

1980

**NATIONAL  
CONFERENCE  
ON  
VOLUNTEERISM**

**October 12-15  
AVA/AVAS/AVB Conference**

1980

## FACING A DECADE OF DECISIONS

The 1980 AVA/AVAS/AVB Conference will explore new and innovative partnerships between the public and private sectors, between government and voluntary organizations, between established and grassroots organizations and between individuals and institutions. The program will cover resources for citizen participation through educational and skills workshops, issue sessions, and paper presentations.

Dear Conference Participant:

On behalf of the Planning Committee, I would like to welcome you to the 1980 AVA/AVAS/AVB Conference.

You will find the Conference Program full of opportunities to participate in workshops, issue sessions, study tours and business meetings. Also available is the opportunity to share information and resources with the diverse volunteer leadership attending the conference.

While here, we do hope that you will be able to take advantage of the unique aspects of the Twin Cities - including scenic and historical sights, performing arts and ethnic restaurants, which reflect the cultural diversity of the area.

Our greatest hope for this Conference, however, is that each of us will find the tools, information and inspiration we seek and that collectively we will achieve, within the volunteer community, the unity necessary to face the Decade of Decisions!

Laura Lee M. Geraghty  
Conference Chairperson

Minneapolis, "The City of Lakes" has a flavor all its own. With autumn all in color, the lakes and waterways are an excellent background for the many activities enjoyed by residents and visitors to the Twin Cities.

Minneapolis is a cosmopolitan city filled with urban activity and yet with a sense of small town friendliness among those you meet. The multinational backgrounds represented in Minneapolis-St. Paul provide a blend of cultures. Preserving that background gives us many museums, restaurants and shops where we can share in the cultural diversity. The Twin Cities is famed for its cultural, performing and visual arts including the Guthrie, Minnesota Orchestra, St. Paul Chamber Orchestra, and many more.

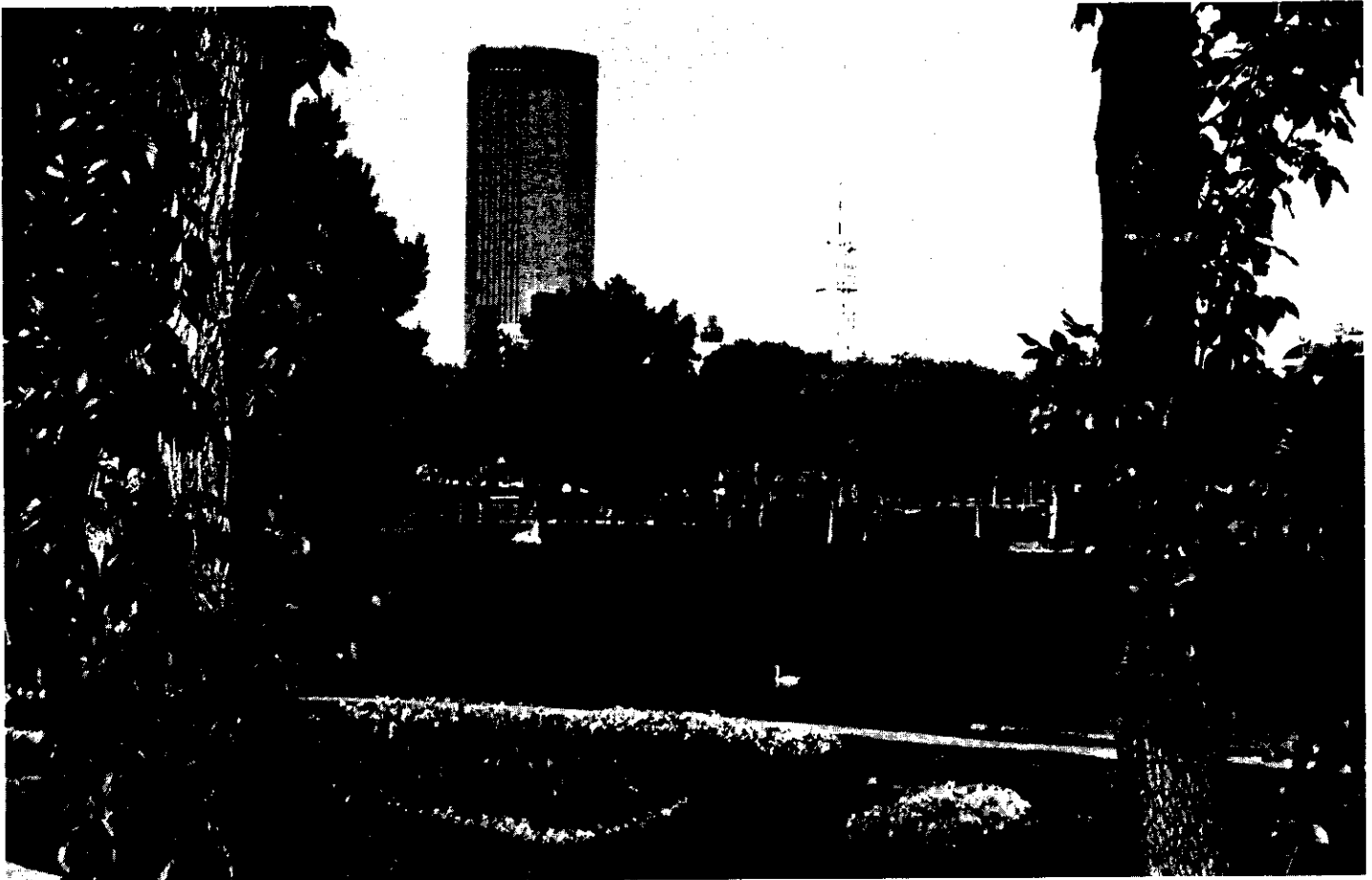
1980

## Conference Supporters

The Conference Planning Committee would like to thank the following organizations for their support of this Conference through contribution of funds, goods or services.

Air Force ROTC  
Economic Laboratories  
Graco Foundation  
MN Governor's Office of Volunteer Services  
Minnesota Mutual Life Insurance Co.  
Minnesota Zoo Foundation  
St. Paul Companies  
Tru-Value Hardware  
WCCO-TV  
Zoo Walk Office

Custom Design, Inc.  
General Mills Foundation  
Minneapolis Voluntary Action Center  
Minnesota Mining and Manufacturing Co. (3-M)  
Minnesota Zoological Gardens  
Northern States Power  
St. Paul Voluntary Action Center  
Wager's St. Paul Typewriter Exchange, Inc.  
VOLUNTEER



**A  
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B**

**The Association of Volunteer Bureaus** coordinates the interests of volunteer bureaus in the United States and Canada. It is responsive to community-based volunteer coordinating agencies which need a focal point for exchanging information and experience.

AVB represents a diversity of viewpoints and speaks with an independent voice for grass roots volunteerism.

Members of the Association look to the national office for staff consultation, sample materials, and information regarding all aspects of volunteer bureau operations and programs. The Association offers national and regional workshops and conferences for member bureaus to facilitate exchanges of ideas and techniques. Membership is open to volunteer bureaus and other organizations and individuals.

**Office:** 801 N. Fairfax Street, Alexandria, VA 22314  
**Phone:** (703) 836-7100

**The Association of Voluntary Action Scholars** is a professional, scholarly association concerned with better understanding of citizen involvement and volunteer participation. Its membership includes academic scholars engaged in or interested in voluntary action research and leaders and participants in voluntary, nonprofit organizations and programs.

Members represent more than 20 academic fields, disciplines and professions—practitioners in every phase of voluntary activity.

AVAS publications, services and other activities provide an interdisciplinary medium for learning about and contributing to the growing body of voluntary action research.

**Office:** Human Development Building, S-211, Penn State University, University Park, PA 16802  
**Phone:** (814) 863-0731

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**The Association for Volunteer Administration** is a professional association for administrators, educators, researchers, students and others interested in the field of volunteer administration. Members come from a wide variety of settings including health care, community services, corrections, social services, the arts, education, research, government programs and advocacy. AVA promotes professional development and education; recognition of competency through certification; advancement of ethics and standards; research; concern with public policy related to volunteerism; and exchange of knowledge and experience among colleagues.

Its members have joined together to advance the field of volunteer administration as a means of promoting and supporting volunteerism.

**Office:** P.O. Box 4584, Boulder, Colorado 80306  
**Phone:** (303) 443-2100

## General Information

### CONFERENCE OFFICE

Located in the Hotel Board Room, off the Forum Ballroom Foyer (main floor).

### REGISTRATION DESK

Located in the Ballroom Foyer (main floor). The registration desk will be open:

Sunday, 10/12/80: — 11:00 a.m. to 6:00 p.m.

Monday, 10/13/80: — 7:00 a.m. to 10:30 a.m. and Noon to 2:00 p.m.

Tuesday, 10/14/80: — 7:00 a.m. to 8:30 a.m.

Wednesday, 10/15/80: — 7:30 a.m. to 8:30 a.m.

At other times, visit the Conference office which will have registration personnel on call.

### HOSPITALITY DESK

Located in the Ballroom Foyer, the desk will be staffed:

Sunday: 11:00 to 6:00 p.m.

Monday: 7:00 to 10:30 a.m. and Noon to 2:00 p.m.

Tuesday: 7:00 to 8:30 a.m.

Wednesday: 7:00 to 8:30 a.m.

Inquiries regarding special activities, which required pre-registration, and possible openings for these activities should be directed to the Hospitality Desk Staff.

### HOSPITALITY ROOM

Those who wish to relax, have a cup of coffee or visit with other participants are invited to visit the Hospitality Room, located on the 11th floor in Room #1167. Information on restaurants, tourist attractions and shopping in the Minneapolis-St. Paul area will be available at the Conference Hospitality Room.

### MESSAGE CENTER

Messages for participants will be received at (612) 332-0371 (ext. 252), from 8:00 - 5:00 p.m. daily and will be posted on the message board near the registration table in the Ballroom Foyer (main floor).

### EXHIBITS

Exhibits are located in the North Forum Ballroom (main floor) and in the open space on the ground floor. Exhibit space will be open:

Monday: 7:30 a.m. to 5:15 p.m.

Tuesday: 8:00 a.m. to 5:15 p.m.

Wednesday: 8:00 a.m. to 3:00 p.m.

### AUDIO CASSETTES

Conference highlights will be recorded on audio cassettes, which can be purchased during the Conference. Tapes will be sold in the North Forum Ballroom exhibit area.

### BOOK SALES

Volunteer-related books will be available for purchase, in the North Forum Ballroom exhibit area, on Monday 7:00 a.m. to 6:00 p.m. and Tuesday 8:00 a.m. to Noon.

## Working Committees

### PUBLICITY COMMITTEE

Carolyn Anderson, Co-Chair  
Sherokee Iise, Co-Chair

Mary K. Crowley, Special Projects  
Twin Cities Opportunities, Industrial Center

Susan Freeman, Director  
Volunteers Enlisted to Help People

Sheri Oehlke, Volunteer Director  
St. Paul Society for the Blind

Robin Roy, Student  
Metropolitan State University

### FACILITIES COMMITTEE

Paula Beugen, Chair

Walter Cullen, Associate Dean  
Minneapolis Community College

### MAVD LIAISONS

Paula Brandt, President  
Addie Moonier, Program Chair

Mark Thornhill, Associate Director  
Richard Wheaton, Conference Coordinator

### PROGRAM

Sheri Oehlke  
Robin Roy

### OFFICE/CLERICAL

Dorothy Molstad, Chair

Heleen Howell, Volunteer Director  
Villa Maria Nursing Home

### REGISTRATION COMMITTEE

Jean Wirsig, Chair

Jo Ann Earl, Volunteer Coordinator  
Wilder Residence East

Carol Gates, Volunteer Director  
Walker Methodist Residence and Health Center

Liz Radke, Board Member  
Stillwater Community Volunteer Serv./VAC

Jackie Sinykin, Advisory Committee Chair  
Governor's Office of Volunteer Services

Leslie Turner, Past President  
Junior League of Minneapolis

### EXHIBIT COMMITTEE

Maggi Davern, Chair

Donna Alberts, Volunteer  
St. Paul Voluntary Action Center

Roxanne Hart, Coordinator  
Community Relations, St. Paul Voluntary Action Center

Mary Krueger, Office Manager  
St. Paul Voluntary Action Center

Venice Barsness, Assistant Chief  
Minneapolis Fire Department Reserves

### PROGRAM PLANNING

Sandy Kiernat, Past President  
Junior League of St. Paul

Judi Lund, AVA Public Policy Chair  
North Carolina Dept. of Human Services

Judy Madaj, Director of Volunteers  
Wilder Foundation

Madeline Merriman  
Chairperson of Volunteers  
American Red Cross, Northwest Division

Deobrah Skwarek, Program Coordinator  
MN Foundation for Better Hearing & Speech

Jean Wigley, Board Member  
Minneapolis Area YWCA

Kitty Gamble, Co-Chair  
Michael Newman, Co-Chair

Jackie Connolly, Volunteer Coordinator  
Hennepin County Community Services

Laura Lee M. Geraghty, Director  
Governor's Office of Volunteer Services

Nancy Jefferson, Director  
Transitional Volunteer Program  
Minneapolis Voluntary Action Center

Karen Hoist, Resident Services Director  
Ebenezer Society

Clementine Kaufman, AVAS Program Chair  
John Hopkins University



## Steering Committee

### CHAIR

Laura Lee M. Geraghty, Director  
MN Governor's Office of Volunteer Services

Carolyn Anderson, Advisory Committee  
Minneapolis Voluntary Action Center

Paula Beugen, Facilitator of Volunteers  
Volunteers in Action, District 281  
Community Education and Services

Maggi Davern, Director  
St. Paul Voluntary Action Center

Kitty Gamble, Advisory Committee  
Minneapolis Voluntary Action Center

Sherokee Ilse, Consultant/Trainer  
Lee Colby and Associates

Lorna Michelson, Director  
Minneapolis Voluntary Action Center

Dorothy Molstad, Volunteer Coordinator  
Minnesota Zoo

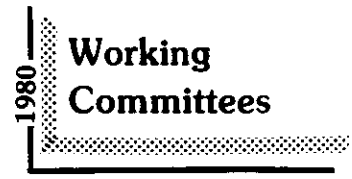
Michael Newman  
Coordinator of Volunteer Services  
Hennepin County Community Services

Lorena Palm, Adult Development Director  
Girl Scout Council of St. Croix Valley

Vi Russell, Director  
Stillwater Community Volunteer Serv./VAC

Connie Skillingstad, Volunteer Coordinator  
St. Joseph's Home for Children

Jean Wirsig, Mathematics Professor  
University of Wisconsin. River Falls



## Working Committees

### HOSPITALITY COMMITTEE

Connie Skillingstad, Chair

Beth Brownfield, Volunteer Coordinator  
Chrysalis Center for Women

Dick Burtis, Volunteer Services  
Hennepin County Community Services

Bonnie Edwards, Volunteer Coordinator  
Wilder Residence

Diana Larson, Director  
Wabogonis Productions, Inc.

Jean Magraw, Volunteer Director  
Guthrie Theatre

Harriet Neitge, Volunteer Director  
Immanuel - St. Joseph's Hospital

Sonia Sturdevant, Volunteer Coordinator  
Salvation Army

Carol Woodbury, Director Volunteer Services  
Minneapolis Children's Health Center, Inc.

### RESOURCE DEVELOPMENT

Lorena Palm

### TREASURER

Vi Russell

### DIRECTIONS TO LEAMINGTON HOTEL

The Sunday evening joint opening session, with the National Association for Volunteers in Criminal Justice (NAVJ), will be held in the Leamington Hotel. In addition, several NAVJ workshop sessions will be open to participants of the 1980 AVA/AVAS/AVB Conference (see agenda). These sessions will be held at the Leamington.

The Leamington Hotel is located at 11th St. and 3rd Ave. To reach the Hotel:

- leave the Holiday Inn by the front door and turn right down Nicollet
- proceed down Nicollet to 11th St. (2 blocks)
- turn right and proceed on 11th St. to 3rd Ave. (3 blocks)
- The main entrance is on 3rd Ave.

### CONFERENCE NEWSLETTER

A Conference newsletter will be published daily. Copies will be available each morning in the registration area.

### SMOKING

In response to the Minnesota Clean Indoor Air Act, smoking will not be allowed in workshop sessions. Smoking is allowed in public areas (i.e. hallways, foyer, Hospitality Room). Seating for Conference meals, in the Holiday Inn, will be separated into smoking and non-smoking areas.

All restaurants in Minnesota must provide smoking and non-smoking areas. This ruling does not apply to bars.

### JOGGING

Arrangements have been made for Conference participants to join NAVJ Forum participants in early morning jogging sessions. Details are available at the Hospitality Desk.

### LOCAL TRANSPORTATION

Mass transit serves both Minneapolis and St. Paul. The hotel is located on a major bus route, providing easy access to the center of the city and surrounding areas. Check with the hotel registration desk for bus schedule information or taxi availability.

### LUGGAGE STORAGE

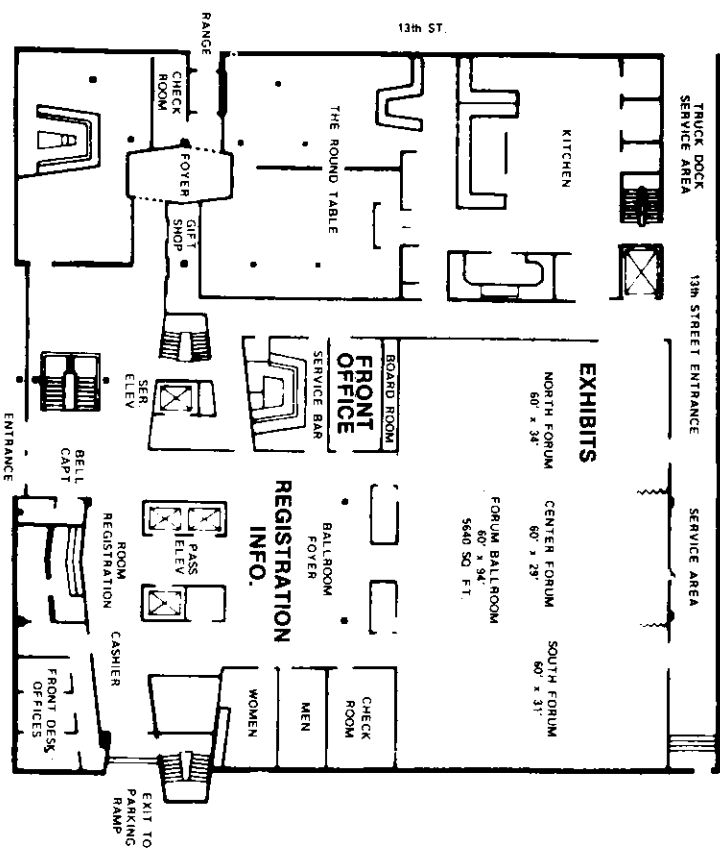
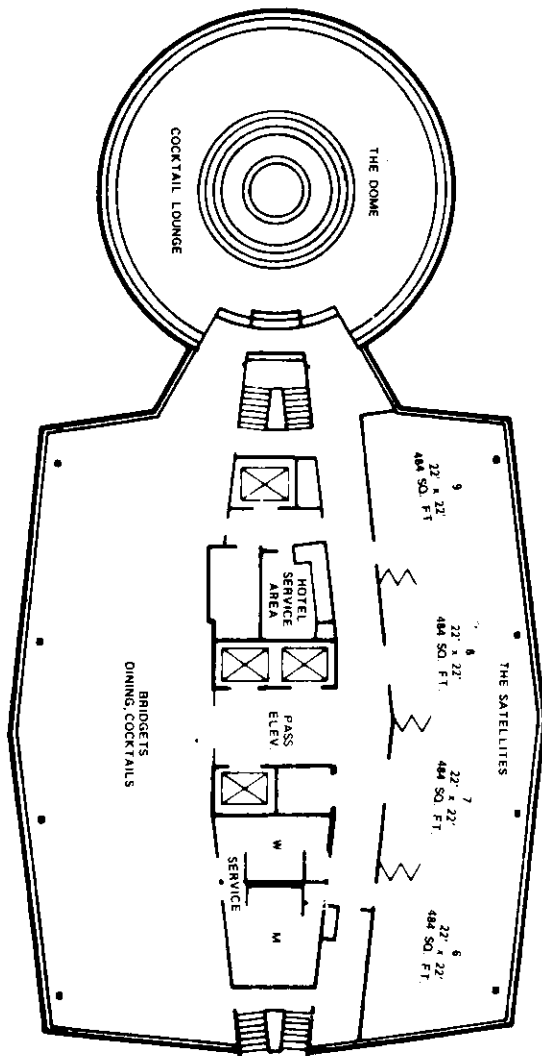
Hotel check-out time is noon. If you need to store your luggage, after check-out time, contact the Bellman.

### TAX DEDUCTIONS

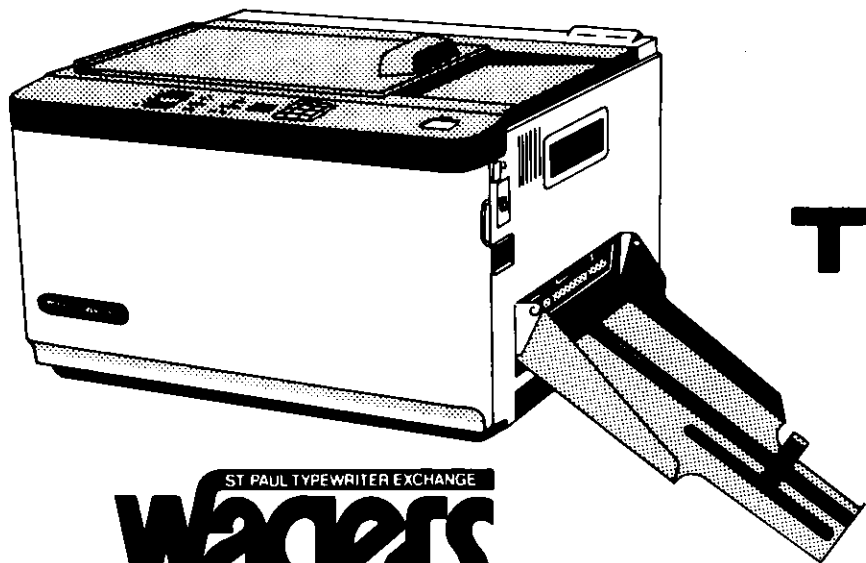
Keep records of expenses during the Conference. IRS allows income tax deductions for educational expenses (i.e. registration fees, meals and lodging). Check with your local IRS Office for more information.

### AVA CERTIFICATION

The Association for Volunteer Administration (AVA) endorses the 1980 AVA/AVAS/AVB National Conference as contributing to the professional development of volunteer administrators, based on a review of the programs, purpose, goals and instructional plan. Attendance at "Volunteerism: Facing a Decade of Decisions" will be accepted by AVA as partial fulfillment of the criteria defined for professional certification. Verification forms and instructions for completion are available at the AVA display table in the Exhibit area.



NICOLLET AVE.  
LOBBY FLOOR DOWNTOWN  
HOLIDAY INN OF MINNEAPOLIS, MINNEAPOLIS, MINNESOTA



# TOSHIBA

**How to eliminate the major cause of copier mistakes.**

**Human error.**

You are assured perfect copies from the BD-728 because its automatic toner system adds toner whenever needed.

It makes the copier "people proof", performing day-in and day-out with many, many operators.

The Toshiba BD-728 features:

- a digital control panel
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- speedy 15 copies a minute
- up to 99 copies automatically, then automatic return to "0" copies for next user
- single sheet by-pass feeding

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1955 University Avenue West  
St. Paul, Minnesota 55104  
(612) 644-3830

**F. Involving the Minority Volunteer**

This workshop will explore the "how to's" for the effective involvement of the minority volunteer.

Helen V. Bosserman, National Director  
 Community Volunteer Services, Minneapolis Area Red Cross  
 Jake Mendoza, Neighborhood Representative  
 Minneapolis Area Red Cross

Satellites 6 & 7

**G. Youth as Volunteers: Learning and Earning Citizenship Through Participation**

How volunteer service and social action experiences, as part of school curriculum, can enhance student development and learning.

Diane Hedin, Ph.D., Assistant Director  
 Center for Youth Development and Research, U of M

Satellites 8 & 9

10:15 - 10:45 a.m.

**ISSUES SESSION GROUPS FINALIZE RESOLUTIONS**

(As posted)

11:00 - 12:30 p.m.

**PRESENTATION OF ISSUES RESOLUTIONS**

Forum Ballroom

12:30 - 2:00 p.m.

**LUNCHEON AND PLENARY SESSION**

(Luncheon cost included in Wednesday registration fee)

Closing Address: "A Challenge to Assume Responsibility for the Future of Volunteerism"

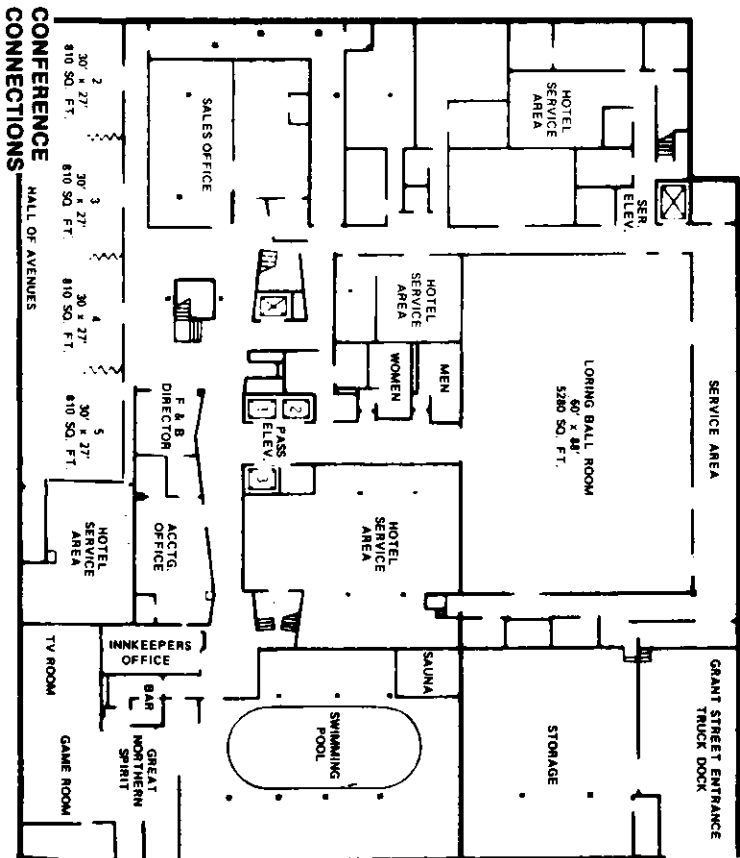
Dr. Landrum R. Bolling, Chairman and Chief Executive Officer  
 Council on Foundations

Loring Ballroom

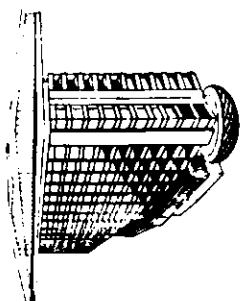
2:00 p.m.

**RECEPTION FOR CONFERENCE VOLUNTEERS**

Hospitality Room



MINNEAPOLIS-DOWNTOWN  
 NICOLLET MALL



*Holiday Inn*

LOWER LEVEL  
 HOLIDAY INN OF MINNEAPOLIS-DOWNTOWN  
 MINNEAPOLIS, MINNESOTA

1980

# Program Agenda

## SUNDAY, OCTOBER 12, 1980

| TIME              | EVENT  | LOCATION   |
|-------------------|--|--|
| 11:00 - 6:00 p.m. | <b>REGISTRATION</b>  | Ballroom Foyer   |
| 11:30 a.m.        | <b>DUTCH TREAT BRUNCH</b><br>(Boards of three sponsoring organizations)  | Bridget's  |
| 1:15 - 3:15 p.m.  | <b>TOUR OF MINNEAPOLIS</b><br>(Pre-registration required)  | Meet in front Lobby                                    |
| 3:30 - 5:00 p.m.  | <b>CONFERENCE CONNECTIONS</b><br>(Introduction/orientation for all Conference participants)  | Avenue 2   |
| 3:30 - 5:00 p.m.  | <b>AVA REGIONAL METINGS</b>  | (As posted in Main Foye)                               |
| 7:00 - 8:00 p.m.  | <b>JOINT OPENING SESSION</b><br>(With National Association of Volunteers in Criminal Justice)<br>Presiding<br>Mark Thornhill, Chairperson, NAVCJ 10th Annual Forum<br>Welcome to Participants<br>Donald M. Fraser, Mayor of Minneapolis<br>Introduction of Keynote Speaker<br>Laura Lee M. Geraghty, Chairperson, 1980 AVA/AVAS/AVB Conference<br>Keynote Address: "Volunteerism: Progress Through Partnerships"<br>Dave Durenberger U.S. Senator, Minnesota   | Leamington Hotel<br>Hall of States<br>(Main floor)     |
| 8:15 - 10:00 p.m. | <b>RECEPTION/CASH BAR</b>  | Leamington Hotel<br>Hall of Presidents<br>(Main floor) |
| 9:15 p.m.         | <i>AVA/AVB meeting</i>   |  |
|                   | <b>B. Refugee Resettlement: Cooperation Between Public and Private Organizations</b><br>A forum to explore ideas and ask questions on how to enhance cooperation between private and public organizations and maximize existing resources in resettlement efforts.<br>Moderator: G. Neil Karn, Director<br>Division of Volunteerism, State of Virginia<br>Kay Anderson<br>Calvary Lutheran Church, Minneapolis<br>Stanley B. Breen, National Coordinator<br>American Refugee Committee<br>Lois Kozberg, Director of Volunteer Services<br>Jewish Family and Children's Service, Minneapolis<br>Leng Vang, Hmong Coordinator, Refugee Resettlement Office<br>Minnesota Department of Public Welfare | Avenues 4 & 5  |
|                   | <b>C. Being 80 in the 80's: The Older Person Meeting Community Needs</b><br>This session will look at people over 55 as volunteers. It will examine where to find them, how to motivate them, and include suggestions on the unique talents of seniors that may be tapped by volunteer directors.<br>Luella Edquist, Volunteer and Director<br>Project Compassion, Lutheran Social Services<br>Judy Madaj, Director of Volunteers<br>Wilder Foundation   | Center Forum Ballroom                                  |
|                   | <b>D. Conflict Resolution: Understanding Yourself Within the Organization</b><br>The session will deal with how the participant responds to conflict within his/her own agency or organization.<br>Bruce Hixson, Instructor-Administrator<br>University of Minnesota and Metropolitan State University   | Bridget's  |
|                   | <b>E. Physically Handicapped Persons as Volunteers</b><br>This workshop will focus on recruitment and utilization of handicapped persons as volunteers, including awareness of their needs for accessibility, and creative programming for placement of volunteers. The workshop will also focus on the need for attitudinal changes in order for this to be achieved.<br>Moderator: Richard Ramberg, Director<br>Minnesota Council for the Handicapped<br>Mary Wisner, Coordinator of Volunteer Services<br>Courage Center<br>Sheri Oehlke, Director of Volunteer Services<br>St. Paul Society for the Blind<br>Linda Marzinske, Senior Education Specialist<br>Prudential Insurance Company      | South Forum Ballroom                                   |



Robert M. Hunter, Ph.D., Director  
Center for Action Research, Boulder, CO  
Mary K. Zimmerman, Ph.D., Director  
Floodwood Project, University of Minnesota-Duluth

**C. A Potpourri of Research Papers Dealing With Volunteerism** (As posted)

**5:15 - 6:15 p.m. ISSUES SESSION #3** (As posted)

**6:30 - 7:30 p.m. COCKTAIL RECEPTION** Loring Ballroom

**7:00 p.m. AVAS BOARD MEETING**

**7:30 p.m. ADVENTURES IN ETHNIC DINING**

An opportunity to share in small groups while enjoying the atmosphere and fare of one of many ethnic restaurants in the Twin Cities. (15 different varieties/various price options will be offered)

## WEDNESDAY, OCTOBER 15, 1980

**7:30 a.m. REGISTRATION OPENS**

**8:30 - 10:00 a.m. WORKSHOPS: OPTIONS FOR THE FUTURE**

**A. Utilization of Volunteers in Energy Conservation Efforts**

A panel session on various models of citizen participation and volunteer involvement in energy conservation efforts with time for participant discussion of new methods of involvement. It will provide information and resource material to assist participants in initiating citizen involvement in energy conservation in their own communities.

Moderator: Francis Luzzatto, Director  
Community Energy Project, ACTION  
Becky Yust, Housing Coordinator  
City of St. Paul Energy Mobilization Project  
Helen Sever, Supervisor  
Van Pooling/Employee Parking, 3-M Company

Avenues 2 & 3

## MONDAY, OCTOBER 13, 1980

**7:00 a.m. REGISTRATION OPENS** Ballroom Foyer

**8:30 - 10:15 a.m. PLENARY SESSION** Loring Ballroom

Introduction to Conference

Laura Lee M. Geraghty, Chairperson

Welcome to Minnesota

Introduction of the Three Presidents

Sarah Jan Rehnberg, Association for Volunteer Administration

Lou Zurcher, Association of Voluntary Action Scholars

Kay Rapier, Association of Volunteer Bureaus, Inc.

Plenary Address: "*Challenges to Volunteerism: Tomorrow is Based on Today*"

Susan Ellis, Director of ENERGIZE

Co-author of *By the People* and AVA Board Member

Ms. Ellis will discuss the history of volunteerism, current challenges to the field, and our mandate for the conference. This address will provide the foundation for issues sessions held during the conference.

**10:30 - 12:00 p.m. WORKSHOPS - "RESOURCES FOR CITIZEN PARTICIPATION IN THE 80's"**

**A. Mobilizing Human Resources**

(Corporations and Volunteerism Series)

This session will present an overview of Corporate Employee Volunteerism, the issues affecting it, and the impact it will have on community services.

Shirley Keller, Director, Corporate Services

VOLUNTEER: A National Center for Citizen Involvement

James Hetland, Senior Vice-President, Urban Development and Law

First National Bank, Minneapolis

Jerry Lynes, ACSW/CAVS, Division Director

Volunteer Bureau/United Way of San Diego

Center Forum Ballroom

**B. New Partnerships Between Established Institutions: Issues and Opportunities**

(Religious Community and Volunteerism Series)

This session will be an exploration of the unique problems, as well as opportunities, regarding the church and its approach to volunteerism.

Jean Wiczorek, Consultant on Church volunteer Programs

Former Director of TRUST

Avenues 2, 3, 4

|                   |  |                       |
|-------------------|--|-----------------------|
|                   | <p><b>C. Present and Future Impact of Government Policies on Volunteerism</b><br/>(Government and volunteerism Series)<br/>A panel discussion, with representatives from various sectors, on ways in which government policies and practices encourage or discourage citizen involvement and voluntary action. Participants will have an opportunity to join in the discussion regarding the future of government involvement in volunteerism.<br/>Moderator: Madeline Merriman, Chairperson of Volunteers<br/>Northwest Division, American Red Cross<br/>Donald M. Fraser, Mayor of Minneapolis and<br/>Chairperson of International Board of Volunteer Services<br/>Harriet Naylor, Former Director of Volunteer Development<br/>U.S. Department of Health, Education and Welfare<br/>Mariiyn Bryant, Chairperson<br/>Minnesota Women's Political Caucus<br/>Sam Brown, Director<br/>ACTION</p>  | South Forum Ballroom  |
|                   | <p><b>D. New Directors Workshop</b><br/>(Sponsored by Minnesota Association of Volunteer Directors-MAVD)<br/>This session is specifically designed for newcomers to the field and will provide a brief overview of the issues and skills involved in volunteer administration, as well as resource information. Participants will have an opportunity to discuss individual concerns.<br/>Connie Skillingstad, Coordinator of Volunteers<br/>St. Joseph's Home for Children</p>  | Satellites 6 & 7      |
|                   | <p><b>E. International Volunteerism</b><br/>(AVAS Paper Presentation)<br/>David Horton Smith, Ph.D., Department of Sociology<br/>Boston College</p>  | Satellite 9           |
| 12:15 - 1:45 p.m. | <p><b>AVB LUNCHEON AND ANNUAL MEETING</b><br/>(Pre-registration required)</p>  | Loring Ballroom       |
| 12:15 - 3:30 p.m. | <p><b>MAVD LUNCHEON AND MEETING</b><br/>(Pre-registration required)</p>  | Bridget's             |
| 2:00 - 3:15 p.m.  | <p><b>WORKSHOPS</b><br/><b>A1. Company Role in Building a Corporate Volunteer Program</b><br/>(Corporations and Volunteerism Series)</p>   | Center Forum Ballroom |
|                   | <p><b>B. Roots of Responsibility: Power Partnerships for Community Action</b><br/>(AVAS Paper Presentation - Continued at 3:30 - 5:00 p.m. session)<br/>Audio-visuals and other presentations will describe tested programs which empower volunteers using their own resources and expertise to find and implement solutions to local problems. The process provides cost-effective leverage to mobilize community to solve problems of well-being by focusing on prevention. Groups participation will be provided through a question and answer session and open discussion of power, visibility, and public/private cooperation.<br/>Winona Hartley, Ph.D., Director<br/>Roots of Responsibility Program, University of Kansas<br/>Luella P. Swank, M.P.A., Associate Director<br/>Roots of Responsibility Program, University of Kansas<br/>Robert M. Hunter, Ph.D., Director<br/>Center for Action Research, Boulder, CO<br/>Mary K. Zimmerman, Ph.D., Director<br/>Floodwood Project, University of Minnesota-Duluth</p> | Satellite 9           |
| 3:15 - 3:30 p.m.  | <b>BREAK</b>   |                       |
| 3:30 - 5:00 p.m.  | <p><b>WORKSHOPS</b><br/><b>A. Advocacy and Consumerism</b><br/>(AVAS Paper Presentation)<br/>This session will consider several types of advocacy and consumerism as they relate to social change. Both research reports and programs in this important area of volunteerism will be presented.<br/>Drew Hyman, Department of Community Development<br/>Penn State University</p>  | Satellite 8           |
|                   | <p><b>B. Roots of Responsibility: Power Partnerships for Community Action</b><br/>(AVAS Paper Presentation - Continuation of 2:00 - 3:15 p.m. session)<br/>Audio-visuals and other presentation will describe tested programs which empower volunteers using their own resources and expertise to find and implement solutions to local problems. The process provides cost-effective leverage to mobilize community to solve problems of well-being by focusing on prevention. Groups participation will be provided through a question and answer session and open discussion of power, visibility and public/private cooperation.<br/>Winona Hartley, Ph.D., Director<br/>Roots of Responsibility Program, University of Kansas<br/>Luella P. Swank, M.P.A., Associate Director<br/>Roots of Responsibility Program, University of Kansas</p>   | Satellite 9           |

12:15 - 2:00 p.m.

**AVA LUNCHEON**

This will include a menu and revue of American Indian Culture  
(Pre-registration required)

Loring Ballroom

2:00 - 3:45 p.m.

**Planning for Non-Profits**

(NAVCJ Exchange Session - Repeat of 8:30 - 10:45 a.m. Workshop)  
This workshop session will present the concept of planning and discuss planning as  
essential ingredient of success.

Jeffrey Pryor, President  
Partners, Inc.

Leamington Hotel  
Michigan Room  
(Main Floor)

2:00 - 4:30 p.m.

**AVA ANNUAL BUSINESS MEETING**

Center Forum Ballroom

2:00 - 4:30 p.m.

**STUDY TOURS OF VOLUNTEER PROGRAMS**

**A. Courage Center**

A multiprogram facility for handicapped persons of all ages. (\$2)

**B. Minnesota Zoo**

An exciting volunteer program concept in a zoological garden setting. (\$6)

2:00 - 3:15 p.m.

**WORKSHOPS**

**A. RAZA Committee Self-Help Efforts**

(AVAS Paper Presentation)

This session will include outlining of select community organizing efforts in  
midwestern Spanish-speaking communities.

Albert Mata, Ph.D., Department of Sociology  
University of California at Los Angeles

Jose Broncamonte, J.D.

Rudolfo Garcis, Ph.D., Associate Director of Research  
Latino Institute

Ricardo Parra

Housing and Redevelopment Authority

Santo Rivera, Proyecto Pa'Lange

Northeastern Illinois University

Oiga Villa, Social Action Coordinator

Spanish-Speaking Catholic Commission

Arturo Zendejas, Information Specialist

Latino Institute

Satellite 8

This session will present the various aspects of establishing a corporate volunteer  
program and ways to structure efforts within a company. (10-minute presentation  
will be given by each person. One-half hour will be allowed for the most frequently  
asked questions. There will be a 20-minute question and answer period.)

Moderator: Shirley Keller, Director, Corporate Services

VOLUNTEER: A National Center for Citizen Involvement

Alan Benedeck, Corporate Relations Manager

Allstate Insurance Company

Ron Speed, Director, Corporate Community Relations

Honeywell, Inc.

Joan Clark, Manager, Community Affairs

Avon Corporation

**A2. Corporate Volunteerism Consultations in the Round**

(Corporations and Volunteerism Series)

Participants will have the opportunity to discuss with corporate representatives the  
"how to's" and the benefits of a variety of models of employee volunteer activities.  
(Each participant may attend two of the following.)

- "Retirees As Volunteers"

Elmer Frykman, Manager

Honeywell Volunteer Retiree Project

- "The Management Assistance Program"

Ceace Fehn-Haagensen, Consumer Representative

Consumer Affairs Department, Northern States Power Company

- "Loaning Company Personnel"

Daniel B. Schultz, Director, Community Relations

Burlington Northern Railroad

- "Employee Released Time and Social Services"

Jon Pikel, Director, Corporate Responsibility

Pillsbury Company

South Forum Ballroom

**B. New Partnerships Between Established Institutions: Developing  
Management and Support Systems**

(Religious and Volunteerism Series)

This presentation will include models and rationale for volunteer management and  
support systems within religious institutions as well as examination and discussion of  
means of developing such congregational systems and potential obstacles to be  
faced.

Jean Wiczorek, Consultant on Church Volunteer Programs

Former Director of Trust

Avenues 4 & 5

- C. New Directions for ACTION** Satellites 6 & 7  
 (Government and Volunteerism Series)  
 An overview of current ACTION programs, as well as new initiatives and future special programming. The presentation will emphasize the implications of ACTION programs for community volunteer groups.  
 Sam Brown, Director  
 ACTION
- D. Leadership Development in Community Organizations** Satellite 8  
 Recognizing, utilizing, developing leadership in organizations and agencies will be discussed. This workshop is structured for 15-20 participants with group participation and inter-action a must.  
 Jackie Sinykin, Immediate Past President  
 National Council of Jewish Women, Minneapolis Chapter
- E. Networking: Perspectives on a Personal and Organizational Skill** Satellite 9  
 (AVAS Paper Presentation)  
 This will be a participatory session, in which perspectives on net-working will be developed, refined, tested by the experience of session participants and summarized for future research and action agendas. Participants will identify qualities, attitudes, expectations, needs, "pay offs" for potential leaders. The delegation of responsibility and the role of the nominating committee in developing leaders will also be discussed.  
 Jon VanTil, Department of Urban Studies  
 Rutgers University  
 Abraham Wandersman, Ph.D  
 University of South Carolina  
 King Davis, Ph.D.  
 Norfolk State University  
 Millie Sucov,  
 Western Pennsylvania Psychiatric Institute  
 Delwyn Dyer, Ph.D., Director, Center for Volunteer Development  
 Virginia Polytechnic Institute
- F. Obtaining Funding From the U.S. Department of Transportation for Volunteer Programs** Avenues 2 & 3  
 (Government and Volunteerism Series)  
 Procedures and mechanisms for obtaining government funding for volunteer programs.  
 Stephen H. McCurley, Director, Constituent Relations  
 VOLUNTEER: A National Center for Citizen Involvement
- E. Volunteer Career Development: Consultations in the Round** Avenues 2 & 3  
 Participants will have the opportunity to discuss with presentors the "how to's" and benefits of a variety of means of volunteer credentialing.  
 • "I Can, an Interagency Collaboration for Volunteer Development"  
 Winifred Brown, Executive Director  
 Mayor's Voluntary Action Center, New York  
 • "Minnesota IPA Project"  
 Carol Truesdell, Assistant Director  
 CHART, and Governor's Office of Volunteer Services  
 • "Junior League Career Development Program"  
 Patt Franciosi, Trainer  
 Junior League of Minneapolis  
 • "Metropolitan State University Volunteer Program"  
 Sandy Hale, Associate Professor  
 Metropolitan State University
- F. Public Participation in Community Development** Satellite 9  
 (AVAS Paper Presentation)  
 Community development as a process and a product requires public participation. This session reviews growing demands for public participation and methods and techniques for encouraging public participation.  
 Larry Gamm, Ph.D., Associate Professor of Community Development  
 Penn State University  
 Lois Mann, Assistant Professor and Extension Specialist  
 Department of Rural Sociology, University of Minnesota  
 C.E. (Chuck) Richardson, Director, Community Involvement Programs  
 N.E. Ohio Area-Wide Coordinating Agency
- G. Transitional Volunteers** Satellite 8  
 Topics to be covered are: Ascertainning the abilities, motivation, and limitations of persons with mental health problems who wish to engage in volunteer work; what volunteer directors can expect in working with transitional volunteers; how to deal with myths about mental illness to enable staff and volunteers to utilize transitional volunteers in providing services.  
 Mary Ann Caesar, Project Director  
 Transitional Volunteer Program  
 St. Paul Voluntary Action Center  
 Nancy Jefferson, Project Director  
 Transitional Volunteer Program  
 Minneapolis Voluntary Action Center  
 Kathy Brady, Chairperson  
 Transitional Volunteer Program  
 Minneapolis Voluntary Action Center

**G. Planning for Non-Profits**

(NAVCJ Exchange Session will last until 10:15 a.m.)

This workshop will present the concept and benefits of planning, and discuss planning as an essential ingredient of success.

Jeffrey Pryor, President  
Partners Inc.

Leamington Hotel  
Illinois Room  
(Main Floor)

10:00 - 10:30 a.m.

**BREAK**

10:30 - 12:00 p.m.

**WORKSHOPS**

**A. Marketing, A Necessary Concept**

(Repeat Session)

An introduction to basic marketing principles for non-profit and service organizations.

Robert Taylor, Ph.D., Director  
The Management Center, College of St. Thomas

Center Forum Ballroom

**B. Evaluating Experiential Learning Programs for Youth**

This session will consist of two parts: findings of research on experiential learning; and how to evaluate your own program.

Diane Hedin, Ph.D., Assistant Director  
Center for Youth Development and Research, U of M  
Daniel Conrad, Ph.D., Director, Community Involvement Program  
Hopkins School District 274, Minnesota

South Forum Ballroom

**C. Making a Difference With an Effective Board II**

(Continued from 8:30 - 10:00 session)

This participative session will focus on effective utilization of boards/committees. It will cover the following areas that are crucial in board development: functions of boards/committees; future planning; and delegation of individual responsibilities.

Arty Trost, M.S.W., Training Consultant  
Organizational Dynamics

Satellites 6 & 7

**D. Improving Agency Results Through Better People Management II**

(Continued from 8:30 - 10:00 session)

This session will address the resource development process as it applies to volunteerism.

Thomas F. Hatcher, President/Owner  
Futures Unlimited, Inc.

Avenues 4 & 5

3:15 - 3:45 p.m.

**BREAK**

3:45 - 5:00 p.m.

**WORKSHOP SESSION**

**A1. Agency Roles in Developing/Maintaining a Corporate Volunteer Program**

(Corporations and Volunteerism Series)

This session will cover corporate volunteerism from the viewpoint of the volunteer-using agency and will answer such questions as what agencies have to offer the corporation, what volunteer leaders should know and understand about employee volunteer programs, and the "nuts and bolts" of working with corporate volunteer programs.

Moderator: Lorna Michelson, Director  
Minneapolis Voluntary Action Center  
Karen Holst, Resident Services Director  
Ebenezer Society  
Mike Newman, Coordinator of Volunteer Services  
Hennepin County Community Services  
Bette Svendsen, Director of Volunteer Services  
St. Paul Public Schools  
Kathy Ozery, Program Associate  
Amicus Inc.  
Todd Driscoll, Director of Personnel  
Science Museum of Minnesota

Center Forum Ballroom

**A2. Corporate Volunteerism Consultations in the Round**

(Corporations and Volunteerism Series)

Participants will have the opportunity to discuss with corporate representatives the "how to's" and benefits of a variety of models of employee volunteer activities.

(Each participant may attend two of the following.)

- "Matching Employees with Agency Needs, the Company Clearing house"  
Joan Clark, Manager of Community Affairs  
Avon Corporation
- "Employee Volunteer Group Projects"  
Alan Benedeck, Manager, Corporate Relations  
Allstate Insurance Company
- "Contributions and Employee Volunteering"  
Lars Carlson, Director of Company Community Public Affairs  
H.B. Fuller Company

South Forum Ballroom

- Employee Involvement Corps"  
Virginia Cronk, Director  
Greater Milwaukee Voluntary Action Center  
Mary Pat O'Keefe, Involvement Corps Coordinator  
Greater Milwaukee Voluntary Action Center
- "Organized Labor and Volunteerism"  
Mary Ystesund, Director  
Minneapolis Area AFL-CIO Community Services  
Geno Dulski, Director  
Minneapolis Area Teamsters Community Services

**B. Maximizing Potential Through Understanding** Avenue 3

(Religious Community and Volunteerism Series)  
This workshop will address what motivates members of religious communities to volunteer either in religious or secular agency/organizations.  
Carol Oierud, Leader of Christian Seminars  
Institute for Living

**C. Lobbying for Change** Satellite 8

(Government and Volunteerism Series)  
Designed for volunteers and volunteer administrators, this session will focus on strategies and techniques for effective lobbying at local, state, and national levels.  
Harriette Burkhalter, President  
League of Women Voters of Minnesota  
Jean Tews, Vice President and Action Chair  
League of Women Voters of Minnesota

**D. Volunteers in Advocacy: So What's New?** Satellites 6 & 7

(NAVCJ Exchange Session)  
This session will explore the implications of advocate volunteers for volunteer directors, agencies, and the volunteers and discuss the differences in the utilization, training, and expectations of volunteer advocates.  
Miriam Karlins, Private Consultant

**E. Mechanisms for Citizen Participation** Satellite 9

(AVAS) Paper Presentation)  
Paper: "Public Hearings Ombudsman Offices Surveys as Mechanisms for Citizen Participation"  
Richard Rich, Ph.D., Department of Political Science  
Virginia Polytechnic Institute

**D. Improving Agency Results Through Better People Management I** Avenues 4 & 5

(Session II will continue 10:30 - 12:00 p.m. session)  
This session will address the human resource development process as it applies to volunteerism.  
Thomas F. Hatcher, President/Owner  
Futures Unlimited, Inc.

**E. Getting and Giving People Credit for What They Do: Volunteer Career Development and Credentialing** Avenues 2 & 3

(NAVCJ Exchange Session)  
Credentialing volunteer work is a vital concern for volunteers and directors of volunteers. This workshop will look at four excellent models of how to effectively help volunteers plan and document their volunteer experiences. (An opportunity to discuss with presenters will occur in the 10:30 - Noon session.)  
Moderator: Jean Wigley, Trainer/Board Member  
YWCA of Minneapolis

- "I Can, an Interagency Collaboration for Volunteer Development"  
Winifred Brown, CAVS, Executive Director  
Mayor's Voluntary Action Center, New York
- "Minnesota IPA Project"  
Carol Truesdell, Assistant Director  
CHART, and Governor's Office of Volunteer Services
- "Junior League Career Development Program"  
Patt Franciosi, Trainer  
Junior League of Minneapolis
- "Metropolitan State University Volunteer Program"  
Sandy Hale, Assistant Professor  
Metropolitan State University

**F. Building Networks Among VACs, VBs and Other Coordinating Services** Satellites 8 & 9

A workshop approach to help VACs/VBs identify and draw upon the ideas and support of other VACs and VBs in order to improve services. This session is designed for directors and board members of VACs, VBs and central coordinating services.  
Kay Rapier, President  
Association of Volunteer Bureaus, Inc.  
Putnam Barber, Acting President  
VOLUNTEER: A National Center for Citizen Involvement

5:15 - 6:15 p.m. **ISSUES SESSION #1** (As posted)

6:15 - 7:30 p.m. **DINNER BREAK**

7:30 p.m. **"Mary Stuart" - An Evening at the Guthrie Theater**  
Friedrich Von Schiller's powerful drama about the last three days in the life of Mary, Queen of Scots. Reception following with cast members. (Pre-registration is required)

## TUESDAY, OCTOBER 14, 1980

7:00 a.m. **REGISTRATION OPENS** Main Foyer

7:30 - 8:15 a.m. **ISSUES SESSION #2** (As posted)

8:30 - 10:00 a.m. **WORKSHOPS - "TOOLS FOR EFFECTIVE VOLUNTEER MANAGEMENT"**  
**A. Marketing: A Necessary Concept** Center Forum Ballroom

An introduction to basic marketing principles for non-profit and service organizations.

Robert Taylor, Ph.D., Director  
The Management Center, College of St. Thomas

**B. Issues in Evaluation Research** South Forum Ballroom

This will be a "how-to-do-it" panel presentation and discussion. Topics discussed will be: evaluation - for whom; appropriate methodology; what kind of data to collect and when.

Jim Peterson, Ph.D., Department of Sociology  
Western Michigan University  
Linda Christiansen-Ruffman  
St. Mary's University, Halifax, Canada  
Clementine Kaufman, Ph.D., Metropolitan Center of Urban Research  
John Hopkins University

**C. Making a Difference With an Effective Board I** Satellite 6 & 7

(Session II will continue 10:30 - 12:00 p.m.)

This participation session will focus on effective utilization of boards/committees. It will cover the following areas that are crucial in board development: functions of boards/committees; future planning; and delegation of individual responsibilities.

Arty Trost, M.S.W., Training Consultant  
Organizational Dynamics

Paper: "Public Hearings as Citizen Participation Mechanisms"

Barry Checkoway, Assistant Professor  
Dept. of Urban and Regional Planning, University of Illinois

Paper: "The Ombudsman as a Mechanism of Citizen Participation"

Drew Hyman, Professor, Department of Community Development  
Pennsylvania State University

Paper: "Citizen Surveys as Citizen Participation Mechanisms"

Lester Milbrath, Professor, Environmental Studies Center  
State University of New York

**F. Models for the Certification/Professionalism of Volunteer Administrators** Avenues 4 & 5

Panel discussion on educational programs for volunteer administrators.

Moderator: Mary DeCarlo, Ph.D., Director  
Volunteer Development Institute

Anne Webb, Coordinator of Volunteer Programs  
Metropolitan State University

John McCiuskey  
Formerly Lindenwood IV

Sarah Jane Rehnborg, CAVS, President  
Association for Volunteer Administration

Florence Schwartz, Ph.D., School of Social Science  
Hunter College

Ann Jacobson, MSW, Director  
Community Services/VAC, Kansas City

**G. Basics of Budgeting** Leamington Hotel

(NAVCJ) Exchange Session

This session will discuss budgeting as a planning concept and accountability as a means of program funding.

Charles Walker, Superintendent  
Training Institute of Central Ohio, Ohio Youth Commission

**H. Developing Local and State Associations for Volunteer Administrators** Avenue 2

(Sponsored by the Minnesota Association of Volunteer Directors-MAVD)

This session will focus on the purpose of local and state associations for administrators of volunteers. It will provide an overview of different associations across the country, how they are structured, and how they facilitate training and resource development among their members.

Moderator: Vern Lake, Chief of Volunteer Services  
Minnesota Department of Public Welfare

# 1980 AVA/AVAS/AVB CONFERENCE "FACING A DECADE OF DECISIONS"

## Conference at a Glance

### Monday, October 13, 1980

|                   |   |
|-------------------|---|
| 7:00 - 10:30 a.m. | REGISTRATION DESK STAFFED   |
| 8:30 - 9:00 a.m.  | INTRODUCTION TO CONFERENCE  |
| 9:00 - 10:15 a.m. | PLENARY SESSION: "CHALLENGES TO VOLUNTEERISM: TOMORROW IS BASED ON TODAY" |
| 10:30 - 12:00     | WORKSHOPS: "RESOURCES FOR CITIZEN PARTICIPATION IN THE 80'S"              |
| 12:00 - 2:00 p.m. | REGISTRATION DESK STAFFED <i>Pres. Suite - Affiliation Discussion</i>     |
| 12:00 - 1:45 p.m. | AVB LUNCHEON AND ANNUAL MEETING   |
| 12:15 - 2:00 p.m. | MAVD LUNCHEON MEETING   |
| 2:00 - 3:15 p.m.  | WORKSHOPS: "RESOURCES FOR CITIZEN PARTICIPATION IN THE 80'S"              |
| 3:15 - 3:45 p.m.  | BREAK   |
| 3:45 - 5:00 p.m.  | WORKSHOPS: "RESOURCES FOR CITIZEN PARTICIPATION IN THE 80'S"              |
| 5:15 - 6:15 p.m.  | ISSUES SESSION #1   |
| 6:15 - 7:30 p.m.  | DINNER BREAK  |
| 7:30 p.m. -       | "MARY STUART" — AN EVENING AT THE GUTHRIE THEATRE                         |

### Tuesday, October 14, 1980 *Rm*

*ok 8-10-15*  
*AVA/AVB Mtg. - Hospitality Room - 1167*

|                    |   |
|--------------------|---|
| 7:00 - 8:30 a.m.   | REGISTRATION DESK STAFFED                             |
| 7:30 - 8:15 a.m.   | ISSUES SESSION #2                                     |
| 8:30 - 10:00 a.m.  | WORKSHOPS: "TOOLS FOR EFFECTIVE VOLUNTEER MANAGEMENT" |
| 10:00 - 10:30 a.m. | <del>BREAK</del> <i>10:15-867 - Reg. Realignment</i>  |
| 10:30 - 12:00 p.m. | WORKSHOPS: "TOOLS FOR EFFECTIVE VOLUNTEER MANAGEMENT" |
| 12:15 - 2:00 p.m.  | AVA LUNCHEON - <i>Awards + Roses</i>                  |
| 2:00 - 4:30 p.m.   | AVA ANNUAL BUSINESS MEETING                           |
| 2:00 - 3:15 p.m.   | WORKSHOPS   |
| 2:00 - 3:15 p.m.   | WORKSHOP: Planning for Non-Profits (Leamington Hotel) |
| 3:15 - 3:30 p.m.   | BREAK   |
| 3:30 - 5:00 p.m.   | WORKSHOPS   |
| 5:15 - 6:15 p.m.   | ISSUES SESSION #3                                     |
| 6:30 - 7:30 p.m.   | COCKTAIL RECEPTION                                    |
| 7:00 p.m. -        | AVAS BOARD MEETING                                    |
| 7:30 p.m. -        | ADVENTURES IN ETHNIC DINING                           |

### Wednesday, October 15, 1980

*7:30 - Breakfast - Rm 1167 - Hospitality Suite*

|                    |   |             |
|--------------------|---|-------------|
| 7:30 - 8:30 a.m.   | REGISTRATION DESK STAFFED   | <i>T-16</i> |
| 8:30 - 10:00 a.m.  | WORKSHOPS: "OPTIONS FOR THE FUTURE"   | <i>F-17</i> |
| 10:00 - 10:15 a.m. | BREAK   | <i>S-18</i> |
| 10:15 - 10:45 a.m. | FINAL ISSUES SESSION  | <i>S-19</i> |
| 11:00 - 12:30 p.m. | PRESENTATION OF ISSUES RESOLUTIONS  | <i>m-20</i> |
| 12:30 - 2:00 p.m.  | LUNCHEON AND PLENARY SESSION: "A CHALLENGE TO ASSUME RESPONSIBILITY FOR THE FUTURE OF VOLUNTEERISM" - <i>Award to LLC</i> |             |

*2:30-5 - Durenberg Hearing*

*7 - AVA Board Mtg.*