



1991-92 ANNUAL REPORT

MISSION

"Goals are reached because many individuals take many small steps along a clear path in the right direction."

AVA's membership includes directors of volunteers, agency administrators, volunteer coordinators, supervisors of volunteers, association leaders, community resource managers, educators, trainers, researchers and students, whether those in leadership roles are paid staff or volunteers.

The Association for Volunteer Administration (AVA) is an international membership organization whose purpose is to promote professionalism and to strengthen leadership in volunteerism.

Members share a vision of the effective involvement of volunteers at the local, regional, national, and international levels and a commitment to the development of professional skills.

MESSAGE

from our
President

This annual report spans an 18-month period from July 1991 through December 1992, due to the change in our fiscal year. During that time much of our efforts have been directed at building a solid operational and financial foundation before launching major new initiatives. These efforts have been successful due to the relentless efforts of the board, countless hours of hard work by AVA members, and at times heroic work of our staff.

In a time when economic, political and social change has been rampant around the globe, AVA has maintained a balance between stability and flexibility. We have successfully built new collaborations, begun tapping the potential power of satellite technology, eliminated a large deficit, set a new conference attendance record, and increased our voice and our visibility. The continuing commitment and support of our members has been evident, and our regional leaders have worked diligently to infuse the organization with new energy and creativity as well as expanded opportunities for members.

1993 marks the end of the five-year plan created in 1989, and we look ahead toward a new vision for AVA and a fresh plan of action. This report contains highlights of our accomplishments of the past few years, as a prelude to the new strategic plan which will be presented to members later this year. Our progress has been steady, and we can take pride in the fact that we have maintained our independence and integrity.

As we review the road we have travelled thus far, and turn toward the work that lies ahead, let us remember that our members are AVA's most important resource. We must keep the door open for new ideas and growth. We must remember to nurture the spirit of professional excellence and not take each other for granted. With these as our beacons, AVA's future can only shine bright.

Sincerely,

Katie Noy Campbell

Katherine Noyes Campbell

President, AVA



PROGRESS

Membership

- Established new membership categories to expand organizational and corporate involvement
- Developed new recruitment brochure
- Regions committed to developing annual goals to increase net membership
- Established an International Task Force to stimulate growth and activity outside of North America

December	Individual	Affiliate
'89	1689	70
'90	1741	60
'91	1572	54
'92	1635	99

Organizational/Corporate

- Individual memberships have gradually increased in the last year as have organizational/corporate memberships

Certification

- Increased number of certification workshops held and packets sold
- 229 volunteer leaders attended certification workshops
- Revised certification manual and translated it into braille; now pursuing translation into Spanish
- CVA pin designed, increasing visibility of credentials
- Developed new promotional brochure for certification
- Contributed to textbook containing AVA certification competencies - publication is pending
- Established contract position for certification manager

Professional Development Activities



- Incorporated AVA competencies in model programs
- Awarded 5 mini-grants to support innovative training events
- Offered Continuing Education Unit at 1992 ICVA and all future conferences
- Regular Trainer Training workshops for AVA members (Region 10)
- Regional mentoring system designed
- Implemented pilot Apprenticeship Program in Volunteer Administration (Region 2)
- Work on a centralized membership database has begun; obtained outside expert to evaluate current system and provide technical assistance
- Conducted research study on educational needs of volunteer administrators
- Study of Ethics Statement now underway, to be completed by December 1993
- Training on parliamentary procedure now a required offering at every conference
- Format and content of UPDATE changed to reflect member needs and input
- Increased visibility in publications related to volunteerism

- Landmark conference registration in Minneapolis of 1200 leaders in volunteers representing 8 countries.



Influencing Public Policy

- Established regular UPDATE column on public issues
- Process for developing AVA Resolutions being re-designed
- Sessions on advocacy and public issues now a required part of every ICVA
- Currently 19 members representing 8 regions serve as Public Advocacy Liaisons
- Attended U.S. White House Voluntary Action awards ceremonies
- Sent issue of THE JOURNAL to members of U.S. Congress
- Initiated contract with Youth Engaged in Service Commission
- Conducted member interest poll on public issues
- Convened Washington Core Group; explored the feasibility of sponsoring a "volunteer recognition act"
- Strengthened relationships with other organizations with advocacy expertise
- Testified before U.S. Commission on National and Community Service
- Sent letter to newly-elected President Clinton, urging attention to the need for skilled leadership to mobilize and sustain volunteer efforts

Support for Volunteer and Staff Leadership

- Revised and expanded policies and procedures
- Developed comprehensive conference planning manual
- Clarified and strengthened committee structure
- Developed and implemented award system to honor AVA leadership
- Increased benefits for UPDATE and THE JOURNAL editors
- Re-examined staffing needs and hired new staff with necessary skills
- Developed plans to contract for additional part-time staffing in specific program areas
- Re-activated Personnel Committee to monitor staff performance goals, job descriptions and policies
- Improved benefits package for staff
- Established Leadership Bank to identify potential leaders among membership
- Clarified and strengthened the role of the Nominating Committee

Responding to Members

- Mission and Structure Task Force studied board governance system and membership structure and surveyed members to develop recommendations for changes; the approved changes have been implemented
- Adopted new mission statement which clarifies AVA's niche
- Began strategic planning for next 3-5 years
- Established Idea Bank to regularly solicit ideas from members
- Instituted biannual joint meetings of board and regional leaders to increase effectiveness of planning and decision-making
- Established guidelines for regional nominations process

- Established regular post-board meeting memo from President to keep members informed
- Increased coverage of international activities; established guidelines for supporting internationalism at the conference



Initiating Collaborative Relationships

- Conducted training for HEADSTART and American Bar Association
- Cooperated with four other national organizations to plan and offer the SUMMIT on Volunteer Management/Leadership Training
 - Participated in the Points of Light Foundation Paradigm Project, examining barriers to effective volunteer involvement
 - Served on United Way Project Impact review panel
 - Sponsored satellite telecast from 1992 ICVA, with several more planned in cooperation with other organizations
 - Conducted a "collaboration campaign," contacting over 50 organizations to explore possible areas of mutual interest
 - Strengthened relationship with Points of Light Foundation
 - Arranged with other organizations to provide AVA members with additional resources for professional development
 - Attempted overlapping conference with American Society of Directors of Volunteer Services
 - Collaborated with other organizations in regional conferences



Fiscal Stability and Growth

- Eliminated the fund balance deficit

Date	Fund Balance
June 30, 1989	(\$30,269) deficit
June 30, 1990	(\$104,000) deficit
June 30, 1991	(\$107,000) deficit
Dec. 31, 1991	(\$62,700) deficit
Dec. 31, 1992	\$24,985 surplus!

- Committed to the creation of a reserve fund to provide on-going financial stability;
- Developed and submitted several grant proposals
- Received two grants (totalling \$25,000) from foundations to support specific program activities
- Developed new products as sources of revenue; produced catalogue to market these
- Reactivated the Silent Auction at ICVA as revenue source
- Established specific goals for ICVA revenue
- Established effective, consistent, in-house financial reporting process
- Pro-rated staff salaries across all services and programs to accurately reflect our expenses
- Developed workable system of regional accounting and budgeting
- Developed clear process for overall budget development
- Obtained in-kind donations to print two Membership Directories and other materials

TRIBUTES

Harriet Naylor Distinguished Service Award

This award is granted annually to an active AVA member who has made an outstanding contribution to the organization through leadership, advocacy, research, publications, media, education, and/or program development and management. The award is named for Harriet Naylor, a distinguished leader in the field of volunteerism.



Laura Lee M. Geraghty

Individual Service Award

The Service Awards are granted annually in the name of the Association to a maximum of three widely recognized individuals and/or organizations whose work, dedication, support, loyalty and continued efforts stand as monumental evidence of their concern for the field of volunteerism. Their service shall be recognized through publications, media, research and/or development and management of programs that promote volunteerism.



Lt. Colonel Mrs. Jean Davis

Organization Service Award



Corporate Volunteerism Council

The Corporate Volunteerism Council of Minneapolis/St. Paul

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The Association for Volunteer Administration also gratefully acknowledges the extraordinary number of inkind services donated each year by its active members.

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Administrative Services Coordinator	Linnay Wathen
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Volunteer Membership Coordinator	Pat Hofman

THANKS

for your time, energy and commitment to AVA

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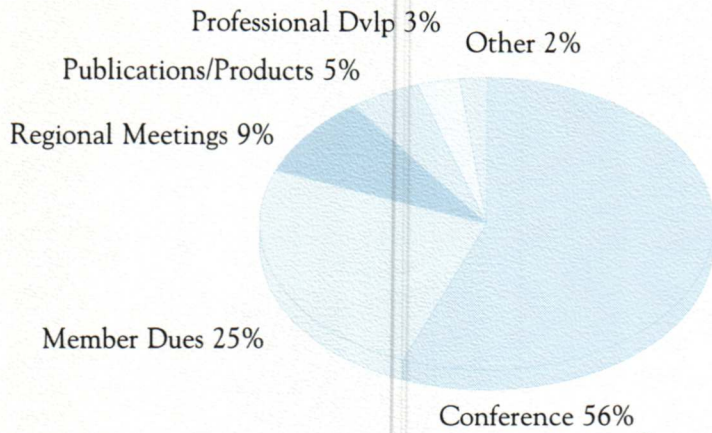
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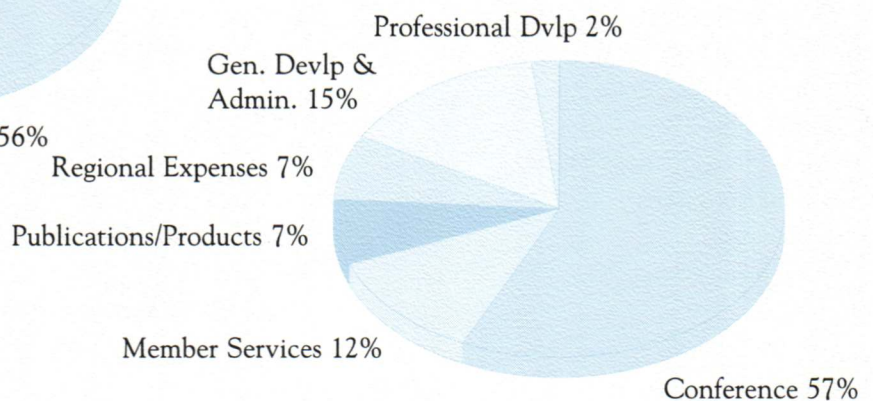
Novella Whitehead

FINANCE

Revenue



Expenses



ASSOCIATION FOR VOLUNTEER ADMINISTRATION FINANCIAL SUMMARY FOR THE YEAR ENDED DECEMBER 31, 1992

PUBLIC SUPPORT AND REVENUE:

Conference	\$339,687
Membership dues	148,978
Contributions	9,852
Publications & Products	29,637
Regions	53,879
Professional Development	19,043
Interest	3,833
Other	1,912
Total Unrestricted Funds	\$606,821
Total Restricted Funds	\$ 5,488
TOTAL PUBLIC SUPPORT AND REVENUE	\$612,309

EXPENSES:

Conference	296,490
Membership Services	61,435
Publications & Products	38,490
Regions	38,187
Professional Development	10,690
General Development and Admin.	72,131
Total Unrestricted Funds	\$517,423
Total Restricted Funds	\$ 5,488
Property & Equipment	1,737
TOTAL EXPENSE	\$524,648

Excess of Revenue over (under) Expense	\$87,661
FUND BALANCE Beginning	(\$62,676)
FUND BALANCE Ending	\$24,985

This information has been extracted from the audited financial statements of AVA. A copy of the complete audited financial statements is available upon request from AVA's Boulder office. Audited by The Taylor Company, PC, CPA.

MEMBERSHIPS

Organizational/Corporate

Level A

Arkansas Public Administration Consortium (AR) · United Way /Crusade of Mercy (IL) · McGregor Home (OH) · The Salvation Army (VA) · Berkshire Farm Center and Service For Youth (NY) · Women in Community Service, Inc. (VA) · Central Indiana Association of Volunteer Administrators (IN) · Honeywell, Inc. (MN) · Rochester Area Administration of

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Association for Volunteer Administration

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Boulder, CO 80306

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