, 1983.

#### NORTH CAROLINA

Statewide North Carolina Assoc. of Volunteer Administrators, P.O. Box 25854, Raleigh, NC 27611, Pres., Jewell L. Waddell, 5441 Granger Pl., Fayetteville, NC 28303, (919) 867-5807. Backup, Margo Livsey, 125 Mimosa Dr., Morganton, NC 28655. VC. S/PO. Monthly newsletter.

Like to Learn: General operating procedures, goals.

Statewide (Healthcare) North Carolina Society of Directors of Volunteers. Pres., Bette Wagoner.

Buncombe County Western AVA, or DOVIA, Nancy Rule (President 1981-1983), Director of Community Volunteer Services, American Red Cross, 100 Edgewood Road, Asheville, N.C. 28804, (704) 258-3888, Backup, Jan Bartok, 509 Biltmore Ave., Asheville, NC 28801, (919) 704-255-4300. VC. S/PO.

Like to Learn: Project ideas. Recruitment of new members.

Successes to Share: 1) Biannual training in community and nearby counties--75-80 on mailing list. Outside speaker known in vol. field (state and national leaders), i.e., Sue Vineyard, Judi Lund. 2) Our networking for volunteer week. 3) Mini training sessions at each DOVIA meeting.

Burke County Volunteer Burke, Marsha Riddle, Western Carolina Center, Morganton, N.C. 28655, (704) 433-2614. Backup, Marge Livsey, 125 Mimosa Drive, Morganton, N.C. 28655.

Cumberland County Cumberland Co. AVA, Jewell Waddell, Installation Volunteer Coordinator, Commander, XVIII, Airborne Corps., Att: G-5 (IVC), Fort Bragg, N.C. 28307. Backup, Eloise Haggard, 810 Executive Pl., Fayetteville, NC 28304, (919) 484-0376. S/PO.

Like to Learn: Ideas for programs, etc. Possible training opportunities.

Successes to Share: Ways to gain support of local government, city and county.

Durham County Anne Moore, Director, Volunteer Services Bureau, 809 W. Chapel Hill Street, Durham, N.C. 27701, (919) 688-8977.

Forsyth County Forsyth Assoc. of Volunteer Administrators (FAVA), Voluntary Action Center, 690 Coliseum Drive, Winston-Salem, N.C. 27106, (919) 724-7474.

Guilford County, Farish Cochran, Director, Voluntary Action Center, United Way, 1301 North Elm Street, Greensboro, N.C. 27401, (919) 373-1633, Backup is Pearlina Thompson, P.O. Box 3388, Greensboro, NC 27402, (919) 373-3021.

Like to Learn: Recruiting and management techniques.

Mecklenburg County Mecklenburg Association for Volunteer Administrators, Sindy Waggoner, Mecklenburg Mental Health, 501 Billingsley Road, Charlotte, N.C. 28211, Backup, Nancy Nagelhout, PTL TV Network, Charlotte, N.C. 28279, (704) 542-6000.

New Hanover County DOVIA of the Lower Cape Fear, Carolyn Gruelle, Cape Fear VAC, 308 FUNB Bldg., Wilmington, N.C. 28401, (919) 762-9611. VC.

Like to Learn: Successes in recruiting members. Successful recruitment (volunteer) projects.

Successes to Share: Regional workshops, countywide volunteer recognition.

Wake County Wake AVA, Brooke McCray (President 1983), RSVP, 616 Tucker Street, Raleigh, N.C. 27603, (919) 755-6295. Backup, P.O. Box 10674, Raleigh, NC 27605. North Carolina AVA. Bi-monthly newsletter.

Like to Learn: What types of workshops and training opportunities they offer. Publications. Fundraising techniques.

Successes to Share: Affiliation. By-laws.

Wayne County Elizabeth Meador, Wayne County Volunteer Administrators, Community Development School, P.O. Box 1797, Goldsboro, N.C. 27530, (919) 735-8450.

#### NORTH DAKOTA

Statewide North Dakota Association, Coordinators of Volunteer Services (COVS), Trudy Ertman, Pres., c/o Baptist Home, 1100 East Blvd., Bismarck, ND 58501. Backup, VAC, Box 732, Fargo, ND 58107, (701) 293-6450.

Grand Forks DOVIA, c/o Volunteer Services, Inc., 309 Demers, Grand Forks, ND 58201, (701) 775-0671. VC.

Fargo F-M Area Directors of Volunteer Services, P.O. Box 5333, University Station, Fargo, ND 88105. Backup, Melinda S. Haun, Past-Pres., 305 S. 11th St., Fargo, ND 58103, (701) 293-6450. VC.

Like to Learn: Involvement by Volunteer Coordinators (level of); Meetings (what kind, how often, format); Impact of organization on the community; Relationship with local VAC; Membership Make-up; Newsletter (examples of).

#### NOVA SCOTIA, CANADA

Florence Soares, Victoria General Hospital, 1278 Tower Road, Halifax, Nova Scotia B3H 2Y9, (902) 428-2110. Member-at-large, Representative of Canadian Association of Directors of Volunteer Services in Healthcare.

#### OHIO

Statewide Volunteer Ohio, Inc. c/o Dorothy Arlt, Pres., 129 Eastbury N.E., North Canton 44720, (216) 497-9732. Bi-monthly newsletter.

Like to Learn: Share newsletters, be included on mailing lists, seek out and explore mutual areas of cooperation and activity.

Successes to Share: Organization of a statewide association to enhance volunteerism that is not connected with a state office but with communication with the Governor's office.

Statewide (Healthcare) Ohio Society of Directors of Volunteers of the Ohio Hospital Association, Pres. Rosemary Clark.

Akron Regional Association of Volunteer Directors (RAVD), P.O. Box 793, Akron, Ohio 44309. Backup, Pres. Elaine K. Taggart, 1150 W. Market St., Akron, Ohio 44313, (216) 867-2150.

Like to Learn: Latest happenings in the volunteer field, new ideas for market programs, recognition events, development of professionalism, and sharing of ideas.

Successes to Share: R.A.V.D. conducted surveys and presented to Volunteer Venture '83 General Requisites for the Optimum Performance of the Director of Volunteer Services.

Canton Stark County Volunteer Directors Association (SCVDA), c/o Maria Heege, VAC, 618 Second St., N.W., Canton, Ohio 44703, (216) 453-9175. VC.

Like to Learn: A sharing of philosophies in the general recruitment, maintenance of vols., and on-going problems of vol. programs in a non-profit agency setting, funding potential outside of Stark Co., area, i.e., major foundations and corporations, and seeking to enhance the field of voluntarism.

Successes to Share: Our organization has continued to grow since its formation in 1979. Each year membership increases, commitment is stronger, and all members benefit from the sharing with experts in the field. We now have "mini" workshops at each monthly meeting to increase membership skills and awareness. This has proven to be highly successful.

Cleveland CIVAC Forum for Volunteer Administrators CIVAC, 2800 Euclid Ave., Suite 600, Cleveland, Ohio 44115, (216) 696-4262. Backup, Kenneth J. Kovach, 3171 Ludlow Road, Shaker Heights, Ohio 44120, (216) 283-4061.

Cleveland The Network on Volunteerism and Social Work Practice. Separate from the CIVAC Forum (see above) it is nevertheless also contactable via CIVAC, 2800 Euclid Ave., Suite 600, Cleveland, Ohio 44115, (216) 696-4262.

#### OKLAHOMA

Statewide (Healthcare) Oklahoma Society for Directors of Volunteer Services, Pres., Ann Shreve.

Oklahoma City (Healthcare) Oklahoma City Central Council of Directors of Volunteers. Pres., Aleta Arvieux.

#### ONTARIO, CANADA

Provincewide (Healthcare) Ontario Association of Directors of Hospital Volunteer Services. Pres., Jean Fader-Hutchinson, 3120 Sheppard Ave. E., Toronto, Ontario Canada M3C 1H6. Main address via Ontario Hospital Association, Co-ordinator Volunteer Services, 150 Ferrand Drive, Don Mills, Ontario M3C 1H6, (416) 429-2661. Ontario Hospital Association and Canadian Association of Directors of Volunteer Services in Health Care. Bimonthly newsletter.

Burlington Halton Association of Volunteer Co-ordinative Services. c/o Information Burlington, 2331 New Street, Burlington, Ont. Attn. Betty Thomas. This contact is somewhat uncertain.

Chatham Kent Association of Volunteer Co-ordinators (KAVCO), P.O. Box 157, Chatham, Ont., Canada, (519) 352-0440. Backup, Volunteer Director, St. Joseph's Hospital, Chatham, Ont., (519) 352-2500.

Like to Learn: We would like some ideas of what to do as an organization-- we seem to meet and have only business meetings. We want to know what other groups do, if they have a membership fee, are they incorporated or not and what are the advantages and disadvantages.

Successes to Share: Our media coverage for volunteer week.

London (Criminal Justice) London Area Association of Volunteers in Corrections, c/o Terry E. Cooper, P.O. Box 5600, Terminal A, 80 Dundas St., London, Ont., N6A 2P3, (519) 433-0608. Ministry of Correctional Services.

Like to Learn: Successes, problems, funding.

Successes to Share: We are preparing a booklet on criminal justice system in layman terms, to be completed in summer, 1983.

Peterborough (Education) Peterborough County Board of Education, 150 O'Carroll Ave., Peterborough, Ont., K9L 1C7, (705) 743-7431. Backup, 372 Platt Ave., Peterborough, K9L 1C7, (705) 743-1303. VC. S/PO. Local Bd. of Education.

Like to Learn: Expansion of volunteer services in special education programs.

Successes to Share: Volunteer/Staff relationships within the educational system. Model school volunteer program.

Scarborough Association of Volunteer Co-ordinators, c/o the Volunteer Centre, Scarborough Branch, 31 McCowan Road, Rm. 8, Scarborough M1M 3L7. Backup, Lorraine Pollock, Chair, Providence Villa and Hospital, 3276 St. Clay Ave., East, Scarborough M1L 1W1, (416) 759-9321. VC.

Like to Learn: Networking. Suggestions for workshops.

Successes to Share: Volunteer Week, joint workshops with other associations, extensive workshop series, a volunteer as co-ordinator of the association, displays on mall, membership variety, TV presentation on association.

Thunder Bay Committee for Development of Volunteer Organizations. The Volunteer Action Center of Thunder Bay, at 499 North Lillie St., Thunder Bay, Ont. P7C 4Y8. Backup, Mary Tuomisto, 486 Tupper St., Thunder Bay, Ont. P7C 4Y8 (807) 344-9082. Local college. UW.

Like to Learn: Process to develop "political" clout.

Successes to Share: Having "Basic Volunteer Management" course put on curriculum at city college.

Toronto Association of Volunteer Co-ordinators - North York. c/o Volunteer Centre, 148 Wilson Ave., Toronto M5M 3A5, (416) 481-6194. VC.

Like to Learn: Information about possible provincial or national affiliations.

Relationship of Volunteer Centre to local associations.

Successes to Share: Our association has provided an excellent ground for personal growth and professional development for members of the group.

Toronto Toronto Volunteer Co-ordinator's Group. Chair is Debbie Hill, c/o 3rd Floor Community Centre, 225 Eglinton Ave. East. Toronto, M5M 3A5.

Toronto Association of Volunteer Co-ordinators: Toronto East and York Region. c/o Mr. Dick Cammidge, 4125 Lawrence Ave. East, Ste. 101, Scarborough M1E 2S2, (416) 284-3634. Backup, Lillian Silver, 1051 Pape Ave., 2nd Floor, Toronto M4K 3W3, (416) 422-1110. VC.

Like to Learn: Current trends in their field. What political clout, if any, have they been able to exercise as a group re concerns of volunteers.

Successes to Share: Our group has established a volunteer Board of Directors, with representatives from each area office to assist with planning of workshops, recognition events, etc. They are currently working toward standardizing formal recognition procedures.

Windsor Windsor/Essex County Volunteer Coordinators Association. Diane Chuba, 690 Cataragui St., Windsor, Ont. N9B 3P1 (519) 252-1171. Backup, Marlene Laibin, c/o Children's Achievement Centre, 1015 Highland Ave., Windsor, Ont. N93 3P1.

Like to Learn: 1) Events for National Volunteer Week, 2) Training Programs for Volunteer Co-ordinators.

Successes to Share: 1) Need for further "education", 2) helping newly organized volunteer programs initiate "volunteer program".

## OREGON

Statewide (Healthcare) Oregon Association of Directors of Volunteers. Pres. Barbara Yost.

Clackamas County Clackamas County Volunteer Managers' Association, c/o Kathy Walter, Community Family Counseling, P.O. Box 3, Marylhurst, OR 97036, (503) 635-3671.

Like to Learn: Purposes and goals, retaining membership, special projects.

Successes to Share We are pleased with how our organization has grown from a casual support group to an organization with goals and successfully completed projects.

Portland Multnomah County Volunteer Program Managers Association. Chairperson, Katrinka Easterday, 1030 S.W. 3rd., Portland, OR 97204, (503) 227-5605. Backup, Gay Martin, Portland Parks and Recreation, Rm. 502, 1120 S.W. 5th St., Portland, Oregon 97204. VC. AVA, UW.

Like to Learn: Internal structure of DOVIAs.

Successes to Share: General information on our organization; successful topics for National Volunteer Week and ideas for speakers.

Washington County Volunteer Managers' Network. c/o Guy Hornbeck, P.O. Box 628, Hillsboro, OR 97123. Backup, Janet Bruno, 245 S.E. 5th Ave., Hillsboro, OR 97123.  
Like to Learn: How to function with the minimum financial investment from the membership.

## PENNSYLVANIA

Statewide Society of Directors of Volunteer Services of the Hospital Association of Pennsylvania. P.O. Box 608, Camp Hill, PA 17011. Pres, Sharon M. Beck, Pennsylvania Hospital, 8th and Spruce Sts., Philadelphia, PA 19107, (215) 829-5187. ASDVS. Quarterly newsletter.

Like to Learn: New contacts are always worthwhile, however, I don't feel we have taken full advantage of the 52 affiliated groups of ASDVS.

Successes to Share: We are 21 years young and we are still learning. However, we could share the pro's and con's of the "associative relationship" with a state group like the Hospital Association.

## Regionals

Eastern chapter Society of Directors of Volunteer Services (Healthcare), c/o Joy Van Eck, Chester County Hospital, 701 E. Marshall, West Chester, PA 19380, (215) 431-5190. Backup, c/o HAP, P.O. Box 608, Camp Hill, PA 17011, (717) 763-7053. Hospital Association of Pennsylvania

Like to Learn: Compare ideas re: stated purposes and objectives of association.

Successes to Share: Same as above.

Delaware Valley Association of Directors of Volunteer Programs. Pres., Thomas E. Weber, Big Brother/Big Sister Assoc., 910 Mall Bldg., Philadelphia, PA 19106, (215) 928-1915. Backup, Vivian Norton, Volunteer Action Council, 7 Benjamin Franklin Parkway, Philadelphia, PA 19103. VC. Bi-monthly newsletter.

Like to Learn: Recruitment and retention of volunteers. Fund raising events.

South Eastern Region Volunteer Coordinators Assn., (SERVCA). Pres. Ms. Rae L. Broverman, Child Guidance, 600 N. Olive St., Media, PA 19063, or 740 Winchester Rd. Broomall, PA 19008. AVA.

Like to Learn: Where they are, how they function. Opportunity for networking with them toward common goals.

Successes to Share: Our ability to function as a loosely structured, yet cohesive group (without dues) for over 6 years. Our meetings serve as a forum for professional issues as well as a means to organize and implement projects.

Volunteer Administrators of Southwestern Pennsylvania. Pres. Ann F. Mason, c/o Friends Indeed, 5604 Solway St., Pittsburgh, PA 15217, (412) 421-1840. Backup, VAC, 200 Ross St., Pittsburgh, PA 15219, (412) 255-1121, AVA.

Like to Learn: We would be interested in communicating with other professional groups to find out what types of programs and services they offer to their members, responses to problems in funding, etc. for VACs, relationship with other agencies, VACs, etc. We were formed in June, 1980.

Successes to share: We are gaining visibility in the volunteer community and the most important accomplishment to date is sponsoring the Pilot Program for Performance-Based Certification for AVA for 16 of our members.

## PRINCE EDWARD ISLAND, CANADA

Province-wide Member at large of the Canadian Association of Directors of Volunteer Services in Health care is R. Anne Alson, Queen Elizabeth Hospital, 85 Kent St., Box 575, Charlottetown, P.E.I. C1A 1N1, (902) 566-6111.

## RHODE ISLAND

Statewide Hospital Association of Rhode Island, Volunteer Directors Section.  
Pres. Charlotte Brophy.

## QUEBEC CANADA

Province-wide Joan Lamontagne, Montreal General Hospital, 1650 Cedar Avenue,  
Montreal, Quebec H3G 1A4, (514) 937-6011. Member-at-large of the Canadian  
Association of Directors of Volunteer Services in Health Care.

## SASKATCHEWAN, CANADA

Province-wide Two officers of the Canadian Association of Directors of Volunteer  
Services in Health Care. President, Melsie Waldner, University Hospital,  
Saskatoon, Saskatchewan S7N 0X0, (306) 343-2395. Secretary, Adeline Fossey,  
Home Care Consultant, 101 - 15th Street East, Prince Albert, Saskatchewan  
S6V 1G1, (306) 374-7955.

Saskatoon A core group of volunteer coordinators and other serious students of  
volunteerism exists here, based on the University of Colorado's Volunteer  
Management Program. Best current contact is Mickey MacLellan, Dept. of Adv.  
Educ. and Manpower, 145 1st Ave., N., Saskatoon S7K 1W6, (306) 664-5759.  
However, this address may change within the next six months.

## SOUTH CAROLINA

Statewide (Health Care) South Carolina Society of Directors of Volunteer Services.  
Pres. Faye Wilhelm.

## SOUTH DAKOTA

Statewide South Dakota Association of Volunteer Managers. In formation stages.  
Inquire of Jerry Hauck, Office of Voluntary Citizen Participation, State Plan-  
ning Bureau, State Capital Bldg., Pierre, S.D. 57501, (605) 773-3661, or Bernie  
Duffy, South Dakota Office of Volunteerism, 500 East Capitol, Pierre, S.D. 57501,  
(605) 773-5320. Addresses are currently somewhat uncertain.

## TENNESSEE

Statewide (Health Care) Tennessee Society of Directors of Volunteer Services.  
Tennessee Hospital Association, 500 Interstate Blvd., Nashville, TN 37210, (615)  
256-8240. Backup, Miv Hickey, Past Pres., Vanderbilt Medical Center, S2404 MCN,  
Nashville, TN 37232, (615) 322-2379. ASDVS. Quarterly newsletter.  
Like to Learn: Knowledge of effective and innovative programs using volunteers.  
Feedback on issues involving volunteers and volunteerism. Workable systems and  
management solutions to issues relating to ongoing volunteer programs.  
Successes to Share: A statewide network of volunteer managers in health care  
institutions with five regional divisions to facilitate communication and  
assist with problem solving.

Bristol Directors of Volunteers in Action (DOVIA). One contact is Amanda Wise,  
Director of Volunteer Services, Bristol Memorial Hospital, 209 Memorial Drive,  
Bristol, TN 37620.

Chattanooga DOVIA, Chair is Robbye Lewis, 1032 Thelmeta Drive, Chattanooga, TN37421.  
 Backup is Metro Council Volunteer Bureau, Box 4029, Chattanooga, TN 37405,  
 (615) 265-0514. VC, UW.  
Like to Learn: Innovative training ideas.  
Successes to Share: Large volunteer recruitment and training conference in Fall,  
 1983.

Knoxville P.A.V.S. Contact is Jean Murdock, Coordinator of Volunteer Services,  
 Dept. of Human Services, 1501 E. 5th Ave., Knoxville, TN 37917.

Memphis Memphis Area Directors of Volunteers (MAD-V). Contact is Cindy Johnson,  
 Director of Volunteer Services, Saint Joseph's Hospital, P.O. Box 178,  
 Memphis, TN 38101.

Nashville Metro Council, Directors of Volunteers, P.O. Box 120471, Nashville, TN  
 37212. Backup, Pres., Patricia R. Zwald, V.A. Medical Center, 1310 24th Ave.  
 South, Nashville, TN 37203, (615) 327-5347. Newsletter five times a year.  
Like to Learn: 1) Successful projects/programs which have enhanced the image  
 or the organization in the community; 2) ways in which the organization has  
 succeeded in keeping members involved and enthused about their participation;  
 3) workshop topics and speakers which have been well-received by attendees.  
Successes to Share: Our organization has succeeded greatly in establishing a  
 feeling of comradery between members and in getting members interested in work-  
 ing towards a common goal -- the promotion and enrichment of community-wide  
 volunteerism.

Notes: 1) Also in Tennessee, as of recently, was "Tennessee Assoc. on Volunteers  
 in Community Justice" (TAVCJ), a statewide association of criminal justice  
 volunteer coordinators affiliated with NAVCJ (address in national section of  
 this directory.

2) Just beginning in Tennessee is a statewide network for Directors of  
 Volunteer Services.

#### TEXAS

Statewide (Health Care) Texas Association, Directors of Volunteer Services, 6225  
 U.S. Highway 290 East, P.O. Box 15587, Austin, TX 78761. Pres. Avis Savino.

Abilene Abilene Coordinating Council - Volunteer Cluster, c/o Barbara Davis, P.O.  
 Box 2648, Abilene, TX 79604. Backup, Kay Dillard, Volunteer Clearinghouse of  
 Abilene, 774 Butternut, Abilene, TX 79602, (915) 672-5661. VC.  
Like to Learn: Types of successful workshops; low cost good resources for work-  
 shops; other ideas for National Volunteer Week.

Regional East Texas Directors of Volunteers in Agencies (DOVIA). c/o Vicki Hender-  
 son, P.O. Box 3443, Longview, TX 75606, (214) 788-2374. Backup, Alice Plummer,  
 P.O. Box 6800, Longview, TX 75608, (214) 297-2191. VC. AVA.  
Like to Learn: Types of workshops, kind of recognition events and are they  
 effective?

Corpus Christi DOVIA, c/o Voluntary Action Center of the Coastal Bend, 1546 South  
 Brownlee, Corpus Christi, TX 78404.

Dallas Association of Directors of Volunteers, P.O. Box 35381, Dallas, TX 75235.  
 Backup, Pres. Linda Branson, Volunteer Services Dept., Baylor Univ. Medical Center,  
 3500 Gaston Ave., Dallas, TX 75246, (214) 820-2441. VC. Quarterly newsletter.  
 (See next page for Like to Learn and Successes to Share.)

Like to Learn: I feel we would all share the same joys and problems. It would be interesting to share and find out regional differences.

Successes to Share: Our workshops, party at Christmas, fact sheet, newsletter, meeting program ideas, agency reports, etc.

Houston Houston Association of Volunteer Administrators (HAVA). Pres. Christine Attar, American Red Cross, 2708 Southwest Freeway, Houston, TX 77098, (713) 526-8300, x644. Backup, P.O. Box 43, Bellaire, TX 77401. Monthly newsletter.  
Like to Learn: How do other associations handle turnover, recognition events for the association, the needs of beginners vs. the needs of old-timers, problems with large associations, size of geographical area covered, etc.  
Successes to Share: Possibly: What we've done in workshops, how we increased membership, how we offer recognition to an outstanding volunteer administrator (1983 will be the 5th year for the award).

Houston (Health Care) Houston Area Council, Directors of Volunteer Services. Pres. Bonnie Montgomery.

Houston Corporate Volunteer Council of Houston. Carrie Moseley, VAC, 3100 Timmons Lane, Suite 100, Houston, TX 77027, (713) 965-0031 or Billie Siet, Volunteerism Coordinator, Shell Oil Company, P. O. Box 2463, Houston, TX 77002, (713) 241-3647. The above contacts are far from fully certain.

Lubbock Lubbock Family Outreach Center, Inc. 3101 35th St., Lubbock, TX 79413, (806) 792-9908. Monthly newsletter.  
Like to Learn: Methods of recruitment, training, recognition, evaluations.

#### VIRGINIA

Statewide (Health Care) Virginia Society for Directors of Hospital Volunteer Services, Pres., Doris Sant.

Regional Volunteer Council of the Eastern Shore. Co-Chair, Jimmie Parks, Accomack County Social Services, Box 299, Onancock, VA 23417, (804) 787-1530. Monthly newsletter.  
Like to Learn: Recruitment procedures, publicity methods.

Arlington Arlington Volunteer Coordinator's Round Table. Jean Berg, 1800 N. Edison St., Arlington, VA 22207, (703) 558-2654. Backup, Debbie Powers, Pres., 855 N. Edison St., Arlington, VA 22205. VC/ S/PO. Newsletter bi-monthly.

Hampton. The VAC Alliance, c/o Susan H. Herbert, VAC, 1520 Aberdeen Road, Suite 212, Hampton, VA 23666, (804) 838-9770. VC. Newsletter as component of VAC newsletter.  
Like to Learn: What can be offered within a community to enhance the promotion of the need for coordination and linkages of volunteers; I'm looking for options and alternatives.  
Successes to Share: The mini-workshops have been a really valuable part of the program during the past year, for it allows participants to tap into topics that they may be interested in, and to come just for the meeting if the topic is outside their needs. The variety and scope of these workshops helps to keep the Alliance an informal information sharing tool vs. a structured DOVIA. (Note: there was some resistance to a DOVIA only group in the area we service.)

#### WASHINGTON

Many of the addresses listed here were kindly provided by the Washington State Center for Voluntary Action.

Some uncertainties in communication about definition are reflected in the tentative nature of some of these listings.

Statewide (Health Care) Washington State Hospital Association of Directors of Volunteers. Pres. Marge Harris.

Regional (Health Care) Central Puget Sound Directors of Volunteer Services. Pres. Sandy Giorgi.

Arlington Possible contact is Lola V. Christensen, Granite Falls, WA 12918. 150th St., N.E. Arlington, VA 98223.

Bellevue Eastside Volunteer Council. Leanna Kay Walters, 3000 Landerholm Circle H-F, Bellevue Community College, Bellevue, 98007, (206) 641-2410. VC. AVA. UW.  
Like to Learn: How skills banks are set up and kept current and how they are programmed into computer banks.

Bellingham Volunteer Coordinator's Council. VAC, 1229 Cornwall, #213, Bellingham, WA 98225, (206) 676-8727. VC. Attn: Marty Saltzman.

Like to Learn: Any and all.

Successes to Share: 1) "Coffeebreaks" - bring coordinators together with faculty from local colleges to talk about student volunteerism over coffee. 2) "Recognition Coffeebreak" - recognizing coordinators during National Volunteer Week.

Cowlitz County Volunteer Coordinators' Council of Cowlitz County. P.O. Box 786, Longview, WA 98632, (206) 423-5320. Backup, Chairperson, Ms. Jo Perkins, YMCA, P.O. Box 698, Longview, WA 98632, (206) 423-4770.

Like to Learn: Programs of other similar groups, publications/newsletters, training possibilities.

Everett Possible contact is Volunteers of America, Sammy Proud, 2801 Lombard, Everett, WA 98201.

Hoquiam Youth Help Inc., 510½ Eighth Street, Hoquiam, WA 98550, (206) 533-7500.

Attn: Judy Seabert. Newsletter occasionally.

Like to Learn: Opportunity for technical assistance interchanges.

Successes to Share: Volunteer programming services in rural areas.

Kelso Possible contact is DSHS, Vivienne Bonnin, 711 Vine, Kelso, WA 98626.

Kennewick Possible contact is Voluntary Action Center, Geneva Davidson, 205 N. Dennis, Kennewick, WA 99336.

Nespelem Possible contact is Foster Grandparent Program, Mary Marchand, Chairperson, P.O. Box 150, Nespelem, WA 99155.

Olympia Possible contact is Peter O'Lean, Thurston County Crisis Clinic, P.O. Box 2463, Olympia, WA 98507.

Renton South King County Volunteer Program Managers, c/o Pat O'Dell, South King County Volunteer Bureau, 305 S. 43rd, Renton, WA 98055, (206) 226-0210. VC (informal).

Like to Learn: How to keep DOVIA or volunteer program managers interested in developing an effective association.

Seattle Possible contact is Jo Larsen, Volunteer Bureau, 107 Cherry, Seattle, WA 98104.

Spokane Volunteer Action Committee. Mr. Lynn LaCombe, Big Brothers and Sisters, N. 1522 Washington, #210, Spokane, WA 99201, (509) 328-8310. Backup, Maureen Peterson, SCAN. S. 500 Stone, Spokane, WA 99202. VAC. S/PO. UW.

Like to Learn: How to organize our group. The advantages and disadvantages of linking up to other "umbrella" volunteer organizations.

Successes to Share: Our success in getting a weekly column in the newspaper. How to coordinate better with other Volunteer Directors, and be a source of training and information to all of us.

Tacoma Pierce County DOVIA. c/o Tammy Skubinna, Pierce County Co-op Extension, 2401 South 35th, Tacoma, WA 98409. Backup, Jim Friedman, 1002 South Pearl, Tacoma, WA 98465, (206) 564-9622.

Like to Learn: How to include new people in the field; better access to DOVIA; networking, legislative strategies; demographics of different volunteer communities.

Successes to Share: How to operate on limited funds. How to organize a new DOVIA and get cross representation. How to do a needs study.

Vancouver, Wash Possible contacts are via Vancouver Volunteer Bureau, Debbie Veach-White, 1703 Main, P.O. Box 325, Vancouver, WA 98660 or Seaman's Center, Ron Hummel, 712 W. Evergreen, Vancouver, WA 98660.

Wenatchee Possible contact is NCW Area Agency on Aging, Patrick Fitzgerald/Jack Charleton, Directors, 1300 5th St., Wenatchee Valley College, Wenatchee, WA 98801.

Yakima DOVIA. Eleanor P.O. Box 9788, Yakima, WA 98909, (509) 575-2059. Backup, R.S.V.P. Rm. 30, Yakima County Courthouse, Yakima, WA 98909, (509) 575-4224.

Like to Learn: Better workshops, lobbying on behalf of volunteers and programs and what other associations are doing as far as coordinating, having availability of a list of DOVIAs or related Volunteer Associations.

Successes to Share: Mutual support of directors, successful workshops, handbook availability, successful recognitions.

Note: A statewide volunteer network for volunteer leaders was in existence some years ago in Washington State. Within the past year an effort has been made to renew this network.

#### WEST VIRGINIA

Statewide (Health Care) West Virginia Society of Directors of Volunteer Services. Pres. Joan Keil.

#### WISCONSIN

Statewide Human Service Volunteer Co-ordinators. 199 Home Road, Juneau, WI 53039. Backup, Nancy Frank, 421 Grant Street, Beaver Dam, WI 53040, (414) 885-9308. Quarterly newsletter.

Like to Learn: How best to work together and make a strong voice for volunteerism in Wisconsin.

Successes to Share: How two separate groups have joined together and have now joined with another and are now producing a high quality education venture.

Statewide (Health Care) Wisconsin Association of Directors of Volunteer Services. Pres. Joan Jenneyjohn.

Statewide (Criminal Justice) Wisconsin Association for Volunteers in Adult and Juvenile Justice (WAVAJJ), Post Office Box 0 5888, Milwaukee, WI 53205. John Tobias, 436 W. Wisconsin Ave., Milwaukee, WI 53203, (414) 271-5074.

Regional Central Wisconsin Association of Volunteer Administrators (CWAVA). Lynne Oswald, P.O. Box 61, Stevens Point, WI 54481, (414) 341-0661. Backup, P.O. Box 64, Stevens Point 54481. AVA.

Like to Learn: What services their associations provide--what activities they do.

Successes to Share: Our publication of community listings--where volunteers are needed.

Regional See also Northern Illinois, Southern Wisconsin Association listed under Illinois.

Appleton International Association for Clear Thinking, P.O. Box 1011, Appleton, WI 54912. Newsletter every 10-12 weeks.

Fond du Lac Division of Vocational Rehabilitation, P.O. Box 1438, Fond du Lac, WI 54935. S/PO. Monthly newsletter.

Like to Learn: Use of networking and information.

Successes to Share: I set up 2 volunteer programs from square #1 (student volunteer service and volunteer driver program). How to initiate your own County Coordinators group.

Milwaukee Association for Volunteer Administration for Greater Milwaukee, c/o Voluntary Action Center, 161 W. Wisconsin Avenue, Suite 5138, Milwaukee, WI 53202. AVA/gm.

Milwaukee Milwaukee Area Directors of Hospital Volunteer Services. Sue Gehring, Community Memorial Hospital of Menomonee Falls, WI 80 N8085 Town Hall Road, Menomonee Falls, WI 53051, (414) 251-1000.

Milwaukee Inter-Agency Council on Volunteerism. Nancy Weedall, 1220 W. Vliet Street, Milwaukee, WI 53205, (414) 289-6259. Backup, Joyce Thorson, St. John's Home, 1840 N. Prospect. Milwaukee, WI 53202, (414) 272-2022 x316.

Like to Learn: Suggestions for programs, ideas on brochures, how to encourage members to remain active, how to maintain a resource library when there is no permanent mailing address. Costs of incorporating. We would like to get on the mailing list for newsletters from other organizations.

Successes to Share: We have members from a large variety of different types of organizations. We could share the expertise that these members have acquired. Our annual recognition might be of interest to other groups.

#### WYOMING

I have been advised that there is a DOVIA-type group in Rock Springs, Wyoming. A person who is best current contact with this group is Cecilia Huber, 524 Fremont Circle, Rock Springs, Wyoming 82901.

#### B. REGIONAL (INCLUDING MORE THAN ONE STATE OR PROVINCE)

(Health Care) Mid Atlantic Association of Volunteer Directors. c/o Middle Atlantic Health Congress, 760 Alexander Road, CN-1, Princeton, N.J. 08540-0706, (609) 924-0049.

(Health Care) New England Association of Directors of Hospital Volunteer Services. Lois G. Schine, Director of Volunteer Services, Bridgeport Hospital, 267 Grant St., Bridgeport, Conn. 06610, (203) 384-3492. Backup, Barbara Parillo, DVS, Rhode Island Hospital, (401) 277-5530. ASDVS. Quarterly newsletter.  
(See Like to Learn and Successes to Share on next page.)

Like to Learn: Always receptive to new ideas concerning volunteerism.

Successes to Share: Glad to share information on successful educational programs.

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The Association for Volunteer Administration (AVA) is currently organized in twelve regions. Many of these regions hold yearly conferences and sometimes more frequent cluster meetings as well. Elections for new Regional Chairs are in progress as this directory goes to press; hence no regional addresses can be given here. These addresses may be obtained after October, 1983 by writing to AVA, P.O. Box 4584, Boulder, CO 80306. The listing below will enable you to determine the AVA region in which your state or province is located.

- Region I Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. New Brunswick, Nova Scotia and Newfoundland.
- Region II New Jersey, New York. Ontario (east of Toronto), Quebec, Puerto Rico, Virgin Islands.
- Region III Delaware, District of Columbia, Pennsylvania, Maryland.
- Region IV North Carolina, South Carolina, Virginia, West Virginia.
- Region V Alabama, Florida, Georgia, Mississippi, Tennessee.
- Region VI Arkansas, Louisiana, Oklahoma, Texas. Mexico (eastern).
- Region VII Indiana, Illinois, Kentucky, Michigan, Ohio. Ontario (west of Toronto).
- Region VIII Iowa, Kansas, Missouri, Nebraska.
- Region IX Minnesota, North Dakota, South Dakota, Wisconsin. Manitoba and Saskatchewan.
- Region X Idaho, Oregon, Montana, Washington, Alaska. Alberta, British Columbia.
- Region XI Arizona, California, Hawaii, Nevada. Guam, Phillipines, Mexico (western) and Hong Kong.
- Region XII Colorado, New Mexico, Utah, Wyoming.

#### C. NATIONAL AND INTERNATIONAL

American Society of Directors of Volunteer Services of the American Hospital Association, 840 N. Lake Shore Drive, Chicago, IL 60611, (312) 645-9400 or (312) 645-9791.

A membership organization for administrators of volunteer service in health care institutions. Services of the Society are intended to facilitate communication and education among the membership and include an annual conference sponsored by the Society as well as workshops for volunteer coordinators sponsored by the American Hospital Association.

Association for Volunteer Administration (AVA), P.O. Box 4584, Boulder, CO 80306, (303) 497-0238.

A membership organization to promote volunteer administration as a profession

and to foster the exchange of knowledge and experience in the field. The services include a certification program, regional and national workshops, newsletter and current professional information. Active membership is \$60.00 per year for full members.

Association of Volunteer Centers (AVC) Current president is Mary Lou Thompson Gilkes, 435 Ridge Rd., Wilmette, Ill. 60091, (312) 281-8743.

An association organized to encourage and assist in the development of local bureaus for voluntary efforts and to devise standards for those groups, to foster and stimulate exchange of information among administrators of those centers and to promote volunteer administration as a career.

Association of Voluntary Action Scholars (AVAS)

An interdisciplinary association of scholars and professionals interested in or engaged in research, scholarship, or programs related to voluntary action in its many forms. Publishes the Journal of Voluntary Action Research. S-211 Henderson Human Development Building, Pennsylvania State University, University Park, Penn 16802, (814) 865-1717.

Canadian Association of Directors of Volunteer Services in Health Care. Pres., Melsie Waldner, University Hospital, Saskatoon, Saskatchewan, Canada S7N 0X0, (306) 343-2395. Quarterly newsletter.

International Association for Volunteer Education. 615 San Lorenzo Street, Santa Monica, CA 90402. Address is not fully certain.

National Association on Volunteers in Criminal Justice. P.O. Box 6365, University, AL 35486-6365, (205) 348-6738. Newsletter.

National Association of RSVP Directors, Inc. 3614 Bryant Ave. South, Minneapolis, Minn. 55309. Backup, Earl R. Tuers, Jr., 2400 E. 14th St., Suite 206, Tulsa, OK 74104, (918) 742-8248. AVA. 510 Local RSVP projects. Two newsletters per year.

Like to Learn: Professional development opportunities for RSVP directors that are near enough to attend. Generally to facilitate networking with Vol. Directors Associations.

Successes to Share: Utilization of Senior Volunteer. Development of Professional Training Program.

National Society for Internships and Experiential Education. 1735 Eye Street NW, Suite 601, Washington, DC 20006. Address is not fully certain.

NOTES, CORRECTIONS

#### IV. NETWORKS AND OTHER RESOURCES

##### Networking Within Associations

Virtually every DOVIA sees its own membership as a primary resource. There is a strong commitment to the importance of what people can learn from one another, described variously as "sharing", "exchange", "networking".

In successful networks, as in successful volunteer programs, it helps if the heart is in the right place. But the head has to be in the right place, too; that is, there are definitely right ways to network, and wrong ways.

Two how-to-do-it references are described further in the enclosed Yellowfire Press Catalog.

1. The Bridge: A Guide for Networkers by Ivan Scheier and Susan Dryovage, 1981 with late 1983 supplement, about 50 pages. Note especially here the newly developed "Central Network Pool" method. This model is being tried out by at least one DOVIA.
2. The Networking Game by Patricia Wagner and Leif Smith, 1982, 50 pages, and full of practical pointers on productive approaches to networking.

##### Networking Between Associations

Associations seem eager to be in touch with one another, compare notes, exchange ideas and information on what works and what doesn't work. For example, these two general themes were prominent in survey responses:

- 1) We'd like to learn more about similar (successful) models, programs, ideas, activities, especially innovative ones, which other associations have.
- 2) We'd like to learn more about how other associations are organized, their structure, by-laws, goals, membership fees, etc.

Beyond this, about a quarter of the DOVIAs in this survey explicitly said they'd like to learn how to strengthen networks with other associations. DOVIAs themselves contributed some of the following suggestions for improved networking.

1. Exchange newsletters.
2. Before any travel, your members might check the directory for associations along their way, then write ahead for permission to attend one of their meetings or have a chat with some of their leadership people. The results could make an interesting report for the next meeting after the return of the traveler.
3. This directory might help you identify relatively nearby DOVIAs. Joint meetings might then prove feasible, for the entire membership, or at least certain committees or just whoever wanted to carpool to the meeting place.
4. Ask conveners of regional, state, provincial or national conferences to set aside time for DOVIA exchange meetings.

The above three kinds of direct contact between associations might well spice member interest--and greater interest on the part of members was a frequent issue among the associations surveyed.

5. Perhaps some other associations and you share an affiliation--state, provincial, or national. Perhaps, too, specific suggestions could be made to the affiliating organizations on ways it could facilitate more sharing among its affiliates.

If you are unaffiliated now, or wish to consider additional affiliations, check out what national associations (Sec. III), state DOVIAs, state offices or volunteer centers may have to offer.

6. Review the "successes to share" entries in Section III, then contact the associations which have information of potential value to your association. Along with your request, I suggest you offer something which helps with one of their "like to learns" or in some other way makes it "trade not aid", if you can. Even so, don't expect a response to every inquiry. Associations with popular successes could eventually get overwhelmed with requests.

#### OTHER RESOURCES

Rather than sketch in here what others have already done solidly--

1. A fine handy guide to resource organizations, books, periodicals, educational opportunities, etc. is Finding Your Way Through the Maze of Volunteer Management by Sue Vineyard. See the Yellowfire Press Catalog, enclosed.
2. The Community Resource Tie Line provides the same sort of resource-location service at a positively encyclopedic level. Edited by Harriet Kipps and regularly updated, it's available on a 60 day free trial from Gale Research Company. See enclosed brochure.
3. The Journal of Volunteer Administration, under the editorship of Susan Ellis, is recommended for its overall quality, and also specifically for its section on abstracts. This section, plus similar coverage in a predecessor journal could form the core of a ready reference library for your association.

A separate notice about The Journal of Volunteer Administration is planned for the present directory. If you do not find this notice, you can inquire about the journal from the Association for Volunteer Administration, P.O. Box 4584, Boulder, CO 80306.

Other resources might be developed especially to fill the needs of DOVIA-type associations. Section VI has more on these possibilities.

#### V. ISSUES AND OPPORTUNITIES

The broad question is: how can DOVIAs best relate to the rest of the volunteer leadership community? This includes resource organizations such as volunteer

centers, state or provincial offices of volunteerism, and organizations such as the National Center for Citizen Involvement (NCCI). It also includes the national associations with which DOVIAs may be affiliated: ASDVS, AVA, NAVCJ, etc.

First of all, are DOVIAs destined to be primarily absorbers of services from the rest of the volunteer leadership community, providers of services to that community, or both on a roughly equal basis?

On the one side some local volunteer centers seem to consider the local association mainly as a client or subsidiary to which they provide administrative and other help, getting little or nothing back in return. National associations too, seem often to perceive themselves largely as providing support to their local affiliates, rather than receiving support from them (except for fees).

Yet there are instances of flow in the other direction; for example local DOVIAs who act as valued advisers to the local Volunteer Bureau, do the heavy work of putting on workshops it would otherwise have to arrange alone and, indeed, may have founded the Bureau in the first place. Moreover, in at least two instances I know of, after a state office of volunteerism went under, a state DOVIA picked up much of the slack. This Directory confirms that DOVIAs, as organizations, are capable of providing, and generating vital services, such as recognition, education and training, etc., etc. (see Section II). Many of these services overlap those which resource organizations are struggling to provide with limited resources. I therefore hope resource organizations or national associations who now see DOVIAs primarily as absorbers of services, will take a leaf from the book of the creative interviewer of volunteers and try to see people and organizations more from the perspective of potential than of problem. I believe that when you begin to see it that way, it's more likely to happen that way. And I believe our field needs to give DOVIAs more of a chance to give what they can, as they receive what they must.

The above is but one aspect of a larger issue: Are DOVIAs to relate to the rest of the field in a manner which is 1) Dependent, 2) Independent, or 3) Inter-dependent (harmonious rather than adversarial)? All options and shadings between exist today. My preferred option has already been stated. Though I certainly don't underestimate the difficulties of curing organizational dependency, I think it can be done, and that the attitude of the parent organization can be a big plus in that enterprise--or an equally big minus.

One outcome of positive inter-dependency could be a national coalition of DOVIAs. If DOVIAs decide to coordinate more closely with one another, and succeed in doing so, they will create a coherent voice of volunteer leadership, the like of which we have never seen before. On our earlier estimates, DOVIA membership collectively includes about half of all careerists in our field, twenty times more than the largest single national association.

Here is the most significant sounding board we have ever had for the guidance of national leadership organizations and individuals--state and provincial as well. Needs assessment can tap into a large active body of grass roots opinion and information.

Here, too, is a vastly strengthened, accessible constituency for advocacy on issues affecting volunteers and their leadership. I dream of petitions with forty thousand signatures accompanied by blizzards of telegrams from across North America, Canada, or the U.S.

It could happen if associations want it to, but DOVIAs have other options, too, and some of them may prove more attractive. (1) Remain separate and independent. (2) Continue one present emphasis on combining primarily with parallel local resource centers (such as VACs) rather than with other non-local DOVIAs. (3) Make their primary affiliations "vertically", "upward" with state, provincial, or national organizations rather than with each other.

Of course, there is no reason an association couldn't do the second two things as well as explore stronger coordination with other DOVIAs. But energies and resources are limited. Priorities must be placed somewhere, also primary loyalties.

Thus, about a third of the associations are organized by service area such as health care, criminal justice, education, corporations, army community service, etc. These are the DOVIAs which tend to affiliate vertically (par. 3 above) with state and national organizations in their service area. No doubt this is because the allegiance to their area of service is at least as strong as their allegiance to volunteerism in general. Here then is a long question? Will specialty-oriented DOVIAs, or significant proportions of their membership have enough time, interest and energy to move solidly with general volunteerism as well as with their specialty area? There is some evidence that the answer is often "yes", but research is needed to determine "how often", and unless the answer is "very often", I suspect we will never achieve a truly national constituency for volunteerism as a professional enterprise.

I am one who believes such a constituency can be consolidated in the next few years--if DOVIAs want to do so. The issue then is whether this voice would be listened to and properly capitalized on by national and North American leadership of volunteerism both organizational and individual.

I know of many who would welcome a stronger version of a voice they have always tried to heed. I know of others who could be enormously threatened by this development and would denigrate or deter it. These are the organizations and individuals who see their leadership function largely as telling "less knowledgeable" people in the front lines what their goals should be--even sometimes what their needs are. Yet I have never figured out how one can lead without listening--carefully.

## VI. WHERE DO WE GO FROM HERE? (Or should we just stay where we are?)

I hope this directory has helped in at least some of these ways:

- The sheer knowledge that there are so many other associations, and where they are.
- Summary coverage of what DOVIA goals are, and what DOVIAs are doing.
- An assist toward increased networking with other associations, should you choose to do so.
- Raising of some issues for further consideration.

Is this enough, or is there more we might do? I realize many if not most of you may be perfectly content with the services you now receive from your national affiliate, sponsor, etc. Fine, but if not, here are some possibilities I see. What do you think, and what other possibilities do you see?

- A. Some associations are concerned about funding sources, and so far this publication hasn't dealt with that at all. Perhaps, then, you might wish to follow up on the Yellowfire Shared Benefit Plan, enclosed. The plan represents a kind of do-it-yourself funding which, though modest, appears consistent with DOVIA spirit and substance.
- B. DOVIA addresses tend to change rapidly. Using this directory in 1985 is dangerous to your accuracy. So, would you like to see a 1985 directory? It would be published about a year from now, in autumn, 1984. Coverage would parallel this year's, though probably somewhat more extensive and relevant because of your feedback on this directory, and all I've learned from this year's mistakes.

If you do want to see a 1985 directory:

1. Please, fill out the 1985 form enclosed with this packet. This guarantees representation of your information and your views, in next year's publication.
2. I prepared this year's directory for the best reason in the world: I enjoyed it and felt it was an important thing to do. I expect to prepare next year's directory for the same reasons. But one thing I don't want to repeat next year is loss of several hundred dollars of my own personal funds. This occurred, at my own choice, because I decided to send this first directory to every association listed, even though many did not choose to contribute financially--or couldn't afford to. But this next year, I do need a check or money order from you, if you want to receive a copy of the directory.

In summary, I hope everyone with relevant information will send in a survey form. But only those who can also send a check will receive the 1985 directory

- C. Here are some other things that might interest some of you.
  - 1) By-mail response to your information inquiries about DOVIAs, up to several times a year, in cases where networking with other DOVIAs doesn't develop this information.
  - 2) Written information about national trainers and their specialties and their fees, in response to your requests.

Note: Since I travel heavily, the above two services cannot be offered on a rapid telephone callback basis. They will be by mail with at least two weeks allowed for response.

  - 3) A DOVIA manual. How to start, maintain, and strengthen a local, state, or provincial association of volunteer directors: structures, by-laws, activities and events, model programs, dues, other funding sources, how to keep membership motivated, common problems and successful ways of dealing with them, the history of DOVIAs and their promise for the

future, etc. The manual will probably be published in late summer or early Fall, 1984.

Sign-up for any of the above services or publications is available on the enclosed DOVIA DIRECTORY SURVEY and REGISTRATION FORM.

Have a Good Year!

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