



## **2003 Awards Luncheon**

**RECOGNIZING**

**Dedicated service to AVA**

**Contribution to the field  
of volunteer resources management**

**Positive impacts on the lives of individuals and  
communities through volunteerism**

**International Conference  
on Volunteer Administration**

**Cincinnati, Ohio USA  
October 16, 2003**

# CEREMONY

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## SPECIAL RECOGNITION

Recipients of the Certified in Volunteer Administration Credential  
2002-2003

Jacki Allen-Benson, CVA  
Marie Balocki, CVA  
James Bottorf, CVA  
Judy Bottorf, CVA  
Christine Brown, CVA

Angela Caudill, CVA  
Traci Day, CVA  
Brian Kenney, CVA  
Raeanna Kuzman, CVA

Benelle Reeble, CVA  
Nancy Scott, CVA  
Keith Seel, CVA  
Jeanne Yaecker, CVA

### The Journal of Volunteer Administration Award

*Paula M. Anderson, CVA*  
*Mary E. Zimmerer, Ph.D, CPA*

## 2003 AVA AWARDS RECIPIENTS

### Distinguished Service Awards

*Mary Merrill*

*City of Plano Volunteer Resources Program*

*JPS Health Network*

### Volunteer Administrator of the Year Award

*Jane Hilfer*

#### Special Thanks to the 2003 AVA Awards Committee

**Patrice Lynch (Chair)**  
Birmingham Area Seniors  
Coordinating Council  
Birmingham, Michigan, USA

**Ruth Buell**  
Monterey Bay Aquarium  
Monterey Bay, California, USA

**Joan Dougherty**  
Rose Brooks Center  
Kansas City, Missouri, USA

**Vicki Maynard**  
AngelWorx/LifeStream Services  
Yorktown, Indiana, USA

**Victoria T. McDonald, CVA**  
The Salvation Army  
West Chester, Pennsylvania, USA

**Lillian Sullivan**  
American Red Cross  
Columbus, Georgia, USA

**Marilyn Vallejo**  
American Red Cross  
Mineola, New York, USA

**Nancy J. McLeod, CVA**  
AVA Board Liaison  
Phoenix, Arizona, USA

## **The Journal of Volunteer Administration Award**

*This new award recognizes outstanding contributions of original applied research to the field of volunteer administration. Award recipients were selected by the editorial board from researchers published in The Journal of Volunteer Administration from September 2002 through June 2003. An anonymous supporter contributed a \$500 cash award.*

### **Paula M. Anderson, CVA**

Paula has been an active volunteer manager in Grand Junction, Colorado, USA for nearly 10 years. She developed and directed the volunteer program for the City of Grand Junction. Currently, Paula manages volunteers for Gray Gourmet, a nonprofit meal program for the elderly. Paula is secretary of the Western Slope DOVIA. She served as editor of *The Journal of Volunteer Administration*.

### **Mary E. Zimmerer, Ph.D., CPA**

Mary is a professor of business at Mesa State College in Grand Junction, where she has taught both management and accounting for the past 14 years. One of her assignments is to coordinate business division interns, many of whom work as volunteers within the community.

Paula and Mary co-authored "Dollar Value of Volunteer Time: A Review of Five Estimation Methods."

## **Distinguished Service Awards**

*The Distinguished Service Awards are presented to an individual, organization, or corporation, which promotes volunteerism, provides service through a unique model, and has made a substantial impact in their community. The volunteer work, dedication, support, loyalty, and continued efforts are evidence of the recipient's concern for volunteerism.*

### **Mary Merrill**

Mary is the president and a trainer for her company, Merrill Associates, in Columbus, Ohio, USA. She is, first and foremost, a volunteer herself. She believes in the power of citizen participation and stays in touch with what it means to be a volunteer through personal service. In honor of the International Year of Volunteers 2001, she served as a volunteer consultant in Armenia. She completed four more assignments there in two years. Currently, Mary serves as president of Central Community House and chairs the capital campaign. She is also on the board of her local chapter of the American Red Cross.

Through several state, national, and international models, Mary has advanced the volunteer administration professional community. In 1994 she helped transform Ohio's conference on volunteerism by forging collaborations between volunteer, national service, and service learning programs. In 2000 she initiated a statewide professional association to link Ohio's DOVIAs. On the national level, Mary helped develop the Paradigm Consulting/Evaluation process to strengthen organizational capacity for effective volunteer engagement. Mary's international efforts in Russia, Armenia, and Mexico have provided foundations upon which not-for-profits there continue to build.

Under Mary's leadership, *The Journal of Volunteer Administration* has been reinvented as a collaborative, scholarly professional forum where new trends, models, research, and best practices in volunteer management can be shared.

### **City of Plano Volunteer Resources Program**

Led by AVA member Robin Popik, the City of Plano Volunteer Resources Program has a major impact on this Texas community. Volunteers In Plano (VIP) perform functions that might be deferred or not implemented because of a lack of human or financial resources. In 2002 volunteers put in over 86,000 hours at a value of \$1.1 million to serve this city of 238,000 residents. As the city's needs have changed, so have the services provided by volunteers, such as a homework center, a fire rescue program, handicap parking patrol, a literacy program, and technology assistance for older citizens.

Workplace C.A.R.E.S, an employee-directed program, establishes goals to align with the organization's business goals, identifies community needs, and recruits and places city volunteers. Over 5,000 hours are donated yearly to support 10 community programs. Shadow Day, hosted by the city manager, encourages students to prepare for their future in the workforce.

Emergency preparedness is another focus for volunteers, who developed a Volunteer Disaster Guide. The guide serves as a citywide clearinghouse for emergent volunteers during a disaster. Shared throughout Texas and with a variety of organizations, the disaster guide serves a model for others seeking to prepare their communities for emergency situations.

### **JPS Health Network**

Under the direction of AVA member Traci Day, CVA, JPS Health Network has the largest hospital volunteer program in Tarrant County, Texas. In 2002 volunteers put in 86,000 hours of service and purchased \$189,000 of medical equipment. This is a remarkable accomplishment given that three years ago, the volunteer program was in decline. In 2001 the volunteer program was realigned to report directly to the chief operating officer, making the volunteer program a top priority for the organization. An experienced professional was hired to revitalize and restructure the program.

Volunteers are pervasive in JPS facilities, providing front-line service in the gift shop, patient registration, and radiology and emergency departments. Behind the scenes, volunteers assist in the lab, laundry, social services, and outpatient clinics. JPS is proud to have over 350 at-home volunteers who make items for patients—blankets for babies and adults, quilts, booties, and infant bonding devices for premature babies.

JPS volunteers range from age 14 to 90 with various backgrounds and skills. JPS has partnered with community organizations to foster service learning in area schools, involve senior volunteers from AARP and RSVP, and offer externships to students from a local training center. In addition, Dannon, Inc. has a program for its employees on light-duty where they continue to be paid by Dannon, while volunteering at JPS.

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

*The Volunteer Administrator of the Year Award recognizes a colleague for excellence in the field of volunteer administration. Recipients are recognized for serving as mentors, demonstrating commitment to AVA's ethical values, promoting volunteerism within his/her organization and/or community, engaging volunteers in an extraordinary way to improve the community, and demonstrating competency as a volunteer administration professional.*

### **Jane Hilfer**

Jane is the director of Community Relations for the Texas Department of Mental Health and Mental Retardation. For the past 14 years, she has inspired and shared her vision with 119 volunteer services managers and coordinators at 64 facilities and community centers throughout the state. In fiscal year 2002, volunteers and donors contributed more than \$6.5 million worth of time, resources, and donations to benefit those served by the agency. Jane has enabled 25,000 volunteers to walk through the gates of state facilities, breaking down the barriers of stigma and isolation facing many people suffering from mental illness and mental retardation.

An advocate for professionalism in the field, Jane served on the Exam Sub-committee for AVA's Credentialing Program. She has shared her knowledge of volunteer management with thousands of volunteers and staff members through the Volunteer Services Council in Texas. Jane is a founding member of the State Agency Network, a group of state government volunteer program managers committed to advancing the field of volunteer resources management in Texas state government.

As a single parent, Jane faced many challenges in dedicating her career to public service while raising two daughters. Her legacy is a generation of volunteer services managers whom she has mentored and challenged to dedicate their careers to public service and to those often forgotten by society.

**AVA AWARDS COMMITTEE 2003**

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*Board rep:  
Tina Sweeten*

## Awards Luncheon Script; October 16, 2003

File  
Awards  
2003

(NOTE: Approximate total speaking time: 30 minutes. Allow about 5-7 extra minutes for speakers to move to and from the podium/stage. Total time: about 35-37 minutes.)

(.75 min)

**Patrice:** (1) Welcome to the 2003 AVA Awards Luncheon. I'm Patrice Lynch, chair of the AVA Awards Committee. We enjoyed the challenge of selecting this year's awards recipients, and are pleased to recognized some outstanding professionals. We hope you'll enjoy this time together. We ask that you focus your attention on the stage as we honor our colleagues.

Thank you to AVA President Denny Barnett who joins me to present the awards.

To begin, I'd like to introduce Kathy Levine, CVA, to help us pay tribute to a special group of people. Kathy has served as chair of the AVA Credentialing Committee this year.

(1.25 mins)

**Kathy:** (2) I welcome this opportunity to recognize the individuals who have earned the CVA credential since we gathered this time last year. As you know, the CVA credential is a mark of excellence—tangible evidence that those who earn it are competent, knowledgeable professionals (3) who are skilled at doing their jobs. Having a credential is the hallmark of a true profession. (4) And we're letting the world know that the management of volunteer resources is indeed a true profession.

I would like all individuals who earned the CVA during this past year (5) to please stand and be recognized. Congratulations on this significant achievement in your professional development.

(CVAs stand. Applause.)

I would also like to ask everyone else in the audience who has earned the CVA to stand. (*Applause.*) Congratulations to all of you who have demonstrated your commitment to the field of volunteer resources management and to yourselves as professionals in this field

(.5 min)

**Patrice:** Thank you, Kathy, for your work with the CVA program. And, congratulations to the latest CVA recipients.

(6) This year AVA is recognizing excellence in applied research with a new award, The Journal of Volunteer Administration Award. Anthea Hoare, CVA, chair of communications, on the AVA board will present this award.

(3 mins)

**Anthea:** I'm pleased to be here today representing the AVA Board of Directors, as I present this new award. As most of you know, *The Journal of Volunteer Administration*, is an applied research journal, published by AVA four times each year. The journal's goal is to make the latest research in the field, trends, new models, and best practices more accessible to all of us. The articles are intended to help practitioners take new ideas and apply them on the job.

I'd like to thank all those who have written for the journal over the years, and those who have served as editors and reviewers. We, in the profession of volunteer administration, have a journal of which to be proud.

Thanks to the support of an anonymous donor, *The Journal of Volunteer Administration Award* comes not only with public recognition, but a \$500 cash award.

After reviewing the articles published in the journal between September 2002 and June 2003, the journal's Editorial

Board selected (7) Paula M. Anderson, CVA, and Mary E. Zimmerer, PhD., CPA, as this year's award recipients. They co-authored an excellent article--"Dollar Value of Volunteer Time: A Review of Five Estimation Methods."

Neither Mary nor Paula was able to be here today, but they asked me to share these comments with you.

*"Mary Zimmerer and I both are honored by this award for our research article published in this distinguished journal, and we regret that we could not join you here today.*

*Our interest is to further promote the profession of volunteer management by providing some tools for translating a dollar value for volunteer contributions. Our hope is that our colleagues will find them useful.*

*The subject matter was challenging because formulas alone cannot relay the true magnitude of volunteer contributions to organizations whose goal is to make our world a better place. We know that the real impact of volunteers is not just about dollars.*

*In these times of rapid societal and economic change, we believe that appreciation and recognition of the value of volunteerism will continue to evolve. Hopefully, we've supplied a way of beginning that conversation."*

Paula and Mary will receive these certificates of recognition and will share the cash award. Congratulations to both of them. Please join me in recognizing their outstanding efforts. (Applause.)

(2.5 mins)

**Patrice:** Congratulations to Paula and Mary. And thank you, Anthea, for presenting this award.



**(8)** It's now time to recognize the recipients of this year's AVA awards. Two categories of awards are presented this year: Volunteer Administrator of the Year Award and Distinguished Service Awards. There were no nominees this year for the Harriet Naylor Distinguished Member Service Award.

**(9)** We'll begin with the recipients of the Distinguished Service Awards. This award is presented to one or more individuals, organizations, or corporations that promote volunteer involvement, provide service through a unique model, have made a significant contribution to furthering volunteerism, and have made a substantial impact in their community or in the field. Up to three awards are given in this category each year.

The first recipient, **(10)** Mary Merrill, is the president of her her company, Merrill Associates, based in Columbus, Ohio, United States. **(11)** Mary is recognized by her peers as an active volunteer, mentor, leader, and advocate for the profession of volunteer resources management. She has helped the profession grow in her state, in the United States, and in several other countries.

**(12)** In recognition of the International Year of Volunteers, 2001, Mary served as a volunteer consultant in Armenia. She is pictured here with the volunteer management graduates she worked with during her time in Armenia. Closer to home, Mary volunteers on several boards in her community.

**(13)** As a consultant and trainer, Mary has used her skills to invigorate her state's conference on volunteerism and initiate the establishment of an association of professional volunteer administrator networks in Ohio. Her expertise in board development, ethical decision making, risk management, and volunteer program assessment has benefited

organizations around the globe. **(14)** Near and dear to Mary's heart is AVA's Journal of Volunteer Administration. As editor, Mary has revitalized the publication with new approaches to sharing the latest in research. Here, Mary, Nancy Macduff and Linda Graff have an impromptu meeting to discuss the journal.

**(15)** Mary, please come forward so that we can honor you with AVA's Distinguished Service Award. *(Applause, Denny shakes hands and gives her the plaque.)*

*(1.25 mins)*

Mary: Comments.

*(2 mins)*

Patrice: Congratlutions and best wishes to you, Mary. **(16)**

The second Distinguished Service Award goes to a volunteer program in city government.

**(17)** The City of Plano Volunteer Resources Program, illustrates the ingenuity and scope of volunteer activities that a city can use to develop programs to meet the ever-increasing needs of its citizens. One of the city's goals is to promote and assist citizen understanding of municipal issues and programs. Through volunteer service, citizens have had better understanding of the challenges their local government faces. **(18)** This Texas community of 238,000 residents benefited from 86,000 hours of volunteer service in 2002. This equates to 1.1 million dollars.

**(19)** Just as important as the dollars, are the services that citizens receive and the satisfaction that volunteers feel while serving their community. Here, a volunteer patrols parking lots to ensure that handicapped parking spaces are available to those who need them.

**(20)** Volunteers in Plano (VIP) and Workplace C.A.R.E.S. are two components of the city's volunteer resources program. Workplace C.A.R.E.S., an employee directed program, supports 10 community programs.

**(21)** Through the VIP program, a record number of young people are serving their community.

Emergency preparedness was another focus for the city. Again, volunteers played an important role—they helped develop a Volunteer Disaster Guide. The guide is proving to be a model for towns and cities in Texas.

**(22)** Robin Popik, Volunteer Resources Supervisor with the City of Plano, is here to receive this award. Please join me in honoring this excellent program. *(Applause, Denny shakes hands and gives her the plaque.)*

*(1 min)*

Robin: Comments **(23)**

*(2 mins)*

Patrice: Congratulations, and thank you, Robin for those comments.

The final Distinguished Service Award goes to JPS Health Network in Ft. Worth, Texas. **(24)**

Three years ago, the volunteer program at JPS was a shadow of what the program is today. **(25)** With commitment from top management, a full-time volunteer resources manager was hired to revamp the program to be more in line with patients' needs.

**(26)** In 2002 volunteers contributed over 86,000 hours of service, making it the largest volunteer hospital program in Tarrant County. Managed by volunteers, the hospital gift shop raised \$189,000 to purchase medical equipment.

**(27)** Volunteers are hard at work throughout JPS facilities—providing direct service to patients and assisting with critical behind-the-scenes tasks, such as helping in the lab and the laundry.

**(28)** JPS has 350 volunteers who do their work at home--making blankets, quilts, booties, and other items. These individuals, who might not be able to volunteer at JPS facilities, provide much-needed items for patients.

Much of JPS's success lies in its strong partnerships with local schools, a training center, senior volunteer programs, and local business. **(29)**

Traci Day, CVA, who is the director of volunteer services for JPS Health Network is here to receive this award. Join me in recognizing this excellent program. *(Applause, Denny shakes hands and gives her the plaque.)*

*(1 min)*

Traci: Comments

*(2 mins)*

Patrice: Congratulations to JPS Health Network.

**(30)** The Volunteer Administrator of the Year Award recognizes an AVA colleague for excellence in the field of volunteer resources management. No matter what the title, those who mobilize volunteers to improve communities are central to who we are and what we do as members of the profession of volunteer administration.

The recipient of this year's award is **(31)** Jane Hilfer, director of Community Relations, with the Texas Department of Mental Health & Mental Retardation. Jane has worked in this

position for 14 years and has made a significant impact, helping people society often ignores.

**(32)** Overseeing volunteer services managers in 64 facilities and community centers, Jane has enabled more than 25,000 volunteers to interact with people suffering from the loneliness and isolation that often accompanies mental illness and mental retardation. Says a teenager living in a mental health facility--“The volunteers have made me feel so special and not so alone.”

**(33)** Jane has shared her expertise with thousands of volunteers, staff, and colleagues through her work with the Volunteer Services Council and the State Agency Network in Texas. “Volunteer programs in state agencies would not be what they are today were it not for Jane’s leadership,” says the Texas Youth Commission’s Chief of Volunteer Services.

**(34)** When Jane became director of Community Relations, she played a key role in helping the organization through a difficult period of transition. Through her words and actions, a stronger organization, enriched by a new spirit of volunteerism, was born. Recently, the commissioner of Jane’s agency commented, “I am honored to be associated with a state agency in which volunteers are an integral part of its service delivery.”

**(35)** Jane has enjoyed her career in public service and encourages a new generation of volunteer services managers to make that same commitment.

**(36)** Please join me in honoring Jane Hilfer as the 2003 AVA Volunteer Administrator of the Year. *(Applause, Denny shakes hands and gives her the plaque.)*

*(1 min)*

**Jane:** Comments.

**Patrice:** Jane, congratulations and best wishes.

(37) I would like to extend my thanks to the Awards Committee listed in your program. They did an excellent job of selecting recipients who best demonstrate the qualifications for each award.

Please join me in a round of applause for all the individuals who were honored today.

Now, I'll turn the podium over to Denny Barnett and Nancy Gaston, CVA, who would like to make a special presentation.

(Patrice—you can leave the stage.)

*(10 mins) (Nancy and Denny will recognize Katie for her service as executive director.)*