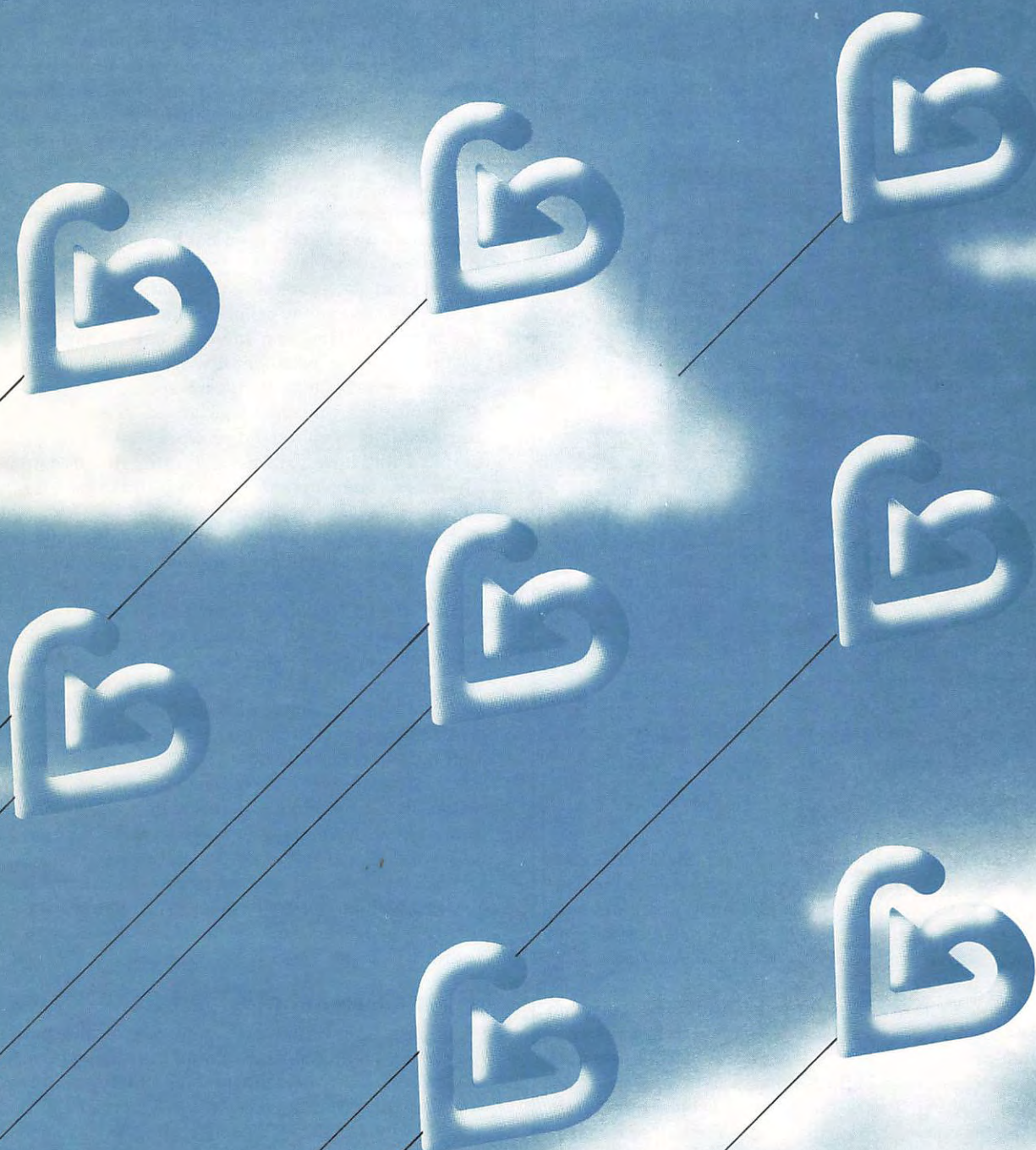


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Status Report

voluntary Action Leadership

WINTER 1981

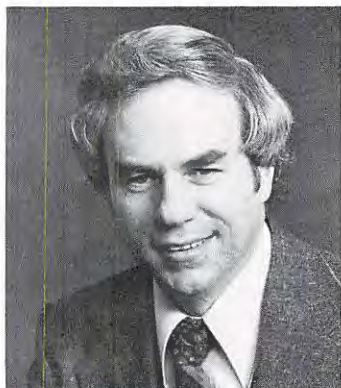


Volunteering In America 1980-1981

As I See It

A Challenge for the Future

By John L. Dutton



John Dutton is the new president of VOLUNTEER: The National Center for Citizen Involvement. He assumes this new responsibility after serving a term as a member of VOLUNTEER's board of directors. He will maintain his current position as assistant vice president, branch development, of the Aid Association for Lutherans in Appleton, Wisconsin.

AFTER ONE LOOK I KNEW THAT SHE WAS AMBITIOUS, successful, smart and very tough. Connie was a business executive on the way up. When I told her I was interested in volunteerism, she responded with a cold smile and eleven ice water words, "I don't volunteer for anything; I prefer to work for money."

You wouldn't have been surprised by Connie's reply, and neither was I. We've heard it before. Later, when the conversation turned to non-work interests, it became apparent that, despite earlier denials, Connie was in fact an active volunteer. She cared very much about people and certain issues. She even observed without any prompting from me that volunteer work was a good thing to do.

The victory was sweet. I congratulated myself for having been so adept at turning another enemy into a friend, and **RIGHT THEN I BECAME PART OF THE PROBLEM!** Maybe you are part of it too.

The problem is that when Americans consider work,

growth, profit and wages, their minds are programmed to think "important, serious, and getting results." When the subject is volunteering our mental circuits switch to "relaxation, caring and mellow."

The result is the lists of our lives include volunteering along with Christmas presents and tennis. The challenge for the future is to get it listed with the Constitution, the Bill of Rights, a caring society, faith in God, lower taxes, and hope for tomorrow! Any time you and I stop working at this we become part of the problem.

To meet that challenge the nation will have to find answers to the following critical questions:

1. How can we develop a broad public understanding that volunteering in the community interest is a personal and public debt—the essential rent that is paid for occupying the position of free man or woman in a democratic society that works?
2. How can we prove that getting involved does lower taxes or make the world a better place, and that the improvement from one's own efforts need not be enormous to be satisfying and worthwhile?
3. How can the nation discover that both its values and its heroes are alive in the people around us who care enough to get involved? How can these volunteers become a select group of people who identify with each other and with something larger than their own specific causes?
4. In meeting the challenge ahead, how can the major organizations in volunteerism work together as well as separately, and how can the collaboration of corporations, churches, government officials and bureaucrats, and organized labor be secured?
5. How can we increase the number, stature and influence of professional volunteer coordinators and administrators? How can we affirm and recognize paid staff who are leaders in working effectively with volunteers?

With questions like these one is tempted to make at least one of two mistakes. The first is to conclude that there are no solutions, so why try. The second is to dust off the crystal ball and look for simple answers.

A more productive approach begins with the realization that the answers are in all of us. They will be found as people of motivation and hope create solutions where they are, while also supporting and receiving help from the larger solutions or movements in society which they judge to be headed in generally the right direction.

With that in mind, here are some key ideas and principles which I believe can guide those of us who want to "bloom where we are planted" and help lead the way to a better future.

The Energizing Idea

Building the volunteer community or the professional volunteer administrator is not an energizing idea for most Americans. Our cause must be the building and rebuilding of our nation in one of the ways Americans always have done it—by and through people who give themselves to do what they can. They will be our patriots! They will be paying their "rent" as free people in a democratic society! They will give spirit and lift to America! They will save tax dollars and help make the world better! They need to be applauded, understood, supported and encouraged to do more!

(Continued on p. 47)

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A Special Issue

ABOUT A YEAR AGO VOLUNTEER DECided it was time to step back and take a good look at volunteering in this country. What is the effect of lifestyle changes on organized volunteer activity? Are fewer people volunteering today than in past years? What is the role of the federal government in volunteerism? These and other topical questions, VOLUNTEER's staff felt, needed analysis and, if possible, answers.

The result was *Volunteering, 1979-1980*, a 24-page

status report on America's volunteer community. It contained a summary of the major trends in the field as well as a special section devoted to the recognition of the hundreds of local, state and national volunteer award recipients in 1979.

The response was so good that the status report is back again—this time as a special issue of VAL. By devoting this winter issue to the status report, we have been able to double our coverage of current volunteer trends, issues and outlooks.

So, in addition to Ken Allen's report on the new directions and qualities of the citizen volunteer movement in this country, VAL brings you an analysis of current volunteer legislation activity by Steve McCurley ... the thoughts of Alexandre Hay, a distinguished leader of volunteers on the international level ... and interviews with eight national figures in our field, who discuss the current state of volunteering in relation to their respective leadership roles.

In preparing this issue, we discovered that several VAL departments were "naturals" for the status report. We revived the Volunteers from the Workplace column for Shirley Keller's article on VOLUNTEER's Wingspread conference, a "graduate" seminar for leaders in the corporate and nonprofit sectors that took place last fall. Keller's report is really an update on the growth of corporate volunteer programs reported in earlier VALs.

There is a book review by Maureen Shea on *Volunteers and the Making of Presidents*, one of the major volunteer-related book releases in 1980.

There is an As I See It piece by VOLUNTEER's new president, John Dutton, who discusses what's wrong with volunteering today and what can be done about it.

Even Voluntary Action News has been adapted for the status report with write-ups of six citizen volunteer program models developed by VOLUNTEER. In the past year, these pilot projects have demonstrated or have begun to show innovative ways to involve certain segments of a community in volunteering.

Last, but certainly not least, we present a salute to the outstanding volunteers honored in 1980. This year a corporate awards section has been included in recognition of the rapid rise of corporate volunteer programs.

Taken as a whole, the contents of this special issue reflect the tremendous amount of volunteer activity that has taken place in the past year. I think you will find the 1980-81 status report a good indicator that the volunteer community is not only alive and well, but also growing in numbers and sophistication.

Brenda Haulon



Volunteering In America

1980-1981

A Status Report

By Kerry Kenn Allen

PERHAPS THE MOST OFTEN QUOTED OBSERVER of American society is a Frenchman who died some 100 years ago—Alexis de Tocqueville, who spent nine months in 1831-32 touring the new United States. His survey of our emerging nation, *Democracy in America*, has become one of the classic benchmarks in our attempt to define American life. Of particular pride to us have been his descriptions of the American disposition to "constantly form associations," to seek solutions to community problems through the actions of private citizens.

But in recent years, we've heard less of Tocqueville and more of the "malaise" that supposedly grips us, less of voluntary associations and more of government, less of working together and more of the "Me Decade." Now, as we enter the 1980's, we are confronted with new realities: increasingly complex problems that seemingly no amount of money can solve, demands to reduce public expenditures and to roll back the oppressive influence of a bureaucracy run amok, growing distrust of large institutions and of people who are paid to make decisions or to help others.

We are also confronted with new political leadership and a new rhetoric, one that calls up the heritage that Tocqueville described. If we are to solve our problems, we are told, we must return to the habit of helping one another, of assuming greater responsibility for ourselves, of turning not to government but to our families, churches, voluntary associations and to each other.

Are we prepared for the changes in the approach to problem-solving that is implied? Are individual citizens willing and able to get more heavily involved in their communities? Are we prepared to turn power to the people?

The answer, perhaps surprisingly, may be a resounding "yes!" The winds of change are once again blowing in the United States. That literally millions of Americans are finding new, creative ways to attack problems and to regain control over their own lives is a good indicator of the current status of our national heritage of volunteering:

- A new era of citizen involvement and activism is dawning—much of it outside the realm of the large, well-established service organizations that are the most visible part of the voluntary sector.
- The ability and willingness of individual citizens to volunteer is changing, as their lifestyles change along with their expectations of reward, personal growth and responsibility.
- The long, often uncertain, relationship between government and the voluntary sector is reaching a major turning point, when serious attention can result in building a creative collaboration between them.

Ken Allen is VOLUNTEER's executive vice president in Washington, D.C.

A New Activism

The "Me Decade" has come to an end, not with an orgy of self-awareness but with the simple act of people caring about each other and their communities. For example:

- The "Straphangers' Revolt" in New York City is mobilizing citizens to lobby for improvements in the subway system.
- Adrian Miranda in Los Angeles has created the Community of Togetherness for teenage Chicanos by opening his garage as a temporary community center and offering his friendship.
- The keeper of a general store in eastern Kentucky is leading the local fight against strip mining.
- More than 84,000 people volunteer for fire and emergency squads in New Jersey; in Philadelphia, 150,000

"What has made the historic preservation movement strong enough to change the face of our cities, is precisely that it is a movement, a mighty popular movement. It has become the most enthusiastic and intelligent citizen effort in the history of this democracy."

—Wolf Von Eckardt
Washington Post

citizens participate in police-sponsored neighborhood patrols.

- The membership of the increasingly activist Audubon Society has quadrupled since 1968 to the current level of 415,000.

At the core of this new spirit of activism is a growing belief that if problems are going to be solved, it will be because people, not institutions, are attacking them. Rudolph Wagner, a 78-year-old North Dakota farmer, one of a dozen to volunteer to assist young farmers, captured the essence of this mood: "If people want to keep [problems] inside instead of making an issue of it, they're going in the wrong direction."

The movement to become involved is massive: tenant associations buying their buildings and developing co-ops in Washington, D.C.; 4,000 ADDition volunteers in Orlando, Florida, schools; more than 300 corporations nationwide encouraging their employees to volunteer; a growing membership of 26,000 low- and moderate-income people in ACORN (Arkansas Community Organizations for Reform Now) in 19 states; the anti-nuclear movement serving as the focal point for new activism on campuses.

Why? What has happened to rekindle this spirit? Was the "Me Decade" real or only the figment of the media's imagination? There are several answers, none completely satisfactory:

"Something special is happening that makes our country's economic picture a good deal brighter. There is a new movement—an exciting cooperative spirit—making itself felt everywhere from rural towns to big city neighborhoods. The movement has no single leader nor does it have a national platform. Rather, consumers are taking concrete steps to beat inflation on the local level. They are forming partnerships with businesses, governments, unions, private foundations and, most importantly, with each other."

—Esther Peterson
Director, U.S. Office of
Consumer Affairs

First, there is a growing desire for the empowerment of citizens as citizens—that is, as active participants in decision-making. This is a natural outgrowth of three dissimilar movements of the past 20 years: the battle for social justice, the search for self-awareness and the growing involvement of volunteers in the delivery of human services. People have realized that they *do* make a difference. But they also have realized that service and advocacy are not enough. They want to be empowered as full participants in the planning, policy-making and resource allocation processes, the forces that shape their lives and their communities.

Second, there is the growing belief that big institutions, including both government and business, have failed to solve problems or to provide the positive leadership that people are seeking. This belief is evident everywhere.

Ronald Reagan has been elected with the expectation that he will "get government off the backs of people." There is skepticism about the role professionals play, about the skill and sincerity of paid helpers, about the promise of a "technological fix" to solve our problems. Even the Three Mile Island accident underlined the anti-nuclear sentiment that is as much rooted in a concern about poor management as it is in the technology itself.

Third, there is a desire to recreate a sense of community. At least partially akin to the "small is beautiful" notion, this desire is rooted in the realization that there are not econo-

"No government can guarantee a perfect life for anyone. No government can substitute for our families, our churches, our synagogues, our neighborhoods, our volunteers. But a progressive government must do two things. It must create the conditions to help all people build better lives for themselves. And it must do so efficiently and honestly and fairly."

—Walter Mondale

mies of scale when it comes to helping people help themselves. Self-help, for example, has grown into a new form of community, with some 500,000 such groups, involving 15 million Americans. So has telephone counseling. There are now so many "hotlines" in New York City that the telephone company is starting a special information number for them. Rev. Gary Rowe, director of the Yule Connection in Chicago

that helps people who are depressed during holidays, says, "The telephone is the modern backyard fence in the city. Strangers can become neighbors over that wire and help each other simply by communicating."

Consider PROP (People Reaching Out to Other People) in Eden Prairie, a suburb of Minneapolis. PROP is a 100 percent volunteer effort to coordinate services for people who can't wait for agencies to respond or who "fall through the cracks." Gerry Beckmann, a PROP leader, captured the new desire for community when she told the Minneapolis *Tribune*, "I grew up in a small town in Nebraska. People did things like [helping others] as a matter of course. They saw each other every day and knew when help was needed. People here want to do the same things but they don't know how. When they have the opportunity, they always respond. You might say PROP gives Eden Prairie a chance to be a small town."

Finally, the "Me Decade" may never have happened, at least not in the way and to the extent media pundits and merchandisers would have us believe. In 1974, the U.S. Census Bureau reported that over 37 million adult Americans

"The American ethic of neighbor helping neighbor has been an essential factor in the building of our nation Government must never elbow aside private institutions—schools, churches, volunteer groups, labor and professional associations—in meeting the social needs in our neighborhoods and communities."

—1980 Republican Party Platform

regularly volunteered in some way. Less than five years later the Gallup Poll surveyed residents of urban areas and discovered that over 80 percent indicated a willingness to get involved in their communities, if asked. Americans never have stopped caring, never have stopped helping one another. Instead of saying, "Isn't it too bad no one volunteers anymore?", we should be seeking to understand the very positive ways in which volunteering has changed to meet new needs in the community and new expectations in the lives of individual citizens.

IT IS NOTEWORTHY THAT MOST OF THIS NEW ACTIVISM has grown up outside the realm of the large, well-established service organizations that are the most visible part of the voluntary sector. It has happened in neighborhoods, in organizations of the low-income, minorities, handicapped and elders. It has found its roots in people's anger, in their desire for change and justice. It is the work of individuals working outside the system and of enlightened corporate leaders who see that the primary social responsibility of business is much more than maximizing profit.

There is little coincidence in the fact that the new activism is accompanied by the decline in the number of people willing to volunteer in well-established, "traditional" and institution-based human services. People no longer want to "do good" in the traditional sense. They want to become involved in activities that touch their lives directly, that they feel strongly about, that empower them. Many voluntary

agencies have been unable to change with the times, unable to capture the imagination and the energy of the citizens they have relied on for so long.

There is a new volunteer community emerging, one that harkens back to the true tradition of America: citizens banding together around a common cause that is in the public interest. A host of new technical assistance, information-sharing and advocacy organizations are growing up around this new community of volunteers.

The National Committee for Responsive Philanthropy, for

"At this moment, in scores of neighborhoods across the country, in big cities and small towns, along dirt roads, behind mountain 'hollers,' there are people speaking out. They are turning toward one another, asserting themselves as they have never done before . . . a long-buried American tradition may be springing back to life."

—Studs Terkel

example, helps increase the funds available for social change and emerging, consumer-based service organizations. Its advocacy has brought changes in the Combined Federal Campaign, growing sensitivity among foundations to the demand for public accountability and greater public awareness that federated fundraising campaigns, like United Way, while important, are insufficient to meet the needs of the entire community.

The New Volunteers

The ability and willingness of people to get involved is not unique to the United States. But it is around that energy that our unique institutions—voluntary associations and organizations—have been built. Now volunteering is changing, partially in response to changes in society as a whole, but mostly because people are changing their lifestyles and expectations.

At the heart of this change is what has been called "enlightened self-interest," a supposed moving away from helping others to helping ourselves. It is a common complaint of large voluntary organizations: people only want to volunteer for things that help themselves, such as an opportunity to resolve personal problems, to obtain marketable skills, to achieve a certain status. For many, neighborhood

"The swift growth of the self-help movement is the second Copernican revolution. It shatters the myth of the professional as the center around which human services function. There are groups that meet just about every human need, and the groups work because their members focus on their own resources and experience."

—Dr. Leonard Borman
Center for Urban Affairs
Northwestern University

associations and self-help groups have lost the "purity" of volunteering because the participants themselves benefit.

But this is a dreadfully narrow view of the meaning of altruism. Is it selfish to fight for creation of a neighborhood clinic rather than to volunteer in a hospital across town? Is it wrong to demand involvement in decision-making rather than to accept a passive role as supplement to paid staff? Is one's work any less pure because one hopes to move into paid employment? The outcry about these changes has come to a great extent from those who have been able to afford the luxury of volunteering for its own sake, rather than for its primary purpose of problem-solving.

And if altruism is dead, how do we account for the hundreds of examples we find every day of people sacrificing to help others? How do we fit in football player Harold McClinton, killed in an auto accident outside Washington, D.C., as he was returning from a visit with inmates at Lorton prison? Or Cynthia Motyka, a 27-year-old Chicagoan, who adopted a blind, retarded infant she met on her first day as a hospital volunteer who, through her efforts, has "become a little boy?" Or the 600 volunteers of Friends Outside of San Jose, California, who help inmates and their families?

Altruism is not dead. It simply reflects more accurately now the wonderful truth of volunteering: that people can help themselves while helping others help themselves.

"I get very discouraged. There never seems to be enough time. I never feel fully prepared. I can't find the answer for every child's problem. There's always something I didn't do or could have done better. I need a volunteer—someone who has the time to listen and talk to them, to help them learn and grow. They need another adult friend who will share their dreams and thoughts, just as I do."

—A teacher, quoted by Whitty
Cunninggim, *Teaching Exceptional
Children*, spring 1980

Two new expectations are shaping the nature of citizen involvement. One is the expectation of greater responsibility. People are seeking ways to have direct, significant involvement with another person. Hotlines and crisis centers, for example, rarely have trouble recruiting volunteers. People are seeking participation in decision-making—often through neighborhood organizations. The best are considered to be those that are multi-issue, multi-racial, decentralized and democratic. People no longer want to be viewed as "just a volunteer," as evidenced by the increasing use of volunteers that clarifies expectations and establishes a sense of increased professionalism.

The second expectation is for work that offers the opportunity for personal growth and fulfillment. This is not unique to volunteering. Indeed, many corporate leaders encourage employees to volunteer to relieve the boredom and routine of their paid jobs. For volunteers, this means seeking jobs that extend their skills, that offer training and feedback on performance, that provide certification of work completed or skills gained. This expectation has grown as more and more

people, primarily women, choose to enter the paid workforce.

It is possible to make the transition from a volunteer to a paid job. Indeed, largely through the efforts of a single volunteer—Ruth March of Los Angeles—many corporations, state and local governments, and the federal government, now provide a space for volunteer experience on job application forms. The American Red Cross has led a collaborative effort of a dozen national voluntary organizations to help volunteers gauge the skills they've gained through the "I Can" project.

These expectations are a natural and positive outreach of the self-awareness movement. People believe that they are important, that they can make a difference. They are demanding the opportunity to prove it through involvements that are responsible, rewarding and effective. And they are demonstrating their willingness, if need be, to create their own organizations and mechanisms to gain that opportunity.

Working with Government

Paralleling the emergence of the new activism has been a growing concern with the impact of government on the health of the voluntary sector. Clearly, the relative size, role and resources of the three sectors—government, corporate and voluntary—have shifted dramatically in the last half century. With the rapid growth of federal involvement in human services since 1960 and the increasingly arbitrary

development of complex regulations, government threatens to overwhelm those voluntary associations that Tocqueville found so unique. Despite the determined efforts of voluntary organizations to fight back—most notably through advocacy for the Charitable Contributions legislation—government steadily is eroding the viability and strength of the voluntary sector.

To a great extent, this is because public policy decisions that will affect voluntary organizations or volunteers are made in a vacuum, without benefit of an overriding philosophy or policy framework. The implications of this situation are clear.

First, there is very little appreciation within the federal government for the value, role and capabilities of voluntary organizations and volunteers. There is very little understanding of the way in which nonprofit organizations function, their particular maintenance needs or their mode of decision-making and operation.

Second, virtually no public funds, or technical assistance are available to enhance the operation of these organizations or to stimulate greater citizen involvement and volunteering either within them or in the government itself.

Third, the utilization of voluntary organizations and citizen groups in the delivery of human and social services takes an extremely low priority, far below that accorded to the growth of the federal bureaucracy and the utilization of state and local government agencies in these roles.

"It seemed to me that every industrial country in the world treated its senior citizens more humanely than our country. And I came back with the kind of anger that made me want to pitch in and do battle to help seniors sustain their own validity and to change whatever situations or attitudes were diminishing them as people."

—Lou Cottin, activist for elders

"The challenge is double-edged. It is not only for volunteers to be appreciated and respected by others, if indeed there are any 'others,' any individuals who do not at least in some small, unorganized manner give voluntary service to their fellow man. The challenge is also to the volunteers to respect the tasks they have undertaken and not shortchange them because 'I'm just a volunteer.'"

—Editorial in the *Christian Science Monitor*,
April 25, 1980

"Citizen participation in [neighborhood] groups often belies the image of a disillusioned, cynical public and suggests instead that people are eager to participate in political processes when they feel they can make a difference."

—Harry C. Boyte, author of *The Backyard Revolution*,
in the *New York Times*, October 10, 1980

"There is a spirit here that needs to be rediscovered, cleansed from over-regulation, and reinvigorated in modern America. This spirit is the antithesis of the attitude: 'Let government do it.' This spirit transcends the meddling of excessive and irrational federal regulations

and nitpicking bureaucrats who pile up mountains of meaningless reports. This spirit surmounts the self single-issues zealots, unmindful of the common good of the nation and the world. This spirit springs from free citizens who prize and use their freedom to touch humanity in its basic needs and anguishes, by dedicated service, freely given. Voluntarism, in its variegated manifestations, is America uniquely at its best."

—Theodore M. Hesburgh, upon accepting the
1980 Alexis de Tocqueville Award from
United Way of America

"Moreover, it is evident that 'collectivist' movements—like the human-potential, civil rights, antiwar, women's, ecology and 'gay' movements—have done more to raise the issues, confront the inertia of the status quo and actually alter prevailing policy than the election of one candidate over the other.... The way we live day to day in our communities will do far more to change the faltering political machinery than our campaign canvassing and yearly fling at the polls."

—Ed Gondolf of Principia College in the
April 29, 1980, *Christian Science Monitor*

"Something is missing in my life... I guess I know what the answer is. Maybe it's just that every day, everywhere I look, I am constantly reminded of the enormity of human and social needs, and I find it hard to turn my back."

—Rhoda M. Gilinsky of White Plains, N.Y.,
writing in the December 30, 1979, *New York Times*
on why she is giving up her resolve to quit
volunteering

"No matter where we find our volunteers, we have to understand that they will demand challenging roles, short-term projects, evening hours and flexible plans of commitment. We'll also have to meet their needs for exploring career options through our organizations. Many will want to gain skills and experiences that will help them find paid employment."

—Fay Wattleton
President, Planned Parenthood
Federation of America

Fourth, the impact of government tax policies and regulations on voluntary organizations and volunteers is rarely understood. When it is understood, it is largely ignored.

Fifth, to the extent that government does seek to utilize voluntary organizations, it tends to rely on those that are large, well-established and highly professionalized, providing relatively little funding for the development of new, alternative, consumer- or volunteer-based, neighborhood organizations.

Sixth, virtually no support is available to develop and maintain the knowledge base or services that are constantly demanded by both public and private agencies that seek to involve citizens effectively.

Finally, it is rare for voluntary organizations and citizens to be seen as legitimate partners in the identification of needs and the development of programs to meet those needs.

As a result, voluntary organizations are forced to adopt an adversarial, rather than collaborative, posture. Public policy displaces, rather than enhances, those structures through which citizens traditionally have attempted to solve problems. Government loses a valuable partner for service delivery. Citizens redefine "helping each other" as serving as advocates, working against a bureaucracy that is impersonal, unresponsive and illogical.

Ronald Reagan comes to the presidency with a pledge to change all that, to reduce government spending and to

"Frankly, I'm optimistic about our future. I look on the '80s as an opportunity to give more freedom of choice to individuals, to private institutions and to volunteerism. I see the 1980s as a chance to explore and implement alternatives, rather than falling back on the old answer of more government. I'm convinced that once we define the roles of doer and decider, our country can be more productive, we can achieve more goals, we can accomplish more good than we ever thought possible."

—Sen. David Durenberger
Minnesota

return responsibility for problem-solving to the state and local community levels. But accomplishing that means more than slashing budgets or repealing social legislation. An alternative must be found, developed and supported. To some extent, that alternative may be in the voluntary sector.

But taking such a transition, even in a limited way, will be neither easy nor inexpensive.

Positive leadership is needed at the very top of government to demonstrate the importance of citizen involvement. The President and his staff must be sensitive to the unique role voluntary organizations and individual citizens can play. They must understand that the voluntary sector is not rich, that if it is to assume greater responsibilities, it must receive funding support that enhances its capabilities without engendering inappropriate dependence on the government.

Neighborhood organizations can play a more vital role in local planning and resource allocation. The corporate community can be an important source of highly skilled volunteers and of greater financial support for nonprofits. Existing voluntary agencies can offer alternative systems for service delivery. Citizen involvement within federal agencies can be expanded and made more effective. But none of this will happen on the scale that is necessary unless there are clear signals from the new Administration that it supports such efforts.

"We have an increasing demand for volunteers to run things and at the same time we are looking at a new generation of women. Since in today's world a person's worth is unfortunately measured by a paycheck, organizations depending on volunteers will have to find a substitute for dollars earned. Compensation can be in money, goods, services, ego satisfaction or recognition If you don't face up to the social requirements of today's society, you will find volunteerism will shrink if it doesn't disappear entirely."

—Mitchell Fromstein
President, Manpower, Inc.

There must be a clear focal point within the Administration for this leadership. ACTION, now designated as the "federal volunteer agency," is a logical spot for this to happen. As an institution, it has the demonstrated sensitivity to the issues of most critical importance to the poor and the powerless to enable it to act effectively in mobilizing resources on their behalf. It is the obvious agency around which to build supportive services for the voluntary sector as a whole. It can become the model to demonstrate the effectiveness of citizen involvement in assessing community needs, advising on the appropriate allocation of resources and monitoring the effectiveness of federal programs.

Beyond ACTION, there are any number of possible mechanisms to build government support for the voluntary sector: a special presidential advisor, a high-level citizens' advisory committee, directives to cabinet departments, designation of specific responsibilities in Congressional committees.

But the key to providing the needed leadership may rest in the realization that it is not an "either-or" proposition. Just as government should not dominate, neither should voluntary organizations seek to replace public programs. There is a growing tendency in our country to seek simple solutions

to what are and will remain extremely complex problems. It is easiest for us to focus our anger on the government. But in so doing, we run the risk of shutting off, rather than enhancing, the very real work of collaboration that is needed.

Government is not all bad. To believe so is to deny the very real accomplishments of government in meeting the needs of millions of people for food, clothing, shelter and the opportunity to build decent lives. It is to deny that through government, millions of citizens finally have achieved a modicum of civil rights and justice. It is to deny that through government, the worst abuses of our economic system have been addressed.

But neither is government all good. There is not a person who cannot recite a litany of the weaknesses of the decision-making process, the irrationality of the bureaucracy or the blatant politicization of issues that far transcend partisanship. But in our haste to solve those problems, in our zeal to root out the worst aspects of the government, we potentially will be sacrificing those programs and protections that many of our citizens have fought so hard to win. As Senator David Durenberger recently noted, "Reform of government too often is being equated with elimination of government."

On the opposite side of the ledger, not everything about the private sector, whether for-profit or not-for-profit, is exemplary. It is not government that causes the pollution it is asked to regulate. It is not government that urges mass consumption of energy and of the often unneeded products of

our modern industrial complex. It is not government that manufactures pills, pornography and poisons. Those who are quickest in demanding the cutback of government are often the ones who are slowest in asking why that government was there in the first place. They exercise selective memories, forgetting that it is often because of the work and advocacy of citizens and their voluntary organization that most of our human and social government programs were developed. But the luxury of that selectivity is rapidly diminishing.

The answers to our problems in the 1980s will not be easy to find. It will take the best of our country, the best of our institutions and of our people to solve the very real problems we have. No single segment of society can bear the entire burden, carry the entire responsibility. We have learned painfully in the past fifty years that neither the voluntary sector nor the government, no matter how well-intentioned, can do it all.

A new spirit of collaboration is needed. It must have as its goal the building of a truly just society for all Americans. It must be based on the belief that individual citizens can make a difference, that they can and should have the opportunity to exert control over those forces that shape their lives and the lives of their families, neighbors and communities. It must be built around national leadership that recognizes the very real, appropriate role institutions can play to encourage and facilitate, rather than hinder, the mobilization of that citizen energy.

The breadth and variety of the volunteer community never ceases to amaze. Here are some of the more interesting, unique new programs we ran across in our research for this special report:

Long Island's Northshore University Hospital is one of six Human Milk Banks operating around the country. More than 500 women have registered to be volunteer donors of milk for newborn infants that require human milk but whose mothers are unable to provide it.

Earthwatch, based in Belmont, Massachusetts, matches volunteers with scientific expeditions around the world. This year, some 1,300 volunteers will be involved in 65 expeditions to every continent except Antarctica. Volunteers pay up to \$800 plus plane for the privilege of spending two to three weeks living in tents and helping with such projects as archaeological expeditions and bird-banding.

In Columbus, Ohio, over a score of nursing mothers offered to provide live demonstrations to teach female gorillas at the Columbus Zoo how to breastfeed their infants. The zoo practice of separating mother and baby gorilla may have contributed to spread of an intestinal disease among infants that may be prevented by nursing.

AirLifeLine is an organization of pilots who fly for a hobby and provide free airfield-to-airfield transportation service in medical emergencies. Chapters are being developed in 18 states.

In Chicago, volunteers annually staff the Yule Connection, a telephone hotline service for those who suffer special problems during the holiday season. Last

year, more than 2,000 volunteers handled calls from those who were alone, felt isolated or had special needs for food and shelter.

The St. Bernard Parish, Louisiana, Deputy Corps includes 120 citizens who volunteer to assist the sheriff's office for duties ranging from front-line patrols who answer calls to controlling crowds at parades and high school sports events.

In Los Angeles, a shortage of paid clerks was endangering the police department's ability to maintain current, useful information. Retired police officers, including an ex-deputy chief, volunteered with civilians to serve as file clerks.

Also in Los Angeles, organizers of the 1984 Summer Olympics are planning to involve as many as 10,000 volunteers in all phases of the games, both as a means of holding down costs and to help build community spirit. Volunteers will make up almost 80 percent of the total Olympics staff.

But not all volunteering may qualify as "work worth doing." Our award for poor taste goes to Illinois Corrections Director Gayle Franzen, who told the *Chicago Sun-Times* in March that he might seek volunteer executioners if Illinois carries out the death sentences imposed on 23 inmates now on death rows. "I'm totally against having a warden do it," he said, "and I doubt seriously that I would go with a department employee." Presumably, he is equally anxious to have citizens volunteer for other aspects of the criminal justice process.

—Ken Allen

Citizen involvement in this country is on the rise, several prominent leaders in the volunteer field agree. They explain why in

The Volunteer Leader Interviews

with Tish Sommers, Brian O'Connell, Sara-Alyce P. Wright, William Aramony, Marta Sotomayor, David Cohen, Polly Sowell, Barbara Mikulski

Tish Sommers

Tish Sommers is the president of the Older Women's League Educational Fund in Oakland, California, which she founded in 1978. As an activist on behalf of women and aging, she has served on the national board of the National Organization for Women, coordinated NOW's Task Force on Older Women, chaired its Task Force on Volunteerism, founded the Alliance for Displaced Homemakers, chaired the Western Gerontological Society's Task Force on Older Women, testified at local, state and national hearings, and helped plan the White House Mini-Conference on Older Women that took place last October in Des Moines, Iowa.

She is the author of The Not-So-Helpless Female (1973) as well as numerous articles on older women, aging and displaced homemakers (a term she coined).



I AM A FULL-TIME VOLUNTEER and have been for most of the past twenty years. I feel very lucky to have that option, which is mine by choice. A volunteer can create her/his own job, take vacations at will, choose priorities, work on causes of deep concern, and select tasks for self-actualization. My volunteer position has the job

title, "Freelance Agitator," a joyous occupation. Among the jobs I've had as a volunteer are volunteer coordinator for City of Seattle Human Rights Department, California Commissioner on Aging, legislative advocate, writer/lecturer, organizer, advocate, board member. My role is a fluid one, since I am self-directed. When there was a need, I helped create organizations, worked with them and then moved on. The issues themselves were the determining factor.

As chair of the NOW Task Force on Volunteerism, I helped challenge the traditional role of women in volunteer jobs. In those days the attitude toward women was, "You don't need to work, you're supported by a man. If you take paid employment you'll be taking a job away from someone who really needs it. If you want to get out of the house, you can volunteer for something." Women volunteers were taken for granted. But for the past ten years the huge pool of housewives for volunteer recruitment has been dwindling, as women have gone back to school or work. Volunteerism had to adapt or decline.

While working on the "displaced homemaker" issue, I helped create (with Caroline Voorsanger at the Displaced Homemaker Center in Oakland, California) a volunteer contract to help homemakers displaced by widowhood or divorce use volunteerism as a stepping stone to paid employment. This contract, or a similar one, is now used in many of the 400 displaced homemaker centers throughout the country. If properly used, volunteerism can be an excellent job readiness and job training program, but to make

it really effective, the volunteer must be treated like an employee. A contract is drawn up between the volunteer and the appropriate agency, complete with job title, monetary value placed on the "in-kind service," and responsibilities of both parties clearly defined. At the end of the stipulated period of service (usually three to six months), the host agency provides an evaluation, job reference and assistance in seeking employment. Where possible, out-of-pocket expenses of the volunteer are borne by the agency. This type of volunteerism is a *quid pro quo*. The agency receives a highly motivated and disciplined trainee in exchange for helping a former homemaker move into the labor force.

I have also challenged the exploitation of older persons as volunteers. To encourage people to volunteer because they are systematically excluded from paid employment has an element of exploitation in it. On the other hand, involvement in non-paid activity to improve the conditions of one's peer group or others can be a rewarding fulfillment in later years, if that is a matter of choice and not necessity. It would appear that those who are younger are stronger supporters of volunteerism for the elderly than are seniors themselves.

I believe volunteerism is on the rise today, but this presumes that the organizations promoting volunteerism or using volunteers become real advocates for the interests of their free laborers. For example, the IRS rule permitting only 9 cents per mile for use of a car as a charitable donation could be changed if they get behind that issue. Also, expecting volunteers to use their own gas these days will soon lead to a greater fall-off of recruits. Next year's budget should include some expense money for volunteers.

When voluntary organizations recognize that their own survival rests upon advocating in the interests of their volunteers, when they begin to treat them on a par with paid workers, when they insist upon recognition of comparable unpaid work on job applications, they will find volunteers flocking to their banners, and the quality of service will be correspondingly enhanced.

Brian O'Connell

Brian O'Connell is the president of INDEPENDENT SECTOR, a national organization created in 1980 to preserve and enhance our national tradition of giving, volunteering and not-for-profit initiative. Previously (1978-80), he served simultaneously as the president of the National Council on Philanthropy (NCOP) and executive director of the Coalition of National Voluntary Organizations (CONVO). INDEPENDENT SECTOR is the successor organization to NCOP and CONVO.

For 12 years O'Connell was the national director of the Mental Health Association, prior to which he spent a dozen years with the American Heart Association in Pennsylvania, Maryland and California.

He is the author of Effective Leadership in Voluntary Organizations (1976) and Finding Values That Work (1978).



WHEN I WAS WITH THE American Heart Association, it was simply a group of very inexperienced young people surrounded by physicians who weren't interested in fundraising or community organization or administration. We were trying to figure out whether to sell valentines or to go into the United Way

as our basic approach to fundraising. It was an absolute scramble to get a toe-hold because heart disease was invisible, unlike physically crippling diseases and all of the other causes that were raising money then.

It was gradually building the commitment of volunteers in first the larger metropolitan areas, then the middle-sized cities, then the rural areas, that gave the AHA the vast network of volunteers it has today. Many who started as fundraisers are now not only leaders of the Heart Association at different levels, but they also have assumed major leadership positions in other voluntary organizations. The AHA provided a growth channel for people who came into it simply because somebody asked them to ring doorbells.

I have always emphasized the role and responsibility of volunteer leaders, and I believe passionately that it is the staff's role to develop the volunteer face and force of an organization. I've always worked hard for the development of more voluntary initiative, including both giving and volunteering. INDEPENDENT SECTOR will focus on the national climate for personal participation as well as the participation of corporations, labor unions and foundations.

The first level on which we are working is simply making sure that our freedoms of religion, speech and assembly are not too narrowly defined and thus begin to leave out the groups that may not be too popular in 25 or 50 years.

We are also very much involved in training member organizations with enormous dependence on volunteers. Our training is oriented towards how a citizen's organization can be an effective advocate, whether it's for improvement or change in the way a school committee does its business or for more influence on the local, state or federal legislature.

INDEPENDENT SECTOR has the leadership responsibility for what is known as the charitable contributions legislation, which would increase personal giving by more than 10 percent. We think that kind of expansion of the capacity of volunteer organizations is one of the best examples of how we can help all organizations. Once that legislation is passed—and we believe it will pass in 1981—it will mean that arts groups, minority causes, religions, education, national voluntary organizations all will have a greater opportunity to raise more money.

The state of volunteerism today is alive, healthy and getting better. Look at the number and kinds of people willing to get involved today—young, old, poor, Hispanic, Black, gay. People are finally recognizing that they can't wait any longer for officials to take action on the way their neighborhoods and communities are operating.

In terms of their orientation, I find that people say, "Well, when I think of volunteering, I think of people doing good for others, not worrying about their own neighborhoods, their own rights." But that fails to take a realistic view of the past. These same people will often point to the minutemen as their example of volunteers, but the minutemen were protecting their own communities. While a good deal of volunteering is out of the goodness of people's hearts, some of it very naturally is related to people's awareness that they've got to stand up and be counted for in their communities and their rights.

Sara-Alyce P. Wright

Sara-Alyce P. Wright has served as executive director of the Young Women's Christian Association of the United States of America since 1974, the highest professional post in the national YWCA. Wright's leadership role extends to the more than 400 community YWCAs in this country serving 2-1/2 million women and girls and to those active in more than 80 countries worldwide.

The YWCA has a local, national and international program of service to women and girls. Wright says major goals are to aid individual personal development and to help women and girls "make their full contribution to a society where freedom and justice, peace and dignity for all people shall prevail."



I HAVE BEEN INTERESTED IN the opportunity for volunteer activity for a long time. Somewhere along the line I was taught that it was an essential element of citizenship in a democracy.

I believe volunteer participation by citizens of all ages is essential to the total well-being of our nation and to the advancement toward its goal as a democratic society. It has been so since the earliest days of our history and must continue to be so. Today there is a new awareness of the value of the work of persons who serve as volunteers, whether as members of policy-making bodies, as program or service volunteers, or as advocates for issues of deep concern. Volunteer opportunities are expanding and there is recognition of its multiple benefits to individuals being served, for community betterment and in the life of the volunteer as an individual.

Today there is increased recognition of the value of the volunteer experience for those served as well as for those who serve. Many persons have found new careers as employees through volunteer opportunities; others have developed creativity and expertise in areas of interest discovered through volunteer activity.

Recently organizations in the voluntary sector have been much involved in clarifying their role and function. Government funding and the utilization of the volunteer concept in various government programs has required that the nature of voluntarism be understood and accepted so that the freedom to be creative and the importance of self-determination in that process be protected.

Because of the possibility of the transfer of skills, new

dimensions in volunteer leadership development are being explored by the YWCA as are many other organizations. Efforts are being made to develop training for volunteer responsibilities on a scale similar to that provided for staff.

Recognition of the significant contributions of volunteers is evident in one of the objectives adopted by our 1979 National Convention, namely, a very strong emphasis was placed on the importance of utilizing volunteers in the overall work of the National Board YWCA. We have also produced several new publications on the role and relations of volunteers and staff and the components of volunteer training.

The introduction to volunteer opportunities in community service for young women in their teens will be one of the emphases of the YWCA's Centennial Celebration of its work with teens.

William Aramony

William Aramony is national executive of the United Way of America, the national association of local United Way organizations. The United Way is the largest mobilized network of voluntary, federated, fundraising, planning and allocating organizations in the world involved in community problem-solving and supplying human service needs.

Aramony began his United Way career on the planning staff in South Bend, Indiana, moved to Columbia, South Carolina, as its executive, and returned to South Bend as the United Way planning and fundraising executive.

As South Bend's executive, Aramony attracted national attention to the United Way through an innovative project which retained and reemployed older workers who were unemployed due to the closing of the community's largest company.

Under Aramony's direction, United Way of America has witnessed major changes. Some of these include changing the name to "United Way of America," developing the Standards of Excellence for Local United Way Organizations, establishing four regional offices in San Francisco, New York, Chicago and Atlanta, inaugurating a four-year, \$4.2 million Personnel Development Program for professionals and volunteers; publishing the first universally applicable service classification system in the health and welfare field ("United Way of America Services Identification System"), and the first accounting guide for local United Way organizations and not-for-profit human service organizations as part of a comprehensive "house of accountability" program, and launching the largest public service media campaign ever conducted in the nation on behalf of local United Way organizations and their member agencies.

In 1976, United Way launched a new Program for the Future, which included the National Corporate Development Program designed to help United Ways triple their fundraising over a 10-year period from \$1 billion to \$3 billion; increase the voluntary sector's impact on public policy; improve provision of services to people, and maximize the use of communications media for voluntarism. Pioneering work in adopting long-range planning methodology to not-for-profit organizations was

developed and implemented. Culminating a two-year effort, the Long Range Planning Report, which outlines major program objectives in five key areas was approved on December 1, 1978.



I HAVE TRIED TO BE AN organizer, motivator and talent scout. If there is leadership in such activities, it is only bringing good ideas and good volunteers together.

[United Way has] increased dramatically the training available for volunteers at all levels, particularly training for those who serve on the boards of charitable agencies. We have a wider mix of women and minorities on our boards and committees than ever before and are pledged to an affirmative action program. We have done it to make our actions more responsive to community needs and more representative of the American public. We have expanded very substantially the opportunities for volunteer involvement in program policy development.

Volunteerism today, according to our figures, has increased significantly. Our research shows that in 1976, 19 percent of a sample of all Americans said they had volunteered during the preceding 12 months. By 1979, it had increased to 26 percent. This figure excludes volunteer work for churches or synagogues.

I feel this increase is because in a largely impersonal society, it is one area in which the influence of a single individual, giving of his or her time and effort, can still make a difference.

Marta Sotomayor

Marta Sotomayor, board member of VOLUNTEER, is the acting director of the Office of Public Liaison, Alcohol, Drug Abuse and Mental Health Administration, Public Health Service, Department of Health and Human Services.

Throughout the '70s she also was actively involved in the National Council of La Raza, an organization dedicated to improving the social, economic and political well-being of Hispanics. A member of the board, she recently completed a two-year term as chairperson.

She has written a number of articles in the areas of human services, minorities, higher education and women.



FOR A NUMBER OF YEARS now, I have been involved as a volunteer representing, in a number of instances, the Chicano community. That group in many ways remains apart from the mainstream of American life. This situation stems from discrimination and lack of knowledge about this group which goes back many,

many years, and those years of lack of communication have taken their toll. Many in the Chicano community today still

feel that there is no real desire on the part of most of America to include them in the mainstream of community activities. As it specifically relates to Chicanos in the volunteer field, this feeling is projected not only from individual attitudes, and the lack of interest expressed by the major voluntary organizations for the concerns and needs of Chicanos, but also from the programs and funding patterns of the federal government and private philanthropy that for the most part have neglected this ethnic/linguistic group.

Within the Chicano community itself there is a great deal of volunteering, although it's not called "volunteering." Often times the Chicano doesn't look at himself or herself as a volunteer. Unlike the highly structured volunteer world we usually think of or refer to in the broader community, in the Chicano community the idea of participation in the helping process has remained more spontaneous. It can be best described as a "self-help" activity. This, of course, can contribute to a vicious circle.

Feeling that their energies and talents are more wanted within their own community, Chicanos continue to direct their "helping" toward their own group. There are fewer opportunities to make the contacts necessary to expand and become involved in the broader community. However, the energy and talents are there to make an incredibly significant contribution to American life, but they have yet to be tapped.

It is important to note that the experiences of the Chicano community are still tied very closely to those of Mexico due to geographical proximity, common culture and language, the influx of immigrants and constant communication. Relationships remain very close between Chicanos and Mexicans, who in many instances have close relatives on both sides of the border. It might be important that we not restrict our view of the "volunteer community" only to the United States, but that we look at the broader picture, that of volunteering in activities that consider international concern. It is for that reason that I am particularly interested in my current role as the representative of the National Council of La Raza to the U.S. Commission to UNESCO. I feel that that experience will be extremely beneficial to me in whatever work I do within the volunteer community here in the States.

For a number of years I was one of two women on La Raza's board of directors and was elected as its first woman chairperson of the board. I served two terms in that capacity. I believe that one of my most important accomplishments as chairperson was the change in the organizational bylaws that now mandate that the board be comprised of 50 percent women.

David Cohen

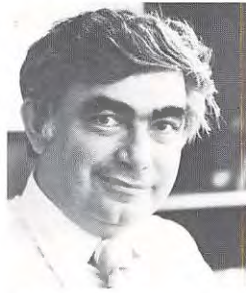
David Cohen is the president of Common Cause, the nation's largest public interest lobby with more than 200,000 members and volunteers. He has been Common Cause's chief executive officer since April 1976.

Cohen joined the Common Cause staff in 1971 as director of field organization. He later served as vice president for operations and executive vice president before becoming president.

As a public interest lobbyist, Cohen has participated in

numerous issues battles, including civil rights, consumer affairs, urban affairs, anti-poverty and end-the-war legislation.

He has published numerous articles on the need to revitalize Congress. His "Party Leaders in Congress" is a case study which has appeared in a college text. An essay on public interest groups is included in American Democracy, the Third Century by Kraemer, Noelke, Prindle and Moody. Cohen also contributed a chapter entitled "The Public Interest Movement and Citizen Participation" to Citizen Participation in America, edited by Stuart Langton.



[People] are volunteering because they want to be part of something that is not just limited to their own lives. They want to be part of having some sort of communal involvement. People do it only if what they are doing satisfies them. It's a way of being connected, of having relationships, and in that sense, it is the essence

of democratic practice.

One of the reasons [Common Cause membership] is stable and trending slightly upward is that people want to make things work, they want to make things fit together, they want to be part of a whole. We've gone through a very negative period in American politics. I think Common Cause tried to be, and largely succeeded in becoming, an affirmative force. That's not to say we're not critical of wrongdoing as we see wrongdoing. But it's getting away from a crisis atmosphere to a recognition that citizen participation—citizen action—has to be a permanent ingredient in American politics.

[At Common Cause] we have two broad groups of volunteers—retirees and students. The retirees, I think, lend a balance to everything we do. They add a richness and flavor we wouldn't have. You see it best in the midst of a big battle, whether you win or lose. If you win, they know it's not the panacea, that you've not reached that final stage of perfection. If you lose, they know you'll be back there to fight again.

It's important to be inclusive in what we do. When we hold an office briefing here, it is not just for the staff but for everybody. If a speaker comes from the outside who is going to converse on the issues, volunteers are also invited. So there are a lot of things that are not that different between staff and volunteers. The other side of it is that there has to be some fixed staff responsibilities, for basic accountability, whether it's our cash flow or making sure that our membership renewal rate is up.

I think we're helped by the fact that Common Cause is a movement and by its being a movement, there are no life-time peerages here. That recognition means there is no proprietary right to the job. That attitude is important to keep up front because I think that reduces the turfdom between staff and volunteers.

There's a tremendous amount of civic activity all over the country, and not just political or issue activity. Foreigners who come here and observe this country are constantly

marveling about it, whether they're members of the Japanese Diet or the Western Europeans. They're constantly amazed at that burst of citizen energy, an energy which I think helps put a greater sense of cohesion into the country.

There's an unsung hero in America and that's the volunteer, whether in service or advocacy activities. We're such a super critical country, I don't think we blare enough trumpets, and this is one of the things to blare a trumpet about.

Polly Sowell

Polly Sowell is the director of the Texas Governor's Office for Volunteer Services. Prior to assuming this position in 1979, she served as director of the voter identification program for Texans for Tower, consultant to the Clements for Governor Campaign, and executive director of the Republican Party of Texas.

Her diverse volunteer background spans many years of service, including five years' as vice chairperson of the Republican Party of Texas as well as involvement on the boards of local libraries, the Junior Service League, United Fund, Salvation Army, Planned Parenthood and several others. She also is the founder of the McAllen, Texas, Hospital Auxiliary and the city's Patron of Art organization.



I CAN REALLY ONLY SPEAK about volunteering in the state of Texas, where I would describe it as flourishing. Texas has one of the fastest growing populations in the country, but our volunteer population is growing at an even faster rate. That is true both for the traditional programs and for newer ones. One of our biggest problems

is simply creating enough opportunities for the volunteers to do meaningful work. The volunteers are out there in more than sufficient numbers; we just need to get our act together and find places for them.

Texas is filled with interesting programs for volunteers. We have a new Special Friends program for nursing homes, where volunteers are trained by professionals to give lay therapy to the mentally ill. They also seem to become advocates for their clients. In Dallas, volunteers are working as team members with social workers and court officials to determine foster home placements. In Houston, the Arco refinery has a program that encourages blue-collar workers to volunteer. Since they're shift workers, they can contribute time around the clock.

I think volunteering is about to explode in this country. The churches are becoming more involved, as they show that they are concerned about more than just their own membership. Corporations are becoming involved for much the same reasons. The press, which is always accused of printing only bad news, seems to lean over backwards to print a human interest story about volunteers. Everybody has to pay more attention to volunteers, because they are really the only hope we have of solving all our problems.

I see the role of government, and of our office, as one of helping to create more opportunities for people to volunteer and to remove any regulations or barriers that would inhibit volunteering. We can try to educate staff about the ways to use volunteers, and help them do it. We can encourage the use of volunteers through incentives, or we can push a little if we have to in state government. We just do whatever we can to get more people involved in doing good things.

Barbara Mikulski

Barbara Mikulski, a Democrat, represents the 3rd District of Maryland in the U.S. House of Representatives. She is the sponsor and primary spokesperson for legislation to raise the mileage deduction allowed volunteers on their income tax returns.



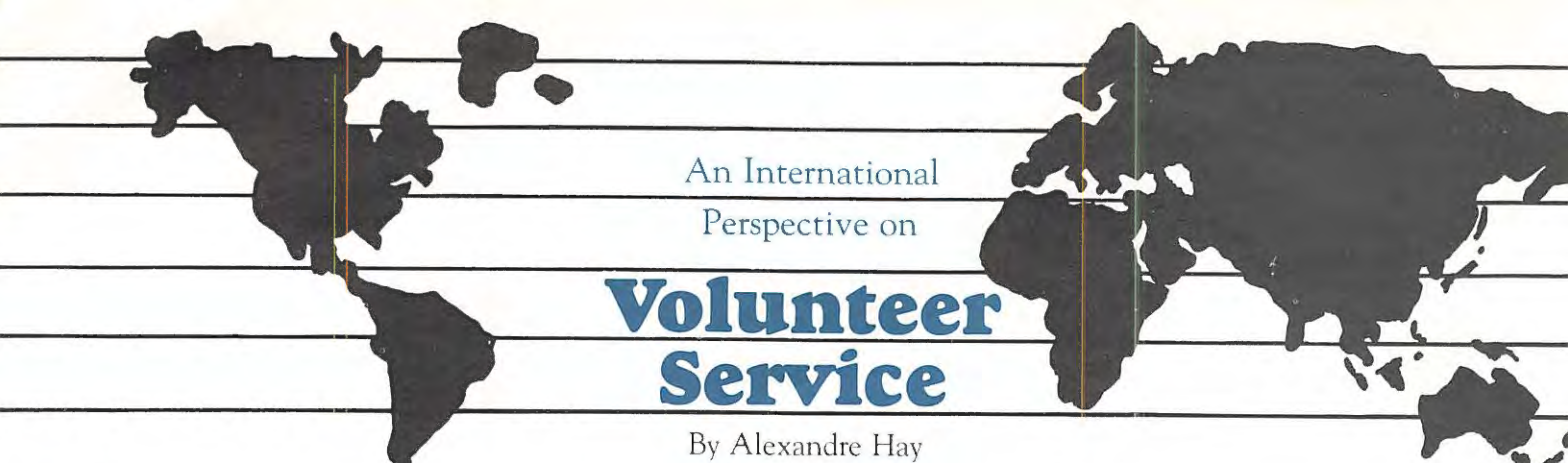
IT IS MY BELIEF THAT throughout history—certainly in this country but also throughout the world—that the very best ideas, the very best actions and the spirit of idealism always come from the bottom up. They never come from the top down.

Historically our country has shown that the American people always have been better than their leaders and their institutions. That's why we got rid of George III in what was probably one of the first citizen volunteer acts in the United States.

Knowing both the Congress and the executive branch as I do, regardless of who is president—Kennedy, Carter, Johnson, Nixon or Reagan—the big boys react to the people. It is important for people to set the agenda and the tempo. Most of all they have to say that we really are a wonderful country and that we want to live out that expression. So I think that rather than everybody wringing their hands, asking what the president is going to do, we need to take a look at what our own communities are doing and what their needs are.

I believe that citizen involvement and volunteerism will be even more critical now because it is the source of a spiritual revival. When people act on the world in a concrete way to improve it, that generates the kind of spiritual, idealistic climate we need so much in this country.

People are called upon to participate in their community in two ways—some in the actual delivery and facilitation of service and others in the area of advocacy. There is going to be a continued need for the wonderful kinds of services like meals on wheels, scouting and the like. At the same time, we need the kind of volunteerism that actually changes the world, that does not maintain but actually challenges the status quo. I would hope that the kind of advocacy activities that go on really deal with the fundamental issues that people are facing, like the high cost of food, the high cost of medical care. I hope that people will be willing not only to do volunteer work in hospitals reading to little kids who have cancer, but also to challenge the pharmaceutical industry and the multinational companies that are killing us with the kinds of inventions they come up with.



An International Perspective on Volunteer Service

By Alexandre Hay



The following excerpts are from an address given by Alexandre Hay, president of the International Committee of the Red Cross, at the 1980 LIVE (Learn through International Volunteer Effort) Conference, sponsored by the International Association for Volunteer Education, in Cret-Berard, Vaud, Switzerland. Hay spoke on volunteer service and the Red Cross.

ALTHOUGH VOLUNTEER SERVICE is a Red Cross principle that was established in legal texts dating back many decades, it nonetheless continues to be a subject of constant reflexion. The volunteer service of the past has little in common with the one we know today.

In November 1979, the Henry Dunant Institute recommended that a study should be carried out on "Red Cross Voluntary Work in Today's Society." Accordingly, a working group—representatives of the Swiss Red Cross, the International Committee of the Red Cross, the League of Red Cross Societies, and the Henry Dunant Institute—met on several occasions this year to discuss the content of this study and how it should be carried through.

Almost from the start, it became obvious that consultations with National Societies were indispensable. Plans therefore were made to send a questionnaire on this matter to some fifteen Societies chosen on the basis of their geographical representativity. The drafting of the questionnaire gave rise to a multitude of questions, all of which cannot be dealt with within the framework of this study, but which nonetheless deserve thoughtful consideration.

May I therefore proceed by giving you a brief description of the issues involved in the question of volunteer service in the Red Cross, and which indeed are issues relevant to other forms of volunteer service.

The Notion of Volunteer Service

The first question to be answered is, "What is volunteer service?" A volunteer is someone who, of his/her own free will, offers services in accomplishing a given task. Volunteer service is thus the principle by virtue of which an individual performs an activity of his/her own free will. With specific reference to the Red Cross, volunteer service implies a freely accepted commitment not prompted by any desire for gain and the acceptance of the principles that guide the movement's humanitarian activities. No doubt it is this voluntary nature of the Red Cross relief worker's action that, in times of armed conflict international disturbances, inspires confidence in a population which often might not be too willing to heed the voice of authority.

Volunteer Service—Paid or Unpaid

As defined above, the notion of volunteer service is somewhat wide. To what extent does volunteer service signify unpaid service? At the present time, in modern French language, the term *benevole* refers to an individual who undertakes voluntary service without financial reward, and without expecting such reward. The French word *benevole* stems directly from the Latin *benevolens* meaning "benevolent" or "one who wishes well."

While it is clear that Red Cross activities are purely nonprofit in nature, the question remains as to whether the fact of remunerating some of its staff is compatible with the Institution's basic principles. In other words, is it in fact permissible to describe remunerated staff as "volunteers" simply because they have chosen, of their own free will, to devote their energies to the Red Cross? Some say it is not. In their view, the very idea of expecting financial reward, even

in the form of an allowance or indemnity, kills all the spontaneity in a gesture that should be solely altruistic. In keeping with this analysis, an individual who offers services to the Red Cross in exchange for a salary is not different from an employee in the "private for-profit" sector, since his/her motives are not exclusively humanitarian.

The "Volunteer Profile"

The working group also discussed the "profile" of volunteers. At first sight, and with no wish to prejudge the replies to the questionnaire on volunteer work in the Red Cross, those carrying out voluntary, unpaid work within our movement most frequently are recruited from among young people, women whose time is not taken up entirely by a professional activity, and senior citizens. All in fact have a certain amount of free time which they can devote to humanitarian activities, motivated either by idealism or by a desire to fill a somewhat lonely existence with some kind of occupation.

Those who make up the working population often have no time to become involved in Red Cross activities. In Third World countries, the relatively few trained professionals work in government departments, and National Societies there sometimes have difficulty in obtaining the services of suitably qualified people. In the developed countries, specialists are not lacking, but they are often too absorbed in their family or professional life.

Without wishing to question the worthiness and noble-mindedness of the "charitable ladies" benevolently showing kindness towards the less fortunate, there is a need to make all individuals understand that, whatever their social or cultural background, they have a responsibility to bear in society and must demonstrate their solidarity with others. The relationship between those who give and those who receive,

and the difference in rank which is implicitly attributed to each party must be replaced by the idea of the citizen's active involvement in community life.

Volunteer Service and Amateurism

"It is not enough to do good, that good must be done well." This quotation from Diderot sums up another problem that confronts National Societies which make use of voluntary, unpaid workers, and that is the amateurism of some of the latter. While many unpaid workers make it a point of honor to accomplish the task assigned to them with the greatest degree of professional competence, there are others who, on the contrary, feel free to act totally in their own manner. Keeping to regular working hours and persevering with an activity once it is begun require a degree of self-discipline which is not given to all. The very fact that they are unpaid leads some voluntary workers to feel so independent that they see no need to comply with such requirements.

"That's all very well," certain committed volunteers will say, "but by dint of rationalizing, organizing, elaborating and administering volunteer work, there is a great risk you might extinguish its flame." So we should avoid going to the opposite extreme, or we may see the enthusiasm behind their gesture melt away like snow in the sun.

Perhaps it is up to those organizations that benefit from volunteer support to adjust and organize themselves so that persons of good will are not excluded simply because they cannot fit into a too rigid and organizational structure.

Volunteer Service: Remedying the Shortcomings of the State?

Another topic for reflexion, which is as old as the Red Cross movement itself, should be mentioned at this point: Should not activities carried out by unpaid volunteers be taken over by the State? In other words, isn't volunteer service in fact a substitute for the State's shortcomings?

The fact is that the State cannot do everything, even in the most centralized societies. Besides, should it do so? The question remains unanswered. The unpaid voluntary worker is often a pioneer who embarks on activities to meet needs that society has not yet identified as such. Once these needs become fully apparent, the State sometimes

decides to deal with them and to take over the task from the voluntary workers.

An illustration of pioneer voluntary work is the remarkable initiative launched by the Junior Red Cross in a Latin American country. These young people go out at night to look for children who roam around the shantytowns, often in gangs. They approach the children, provide them with the care and food they might in many cases require, and talk over their problems with them. Contact often is established more easily between young people, especially when initial mistrust is overcome. To what extent could State-employed social workers carry out this task? Would they be available after night-fall? Would they inspire the same degree of confidence? I am anything but sure.

Sometimes, even the best-organized State services can become overwhelmed. This is especially so when natural disasters occur or when conflicts break out. At such times, voluntary work may be found necessary to supplement State action.

Volunteers and the Labor Market

Another subject tackled by the working group on volunteer service in the Red Cross is that of the volunteer's situation on the labor market. Relationships between voluntary unpaid workers and professional workers are not always free of tension. Thus, in a hospital for example, a nurse who is overloaded with work may sometimes resent a volunteer who has time to talk with the patients. Similarly, an unemployed social worker is liable to accuse a volunteer of filling a job that s/he needs in order to provide for him/her self and family. Hence, the sometimes hostile attitude towards volunteer unpaid service adopted by trade unions and professional associations.

If they are to become accepted as part of a professional team, voluntary workers must display tact and perseverance. It is essential that their arrival should be announced beforehand and accepted by everyone who is to collaborate with them. They must also avoid all unprofessional conduct; otherwise, they will be rejected by the group.

In addition, it may be necessary to combat the attitude adopted sometimes by unpaid Red Cross workers that, ethically, their work is of greater value

than that of professionals.

There is a great danger here, since this creates a negative attitude and may sometimes even have serious consequences for the work of those who feel they are looked upon as second class citizens simply because they are obliged to accept a remuneration. Yet they too, in a certain sense, are volunteers when they devote their enthusiasm, energy and time, beyond the strict call of duty, to the work for which they are paid.
(H. Beer, secretary general of the League).

Humanitarian Volunteer Service: One of Many

We should also take care not to consider humanitarian volunteer service as "more pure" than other forms. Does not the political party worker who spends free time putting up posters and distributing leaflets make a contribution to what s/he feels is the common good? The same applies to a member of a community association or the organizer of a Sunday sports club for many people. They are all involved in their own way in the life of the community.

You may have already heard it said that volunteer service is a Judeo-Christian concept. Personally, I find this statement rather puzzling. One need look no further than the wise advice of Buddha: "Do not forget that love and charity are the great strengths of this world," or the words of the Persian philosopher Saadi who, no less than seven centuries ago, wrote this remarkable poem:

The children of man are the members of one
and the same family
Who, in creation, are of one sole essence.
If nature should afflict just one member,
All the other members will feel his pain.
Thou who art unaware of others' suffering,
Thou art not worthy to call thyself "Man".

Volunteer service today is not limited by nationality, religion, sex or age, and this is its strength in a divided world. It acts as a bond between people in two ways: the volunteers themselves are tied together by their common interests and work, but in addition they are linked to the persons in distress whom they are seeking to help.

"Man cannot breathe in a world without hope," said Malraux. Is the hope that lies in the heart of the volunteers, and that animates all those to whom they bring relief, not the basic reason why millions of human beings set aside for a while their everyday worries and open their hearts to those of others?



Voluntary Action NEWS

As an organization committed to stimulating and strengthening citizen volunteer involvement, VOLUNTEER has created a variety of pilot projects that display innovative ways volunteer programs can be structured to involve a certain or wider segment of a community. In 1980 VOLUNTEER was involved in different phases of the development of six citizen volunteer program models. As part of this year's status report, we devote VAL's news section to descriptions of each of these unique projects.

Families Benefit from Volunteer Opportunities

By Donna M. Hill

In Idaho, an entire family volunteers to help handicapped individuals train for the statewide Special Olympics competition. Another family visits an elderly person in her home, offering companionship and giving her the feeling that someone cares.

In Missouri, when a prisoner's wife began having problems with parenting six children on her own, a family stepped in and volunteered to serve as role models and to give practical assistance.

This new crop of volunteers is getting involved through the Family Volunteer Project, a unique effort to mobilize American families to respond to pressing human, social and environmental needs through voluntary action. Funded in November 1979 by the W.K. Kellogg Foundation of Battle Creek, Michigan, and designed and co-sponsored by the Mountain States Health Corporation (MSHC) and

Donna Hill is a frequent contributor to VAL.

VOLUNTEER, the project's three-year goal is to involve approximately 800 families in 15 cities.

According to Loyd Kepferle, general director of the MSHC, the project's goal is to strengthen the family unit by providing members of families with the opportunity to work together on meaningful endeavors. The project enables participating families to develop quality family relationships and to contribute to the improvement of their communities.

Dr. Lorin Gaarder, associate director of MSHC, feels that the expected benefits are sorely needed.

"Technology, economics and individual choices have eroded the nuclear family," he explained. "Practically all families rely on the facilities of governments and nonprofit associations to perform functions once accomplished within and by the family.

"These structural and functional changes impinge on the quality of relationships with a family. Family mem-

bers spend less time with one another, and their time together, at best, is a sharing of separate activities, not mutual experiences."

The MSHC coordinates all project activities, while VOLUNTEER provides technical assistance, training and consultation, mainly through participating Voluntary Action Centers (VACs), which implement the project on a local level.

The project plan calls for the annual selection of five VACs, each responsible for serving as a clearinghouse between prospective family volunteer units and community agencies in need of their services.

The first five VACs selected are in Columbia, Missouri; Kenewick, Washington; Bellingham, Washington; Lewiston, Idaho; and South Lake Tahoe, California. Each VAC received a stipend to cover expenses as well as initial orientation and training from MSHC. A similar program was provided for the cooperating agencies.

The VACs basically are employing the same recruiting techniques as they use for any potential volunteer. They appeal to families through radio, television and newspapers, through referrals from agencies, and through specially designed brochures and

posters. Betty Adams, director of the Columbia, Missouri, VAC, has put up many posters and brochures in churches, and has made presentations at clubs and Sunday school classes in an effort to reach the family as a unit. Adams is also in the process of making a family volunteer-oriented slide for station identification on television.

Once families are recruited, the VAC handles the initial orientation. Thus far, the families that are volunteering have an average of two to three children. They are trained for their specific volunteer assignment by the community agency.

All participants discovered that much of the first year was needed to lay the groundwork. But once that was done, the project accelerated, and the VACs were successful in recruiting families interested in volunteer projects.

Monti McGreer of the Lewis-Clark Volunteer Bureau had special problems recruiting families during the summer. With children working at summer jobs and going to camp, and with so many families going on vacation at that time, McGreer feels special techniques may be necessary to generate their interest during that period. In the meantime, most of McGreer's families were recruited once school opened.

One participant summed up the first year as "a time for investment," then added, "the returns will follow."



Skillsbanks Provide Short-Term, Specialized Volunteer Placements

By Laurie A. Bernhardt

The skillsbank has dramatically changed both the format and the impact of our operation. We no longer lose track of our volunteers after one placement. At least half of our registered volunteers have been referred a second time. We can finally see the cost benefits of our organization in the community. We can accurately document volunteer hours for funding sources, and our recruitments have increased.—Judy Merritt, executive director, Volunteer Pensacola, Fla.

In Flint, our VAC agency has always been strong, with much community support. The skillsbank helped us refine our placement and referral procedures. We revised everything.—Judy Randal, Skillsbank director of the Flint, Michigan, Voluntary Action Center.

The Pensacola and Flint VACs are two of 11 sites participating in VOLUNTEER's Citizen Volunteer Skillsbank Project. Recently funded for a third year by the Charles Stewart Mott Foundation of Flint, Michigan, the project systematically researches, reports and advances the "state of the art" of volunteer skillsbanks.

"Skillsbanks allow individuals with specialized skills to volunteer for short-term placement," explains Pat Saccomandi, director of the Independent Foundation and consultant for the project. "In this way, individuals can be involved in activities that interest them and that conform to their changing schedules, while at the same time serve their community."

Saccomandi distinguishes between skillsbank and traditional volunteer placement methods.

"Usually, VACs identify community

needs," he says. "Agencies contact the VAC with specific job requests and the VAC recruits to fill the positions. With a skillsbank, volunteers are recruited, and a file is maintained according to their stated skills and preferences.

"The time between listing a position and locating a volunteer is greatly reduced—often just a matter of days. The filing system is more efficient, and easily adaptable to a computer set-up."

The Pensacola system is a typical example. "In one file, volunteers are listed by skills," Merritt explains. "Placement requests are kept in a corresponding file. We recruit volunteers in various ways, but weekly job listings in the newspaper and public service announcements on television and radio, along with word of mouth, are most effective. When a potential volunteer comes in s/he is interviewed and asked to complete a questionnaire. S/he is then placed in the file and matched to a position utilizing the skills s/he has listed."

Sue Christianson, Pensacola's skillsbank project coordinator, reports that since their skillsbank was integrated into the VAC placement system in May, more than 200 volunteers have been placed at a rate of 10 to 15 a week. At least 50 percent of the volunteers have professional degrees, many are retired, and many have social work backgrounds.

"The typical placement," Christianson says, "is short-term, usually four to six months, and for three to four hours each week. However, sometimes a placement will require an intensive amount of work for a week and nothing after that. For example, a stockbroker recently held an investment seminar for a group of senior citizens. And a lawyer did a study of government block grants for the Government Council on the Status of Women."

Laurie Bernhardt, a former staff member of VOLUNTEER, is a freelance writer in Washington, D.C.

Placements are also sought to fill gaps in public services. Drivers are always needed for meals-on-wheels programs, and many volunteers provide basic services to the blind. One woman is especially adept at teaching disabled individuals to drive with their left foot.

"With the skillsbank, a sense of community exists between our volunteers and the agency that we've never felt before," Merritt says. "The volunteers know that we'll find the best positions that we can for them. And we know that we can keep their skill files active for at least one year. They are not afraid to turn down a placement because they know we'll call them again."

The Pensacola project has been so successful that its skillsbank has been computerized. Plans are currently underway to set up a more advanced cooperative model skillsbank in conjunction with VACs throughout the state of Florida.

Like the Pensacola project, the Flint skillsbank keeps a listing of available skills in a cross-referenced file card system. Recruiting is done primarily through speaking engagements, word of mouth and a weekly newspaper column highlighting available positions. Last April, the skillsbank was incorporated into the VAC's central operations. To date, 758 referrals have been

made, only 22 of which have not been placed.

"After a volunteer is interviewed and his/her skills are banked, 26 percent are placed by the first week, and 46 percent are placed by the second week," Randal reports. "Our placements are a combination of both long and short term. Many volunteers have professional degrees. In fact, several have been placed as trainers. One volunteer conducted a seminar on time management. Another with a master's degree in social work was placed with Parents Anonymous."

The Flint skillsbank also has placed several people with special craft skills or hobbies at a local historic village, one volunteer serving as the village blacksmith.

"Our system is easily adaptable to a computer," says Randal, "but with the economic situation as it is here in Flint, we have no plans to do so for a while."

For further information on skillsbank development and implementation, contact Pat Saccomandi, Independent Foundation, 2000 S Street, NW, Washington, DC 20009, (202) 387-7472. For information on VOLUNTEER's Citizen Volunteer Skillsbank Project, contact Bobette Host, VOLUNTEER, PO Box 4179, Boulder, CO 80306, (303) 447-0492.

citizen help in spotting drunk drivers resulted in the apprehension of 14,000 DWI (Driving While Intoxicated) offenders in its first year.

Many of these groups coalesced around a local issue or formed in reaction to a needless highway tragedy in their community. Unfortunately, many others begin, then quickly falter due to lack of support, know-how or positive reinforcement.

VOLUNTEER, under a contract with the National Highway Traffic Safety Administration (NHTSA), is conducting a project to study and enhance citizen involvement in traffic safety. Its goal is to reassure individual citizens and citizen groups that something can be accomplished by local action and to assist groups interested in focusing on highway safety as a community issue.

The project has three components—an information clearinghouse, educational and training materials, and pilot programs.

Information Clearinghouse

A major problem for citizen groups interested in traffic safety has been the lack of a place to go to find out what is being done in the field by similar groups as well as what methods work, what pitfalls to avoid.

"Because of the increased citizen interest in traffic safety," says Ken Nathanson, founder of Citizens for Safe Drivers in Washington, D.C., "there is a real need for a clearinghouse that can respond to both specific and general inquiries. When the public cannot find a central place to obtain answers, their interest is frequently snuffed out."

VOLUNTEER has developed a clearinghouse of volunteer-involving programs in all areas of traffic safety. In addition to program descriptions, the clearinghouse contains information on population of the area served by the program, number of volunteers and paid staff involved, funding level and sources. Contact information is included so that interested groups may contact program personnel directly.

The clearinghouse also collects information on citizen involvement in traffic safety issues. Such material, according to Nathanson, is invaluable to local groups as they prepare funding proposals, lobby local and state offi-

Angry Citizens Need Help to Combat Traffic Deaths

By Richard Mock

In 1979 traffic accidents killed 51,500 men, women and children and injured another two million. The cost to American citizens was \$34.3 billion, approximately \$250 for each licensed driver. As a result, public concern is on the rise, as evidenced by the growing number of citizen efforts to combat traffic safety problems. For example:

- In Schenectady, New York, three judges with records of light sentences

for drunk driving offenses were not reelected following RID (Remove the Intoxicated Driver) public disclosures of their records.

- A New Jersey mother, outraged to learn that the reckless driver who killed her five-year-old son was still driving, recruited law students to conduct research and draft legislation mandating a trial within 15 days of arrest for a serious traffic violation. She then lobbied successfully for its passage.

- A campaign conducted by the Washington state police to enlist

Richard Mock is project director for VOLUNTEER's Citizen Involvement in Highway Traffic Safety Programs.

... With a Little Help from Our Friends

*As we look back over the past year, we recognize the support VOLUNTEER has received from our constituents, foundations, corporations and public agencies. Too often, such support does not receive the public recognition it deserves. Thus, we wish to take this opportunity to say to all of our supporters—**THANKS!**—for your continued confidence in VOLUNTEER.*

- ♥ To the **W.K. Kellogg Foundation** for awarding VOLUNTEER one of the foundation's 50th Anniversary Lectureships that brought George Gallup Jr. to the 1980 National Frontiers conference ... for a three-year grant to support the development of volunteer opportunities for physically disabled people ... and for a three-year grant to Mountain States Health and VOLUNTEER to support exploration of the family volunteer concept.
- ♥ To the **Charles Stewart Mott Foundation** for general operating support for 1980 and 1981 ... and for continuation of funding for the Skillsbank Project.
- ♥ To the **Ittleson Foundation** for support of the Volunteers in the Arts and Humanities Project.
- ♥ To the **John M. Olin Foundation** for support of the Corporate Services Program.
- ♥ To our 40 other corporate and foundation supporters:

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- ♥ But most of all, to those of you who have used our services, asked our help, contributed to our programs:
 - Our 950 Associate members, including more than 240 Voluntary Action Centers and Volunteer Bureaus ...
 - Our 6,500+ subscribers to *Voluntary Action Leadership* ...
 - Our 6,000 customers of our book distribution center ... 5,000+ conference and workshop participants ... and all the organizations and agencies that have asked us to do speeches, workshops and panel sessions ... and
 - Our 75 local partners in national demonstration programs.

Thank You! ♥



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WORKSHOP TOPICS

- Board & staff: partners in accomplishment
- Boards & the law
- Board committees: delegation & accountability
- Developing a sound financial base
- Effective use of advisory boards
- Board membership: a cross-cultural experience
- Orientation & board members
- Parliamentary procedure
- Board recruitment
- Selecting & evaluating the chief executive officer
- Leadership skills & productive meetings
- Advocacy
- Sound decision-making
- Improving organizational performance
- Transactional analysis & board dynamics
- Understanding financial statements



Officer David T. Yohman, supervisor of chemical tests for the Alcohol Unit of the Maryland State Police, demonstrates alcohol breath test procedures to Shirley Johnson, president of Maryland Citizens for Safe Drivers. Johnson, whose son was killed by a drunk driver, will use this information when testifying on new chemical testing laws under consideration by the Maryland State General Assembly.

cial and attempt to build support for their own programs. A quarterly newsletter serves as a networking device for local programs, keeping them abreast of recent developments and outlining innovative programs.

Pilot Programs

Another requirement of the NHTSA contract is to conduct three pilot demonstration projects that will utilize existing citizen networks to test the delivery of a highway traffic safety program.

Coordinated by Voluntary Action Centers, the projects will feature an intensive year-long media campaign on three traffic safety issues—child restraints, general risk perception and alcohol abuse. Surveys on each of the three issues will be conducted in each community before and after each project to measure the change of attitudes as a result of the campaign.

In addition to the media campaign, the VACs will enlist the support and assistance of a variety of community

organizations, such as PTAs, service clubs and church groups, in the development of speakers' bureaus.

Instructional and Training Materials

In an effort to make local efforts as self-sufficient as possible, VOLUNTEER is producing a series of instructional manuals on recruitment, fund-raising, advocacy, public relations and organizational development. Other materials VOLUNTEER will develop are a manual for citizen groups on federal and state governmental processes and a manual for government officials on citizen involvement.

VOLUNTEER also conducts a limited training program for both government personnel and citizen groups.

For further information, contact Citizen Involvement in Highway Traffic Safety Programs, VOLUNTEER, 1214 16th Street, NW, Washington, DC 20036, (202) 467-5560.

- ☐ \$50 deposit enclosed
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Humanities Project Goal— 'New Faces in Public Places'

By Donna M. Hill

"My definition of the 'hard-to-involve' volunteer is anyone who is not volunteering now," says Miriam P. Johnson, director of volunteers at the American Museum of Natural History.

Even recruiting the volunteer traditionally defined as "hard-to-involve" is often a big problem for humanities institutions. Through undeveloped volunteer programs and a lack of understanding, the general public frequently thinks one has to be "white, female and well-to-do" to volunteer in such cultural institutions as museums, libraries and historical societies. As a result, they make no effort to try to volunteer.

This was one of the many problems tackled by VOLUNTEER's Humanities Project, which "on a small scale developed policies and techniques that enable volunteer programs in cultural institutions to operate on an egalitarian basis." In the process, the project encouraged the growth of a diversified group of volunteers in selected institutions.

The Humanities Project began in the summer of 1978, the result of a survey conducted by the National Center for Voluntary Action (now VOLUNTEER). NCVA polled humanities institutions in more than 60 cities to define the nature and scope of their volunteer involvement. Besides their reliance on the "traditional" volunteer, the survey revealed that most humanities institutions lacked an organized volunteer structure. Their programs were characterized by a lack of communication with other volunteer-involving organizations, an inability to build on each other's efforts, and a failure to realize the full potential volunteers could bring to such institutions.

NCVA described the survey results in a proposal to the National Endowment for the Humanities, which provided a grant to launch the Humanities Project. The project consisted of NCVA's affiliate network of Voluntary Action Centers (VACs) helping to

identify innovative programs involving hard-to-reach volunteers. In addition, VACs in Akron, Ohio; Louisville, Kentucky; Mobile, Alabama; New York City; Providence, Rhode Island; and Washington, D.C., received funds to demonstrate that new resources and outside assistance could encourage successful volunteer programs in humanities institutions.

The VACs selected institutions to participate in the project, then conducted staff orientation and training sessions, recruited volunteers and served as consultants. They developed a total of 25 programs in seven museums, eight historical sites or societies, three special museums for children, two ethnic theatre groups, a children's theatre, a central library, a community arts center, a governmental agency and the National Archives.

While some of the jobs developed for volunteers were the traditional ones—docent, guide, gift shop and bookstore worker, clerk, library indexer, mender—others were innovative.

College student volunteers in Washington, D.C., for example, taught dance, crafts and theatre arts to inner-city children. The Louisville Preservation Alliance made plans to develop a volunteer corps skilled in restoration of old and historic homes and willing to provide consultation to owners of old homes. And the Akron-Summit County Public Library sought a volunteer with painstaking habits. Referring to 30 years of obituary pages in an Akron newspaper, the volunteer developed an index useful to genealogical researchers.

Each of the new volunteer programs was required to identify a target group considered hard-to-involve, then focus their recruitment efforts on this group. Volunteer Mobile picked newcomers to the city as the group it would contact. Part-time recruiter Ceci Sherman worked from lists provided by a commercial service that gave the names of persons who recently had moved to Mobile. She made 120 to 150 calls a

month to explain about Volunteer Mobile and the opportunity to volunteer in a cultural agency or some other organization of their choosing.

John and Kathryn Stanko, a young couple new to Mobile, were among the more than 40 volunteers placed as a result of the calls. They found their work as tour guides at the City Museum an exciting way to get to know Mobile, to meet people and to practice their public speaking.

"Without the call, we would have done nothing," John Stanko said. "We needed the invitation, the prodding." He added that people who are moving around suffer from a kind of "future shock" and that volunteering helps them to put down deeper roots.

VAC leaders agreed that the volunteer programs were made attractive to a wider community. Volunteers were drawn from new sources, as solid volunteer programs replaced previously scattered handling of volunteer activities. They succeeded in satisfying volunteers' needs through effective placement, pinpointing target groups for volunteer recruitment techniques, and developing channels of communication between programs, between the VAC and the program, and between VOLUNTEER and all local components of the project.

One valuable lesson learned by the volunteer coordinators involved was that contact among their colleagues was extremely beneficial and necessary.

Mildred Jones, volunteer coordinator for the Capital Children's Museum in Washington, D.C. explained, "The important thing is that I found out that somewhere there was someone I could talk to if I had problems with my program. When I met the people at workshops, I could see there were others who had the same problems."

In its report on the Humanities Project, VOLUNTEER concluded that "to open up" a public humanities volunteer program to the whole community "requires a substantial investment of time, funds, planning and determination."

For a copy of VOLUNTEER's Humanities Project report, *New Faces in Public Places*, send \$3.95 to Volunteer Readership, PO Box 1807, Boulder, CO 80306.

High School Students Explore Community, Careers through Volunteer Project

By Laurie A. Bernhardt

"I have 15 students in my class this semester," boasts Delores Welborn of her community volunteer leadership class, "and expect to have as many as 45 second semester."

This Oakridge High School class in Orlando, Florida, is one of 55 schools and school district sites participating in VOLUNTEER's High School Volunteer Project. It began in April 1977 under a three-year grant from the W.K. Kellogg Foundation of Battle Creek, Michigan.

"This project was designed to integrate into the school system an academic curriculum on citizen involvement and actual student participation in community volunteer activities," Ann Harris, VOLUNTEER's director of education, explains.

Ten sites were selected in each of the three years with VOLUNTEER supplying teacher training, curriculum guidance, materials and general support. In addition, during the third year, VOLUNTEER provided materials and handbooks to 25 sites, including six affiliate VACs, to set up their own program.

The Oakridge High School program was one of the original 10 test sites. With strong community and school administration support, it serves as a model for similar classes across the country. A three-member community team helps set up the classes. The team includes a teacher, a placement agency—usually the local VAC—and a third sponsor or group from the community, such as a Junior League or Kiwanis Club.

"The team concept is essential," Harris says. "It insures that the class will continue after any one individual leaves. Support groups such as Junior Leagues can also provide role models, guest speakers to the class, and minimal financial support."

Following a standardized cur-

riculum developed by VOLUNTEER, classes have a similar format to that of Oakridge High School.

"My class is held sixth hour," says Delores Welborn of her Oakridge High program, "so that students are able to leave campus. For the first four-and-a-half weeks of the semester, classes are held every day to prepare the students for their volunteer experience." They discuss such topics as the definition of volunteering, getting involved and improving communication skills.

"During this period students are profiled and interviewed. Initial placements are found with the help of our local VAC."

Students begin their volunteer assignments in the fifth week of the semester. For the remainder of the semester, students go to their placements four days a week and on Wednesdays have a group reflection time to discuss their experiences.

The students are required to volunteer a minimum of four hours per week, but many volunteer up to 100 hours in a semester. Each student completes time cards and keeps a diary of his/her semester's experiences. In this way credit can be earned in social studies, language arts or as an elective. Welborn, an American history teacher, supervises on site while the students are off campus.

Julie Washburn, executive director of the Orlando Volunteer Service Bureau, the local VAC, was instrumental in implementing the program three years ago.

"Initially, I worked closely with Delores [Welborn] in setting up the course," she recalls. "I introduced the students to the concept of volunteering and helped team-teach some sessions. Now, Delores is well-equipped to teach the course. The Bureau's primary role is to find placements for the students."

"We try very hard to place students in areas that interest them and possibly are career-related. One student, interested in medicine, was placed with a team of physicians in a hospital and exposed to many facets of the field. Another student, interested in becoming a cartoonist, illustrated a training manual for our agency's youth diversion program."



Students of West Junior High School in Portage, Michigan, carve pumpkins for centerpieces for a luncheon at a senior citizens' center.

Washburn says that students also are placed in more traditional volunteer settings, such as nursing homes, recreational programs, schools and the YMCA. They also participate in short-term group projects. These have included making ornaments for a Christmas tree in a nursing home and planning activities for National Volunteer Week.

"At least 50 percent of the students have received paying jobs as a direct result of the volunteer placement," Welborn says. "Students have been hired for fulltime or summer jobs as teacher aides, recreation workers and a hospital gift shop clerk. About 50 percent continue to volunteer in some

capacity after the course is completed."

Welborn offers a follow-up class called "ADDitions" for students interested in continuing their volunteer work. Placements are found on-campus as aides and school cadets.

Even though VOLUNTEER support officially ended on March 31, 1980, the high school volunteer program continues successfully in Orlando and elsewhere.

"While there have been problems in some schools," Harris reports, "a follow-up survey shows that no class is ending as a result of VOLUNTEER's departure, and in the vast majority of cases, communities and students continue to be receptive."

agencies as United Cerebral Palsy."

One of the unique aspects of this project—a community coordinating team—originated in the High School Volunteer Project. Citizen Volunteer Involvement for Physically Disabled Youth has expanded this concept from three members to a 15 to 20-member community task force. Members' input ranges from determining the best method of implementing the program locally, to recruiting agencies for volunteer placements, to fundraising and publicity.

Last September, representatives of the four participating sites met with Harris in Boulder, Colorado, to discuss the curriculum and structure for the course.

"Because the original High School Volunteer Project curriculum was considered highly successful," Harris said, "we decided to use that as a basis with modifications to fit the special needs of the disabled."

"We also agreed that the curriculum should be divided into different levels of ability, since most of the physically disabled are behind academically for reasons other than mental retardation or learning disabilities. So much time is spent teaching disabled children to care for their basic needs that their academic learning is delayed."

An additional departure from the high school project is the increased length of each placement from one semester to a period of volunteer work throughout a student's enrollment.

By the middle of January VOLUNTEER will have conducted on-site training programs for all of the agencies that will accept disabled student volunteer placements. The first group of students will begin their volunteer placements with the second semester.

"Initially, we expect fairly traditional placements for the students," Harris predicts, "such as with nursing homes, hospitals and schools. Those students with severe mobility difficulties will be placed in school offices, for example. However, as the program grows we hope to place these physically disabled youth in a wide range of settings."

For further information, contact Physically Disabled Youth Project, VOLUNTEER, PO Box 4179, Boulder, CO 80306. (303) 447-0492.

Volunteering Enriches Lives of Physically Disabled Youths

By Laurie A. Bernhardt

"Community task forces already have been selected, and we are now working with the sites to develop specialized curriculum for the students," reports Ann Harris, project director for VOLUNTEER's Citizen Volunteer Involvement for Physically Disabled Youth Project. "By February all of the participating students will have volunteer placements."

Following the success of the recently completed High School Volunteer Project, the W.K. Kellogg Foundation of Battle Creek, Michigan, awarded VOLUNTEER another three-year grant to design a similar program specifically for physically disabled youth. The project will assist such young people in developing attitudes and skills necessary for independent living through volunteering and citizen involvement.

"Traditionally, the physically disabled are either in school or home bound," Harris explained. "Not only do volunteer experiences provide interaction with the community, but they also improve students' confidence and self-esteem tremendously."

"An additional hope of the program is that many of the volunteer placements will train the disabled for eventual jobs."

Four sites—two schools and two Voluntary Action Centers—are participating in this pilot project: Boston School for the Deaf in Randolph, Massachusetts, Michigan School for the Blind in Lansing, Michigan, the Volunteer Center in Dallas, Texas, and Volunteer Services of Greater Kalamazoo, Michigan.



"The two schools will work to set up programs within their own school systems," says Harris. "However, the VACs will work with several area schools for the disabled, as well as those disabled students mainstreamed into the public school system and such



Advocacy

Volunteer Legislation— The 96th Congress and Beyond

By Stephen H. McCurley

APPROXIMATELY A WEEK from the date on which this is being written, the lame duck session of the 96th Congress will come to an end; by the time you read this, the 97th Congress will have begun. This is a brief attempt to look both back and ahead at volunteer-related legislation on the national level.

Overall, the 96th Congress was the most serious of recent Congresses in its consideration of volunteer legislation. Although essentially the same types of legislation—tax benefits, charitable deductions changes, etc.—were introduced, the reception this time was better, in part due to increased support by local volunteer groups and in part due to the beginnings of an understanding by Congress of the need for support of volunteer efforts. Here are some of the highlights:

Commission on Volunteerism

In June 1979, Sen. David Durenberger (R-Minn.) proposed a Congressional study commission to examine the status of volunteering in America and to make recommendations on what the federal government could do to support volunteerism. The impetus for this was Sen. Durenberger's feeling that the federal government had no policy on volunteering and thus acted through a vast series of ad hoc decisions, some helpful and

some negative. Sen. Durenberger also was concerned about the vast gaps in our knowledge about volunteering: Who volunteers and why? How have they changed over the past ten years? What do they do?

No piece of volunteer legislation ever has generated such instant controversy among national voluntary organizations. The struggle, in part over the substance of the Durenberger proposal and in part over the structure which he suggested, polarized the national volunteer community. Some organizations supported the Commission as a means of addressing the question of government-volunteer relationships; others opposed it as just one more encroachment of the government into volunteering and one more potential avenue of government interference. Others simply feared the power of such a body and saw it as a potential battleground for existing conflicts within the volunteer community. The fight was intense, occasionally vicious, and resulted in the defeat of the proposal for the Commission.

Despite that defeat, the Commission legislation succeeded in doing something that has eluded the volunteer community for many years. It forced a long and hard look at the growing involvement of the federal government in voluntary organizations—through funding, regulations, and other mechanisms—the implications of that inter-relationship, and how that partnership might be managed best. That debate will

continue into the 97th Congress, as Sen. Durenberger and those organizations that supported the idea of the Commission continue to push for some structure to examine this issue.

Charitable Contributions Legislation

Under the direction of the INDEPENDENT SECTOR and the United Way of America, national voluntary organizations worked hard during the 96th Congress for the passage of the charitable contributions legislation. The bill's intent was to encourage support for voluntary action by allowing taxpayers to deduct charitable contributions regardless of whether they chose the standard deduction or itemized their deductions. Estimates are that the loss to the charitable sector has run as much as \$4.6 billion annually.

In January 1980, a series of "showcase" hearings were held in the Senate on the charitable contributions legislation. Some of the most famous organizations and individuals in the country testified on behalf of the voluntary sector. As well as making a case for the legislation, the hearings provided some much-needed publicity for volunteering and voluntary organizations.

At this time, the fate of the charitable contributions legislations in the 96th Congress is not known. At present, it exists as the only amendment attached to the Senate version of the tax cut proposal. The likelihood of passage in the final moments of this Congress is probably small. Despite that, however, the progress made has been extremely impressive, and the issue is sure to return in the 97th Congress.

Mileage Deductions for Volunteers

One of the most popular proposed benefits for volunteers has been the increase in the standard mileage rate for volunteer drivers. Since July of this year the rate for volunteer drivers has been 9 cents per mile; the standard rate for business drivers has been 21 cents per mile. Volunteers always have regarded that disparity as a clear inequity and have argued for closing the gap.

In the summer of 1979, Rep. Barbara Mikulski (D-Md.) introduced a proposal to make the volunteer and business rates equal. Her proposal was identical to several other volunteer mileage proposals introduced in the 96th and previous Congresses, with one small excep-

Steve McCurley is VOLUNTEER's director of constituent relations.

tion: She intended to get the bill passed. Mikulski was the first representative in recent years to do more than pay lip-service to the idea, and the first to commit substantial staff resources to working on the legislation.

A companion piece to Mikulski's volunteer mileage legislation bill was introduced in the Senate by Sen. Durenberger. Both bills slowly picked up support from voluntary organizations and from local volunteers.

At this point the prospects for passage are slight. The reasons are simple: Volunteer groups started too late and had too little power to get the proposals included in overall tax-cut legislation. The loss was caused by failing to commit enough resources—both locally and nationally—to the legislative effort.

The 97th Congress definitely will see a reintroduction of the volunteer mileage legislation. Its fate will depend on the willingness of local volunteer groups to support it. The passage of state-level mileage deduction increases in Iowa, California, and Maryland throughout the past year indicates the ability of local groups to pass this legislation if the commitment exists.

The 97th Congress

Consideration of volunteer legislation in the 97th Congress will benefit from the gains made during the previous one. More members of Congress know about volunteering and the proposed benefits than previously has been the case. Proposals now have a legislative history and testimonial record that lend them increased credibility.

Equally important is the increasing sophistication of local groups about the need to work for volunteer legislation. The Association for Volunteer Administration's Public Policy Committee is an excellent example of networking around national legislation to achieve a nationwide effort.

The 97th Congress should prove even more constructive in its consideration of volunteers. The chances of passage of the charitable contributions legislation and the mileage deduction legislation are actually quite favorable. This is true, however, only to the extent that local groups continue the support they began in recent years. That willingness to work for passage, more than any other factor, will make the difference in the years ahead.

Volunteers from the Workplace

Moving into Phase Two

By Shirley Keller



THE MOST IMPORTANT equation business can offer to impact on the system is not dollars, but how dollars can be leveraged into more dollars and connected to the other end of the equation—people."

"Business is still way out in left field in terms of strategically and aggressively using its people resources to address community problems."

"Business's responsibility is more than writing a check—it's participatory problem-solving."

Such comments were typical of the discussions that took place during a seminar on current and future efforts of corporations to encourage employee volunteering, November 2-4, 1980, at the world-famous Wingspread conference center in Racine, Wisconsin.

Sponsored by VOLUNTEER, in coop-

Shirley Keller is VOLUNTEER's director of corporate services. She and VOLUNTEER's Executive Vice President Ken Allen represented VOLUNTEER at the Wingspread conference.

eration with the Johnson Foundation, the Wingspread symposium was designed as a "graduate seminar" for leaders in the corporate and nonprofit sectors—individuals who have pioneered in the development of employee involvement in volunteerism as a formal part of corporate social responsibility activities. The purposes of the two-day event were to examine the challenges facing employee volunteer programs, to define their relationship to the primary mission of the business community, and to explore strategies for insuring the continued growth of these problems.

The need to discuss such issues emerged in part from the "growing pains" that corporate employee volunteer programs have experienced in recent years. "First generation" corporate efforts in this area—characterized by casual administrative structures focusing on traditional community service activities—are slowly giving way to a second generation of more responsible and formalized management efforts, responsive to individual employee needs and closer relationships with community agencies. But third generation programs,

ones fully integrated into the fabric of the company and the community, have yet to be realized.

VOLUNTEER's hope for the Wingspread symposium—a small, invitation-only seminar—was that it would be highly participatory, its success dependent on the expertise of participants in planning and implementing the program.

The participants were selected from a variety of corporations, representing various businesses, geographic locations and administrative levels. They shared a bond of creativity in administering established, sophisticated employee volunteer programs. Representatives from private foundations, which have supported VOLUNTEER's work with corporations, and staff of Voluntary Action Centers with established programs of services to corporate volunteer programs, also participated in the conference.

To coordinate planning, VOLUNTEER convened a representative group of Wingspread participants. This advisory committee targeted three broad goals related to employee volunteering, which were addressed at the symposium:

- To involve more people (employees) as volunteers;
- To demonstrate the contribution of corporate volunteerism to businesses; and
- To assure the survival and growth of corporate volunteerism.

The seminar consisted primarily of small group sessions structured to involve all participants in discussions. The advisory committee played a key role during the conference by reviewing the outcomes of the discussion sessions and using that information to design the concluding strategy sessions.

By the end of the second day, participants acknowledged that a great deal remains to be done to integrate volunteering fully into the life of the corporation. Perhaps the most important result of the seminar, however, was the recognition of the value of a volunteer program to a corporation. Participants identified two aspects of corporate operations where volunteer programs make a difference—in day-to-day business operations and in social responsibility activities.

Impact on Business Operations

Here, participants defined the value in terms of benefits—not only to the corporation, but also to the employee. For

example, when employee volunteers assist in supplying needed community services, in effect they increase tax savings to the corporation as well as promote its image as a concerned citizen in the community.

Because employees who volunteer often receive training in new areas and develop new skills, structured volunteer programs provide another benefit to the corporation as a means of attracting and retaining good employees. In addition, volunteering gives employees the opportunity to learn more about their community, which in turn provides the corporation important links to the community to achieve goals in such areas as minority purchasing, affirmative action and responsible investment.

Wingspread participants also reported on the favorable impact employee volunteering has on productivity, as it assists in the development of new skills, improves morale and company loyalty, and relieves the tedium of routine jobs. Improving the quality of life in the community and making business function more successfully, participants saw as having value for both corporation and employee.

Impact on Corporate Social Responsibility

Participants concluded that employee volunteer programs contribute to corporate social responsibility activities in a variety of ways. Such programs provide a means for demonstrating a corporation's community leadership role and provide a mechanism to monitor the effectiveness of charitable contributions. Volunteer involvement in community and governmental programs, for example, provides for a corporation's input and educates employees about the wider context in which the corporation works. The result is a management and workforce sensitized to emerging issues, a better educated citizenry, and a corporation more responsive to such issues.

Recommendations

Participants agreed that more effective methods to measure and articulate the success of employee volunteer activities must be devised. They felt that statistical measurement was neither an effective nor meaningful evaluation of employee volunteer programs. Rather, they preferred an independent attitude survey, conducted with employees, corporate management and the community.

Several corporate coordinators suggested that such a survey could be accomplished through collaboration on other surveys conducted within the company and on company opinion polls conducted by outside firms.

Such statistics as number of repeat volunteers, requests for contributions to support agencies in which employees volunteer, tasks and projects completed by volunteers, inquiries from other corporations about a company's individual program, number of people served by the program versus cost, should be gathered, rather than volume of involvement. Awards and recognition for employee volunteer work originating in the community and amount of media attention, participants felt, are also valid indicators of a program's worth.

Participants also recommended that "corporate-sponsored" programs, in which the corporation addresses problems, issues or services needed, and "employee-owned" programs, in which employees primarily plan and administer volunteer activities, be utilized more effectively and made to complement each other. Applying only a corporation's monetary resources, public relations capability or employee volunteer force to an identified community problem is not sufficient; *all* of a corporation's resources must be mobilized to effect change.

Finally, the Wingspread group recommended that corporate coordinators continue to expand their perspectives, by increasing and improving their skills and by gaining a better understanding of the nature of community problems and the role volunteers can play in meeting them. In so doing, they will help top management understand better how corporate encouragement and support of this work can assist in achieving the company's long-range goals and contributing to its success.

Wingspread provided the first opportunity for leaders of corporate volunteering to come together in a think-tank environment to examine their work and individual roles. As the conference came to a close, participants called upon each other to exhibit new leadership in communicating the results of Wingspread.

"We need to mobilize all the vehicles available to us," one participant said, "to discuss the issues, the goals, the potential solutions and how we can work together to achieve them."

Books



'More about Politics Than Volunteers'

By Maureen Shea

VOLUNTEERS AND THE MAKING OF PRESIDENTS. Jane Dick. Dodd Mead & Company, 1980. 268 pp. \$6.95.

IF YOU LIKE POLITICS, you'll enjoy Jane Dick's *Volunteers and the Making of Presidents*, which focuses on the campaigns of Wendell Wilkie in 1940 and Eisenhower and Stevenson in 1952. Each of these candidates initially was opposed by the regular party, and it was only through the herculean efforts of volunteers that they were nominated. The citizens' organizations became the drawing cards for independents and interest groups who might not have been attracted to regular party organizations.

Dick makes extensive use of interviews and oral history collections to give behind-the-scenes accounts of "Win with Wilkie," "I Like Ike," and "Madly for Adlai." Wilkie, for instance, was a registered Democrat until only five months before he became the Republican nominee for President. That achievement was thanks to the com-

bined clout of the Wilkie Clubs and media support.



Eisenhower (seated center) with state delegates of Citizens for Eisenhower.

Both Eisenhower and Stevenson were reluctant candidates. Ike, a well-known and well-loved World War II hero, was asked by representatives of both parties to be their nominee. Stevenson, a popular governor of Illinois, took all possible steps to discourage his nomination. The Draft Stevenson Committee, convinced that Stevenson's patriotism and party

loyalty would force him to accept the nomination, was sometimes discouraged but never undaunted. Committee members did not flinch from their all-out effort and ultimately succeeded in perhaps the most genuine draft political movement in recent history.

Those involved as volunteers not only in campaigns but also in other areas of American life especially will appreciate the continuing conflict in each of the highlighted campaigns of the professionals versus the amateurs. The Young Republicans viewed Wilkie Club participants as unorthodox and naive and feared that the clubs would take over the Republican organization. Dick writes:

It was a tightrope to walk then—as it has been in every campaign since—to appear to Independents and dissident members of the opposite party while clearing plans with the regular party organization, which is sometimes tolerant, occasionally cooperative, but all-too-often actively hostile to the amateurs.

Citizens for Eisenhower provided both visibility and an opportunity to show real citizen support for his candidacy. Charles F. Willis, Jr., one of the cofounders of the group, commented on the attitude of the Republican Party once it became clear Ike would be nominated:

It was either get us to come with them or start another one. Of course, this thing was already functioning, and well organized, we thought. So we said "fine." We didn't know anything about politics, but "surround us with politicians and we'll do the organization and management work." So that's exactly what happened.

For the rest of the campaign, Citizens for Eisenhower did "the organization and management work" and emphasized to Republican Clubs that they would disband after the election.

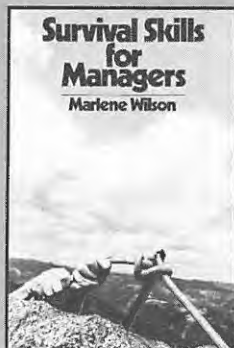
It is an interesting footnote to volunteer history that when the scandal over Vice Presidential candidate Richard Nixon's slush fund broke, it was Citizens for Eisenhower who wanted Nixon dumped. Many of them were independents and all were more concerned with electing Eisenhower than they were with the welfare of the Republican Party. One can't help but reflect on how different the 1970s might have been without Nixon and Watergate.

United Press photos

Maureen Shea is a lobbyist for Common Cause.

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The Draft Stevenson Committee, given the reluctance of its candidate, overcame the greatest obstacles in seeing their candidate nominated. The Committee's political acumen increased markedly as their chances of success improved. On the night before balloting began, the Committee predicted that Stevenson would receive 272 votes on the first ballot. He actually received 273. James Finnegan, president of the Philadelphia City Council, chided the Citizens: "That's the trouble with dealing with you amateurs—you're not accurate."

Volunteers and the Making of Presidents is a book more about politics than volunteers. Jane Dick has drawn from her own vantage point as a volunteer for Wilkie and later as vice chairman of Volunteers for Stevenson. Her belief in the value of volunteers in politics is evident throughout the book. It teaches by example rather than by detailing ways of dealing with particular problems related to citizen participation. It would have been interesting to read more of Jane Dick's personal anecdotes about her experiences as a political volunteer.

It is unfortunate that the role of volunteers in presidential campaigns since 1952 is reduced to one short chapter and makes the book's title somewhat misleading. I doubt that recent observers of the political scene would agree with Dick's conclusion that:

Since the Eisenhower-Stevenson campaign of 1952, there has been no campaign that has spontaneously inspired such a tremendous outpouring of private citizens eager to join in political action.

When she discusses the Kennedy, McCarthy, and Carter campaigns, Dick almost dismisses their volunteer involvement and spends most of her time criticizing the individual candidates. The effect of the Kennedy campaigns in not only bringing young people into politics but also inspiring them to public service, of the McCarthy campaign in showing the potential impact of individuals working together, and Carter's "peanut brigade" in overcoming the prejudices against a Southern politician, should not be dealt with so hastily. It appears that this brief chapter was necessary to justify the book's title.

There is a concluding chapter on "The Making of Volunteers," but I believe those wishing to gain insight into volunteer involvement will find better educa-

tional materials elsewhere. Nonpolitical volunteers undoubtedly will feel consoled by the similarity of problems faced by all citizen efforts.

Following Stevenson's acceptance speech at the convention, the Draft Stevenson Committee switchboard was inundated with calls

... but it was obviously impossible to know whether the man or woman at the other end of the line was an eccentric or a potential leader, a skid-row resident, with nothing better to do, or one of the area's most influential citizens.

The difficulties of fundraising, the joy of people giving overwhelmingly of themselves and asking nothing in return, the involvement of individuals who continue to be active in other aspects of politics, are all featured in *Volunteers and the Making of Presidents*.

Volunteering is a very personal and very special experience. Volunteering in political campaigns involves a total commitment to another person's future for a distinct period of time. Volunteers in a campaign become a candidate's extended family and suffer or celebrate together the ups and downs of a campaign. Win or lose, the election outcome is a shared experience which brings a special camaraderie. Jane Dick quotes this fine description of a political volunteer:

Political volunteers are tied together by a most powerful bond—a dedication so deep that they forget family, friends, love, sleep, time, memory. The political campaign, short and intense, becomes their whole world, a world open only to those whose blood is true, whose eyes are wide, and whose hearts are full. In this world there is more heart than head, more hope than knowledge, more fervor, more faith, more love than anybody deserves.

In 1980 only 52.2 percent of eligible voters participated in the presidential election. That is a sad commentary on the state of politics in America today. Citizens involved in political campaigns at all levels have made an important contribution to our political life. Politicians would do well to read *Volunteers and the Making of Presidents* and to reexamine the role of individuals in political life. An increased appreciation of that role could be an important factor in reawakening Americans about the opportunities that are missed when they fail to participate in their democracy.

AWARDS:

A Salute to America's Outstanding Volunteers

The 1980 award winners of national, state, local and corporate volunteer programs



Alliance for Volunteerism

The Alliance, in association with the U.S. Conference of Mayors and with the support of Xerox Corporation, annually presents Mayors' Awards to cities with outstanding volunteer programs. The 1980 awards were made for volunteer involvement in three areas: volunteers in delivery of city services, volunteers as advisory and policy-makers; volunteers provided by corporate and voluntary sectors. Cities receiving national awards were Aurora, Calif.; Evanston, Ill.; Kettering, Ohio; New York, N.Y.; Phoenix, Ariz.; Union City, Calif.; and Virginia Beach, Va. The Michael A. DiNunzio Award, in memory of a distinguished staff member of the U.S. Conference of Mayors who was instrumental in establishing the Mayor's Awards Program, is presented to a mayor who displays a high standard of personal leadership in support of volunteerism.

Honorable Charles F. Horn, mayor of Kettering, Ohio, appointed a fulltime staff person to coordinate a wide range of citizen involvement projects, including the *Contact with Kettering* newsletter; ACTIVE (Area Citizens Together in Volunteer Endeavors) volunteers, who serve more than 300 hours each week with the police, law, engineering and other city departments; and a private industry technical assistance advisory panel, which works with all levels of city government.



American Red Cross

The Harriman Award for Distinguished Volunteer Service is the highest award for volunteer service made by the American Red Cross and is presented to a volunteer who has demonstrated one or more of the following characteristics: imagination and extraordinary effort in developing creative solutions to problems, organization and direction of an activity of exceptional importance, or performance of an extraordinary act of credit to the American Red Cross.

Elizabeth W. Hunt of Atlanta, Georgia, has provided 37 years of visionary leadership to the Red Cross. She has promoted the broadest responsible involvement of volunteers and their personal development, increasing the capacity of the Red Cross to serve humanity.



Corporation for Public Broadcasting

CPB presents the Local Radio Development Awards to public broadcasting stations for outstanding achievements in public awareness, public participation and fundraising. In 1980 three stations were honored for the public participation of their volunteers in all aspects of station management and production.

WGUC-FM (Cincinnati, Ohio) volunteers produce programs, assist with office work and promote membership. The station annually sponsors a Young People's Radio Festival and a series of radio workshops in 42 schools involving 1,100 pupils.

National Awards

More than 300 volunteers made "Show Off" the most successful of the annual on-the-air fundraisers.

WFDD-FM's (Winston-Salem, North Carolina) Volunteer Committee developed a continuing public awareness program, including a volunteer-built and staffed booth which is utilized in various community locations and live broadcasts involving 41 volunteer artists, which are aired from a shopping mall. The success of the effort is reflected in the 250 percent increase of the annual fundraising drive.

WOUB-FM (Athens, Ohio), in celebration of its 30th birthday, sponsored a contest among listeners for a birthday song for the station. To increase public awareness of the station, volunteers organized station birthday parties on three successive nights in the community, contributing food and entertainment.



Joint Action in Community Service, Inc.

JACS honored a Volunteer of the Year, chosen from more than 7,000 JACS volunteers across the country.

Margaret Johnson-Davis, a field operations clerk for Western Union in Kansas City, Missouri, since 1975 has assisted more than 1,200 Job Corpsmen seeking housing, transportation and encouragement as they look for jobs that will utilize their newly acquired skills.



Literacy Volunteers of America, Inc.

Literacy Volunteers presented two annual awards: the President's Award for Distinguished Service, which recognizes an individual who demonstrates a keen sensitivity to the problems of illiteracy, an exceptional commitment to addressing these problems, and intellectual and emotional leadership in LVA; and the Connie Haendle Affiliate of the Year Award, established in memory of the first director of field services who felt that well-organized local tutorial programs were the cornerstone of an effective literacy network.

Dr. Jane Root, professor of reading at Johnson State College, Johnson, Vermont, has been a reading consultant for LVA for ten years. She served for three years as LVA president and has coauthored numerous LVA texts and authored the student reading series, *Read On*. (President's Award for Distinguished Service)

Literacy Volunteers of Greater Hartford, Connecticut, has provided literacy services to the community since 1972, working cooperatively with Aetna Life and Casualty, Pratt and Whitney Aircraft, Jewish Family Service, Enfield State Prison and Hartford Hospital. It offers strong basic programs in reading and English as a second language. (Connie Haendle Affiliate of the Year Award)

NATIONAL MUNICIPAL LEAGUE

National Municipal League

In the past 32 years, the All-America City Awards have honored more than 300 cities for special achievement in community development through citizen action. The finalists are chosen from more than 100 formal entries out of 500 nominations.

Bellingham, Washington, developed a comprehensive plan for setting priorities for future programs, improved the public safety program for low-income families by installing smoke detectors at no charge, and improved a sport fishing resource.

Gardena, California, created a citizen advocacy program for the elderly, developed the Japanese Cultural Institute and formed the Neighborhood Action Group of Gardena to relieve blighting influences.

Phoenix, Arizona, created a broad-based citizen planning program for long-range growth, developed policy guidelines and a program for downtown redevelopment and conducted a study and action program for capital needs and financing.

Portland, Oregon, created a nature park, developed a multi-faceted anti-crime program and a comprehensive approach to city energy issues.

Portsmouth, Ohio, established an inner-city development corporation, constructed a museum and a cultural center, and expanded the local job base through the creation of an industrial park.

Rockingham, North Carolina, improved recreational services, facilities and programs, expanded the hospital for better health services, and established a community theatre.

Seminole, Oklahoma, improved the neighborhood environment through the demolition of blighted buildings, renovated the central business district, and created new jobs through industrial development.

Sherman, Texas, conducted a citizen-managed community survey on quality of local service delivery, operated a comprehensive clean-up program, and provided public health service to curb a serious rabies epidemic.

Shreveport, Louisiana, conducted a campaign for local government reform culminating in approval of a new city charter, improved the housing stock for low- and moderate-income families through a neighborhood housing program, and formed a downtown development corporation.



National School Volunteer Program

NSVP presented the Marcia Shalen Award for Leadership for outstanding contributions to the field of school volunteer programs, the First Annual Distinguished Service Award, and the Second Annual National School Volunteer Awards for programs exhibiting evidence of good planning, recruiting, orientation, training and recognition of volunteers, innovativeness, evidence of impact, level of com-

munity support, recruitment of non-traditional volunteers.

Robin Spaulding, immediate past president and NSVP long-time member, previously served as NSVP vice-president and membership chairperson, and coordinator of the Worcester, Massachusetts, School Volunteer Program. (Marcia Shalen Award)

Billy Reagan, superintendent of Houston Independent School District, led the development of the Parent Involvement Program, FAILSAFE, which involved parents in the education of their children at school and at home. (Distinguished Service Award)

ADDITIONS (Orlando, Florida) volunteers provided 137,000 hours of service as supplemental classroom speakers, as teachers of conversational Spanish in lower grades, as craft and special-interest course instructors, and as guides in the Environmental Center program. (Apple Tree Enrichment Award)

Criminal Law Education Project of Volunteers in Public Schools (Little Rock, Ark.) involves 86 attorneys, law enforcement and court personnel in all grades of the district's 38 schools. They provide classroom preparation for court visits, explanations of their responsibilities, high-school-level programs on law, discussions on drug and child abuse and panels on prison life. (Apple Tree Enrichment Award)

Volunteers at Sippican Elementary School (Marion, Massachusetts) serves the 429 students in the library, classroom, clubs, and Book Fair. Some of the 210 parent volunteers assist on a regular basis; others help at special events and activities. (Apple Tree Parent Involvement Award)

Dividends School Volunteer Program (Altamonte Springs, Florida) provided the 41 district schools with 62,000 hours of volunteer service—tutoring, providing enrichment activities, assisting guidance counselors and in physical education classes and speaking on special subjects (Apple Tree Parent Involvement Award)

Dallas Independent School District Volunteer Program (Dallas, Texas) utilizes support of 179 local businesses in an Adopt-A-School-Program, with employees serving as tutors, field trip guides and suppliers of material resources. The companies fund Reading Is Fundamental programs, provide career shadowing experiences for students and mini-courses within regular curriculum. (Apple Tree Business Involvement Award)

School Volunteers, Inc. (Salt Lake City, Utah) is comprised of 1,383 businesses whose employees are involved in advisory board leadership, as classroom lecturers and guides for office and plant tours, in job shadowing experiences, career counseling and assistance with high school clubs, and conducting computer demonstrations. (Apple Tree Business Involvement Award)

Rockefeller Public Service Awards

Established in 1952 by the late John D. Rockefeller 3rd, the annual Rockefeller Public Service Awards are considered the highest honor for citizens working in the public interest. The program focuses on outstanding work toward solving problems of critical importance to the nation. Nominations are solicited for persons who have made significant contributions to the solution of problems in those areas identified by a group of national advisors.

Sister Isolina Ferre, director of the Center for Orientation and Services, Ponce Playa, Puerto Rico, tapped the strength of the people in this area of extreme poverty to build a network of community programs which serve the unemployed and under-skilled, the delinquent, the sick and the handicapped. (Award for Revitalizing Communities and Neighborhoods)

James P. Comer, professor of Child Psychiatry at Yale Child Study Center and associate dean of Yale Medical School, developed a model elementary

school program that encourages minority children to grow both intellectually and emotionally. His work with the parents, teachers and students of the Martin Luther King School has results in markedly improved behavior and achievement. (Award for Broadening Opportunities for Youth)

Eula Bingham, assistant secretary of labor for occupational safety and health, focused agency policy on important problems in the workplace while eliminating overly detailed agency regulations of U.S. businesses, an action resulting in greater cooperation among labor, industry and government. (Award for Improving Health and the Provision of Health Care)

James P. Grant, executive director of UNICEF, emphasizes the human dimension of foreign aid programs. As head of the Overseas Development Corporation, he influenced the reorientation of development policies to issues of equity and basic human needs while increasing the awareness of citizens in industrialized countries of their stake in the progress of the poor. (Award for Contributing to Equitable World Development)

Williams Hensley, president of the NANA Development Corporation, Anchorage, Alaska, was instrumental in passage of the Alaska Land Claims, Settlement Act, and is an active advocate of providing economic security and personal dignity for

Eskimos, Indians and Aleuts while maintaining their traditional way of life. (Shared Award for Outstanding Public Service)

Henry R. Richmond of Portland, Oregon, is a lawyer who has lobbied for constructive land use since completing law school. Through his leadership of 1,000 Friends of Oregon, a public interest firm he founded, he was instrumental in shaping and implementing Oregon's farsighted land planning policies. (Shared Award for Outstanding Public Service)

The Rosa Parks Award is given annually by Women in Community Service in recognition of "extraordinary service by an ordinary person." Rosa Parks, in the single act of refusing to give up her seat on a segregated bus in 1955, dramatically focused the eyes of America on injustice.

Penelope Poor, of Seattle, Washington, has assisted hundreds of young women in her seven years as a WICS volunteer. As a social activist, through individual effort and with peace groups, she has committed her energies to significant issues affecting the underprivileged, such as equal housing, employment, desegregation and unemployment.

The Governor's Office of Voluntary Citizen Participation sent letters of recognition signed by the governor to outstanding volunteers. The program is co-sponsored by KARK-TV.

Tim Hoover, a 16-year-old high school student, volunteers 20 to 25 hours each week as an ambulance service cadet. He has completed the State Emergency Medical Technicians requirements but because of his age cannot be certified.

Dell Marks Bueker organizes programs to provide handmade items to many institutions, including 200 lap robes for a nursing home, 20 dolls to a children's hospital and 220 stuffed toys to the Little Rock Children's Home.

Ira W. Harris, active in improving the quality of life for rural people in Southwest Arkansas for 40 years, organized two community groups which developed playgrounds, electric and telephone services, and the Roston Swine Producer's Association to assist more than 700 families in marketing of swine.

Bob D. Hill, although confined to a wheelchair, assists students at the School of Hope, a center for mentally and physically handicapped, with woodworking, handicraft skills and auto mechanics.

Margaret Laxson, although recovering from the effects of a stroke, volunteers five days a week at an elementary school assisting disadvantaged children in learning to read.

Dr. Carmen L. Lierly developed the Uptown School, an alternative school for 7th to 12th grade dropouts, and was instrumental in developing two other disadvantaged youth programs in Fayetteville.

Harry D. Vinea works with Arkansas Handicapped Athletics Association, the Little Rock Rollin' Razorbacks (a wheelchair basketball team), and Our Way, Inc., an apartment complex built for and run by the handicapped.

Dr. M. Carolyn Wilson founded the hospice program in Mountain Home and Twin Lakes area, was

The Georgia Office of Volunteer Services presented Annual Governor's Volunteer Awards to groups and individuals from each of the state's ten districts.

Melvine Boyd has joined with neighbors to provide care and services, including meals, transportation and home services to elderly and homebound residents in her small community. (First District Award)

Sara Rhodes volunteers with a hospital auxiliary, the Albany Association for Retarded Citizens and her church. Through the local chapter of Women in Construction she has provided service to a nursing home, youth home and a center for alcohol treatment. (Second District Award)

Troup Travelers Camping Club has conducted a sustained volunteer campaign to clear accumulated trash and litter, removing an average of two tons of litter a month from area streets and highways. (Third District Award)

Jane DelVecchio, after losing her voice box to cancer and learning to use esophageal speech, is now a fulltime volunteer with the American Cancer Society, working with a self-help program for people who have had similar experiences and their spouses. (Fourth District Award)

Ann Poten Martin was instrumental in the establishment of Metro Atlanta Recovery Residence, a half-way house treatment setting which has received national attention for its success in working with patient needs following acute drug addiction. (Fifth District Award)

Douglas General Hospital Auxiliary volunteers work in the hospital 12 hours a day, seven days a week, contributing almost 10,000 hours during the past year and raising \$12,000 for special equipment. (Sixth District Award)

Cobb County Volunteer Probation Officer Program organized to ease inadequate probation supervision, now has eight satellite offices which coordinate activities in the county and provide one-to-one relationships with the offenders. (Seventh District Award)

Neva Langley Fickling, as chairperson for the Georgia Citizen's Advisory Committee to the Georgia Clean and Beautiful Program, was instrumental in implementing the first statewide program of solid waste management. (Eighth District Award)

Lawrenceville Junior Woman's Club provides resources, educational seminars and a children's emergency shelter for the Gwinnett County Department of Family Services and assists with acquisitions and funding advocacy for the regional library. (Ninth District Award)

Ruth B. Crawford is a fulltime volunteer with the Shiloh Comprehensive Community Center which offers betterment services to the elderly, children, youth and handicapped through community groups, health care and nutrition services. (Tenth District Award)

Cosponsored by the Germaine Monteil Cosmetics Corporation, the Governor's Office of Volunteer Services honored five individuals and nine groups for outstanding contributions to their communities.

Hazel C. Muth, 73, has been involved for many years in her community establishing community clubs and such projects as the Muldraugh Chamber of Commerce, Boy Scouts and the Woman's Club.

Nina McWaters, 90, is an active volunteer at the reception desk of the Marshall County Hospital Auxiliary and with every local Red Cross bloodmobile. She also helps with fundraising and quilting for the county Senior Citizens, and is active in the Benton Woman's Club, Eastern Star, Zesta Club, Society for the Preservation of Southern Harmony Singing, Marshall County Homemakers, First Methodist Church.

Rebecca Wilbert has overcome a number of obstacles to organize and coordinate a Volunteer Crisis Hotline training program. Her duties range from recruiting and supervising trainees to editing training materials and planning programs.

Wayne Martin, president of the Jaycees, built the organization into a strong, viable community organization which successfully has raised funds for community organizations, including Fund for the Arts, Muscular Dystrophy and Boy Scouts.

The Paintsville High School Teens Who Care gave over 3,200 hours in the school year working with special education classes as aides and tutors, buying Christmas gifts for the students, sponsoring writing contests, and accompanying students on field trips.

Sedalla High School Teens Who Care Club volunteered over 3,500 hours in service to the community's elderly, assisting Mills Manor residents with arts and crafts, recreational therapy and production of a "Hee-Haw" show with homebound elderly.

The Kentucky Lake Bass Club, in cooperation with the TVA Land Between the Lakes, Kentucky Special Olympics and the B&J Bait Company, sponsored a Special Population Fishing Tournament to develop fishing skills and teach safety to disabled children and adults.

The Sturgis Kiwanis Club has provided town programs and services for 58 years. Members have built a "Kiwanis Bridge" over the Tradewater River, a Little League baseball program, a civic building, swimming pool and tennis courts, in addition to providing assistance to needy families.

Emery Workman has logged 30,000 miles in 18 months driving clients of the Bureau of Social Services to area hospitals and other services. Although he lost both legs to a rare blood condition and must use a wheelchair and drive with special controls, he considers "handicapped" a state of mind.

The Office of Voluntary Citizen Participation, in conjunction with Albuquerque radio station KOB, recognized outstanding state volunteers with a plaque and certificate of appreciation.

Isabel Camper does para-professional counseling, phone work, client and employer follow-up and assists with office work at the YWCA Women's Resource Center.

Ernest A. Jenkinson, a retired army officer, works with ten probationers through Volunteers in Probation, teaches merit badge classes to Boy Scouts, and as director of Base Retiree Affairs Volunteer Office, established the Volunteer Income Tax Assistance (VITA) office.

Kathryn Kelly and **Alice Brennan**, both retired, work as a team with Albuquerque Meals on Wheels. Kelly also is president of the Ladies League at her church and is active in the Catholic Social Services Council; Brennan volunteers at St. Joseph Hospital, and both are members of the Casa Angelica Auxiliary.

Kenneth W. Robison organized a railroad retirement organization to obtain better benefits for railroad wives, developed a senior citizen advocacy group, and is active in the Albuquerque VA Hospital, his church and the Association of Retired Persons.

Viola Whatley has been a group leader for Recovery, Inc., a self-help mental health group, since 1972, leading structured weekly meetings, handling general information calls, providing help and reassurance between meetings.

Donald Cameron drives the elderly and handicapped to medical appointments without remuneration.

Bill and Catherine Grandia are both active in the local 4-H. He is a member of the 4-H building corporation and is volunteer caretaker of the center's facility; she is an advisory member of the Horse Council, assists youth in leadership development, and has served on the fair board for many years.

Joy Atanasoff, the wife of the principal of Lake Valley Navajo School, assists the students by distributing money, clothing and presents from the students' sponsors. She also helps with thank-you notes and operates a student banking system.

Edith Surgan, as president of the Crime Victim Assistance Organization, assists victims of crime in a variety of ways.

Lucille Lovato, a grandmother who travels 60 miles each day by bus, serves as a Foster Grandparent at the Los Lunas Hospital and Training School for retarded children.

Judi Mollemt Finkenberg developed a museum for children in Albuquerque, one program of which is the newspaper, "BONG" for, by and about kids and distributed to all grade schools in the city.

Sallie Wagner utilized her near-photographic memory of the Southwest reservations to help organize 80,000 historic photographs for the Museum of New Mexico and the State Records and Archives Center.

Manual Benta, Sr. is a Veterans' Service Officer and assists with the United Blood Services.

John D. LaMotte does repair work for the Library for the Blind and Physically Handicapped, repairing

300 Talking Book Machines, cassettes and cassette players.

Ed Brawley, 70, is a docent for the Rio Grand Zoo, conducting tours and instructing groups on endangered species.

Kathryn Harrington, overcoming physical limitations, volunteers at the Los Alamos YMCA in many capacities.

Sharon Thomas, a junior high teacher, has adopted the Del Norte High School, furnishing snacks for after-game events and road trips, providing transportation for students from games and tutoring students in special weekend sessions.

Leon V. Davis, a 100 percent disabled WWII veteran, handles messages via Amateur Radio Operators from families and delivers them to bedridden patients at no cost to the families, facilitating over 200 messages in one three-month period.

Dorothy McLaren, president of the Bernalillo County Medical Center Service League, implemented tours of the hospital, chaired an art show which raised over \$3,500 for the Pediatric Intensive Care Unit, and was instrumental in the funding of a radiopharmacy unit for the nuclear medicine department.

Rosalie Rumph, over 80 years old, coordinates activities of community groups which make and contribute items to patients at the Medical Center and serves as historian for the Service League.

Arla Getty, 87, walks a mile twice each week to the Medical Center, where she visits patients, delivers mail and magazines.

Ed Bukove served for two years as president of the PTA and worked with the East Area Advisory Council, Inter-City Council, Cub, Boy and Explorer Scouts, often taking leave without pay to assist at scout camp or a school field trip.

S.Y. Jackson, Jr., chairman of the Presidential Scholarship Program fund drive for the University of New Mexico, was instrumental in surpassing its \$280,000 goal. He is also active with Kiwanis, United Fund, Chamber of Commerce and the YMCA.

The Governor's Office of Citizen Affairs conducted four major volunteer recognition programs during the year.

Governor's 1980 Volunteer Awards. The governor attended three receptions honoring 327 recipients of awards in five categories: Individual Human Service, Individual Community Leadership, Community Organization, Church/Religious Group, Administrator/Coordinator of Volunteers.

Adopt-A-School Volunteer Recognition. Representatives of the following schools were invited to the State Capitol and received a special presentation from the governor: Allegany, Gates, Guilford, Northampton, Richmond, Vance, Washington, Wilkes and Winston-Salem/Forsyth County Schools; Burlington, High Point and New Bern City Schools.

Involvement Council Banquet. Accomplishments of counties having an Involvement Council were recognized at a banquet attended by the Governor.

State Government Volunteer Recognition. Persons who volunteer in state government agencies in the capital area were recognized at a reception attended by the governor, cabinet secretaries and Council of State members.

munity Awareness," and is developing an ombudsman program for liaisons between hospital staff and emergency room patients.

Dr. Bruce Weaver is president of Interfaith Disaster Services, organized within 48 hours of the disastrous tornadoes which struck Wichita Falls to disperse aid on a long-term basis to residents.

Antonio Ramirez organized an information, referral and transportation center which was eventually approved by the city of Harlingen, developed Su Clinica Familiar where medical services are available to the low-income, and helped found Amigos Del Valle which provides transportation and meals for low-income elderly.

Richard and Joan Bell are advocates for the deaf and blind. Mr. Bell, deaf and blind, served as chairman of the American Association of Deaf-Blind National Convention and assists weekly in an unstructured program of communication at the Southwest Center for the Hearing Impaired; Mrs Bell is deaf and accompanies her husband on their many activities.

Jim Wimberly (deceased) worked with the Community Council for Greater Dallas and with the Texas United Community Services, explaining and interpreting state government to United Way staff throughout the state. (Posthumous Award)

The Governor's Office for Volunteer Services and 21 state and private agencies sponsored volunteer awards which were presented at the Annual Statewide Texas Volunteer Conference.

Martha Walke, an M.D. in family practice, sends a letter to all of her patients with a bill over \$50 giving them the opportunity to volunteer through the Abilene Volunteer Clearinghouse and receive \$3.50 credit against their bill for each hour they volunteer.

Donna Garrett developed volunteer programs for the state Department of Human Resources, especially in the area of abused and neglected children and their families. She also developed a secondary prevention program.

Joyce Robinette is an advocate for including volunteer experience on job applications. She also was instrumental in developing a health-information-by-phone program in Houston, started "Com-

bingo for patients of Buena Vista Nursing Home.

Charlann Martin, when disguised as Choco the Bear, is the official hospital mascot at all major events at the Orange County Children's Hospital. She has contributed over 3,000 hours of volunteer services.

Huntington Beach Kiwanis Club members and students performed gardening and household chores for over 115 individuals and through Project Cherish (Community Helpers Organized in Restoring Seniors' Homes) contributed 800 hours to seniors and handicapped.

Hanford

The Hanford Community Volunteer Bureau presented the Volunteer of the Year award for outstanding community service.

Marion Carlstrom, sunshine chairwoman for the Sacred Heart Auxiliary, teaches music at the Kings' Rehabilitation Workshop and plays the piano for church and community activities.

Monterey

The Voluntary Action Center of the Monterey Peninsula presented the "Rusty Stratton" award and four engraved silver bowls for outstanding community service.

Anita Seibel, in her eight years with Volunteers in Action, has packaged meals for Meals on Wheels, assisted a child suffering from brain damage and worked with Valley Sunshine Club patients, Eskaton Hospital and as a companion to an elderly woman in a convalescent hospital (Rusty Stratton Award)

Virginia Perry, through her work with the Ombudsman Program of Concerned Citizens for Better Nursing care, has effected changes for the elderly patients of the Pacific Grove Convalescent Hospital.

Kennedy White initiated the Monterey Peninsula Junior High Wrestling Tournament, sponsored the High School Fellowship of Christian Athletes which raised over \$20,000 to send young people to summer camp. He is also active in the local Little League, volunteer fire department and Red Cross Water Safety Program.

Anne Odette Call, the founding president of Eskaton Monterey Hospital Auxiliary, has given hundreds of hours in auxiliary and community work.

Elaine Bennett Hill, in addition to working fulltime, raising two children and caring for an ill family member, has worked for many years as a seven-day-a-week volunteer for the Suicide Prevention Center.

Palo Alto

Each year the Volunteer Bureau of Northern Santa Clara County honors both area agencies and their Volunteers of the Year. In 1980 approximately 100 agencies and Volunteers of the Year received certificates.

San Francisco Bay Area

The Bay Area Volunteer Activist Awards program is cosponsored by the Volunteer Bureaus of the Bay Area—San Francisco Volunteer Bureau/Voluntary Action Center, Volunteer Bureau/Voluntary Action Center of San Mateo County, and the Volunteer Bureaus of Alameda, Marin and Contra Costa Counties, along with Macy's California and the Germaine Monteil Cosmetics Corporation.

Ralph Hoyos, liaison with the Spanish-speaking community, translates informational and procedural brochures and serves as translator for the ambulatory care clinic in San Francisco County.

Seth Farber, a high school student in San Francisco County who has volunteered since he was 12, works in Amnesty International's Urgent Action Network, which sends case sheets to members and issues telegrams to officials in countries violating human rights.

Alice Frances Peters has developed innovative methods of securing food and clothing for Ritter

Anniston

In addition to awarding 28 certificates to young people who completed the Summer Youth Volunteer Programs, the Voluntary Action Center of Anniston presented the Volunteer of the Year award to an outstanding volunteer.

Mary Elizabeth Johnson has been an active volunteer for many years in local jails, her church and the community hospital.

Huntsville

The Voluntary Action Center of Huntsville and Madison County and the local Directors of Volunteer Services annually present Volunteer of the Year awards in several categories.

Tina Boggess, a high school student, plans and coordinates a highly successful activity program for behaviorally disordered children at the local mental health center. (Youth Award)

Graham Gallemore has helped boys at the Huntsville Boys' Club with their school work two days each week for the past five years. (Adult Award)

Sue Heath, a retired recreation specialist, initiates games and activities for the handicapped residents of the Adult Day Care Center three days each week. (Senior Citizen Award)

HELPLINE Counselors, a group of 112 volunteers, anonymously answer crisis calls from the community 24 hours a day. (Group Award)

Susan Neighbors has served the Coalition for Child Abuse and Neglect (C.A.N.) in many areas including public relations, fundraising, and advocacy. She also has established a Parents Anonymous center and a Foster Parents program.

Anchorage

In 1979 the city received the Alliance for Volunteerism/U.S. Conference of Mayors award for "outstanding leadership in the development and support of citizen volunteerism" with special recognition for Mayor George M. Sullivan's role in furthering volunteerism in city government. The city was honored for its efforts to involve citizens in advisory capacities in local government.

Garden Grove

The Voluntary Action Center of West Orange County, in cooperation with the Carnation Company, honored five individuals and one group for their volunteer contributions to their community.

Madeline Evans, area coordinator for the Orange County Special Olympics for ten years, has been largely responsible for its growth from 300 to 1,500 athletes at 50 facilities.

Robert Morrissey (deceased) developed Fountain Valley's state-approved disaster preparedness program and was instrumental in the purchasing and equipping of a communications bus and four-wheel drive ambulance for the program.

Matilde (Matt) Macias, 84, organizes books and assists with administrative details three hours each day at the Buena Park Senior Center.

Kerri Hassett, a 14-year-old student, prepares the gift cart, walks patients, writes letters and calls

House Emergency Services. She also developed craft workshops for children from St. Vincent's Boys School and the Pilgrim Park Housing Development in Marin County.

Joan Linn Bekins has obtained funding and produced five nature films introducing the Elizabeth Terwilliger Nature Education Foundation to six million school children since 1973. Bekins has edited and published three books on Terwilliger's philosophy of nature.

Kenneth Kidwell, chairman of Eureka Federal Savings in San Mateo County, developed a 100 percent private funding base for Bay Area Partners, a group that works with juvenile delinquents. Kidwell is an advocate among the corporate community to involve business leaders in community programs.

Jean Cloud, an advocate for a comprehensive health education program in county schools, has assisted in developing the State Health Education curriculum and the curriculum for the San Mateo County school district.

Chuck Boatman coordinated a proposal which brought \$1 million into the community for continuing care for the mentally disordered. He also serves as president of Contra Costa County's Mental Health Association and Drug Abuse Board.

Dorothy Miller spearheaded an effective legal challenge when autistic children were excluded from public schools. As a result of her representation of community service recipients, she was appointed to the Human Services Advisory Board in Contra Costa County.

Henry Cotten serves as vice chairman, program director, pre-school leader and teacher for the Metropolitan YMCA in Alameda County. During a period with no staff, he managed the entire operation.

Arlene Hanson has provided crisis counseling through Suicide Prevention of Alameda County for three years, working a double weekend shift, in addition to training new counselors and serving on the board of trustees.

Dawn Gordner was a major force in development of Tri-Valley Haven Auxiliary, which raises funds to support a shelter for victims of domestic violence. Gordner also works with architects to build low-cost housing in Pleasanton.

Santa Monica

The Santa Monica-Westside Volunteer Bureau honored one individual for outstanding volunteer service.

Helena Hult, cofounder of the Volunteer Bureau, founded the Santa Monica Senior Service Center, which serves 3,000 seniors through transit programs, legal assistance, housing, counseling, case management and tax assistance.

Torrance

The Southern California Council of Voluntary Action Centers and Volunteer Bureaus sponsored the first annual Corporate Volunteer Awards Banquet during the 1980 National Volunteer Week in Los Angeles. The event provided an opportunity for 40 companies to recognize the contributions of time and talent to community life of 350 employees. The dinner also gave the public a greater understanding of corporations as groups of caring and concerned people.

Stamford

The Voluntary Action Center of Southwest Fairfield County honors both a Volunteer of the Year and several Youth Volunteers of the Year.

Elizabeth Pelton has fought the effects of three strokes to serve as a foster grandmother 20 hours each week to 11 students with learning handicaps and to work in the mail room and serve as hostess for the Stamford Museum. (Volunteer of the Year)

Liz Finn has participated in organizing five bloodmobiles, assisted with nine additional drives, and volunteers at the local Red Cross chapter house. (Youth Award)

Peter Cumlisky has worked two or three days each week for two years in the kitchen of the Greenwich Meals on Wheels. (Youth Award)

John Penrose, as Darien High School Coordinator for ABC (A Better Chance), aided in the programs's awareness effort to give gifted minority students the chance to study at Darien High. (Youth Award)

Rivka Wasserman has participated in drug education and prevention programs at several local schools and educates fellow students about the varied services of Stamford Youth Options. (Youth Award)

Sarah Breyer serves as a junior volunteer at St. Joseph's Hospital, transporting patients within the facility, delivering flowers, performing clerical and courier tasks. (Youth Award)

Polly O'Brien serves as an office assistant for the Oceanic Society, typing, filing, operating the copy machine and assisting in the mailroom. (Youth Award)

Chanda and Cheryl Brodnax (twins), candy-strippers at Norwalk Hospital, transport patients within the hospital, serve as coffee shop waitresses, medical records clerical aides and messengers. (Youth Award)

Phillip Kay is a counselor at the Hotline of Greenwich. He also helped initiate a peer counseling program at the high school and co-trains new volunteers. (Youth Award)

Sophie Main is an aide in the Easter Seal Rehabilitation Center, helping pre-school handicapped children with socialization, self-help and pre-reading skills. (Youth Award)

Freddy Mouzon, 12, works with senior residents of Courtland Gardens Nursing Home, helping at parties, playing table games with residents, visiting and baking cookies at the Stamford Boys' Club for the residents. (Youth Award)

Sue MacKinnon organized the first Red Cross bloodmobile for Darien High School and is in charge of volunteer recruitment in the school for the regular bloodmobile program. (Youth Award)

Clinton Prawl volunteers at the Children's Creative Workshop of Stamford, teaching kite-flying, directing the sports program, serving as big brother to the children. (Youth Award)

Six national capital area residents were honored with Volunteer Activist Awards sponsored by The Volunteer Clearinghouse of the District of Columbia, Woodward and Lothrop and Germaine Monteil Cosmetics Corporation.

Sue Whitman has served as president of the D.C. Clearinghouse since its establishment in 1978. The VAC refers more than 150 volunteers to 420 agencies each month and administers a court referral program that places convicted persons in community service.

Reverend Sidney R. Smith developed the House of Imogene, a refuge serving more than 500 individuals since its inception four years ago, without government funding.

Adrienne Chalmers, a college student, teaches ballet, tap, jazz and interpretive dance to inner-city children and organized the Peace Lutheran Dance Company, which presents recitals for underprivileged children and adults and hospital patients.

Herbert M. McCrae, a 72-year-old retiree with impaired hearing and vision, serves as an evening messenger at Columbia Hospital for Women seven days a week.

Yolanda Jacot, fluent in seven languages, is a volunteer translator at the Marie Reed Clinic, assisting more than 1,000 non-English speaking patients during the past year.

Ketron, Inc., a local firm, organized and provides support for the first city-wide high school math society, which has attracted about 250 students with its program.

Gainesville

The Voluntary Action Center of Alachua County and the Gainesville Rotary Club honored the Gainesville Volunteer of the Year.

Glenna Brashear developed the Home Help Aide Program, a "neighbor helping neighbor" program, and serves on the Tel-Med Committee of the Alachua General Auxiliary.

Pensacola

Volunteer of the Year awards were presented in several categories by Volunteer Pensacola and Pensacola Home and Savings.

Marie MacArthur manages the telephone referral service of the Escambia Council on Aging, volunteers at Baptist Hospital and speaks to civic and youth groups on behalf of the elderly. (Volunteer of the Year)

The Pensacola Chapter, American Red Cross Youth Disaster Action Team, comprised of 73 volunteers age 13 to 19, assisted with first aid, shelter, transportation and followup during the March 1979 floods, the Molino train derailment and Hurricane Frederic. (Youth Group Award)

The Escambia Search and Rescue Unit, assists in locating drowning victims and overdue boaters and helped evacuate residents during Hurricane Frederic and the Molino train derailment. (Adult Group Award)

Tallahassee

In May 1980 the Voluntary Action Center of United Way and the *Tallahassee Democrat* cosponsored the second annual county-wide volunteer recognition event.

Nancy Dell Lawhorn is Guild president of the Junior Museum, president of the Medical Auxiliary, an active volunteer at two schools in addition to organizing a booster club for the Tallahassee Tumbling Tots. (Volunteer of the Year)

June Strauss is the founder and board president of the Le Moyne Art Foundation and president of the Le Moyne Guilders. (Fine Arts Volunteer of the Year)

Emily Ann Zimmerman, in addition to serving as president of an elementary school PTA and a math tutor, was instrumental in reversing the school board's decision to discontinue busing. (School Volunteer of the Year)

Tampa

During National Volunteer Week the Voluntary Action Center of Hillsborough County presented the Apte-Rosenbaum Volunteer of the Year Award to an outstanding community volunteer.

Julia Clements has provided supervision, care, food, shelter and clothing at her own expense to 51 troubled adolescents referred by the State Department of Health and Rehabilitative Services over the past four years.

Dalton

The Voluntary Action Center of Northwest Georgia, in cooperation with the Carnation Company, annually honors area volunteers for outstanding community service.

Beulah Harris, in addition to volunteering at two schools, provides puzzles, books and learning games for children at area day care centers and useful items for residents of nursing homes.

The Sertoma Club of Dalton raises needed funds for the John W. Looper Speech and Hearing Clinic by sponsoring an annual basketball tournament and parking cars at the county fair.

Sherry Hubbard is a major force in the residential fund drive and the Dalton Heart Run, both of which support the Heart Association.

Allen Barrett, a volunteer in many community activities, is especially supportive of the Whitfield Parent and Child Center.

Annie Mae Cooper, in addition to church and nursing home volunteer work, for 15 years, has given at least 75 hours of her time each month as a Red Cross Volunteer at the Hamilton Memorial Hospital.

Kathryn Hale, president of the VAC board of directors and a speaker on volunteering to civic groups and clubs, also has been instrumental in the development of the Senior Citizen Center.

Ida Tedlock volunteers with many community agencies, including the Girl Scouts and Brownies of Friendship House, Cancer Society, her church nursery and Meals on Wheels.

Bob Ellis has served as crusade chairman and unit president of the Cancer Society in addition to volunteering in his church's building program and with the Boy Scouts.

Virgella Meek has been instrumental in parent training and program development and evaluation for the Whitfield Parent and Child Center.

Pam Merrill assists with typing, filing, telephone assistance and general office work for the Child Development Center.

Ann Mitchell coordinates school transportation for handicapped children of Exceptional Children Unlimited and has provided a temporary foster home for several of the children.

The Big Brothers/Big Sisters Volunteers shares time and support with children most in need of love and attention.

The Volunteer Motor Corps provides the only transportation available to clients of community services, making approximately 25 trips each week, usually with no reimbursement for expenses.

Macon

Two individuals tied for the Volunteer of the Year award presented by Volunteer Macon and WMAZ radio and television stations.

Grace Barnes has been a Medical Center Auxiliary volunteer for seven years, serves as treasurer and manager of the gift shop and makes several hundred toys for young surgery patients.

Patsy Fried works with Plays for Living at the Family Counseling Center, organized a Christmas

party at the Youth Development Center and cochaired a fundraising drive for the Mulberry Art Festival.

Maui

From 35 nominees for outstanding volunteer awards, two individuals and two groups were chosen by Kokua Service to receive the fourth annual First Lady Volunteer Awards.

The Reverend Elizabeth Strubin has led the choir, provided community education programs and counseled the 50 residents of Teen Challenge Maui since 1975.

The Hawaii Air and Hawaii Army National Guards has raised \$30,000 in two years for the Maui Unit of the American Lung Association through their "Superkids" fundraiser.

The Maui Jaycees sponsor the Miss Maui Scholarship Pageant, BB gun safety and shooting education, Special Olympics and the Farmers Market.

Eufonio Agbanlog assists the elderly and handicapped of the Kahului community by storing supplies, monitoring the lunch program, assisting with cleanup detail and shopping for the handicapped.

Arlington Heights

The Volunteer Service Bureau honored individuals in several categories for outstanding volunteer community service.

Ruth Kinka has given almost 20 hours each week for two years to Life Span, a crisis intervention and referral service for women. (Crisis Intervention, Adult)

Marcia Norwell has volunteered for two years as an intake worker for Shelter, Inc., picking up children in a seven township area. (Crisis Intervention, Child)

Gertrude Schrliner has developed creative programs and plans for the Girl Scouts for 14 years. (Children/Youth)

William Keeper has worked with Safer Foundation for eight years, helping ex-offenders make positive changes in their lives. (Advocacy, Adult)

Judy Hogan, as a youth program team leader at Omni House, counsels teenage girls with drug abuse problems, pregnancy and home problems, helping them to adjust and lead normal lives. (Advocacy, Youth)

Judy Simon, in her nine years with the Deerfield Volunteer Pool, has brought over 450 programs into the schools and developed special clubs utilizing volunteer instructors. (School Enrichment)

Sue Rogers, the "Scholarship Lady," reorganized and redesigned the scholarship file at Arlington High School, giving seniors an opportunity to explore their scholarship eligibility. (School, Service)

Lillian Keefer has worked with handicapped students at Little City for more than 15 years. (Handicapped)

Ettaleen Patterson has assisted with seniors at the Lutheran Home for 14 years, developing a clothing room among her other services. (Seniors and The Aged)

Peter Justen has served as board president and program leader, personally raised more than \$24,000 for the YMCA. He also served as United Way president of Schaumburg-Hoffman Estates. (Civic/Community Enrichment)

Sammy Skobel, legally blind since childhood, developed a blind skiers club, presents programs in schools and works with small groups helping students develop self-confidence and improve their relations with leaders and peers. (Special "Inspiration to the Community" Award)

Chicago

Comprehensive Community Services of Metropolitan Chicago honored seven individuals for community service and one corporation for its outstanding contribution to volunteerism.

Betty Reed, as volunteer coordinator for Meals with Wheels in Barrington, recruits volunteers, locates homebound seniors, establishes routes, keeps records and solicits financial support for the 2,500 meals that are delivered each month.

Doris Harris is responsible for the enrollment of inner-city youth in a community 4-H Club and the expansion of the program by involving block clubs, local businesses, parents, city officials, and youth agencies.

Deborah Beatty, a full-time college student tutors youth at the Illinois Department of Corrections Youth Center at St. Charles, and has recruited dozens of other students to volunteer with the Northern Illinois University Volunteer Bureau's tutoring service.

Carol Landow has developed educational programs for the touchable exhibit area at the Field Museum of Natural History, including a treasure hunt to teach children how to discover things in the museum on their own.

Paul Gallacher, a blind law school student who also suffers from multiple sclerosis, tutors visually handicapped students preparing for high school equivalency diplomas.

Dr. Vladimir Flowers, a heart specialist, has served one half day each week for 20 years as a volunteer general practitioner at the Casa Central Medical Center, assisting over 30 patients each week.

Catherine Menninger organized the board and assisted with fund development for the Community Extension Project, an outreach program serving families and youth in Chicago's western suburbs.

The Allstate Insurance Company received the first Chicago VAC Award for Outstanding Contribution to Volunteerism. In addition to the individual volunteer activities, many employees volunteer through the company's "Helping Hands" program. An employee committee coordinates service projects involving agencies in the northwest suburban areas.

Decatur

The Volunteer Action Force honored individuals for service in several areas with REACH Recognition.

Harry Cook is responsible for the Decatur Little League's 20 years of success, organizing and serving as an arbitrator between the local recreation board, park district and boys' baseball.

Pat Watson, PTA president in one school and vice president in another, schedules volunteer crafts people and hobbyists for classes and teaches crafts. She also established the "Mini Fun Fair" and is studying sign language to communicate with deaf children.

Paul C. Johnson has volunteered with Junior Achievement, Mental Health Center, Big Brothers Program, Volunteers in Court and Decatur Memorial Hospital Auxiliary, in addition to 30 years' service with the Decatur YMCA.

Teens Against Cancer has presented 566 "Early Start to Good Health" programs on physical, mental and emotional health and on the dangers of smoking to kindergarten through third grade classes.

Urbana

The Voluntary Action Center of Champaign County honors outstanding volunteers selected by participating agencies and organizations. During the 1980 Celebration of Volunteers, 66 individuals and three groups received awards.

Columbus

During Volunteer Recognition Week 1980, nine Columbus area individuals and four groups received the Indiana Governor's Volunteer Award. The recipients were chosen from nominations solicited from community agencies by Bartholomew County Volunteer Services.

Michael Biddle, a tutor and activities leader at the local children's home, has been instrumental in obtaining funds to sponsor local retarded children to camp.

Jackie Jaquess works with youth at the Eastside Community Center, with the Center's drop-in program and Youth Council, and with local 4-H and church youth groups.

Marle Crane and Romona Blystone conduct weekly sing-along sessions at three area nursing homes and make stuffed pillows and animals for sale, utilizing the proceeds to buy gifts for residents of the home.

Jackie Lewis, a preteen volunteer, works with the residents and staff at the Four Seasons Retirement Center. (Governor's Youth Service Award)

Sondra Olmsted assists in the development and presentation of workshops on family management and child care sponsored by San Souci and assists in the organization's resale outlet operation.

FISH, a volunteer program of the Ecumenical Assembly of Bartholomew County Churches, provides 24-hour emergency help with food, lodging, transportation for medical needs, and assistance with purchase of prescriptions.

Steve Barnett, a member of the FISH steering committee, manages the office and handles evening calls in addition to training volunteers and updating volunteer materials.

Calvin Wright, volunteer coordinator for FISH for four years, keeps the financial records and makes emergency food deliveries to clients.

Gail Kitterman, an honor roll high school junior, has contributed more than 500 hours of volunteer service at the Four Seasons Retirement Home. (Governor's Youth Service Award)

Child Care Clinic volunteers provide preventative care for preschool children of low-income families through the sponsorship of the Ecumenical Assembly of Bartholomew County Churches. (Governor's Health Care Award)

The Eastside Community Center Board of Directors was responsible for the Center's modern brick facility, a place for lunches for senior citizens, parents' time-out for pre-schoolers, and community interaction.

The Hope Baptist Missionary Society makes monthly visits to the Four Seasons Retirement Home, providing needed services and affection for the residents.

Griffith

The Voluntary Action Center of the Lake Area, in conjunction with the Governor's Office, honored outstanding volunteers selected from more than 100 nominations submitted by area agencies.

Alex L. Czajkowski volunteers with Walk for the Retarded, Services to the Handicapped and Special Olympics, and provides training in drug abuse, alcoholism, juvenile justice, child abuse. (Governor's Honor Award)

Mike Todd provides a positive male image to the boys at Hoosier Boys' Town. He treats them to dinner on their birthdays, takes them to sports events, movies, roller skating, shopping, swimming. (Governor's Honor Award)

A.T. Bolt volunteers his artistic talents for the "Golden Gems" R.S.V.P. newsletter and gives talks on drawing to handicapped children in addition to his work with various civic groups. (Governor's Older American Award)

Kathy Miskowski, a high school senior, served as the Easter Bunny for retarded children, the Tri-City Special Olympics' clown, and a candy-striper with the Pink Ladies at the St. Catherine's Hospital. (Governor's Youth Award)

Indianapolis

The Volunteer Action Center presented the first Indianapolis Volunteer of the Year award in 1980. The award is designed to honor an individual for direct service to the community.

Ruth Selkert, volunteer chairman of Long and University Hospital, plans special events for patients on birthdays, holidays and other special events. Although unable to speak because of cancer surgery, she has devoted more than 2,000 hours over the past 14 years to these responsibilities.

Council Bluffs

The Volunteer Bureau honored individuals and groups in several categories during National Volunteer Week 1980.

Sue Kiohr volunteers in many capacities at Mercy Hospital—on the board of the hospital guild, as surgery hostess, as chairman of the volunteer recognition nominating committee, in the staff library and the gift shop. (Volunteer of the Year)

The Kaneville Kiwanis Club members deliver Meals on Wheels every Monday night, driving 3,600 miles to deliver 3,500 meals during one eight month period. (Group Award)

Dr. James and Susan Conroy sponsored two Laotian families. In addition, Dr. Conroy works with the elderly on a volunteer basis; Mrs. Conroy organized a county health fair and serves as health chairman for the PTA. (Couple Award)

Sheryl Kraft, in addition to numerous activities at her high school, is a Candy Stripper, serving as an assistant supervisor and member of the Candy Stripper Council. (Teenager Award)

Florence Ravlin, a Red Cross volunteer, works at the Mercy Hospital reception desk and the Bloodmobile as well as the Cancer Society, March of Dimes and Memorial Committee for Retired Teachers. (Senior Citizen Award)

Harriette Butler spearheaded the moving of a 100-year-old school to the county fairgrounds, helped raise the necessary \$8,000 and assisted with cleaning and renovation of the building. (Senior Citizen Award)

Des Moines

The Volunteer Bureau of the United Way of Greater Des Moines presented awards for outstanding volunteer service in several categories.

Janet L. Buck, co-chair of the Volunteers in Probation

Special Activities Committee, organized a two-day, two-night, 20-mile trail ride for 20 hard-to-reach children, planning transportation, food, activities, recruiting volunteers. (Administrative Service Award)

Pittsburgh-Des Moines Steel sponsors an Explorers' Scout Troop, donated steel for a Scout-built footbridge at Camp Mitigwa, and material and professional assistance to the Des Moines Technical High School vocational program. (Business Award)

Margaret Henley, a volunteer with Living History Farms since 1972, assists in a number of areas, ranging from serving as interpreter to cleaning the barn. (Direct Service Award)

The Polk County Medical Society Auxiliary volunteers conduct preschool vision screening for amblyopia or lazy-eye, reaching 2,743 children in five years. They also conducted community vision screening during Health Fair '79 and in the public library. (Group Award)

George Whitmer assisted with a fire prevention program for seniors and developed an RSVP advocacy group which identifies needs of area seniors, disseminates information and clarifies issues. (Senior Citizen/Administrative Award)

Peggy Lowe, a volunteer with the Broadlawns Hospital Guild since 1965, serves as chairperson of the Snack Shop, assisting customers, ordering supplies, keeping the shop orderly and clean. (Senior Citizen/Direct Service Award)

Patricia Fitzgerald, 14, teaches sign language classes to Red Cross Youth Clubs, gives deaf awareness presentations, babysits for hearing-impaired youth, tutors hearing-impaired elementary students, is active in music programs for the deaf. (Youth Award)

Purdum's Hair Style provides free haircuts, styling and instruction in care of hair and appearance to young people at Polk County Juvenile Home. (Judges' Special Award)

Marjorie Spevak, a member of the Board of Education, has served on a parent-student involvement project and career education advisory committee. She also is a reading clinic volunteer for the school district, and has been active on the Recreation Council, Symphony and Civic Music Boards. (Judges' Special Award)

The Community Service Sentencing Program volunteers interviewed, placed and followed-up on 532 misdemeanants referred by the courts to provide community service as an alternative to prison terms. (Volunteer Bureau's Special Recognition Award)

The Iowa Lutheran Hospital developed a new volunteer program, involving people in new areas and providing a newsletter, in-service training, orientation sessions and recognition events. (Volunteer Bureau's Special Recognition Award)

Topeka

Volunteer of the Month awards were presented by the Voluntary Action Center of Topeka to ten individuals and one group:

Eagles Lodge raises funds for a number of organizations including Toys for Tots, the Boys Club, retarded children, the American Heart Association, American Cancer Society, the Jimmy Durante Fund.

Joan Buschbom, shelter manager for the Battered Women's Task Force, maintained the shelter, responded to crises, counseled clients, provided transportation and child care.

Betty Johnson has contributed more than 8,000 hours to St. Francis Hospital and Medical Center in the past 19 years, and has been especially active raising funds as a board member of the Auxiliary.

Tom Padilla is the coordinator of the Truancy Prevention Program in local schools and, as assistant to a probation officer, works with juveniles at Shawnee County Court Services.

Marjorie Thompson trains and coordinates volunteers who provide services to the homebound through Volunteer Income Tax Assistance and arranges the program's publicity.

Florence Etzel contributed over 1,000 hours of clerical assistance to the Greater Topeka United Way.

Edward McClelland, Jr. assisted with renovation of the Girls' Club of Topeka's building, laying floors and painting walls. He also teaches table games and pool to the members.

Hugh C. Moore, a national authority on blood banking, served as the medical consultant and managed the Topeka Blood Bank for three years.

Margaret Epps is the treasurer and serves three mornings each week as volunteer bookkeeper for the YWCA of Topeka, in addition to serving on several committees.

Emille Davis assists in the Corrective Therapy Department of the VA Medical Center five days each week, freeing staff to provide more personal treatment.

Kingsley R. Frey is a Big Brother to two boys through Topeka's Big Brother/Big Sister Program. One of the boys says of Frey, "He is like my father would have been to me if he would have lived. He helps me understand lots of things."

Owensboro

The Voluntary Action Center of Owensboro honored both individuals and groups for outstanding community service with volunteer awards in several categories.

Virginia Baldrige, a self-taught brailist, transcribes materials not often available in braille such as computer manuals, knitting instructions, restaurant menus, law books and court cases, cookbooks and recipes. (1980 Volunteer of the Year Award)

Anice Gough teaches area elderly and handicapped to quilt and often prepares and delivers food to homebound. (Community Leadership Award)

The Owensboro Jaycees conducts training in CPR in a program to involve the community in health care and accident prevention. (Group Award)

Bonnie Warren, a volunteer with the Rape Support Program, accompanies rape victims to the hospital, sits with them through police questioning and investigations, attends court proceedings and serves as a speaker for the program. (Student Award)

Pamela Maske, as a result of her involvement as a volunteer phone counselor on the Crisis Line, now plans to attend college to prepare for a service-oriented career. (Homemaker Award)

Robert Calhoun (deceased) provided transportation services for handicapped children to schools and day-care programs, and for adults and senior citizens to medical appointments. (Retired Award)

Marian Lee has assisted people through the Crisis Line with a variety of problems, including possible suicide, marital stress, alcohol and drug addiction. (Career Award)

Teresa Woodard, a junior in high school, contributed over 1,000 hours in the last three years to assist with patient care at Owensboro-Davies County Hospital. (Junior Woman's Club Award)

New Orleans

Monthly awards, cosponsored by the Carnation Company, were presented by the Volunteer and Information Agency of New Orleans.

Della Wright has served as volunteer receptionist for city government offices for five years.

Thelma Deano, a community volunteer for 46 years, was instrumental in establishing the Council on Aging and the county's Homemaker Services, and has been active in developing a court referral program.

Henry Roeland "Professor Longhair" Byrd, a jazz musician, is a security guard for the poor at food stamp offices and for low-income neighborhood church and school special events.

Gloria Roberts helped organize a tutoring/recreation program for a school neighborhood and, as a home visitor, helped reduce schools suspensions by over 80 percent.

Murphy Green volunteered 40 hours a week providing economically disadvantaged residents with counseling on income tax and certification for a crisis program.

Frances Carnesi, a diabetic, travels 13 miles by bus each day, contributing over 20 hours a week as a volunteer accountant.

Renate May, media chairperson for VIGOR, the city government's volunteer program, has been successful in tripling the number of volunteers through her innovative publicity campaigns.

Eula Pat Weil, 80, assists the acutely handicapped at a home for the elderly by feeding them, washing their hair, brushing their teeth, shaving them.

Dwight Smith has been a ham radio operator for the Civil Defense during all local emergencies in the past 16 years.

Trudy Burkhart, who assists women seeking help at the Battered Women's Program, developed a training program for the facility's new volunteers.

Baltimore

The second annual Central Maryland Volunteer Awards, cosponsored by the Voluntary Action Center of Central Maryland and the Carnation Company, honored a number of area residents for their contributions to their community.

Panel, a group of mentally retarded citizens receiving services from the Baltimore Association for Retarded Citizens, fostered an increased understanding of mental retardation by speaking to nearly 800 people at high schools, colleges and service club meetings.

The Bel Air Volunteer Fire Company has provided emergency fire, ambulance and rescue services to a community of 30,000 for 56 years, responding to more than 2,000 calls last year.

Catherine Bohn participates in charity drives, Cub Scouts and her church, in addition to managing the Carroll County General Hospital Gift Shop for over 15 years.

George Grafton Brown tutors inner-city students, assists in the implementation of an affirmative action program, developed a transportation plan for handicapped students, and planned a fundraiser to send 60 inner-city children on a tour.

Audrey H. DeLuca has assisted for 12 years with County Kris Kringle, a program which provides \$5 gift certificates to needy Baltimore County children at Christmas.

Rose DiFonzo drives for Meals on Wheels and cochaired the Community Services Council Christmas Shop, which provided food and new clothing and toys for 1,000 needy persons.

Dorothy R. Douglass, although 80 years old and frequently confined to a wheelchair, has done sewing for the North Arundel Hospital since 1966.

John Geelhaar, a retiree and physical fitness devotee, assists clients of Columbia's Growth Center with bowling, swimming, field trips, chess, ping pong, cards.

Jeanle Herold, president of the Meade Village Civic Association, organized the first county anti-drug abuse rally.

Ralph I. Johnson, a retiree, trains all the evening volunteers assigned to the Patient Relations Department at Johns Hopkins Hospital and is the only volunteer permitted to work with Pain Center patients suffering from long-term chronic pain.

Barbara Rose volunteered 1,800 hours and drove more than 6,000 miles for the Harford County Global Awareness Council, Advisory Council on Drug Abuse, P.T.A., Welcome Wagon and Fallston Women's Club.

Jacqueline C. Smith, instrumental in the establishment of the Sexual Offense Crisis Center's court monitoring program, now trains volunteers, provides support to rape victims and works with the State's attorneys.

Montgomery County

Two individuals and two groups were recognized for their outstanding community service by the Montgomery County Office of Family Resources, Volunteer Services.

Yolanda Jacot, fluent in seven languages, served as an interpreter for 1,056 patients in area hospitals and provided social service backup.

Dental Care for Seniors, a group of Wheaton Service Center volunteer dentists, hygienists, dental and office assistants, provided dental care for more than 300 low-income elderly citizens during the year.

Community Crisis Center volunteers assisted victims of spouse abuse and sexual assault and provided temporary shelter facilities for 750 people. Since 1978 they have served more than 7,000 individuals.

Janet Brady developed a science laboratory which is now the hub of the science curriculum for the Chevy Chase Elementary School.

Boston

The Voluntary Action Center of the United Way of

Massachusetts Bay honored nine individuals and one group during its fourth annual volunteer awards program.

The Parent Aide Program volunteers develop long-term relationships with abusive parents and helped to implement community approaches to alleviate child abuse and neglect in four Boston area communities.

Nicholas Argiro, 91, is the organizer and senior member of the North End Senior Citizen Drop-In Center, the oldest club for the elderly in the North End.

Ellastine Broadnax, a retired music teacher, assists with the electronic piano laboratory, music appreciation classes and performances at the William Munroe Trotter School.

Rolline Evans, a retired professional pianist in her 80s, has assisted students at the William Munroe Trotter School for six years.

Billy Hall, a high school junior, is an assistant counselor in the Orient Heights Day Camp Program and participates in Great Expectations, a teen-age leadership and cultural enrichment program.

Jancie Freese is an aide to a 40-year-old chronically schizophrenic and mentally retarded patient at Medfield State Hospital. The client has developed a sense of community and now thinks of herself as a person.

Lee Ingram has developed a total education program at Massachusetts Correctional Institution, including physical fitness, Smoke Enders' workshops, communication skills, CPR training and instruction certification.

Willie Ray Mackey, a Ph.D. candidate in physics at MIT, volunteers 25 hours each week at the Cooper Community Center's Bilingual Tutorial Program, counseling and giving technical assistance to minority youth.

Nancy Vapli has volunteered with the Museum of Fine Arts for 18 years; during her 10 years at the Museum of American China Trade, she organized the museum's program and served on the executive committee.

Judy A. Paige has volunteered more than 6,000 hours at Massachusetts General Hospital establishing a needlework program for recreation and therapy, promoting the flower and gift shops and decorating the hospital.

Worcester

Awards were presented during National Volunteer Week to outstanding volunteers by the Voluntary Action Center/United Way of Central Massachusetts.

Nancy A. Peterson helps weekly with sewing, crafts, bowling and bingo at Devereux Schools, a treatment center for special needs children. She also translates books into braille.

Ronald R. Valerio, chairman of the South Worcester Neighborhood Improvement Corporation, initiated a proposal for a home rehabilitation project, spearheaded a drive for federal funds for a playground, obtained a block grant for neighborhood street, sewer and sidewalk improvements.

Lisa A. Brooks, president of a Boy Scout Explorer Post, encouraged fellow scouts to take a CPR course, works with the police department's crime prevention office and trains elderly citizens in "Operation Identification."

Midshipman 2/C Richard D. Blunt, a student in Annapolis, has been a scuba diver for Worcester police and fire departments since age 11. He also teaches scuba as well as CPR for the Red Cross and children with special needs.

Julius L. Alsenberg, a retiree, volunteers 50 hours a week at Massachusetts Medical School, training volunteers, assisting in the gift shop and in departmental finances and bookkeeping.

Grand Rapids

The Grand Rapids Voluntary Action Center honored outstanding volunteers with silver bowls from the Carnation Company.

Nancy Hicks, a 15-year-old student, volunteers twice each week at Luther Village retirement home, preparing mailings, keeping volunteer service hour records, pushing the ice cream cart. (Youth Award)

Connie Fischer established a respite care program for severely mentally impaired children and their families, raising necessary funds, staffing a summer program, forming a parent advisory group. (Adult Award)

Eugene Hummel, an RSVP volunteer for the Ken-O-Sha Preschool Handicapped Program, designed and built special need equipment for hundreds of children in the program. (Senior Award)

Knights of Columbus Klown Korps entertains the handicapped and elderly in hospitals, nursing homes and rehabilitation centers, and sponsors the Klown Ball to raise funds for institution parties, birthday cakes and gifts. (Group Award)

Lansing

Tri-County Volunteer Recognition Awards were presented to area volunteers by the Voluntary Action Center of Greater Lansing, the *Lansing State Journal* and the Tri-County Volunteer Recognition Task Force.

Toni Garcia organizes distribution of the Association for Shared Childbirth's monthly newsletter and is an active volunteer with Clinton County Down's Syndrome League, Associations for Retarded Citizens and Academically Gifted, LaLeche League.

Dorothy H. Hones directs the Pashami Dancers, who performed more than 200 times for area schools. She is also a member of the Kingsley Community Center and the Lansing Community College Advisory Committee for Performing Arts.

Harold L. Kohls has driven more than 20,000 miles for 3,600 clients of the Ingham County Department of Social Services since 1975, and helps foreign clients with application forms.

Jean A. Thompson is a representative of Citizens for Better Care on several task forces and councils. She compiles the CBC newsletter and is a trustee of Michigan Mid-South Health Systems Agency.

The Clinton Memorial Hospital Auxiliary Board, a group of 50 women, purchased an \$81,000 television and antenna system for the hospital and managed a Meals on Wheels program.

Michigan State University Voluntary Action Corps volunteers contributed 2,560 hours to Ingham County residents unable to afford needed services or physically unable to perform the services.

Gertrude Mitchell has contributed more than 4,000 hours since 1974, driving for Ingham County Social Services Department. She also assists with a food stamp program, the Salvation Army and Council for Prevention of Child Abuse and Neglect.

The State Journal sponsors many events for county residents—Winterfest, Learn to Golf, Community Christmas Celebration, Secret Witness Program, Lend-a-Hand Fund and VEC News Program.

Saginaw

The Voluntary Action Center of Saginaw honored three outstanding community volunteers.

Edward Breltkretz, a retiree, is a driver for the Red Cross and clients of several community agencies.

Kathy Bluhm, a retired registered nurse suffering from multiple sclerosis, teaches health care classes, assists with community health screenings, public flu shots, Girl Scout Camp.

Elsonia Porterfield has been a foster mother to several dozen children, helps with Special Olympics and the Red Cross, and is on the board of Saginaw Neighborhoods, Inc.

Minneapolis

The Voluntary Action Center of Minneapolis Area, Dayton's, Honeywell, Carnation Company and Massachusetts Mutual honored community volunteers in several categories.

Jean Alm, as a volunteer with Women and Gentlemen in Service to Education (WISE and GISE), works with children remedial in reading and with perceptual-motor problems. (Lynn Nord Award)

Lee Perish, although handicapped, volunteers at St. Joseph's Children's Home and Hennepin County Community Services, and utilizes her sign language skills at Betty Young Homes for hearing impaired mentally retarded adults. (Adult Award)

Lottie Pearson tutors and teaches basic living skills at Portland House, a community corrections program for young male adults, and volunteers with the state Epilepsy League. (Senior Award)

Judy Abendroth facilitates personal growth seminars and works in the canteen at Hennepin County Adult Corrections Facility. She also works with abusive or neglectful parents at the county's Community Services. (Adult Award)

Tessa Floersch, a high school senior, is a nursing service assistant at Minneapolis Children's Health Center, feeding and rocking children and transporting patients. (Youth Award)

Gordon Erickson conducts time studies, quality control inspections and worker behavior evaluations for RISE, Inc., which provides vocational training and employment for people with developmental disabilities. (Senior Award)

Sue Bonoff organized and obtained both CETA and private funds for Project Charlie, a program to combat chemical abuse among community youth. (Board Award)

The Minneapolis Fire Department Reserve (Captain Mike Pribula) has served the community for more than 30 years, responding to all multiple alarm fires in Minneapolis—an average 356 hours a week. (Group Award)

Debbie and Josh Millman are Big Brother/Big Sister to three children, 6, 8 and 10, whose father is in prison for murdering their mother.

June Tuzinski, a member of Hennepin County Lawyers' Wives, has served as guardian ad litem in 18 separate child abuse and neglect cases involving 25 children.

Louise Hummel has been a classroom volunteer at The Sheltering Arms for 24 years, helping children with academic or preacademic activities, supervising play periods and helping with field trips.

Shirley Ann Leduc, a volunteer probation officer with the Juvenile Division of Anoka County Court Services, supervises cases normally handled by a supervising agent and serves as a consultant and volunteer case worker with a foster group home.

St. Paul

From nominations submitted by many local agencies, the Voluntary Action Center of the St. Paul Area honored volunteers in five categories with Com-

munity Service Awards. The program is cosponsored by Dayton's Department Store.

Al Jualre, 90, volunteers daily at Wilder Health Care Center, escorting residents, reading to the visually impaired and assisting with recreation activities.

Bea Jauss has volunteered with Sexual Offense Services for five years, answering calls on the crisis line, providing information and referral services and serving as a victim advocate.

Audrey Derry, the first volunteer for the St. John's Hospital Home Care Program, assists with care of homebound patients, client advocacy and management of medical bills.

Vince Sethor uses vacation time to work with local 4-H Clubs. He has raised funds for youth services and accompanied groups to Washington, D.C., for special events.

Laurale Stern, a registered nurse suffering from medically controlled epilepsy, volunteers with the Minnesota Epilepsy League as a speaker, advocate and facilitator for self-help groups.

Marie Truso, a recent high school graduate, volunteers in a number of capacities with the local 4-H and helped develop a 4-H program at the Greenbrier Home for the Retarded.

Jane Frank has been active in the Christmas party for the St. Paul Association for Retarded Citizens since she organized the first one 29 years ago. Attendance has grown to more than 1,000 residents of the state facility.

The Reverend Dale Anderson was instrumental in the planning and founding of the Benjamin E. Mays School, an alternative facility teaching basic skills to youth with behavioral problems.

Churches on the Move for Equality (C.O.M.E.), comprised of representatives from 25 county churches, works together on social and human issues, including Green Tape emergency food service.

Stillwater

Community Volunteer Service of the St. Croix Valley Area recognized several outstanding volunteers.

Liz Radke volunteers with the Red Cross Bloodmobile, In Home Assistance, Courthouse Players Committee and several area boards of directors, including CVS and Red Cross.

Ann Flug is active with the Girl and Cub Scouts, Bayport Pre-School Vision and Hearing Survey, Jaycee Women, Bloodmobile.

Jean Clausen volunteers with the United Methodist Women, People Enabling People, Red Cross and XYZ Club.

Virginia Evans provides accompaniment for sing-alongs at nursing homes, serves on the board of St. Croix Valley Senior Citizens, and is a hostess at the Senior Citizens' Drop-In Center.

Carol Rosenwinkel tutors foreign-speaking persons and works with youth programs and People Enabling People.

Louise Johnson volunteers in many community organizations, including Preservation of Historic Courthouse, the Historical Museum, the local Senior Citizens and the All-Go Club.

Jo Dickinson is an active volunteer with Washington County Historical Society, Red Cross, Lakeview Memorial Hospital Auxiliary. She helped develop the Pre-School Vision and Hearing Survey.

Jackson

Five Jackson area volunteers, nominated by the

Jackson Area Voluntary Action Center, were honored by the Mississippi Governor's Office of Citizen Participation for their community activities.

John McCollum, Jr., volunteers fulltime at Anchor House, a psychiatric halfway house, counseling and transporting residents, and organizing activities.

Ann and Bruce O'Hara, John Burrows and Ralph Miller, all Togaloo College professors, with their students, developed sessions in art, photography and drama for the low-income children at Bethlehem Center in Jackson.

Kansas City

The Voluntary Action and Information Center of Kansas City, in conjunction with Southwestern Bell, honored several volunteer groups for outstanding community service.

Volunteer Emergency Transportation Program volunteers provided 163 rides for elderly and handicapped persons during the year, usually for emergency medical services.

Senior Citizens and Parents as Resources for the Classroom (SPARC) prepares audio-visual materials, makes classroom presentations and conducts a Drop-In Writing Center to assist students with creative writing.

Crittenton Task Force for Volunteer Program Development produced a volunteer handbook and developed orientation and job descriptions for the 100 volunteers at the residential treatment center for emotionally disturbed girls.

Lincoln

The Volunteer Bureau of Lincoln and Lancaster County honored several groups and individuals for their volunteer service.

The Reverend Richard Carlyon, a retired minister, holds two Bible readings each week and organized a Sunday Protestant service at a nursing home.

Nancy Field provides transportation to community activities for mentally ill clients who lack social skills and opportunities, and assists in the planning of activities.

Annette Hawkins volunteers at a nursing station, assisting clients with forms and nurses with record-keeping and management duties.

Lincoln General Hospital-Junior Volunteer Program teenage volunteers deliver flowers and magazines, escort patients, work in the gift shop, assist nurses in patient areas and provide special services for new parents.

Ken Kruse works with the YWCA Youth Advisory Committee, counsels youth leaders on dealing with juveniles, and has volunteered with many community organizations, including the Veterans Medical Center and county emergency services.

Marle Kuska visits elderly shut-ins to read, provide companionship and assist with shopping.

Pat Mehmken trains instructors and coordinates parenting courses designed to decrease child abuse and help young parents develop good parenting skills.

Catherine Mourer is a teacher's assistant at a preschool center, preparing crafts and snacks and assisting with field trips.

Alan Reed, a full-time student who works part-time, is a role model and resource person for recovering alcoholics in the Houses of Hope halfway house program.

Frank Schmehl does repair work, raises funds and serves as treasurer for a residence for female status offenders. He and his wife take the girls to church, recreational activities and their home.

Mary Stoughton initiated a craft class for women prisoners at a local jail and prepared individual kits that can be utilized by inmates.

Sara Whittemore volunteers in the hospitality room, information desk, administration offices and mail room of a community health center.

Omaha

The Volunteer Bureau/Voluntary Action Center of Omaha recognized area volunteers at an awards luncheon.

Allan Lozier serves on the boards of Bellevue College, the Girls Club, Methodist Hospital, Planned Parenthood of Omaha/Council Bluffs. (Volunteer of the Year)

June Eilers, an oncology nurse specialist, has been a leader in the development of the hospice concept in Omaha. She also helped found the Omaha Make Today Count Chapter. (Career Award)

Mary Jane Duncan volunteers as a legal services advisory for Wesley House, the YWCA, League of Women Voters, Woodson Center and Personal Crisis Center. (Retired Award)

Jo Saddler, in addition to organizing the largest fundraising event ever for the Lutheran Medical Center, volunteers with the Arthritis Foundation, Symphony Guild and Mid-Plains Girl Scouts. (Special Services Award)

Miriam Waldbaum is chairperson of the second phase of study for development of a center for the aged for the Jewish Federation of Omaha and works in many other areas of the Federation's activities. (Volunteer Ambassador Award)

Rickle Eugene Johnson, in addition to attending high school and working part-time, volunteered more than 5,000 hours at a Boys' Club, organizing and coaching summer intramural baseball and football teams to championships. (Student Award)

Eather Simon assists the Jewish Federation by providing services to handicapped and assisting in the resettlement of Russian Jewish families. (Driver Award)

Mildred Shoemaker, an active volunteer for 18 years for several organizations, now is active at Immanuel Medical Center. (Homemaker Award)

Mary Landen is active at the Joslyn Art Museum and is on several local and national boards. (Community Leadership Award)

Jeff and Linda Spencer assist refugees, both in their community and in camps in Thailand and Malaysia, through the Indochinese American Association. (Couple Award)

George and Jean Gates serve as legal service advisors and volunteer with many local organizations, including the Girl Scouts and Benson Historical Society. (Couple Award)

Junior League of Omaha members have established a number of community organizations. They work with the Girls' Club and generally promote volunteerism in the community. (Adult Group Award)

Family Services Offutt Air Force Base volunteers assist Air Force members and families in a number of areas. (Agency Service Award)

Assistance League of Omaha assists underprivileged and handicapped children and community groups that make contributions of funds or clothing. (Agency Service Award)

Larry Madson, a 15-year-old student and Big Brother to several mentally retarded boys, also works with a Boys' Club, March of Dimes, Keep Omaha Beautiful and World Vision International. (Volunteer Award, which is presented at a special recognition event for more than 500 volunteers at an amusement park.)

Portales

Two individuals were recognized by the Community Service Center of Portales for the volunteer contributions to the community.

Celia Martinez, a retired teacher, teaches adult basic education and helps people prepare state low-income tax rebate forms. She also organized volunteers to operate a pre-school.

The Reverend Troles Linthicum has been an outreach volunteer to the Spanish-speaking community for 20 years, assisting people with social services. He also helps people prepare state low-income tax rebates.

Albany

The Voluntary Action Center of Albany presented two major volunteer awards: the Patricia McGuinness Yates Award, sponsored by the Junior League of Albany, and the Gerald L. Griffin Continuing Service Award for an individual, underwritten by the Massachusetts Mutual Life Insurance Company.

The Parent Aide Program, developed by the Albany County Child Abuse/Neglect Council, matches volunteers with families in need of support to prevent abuse or neglect.

Mamie Clement volunteers 30 hours each week as a crisis counselor for REFER Switchboard, a 24-hour crisis intervention hotline.

Buffalo

The Voluntary Action Center of the United Way and the Erie Savings Bank honored several Buffalo area individuals and groups for their volunteer community service.

Rose Marie Bray operates a clothing exchange for Catholic Charities' West Side Office, freeing paid staff to be counselors and advocates for 1,500 low-income people each year.

Verna Casper makes eight phone calls each day to clients of Friendly Phones, a service to the terminally ill, relieves families of caring for ill patients, and assumes respite care cases when other volunteers are on vacation.

Thomas J. Finnegan, a member of the Catholic Guild for the Blind, transports blind guests to social and religious activities, and handles the Guild's publicity work.

Alleen Jackson, an advocate for senior citizens, has formed two social groups for seniors, escorts them to medical appointments and drug stores and assists them with food stamp certification and renters' rights.

Marianne McClellan coordinated a Saturday Bowling Program for mentally retarded youth, works with the Special Olympics bowling tournament and with the Olympics Committee.

Alice I. Miller edits the newsletter of the American Diabetes Association's WNY affiliate, speaks to the media and elementary school programs on diabetes, and does in-service training for the Medical Personnel Pool.

Harry B. Pinkerton, Jr., has served as chairman of clothing and toy drives, developed scholarship funds for underprivileged youths, and sponsors youth from the Belfast Summer Relief Program.

Carl Munn, 83, established a weekly "Mad Scientists' Club" for the emotionally disturbed 14 to 17-year-old youths at the Adolescent Unit of the Western New York Psychiatric Center.

The Compassionate Friends, a self-help group for parents who have lost children, meets monthly to share experiences and provide mutual support.

Amherst Youth Engaged in Service (YES) volunteers, age 13 to 21, visit and assist senior citizens, work with handicapped children and assist at the Discovery School at the Old Amherst Colony Museum.

New York City

The Mayor's Voluntary Action Center of New York City honored outstanding volunteers with awards presented by the mayor at a reception at Gracie Mansion.

Connie Diana does therapeutic work involving music, drama, memory games, exercise, arts and crafts at the Service Program for the Aged, a day center for disoriented elderly people.

Oscar Schwartz is a "grandfather image" to severely handicapped youth at Queens Center for Multiple-Handicapped Children, tutoring and assisting during group lessons.

George Hankins and George Pearson, both police officers, were instrumental in establishing the Fort Apache Youth Center, which offers boxing, karate, sewing, cooking, exercise classes and athletic training as effective alternatives to the streets of the Bronx neighborhood.

Xaverian High School Senior Involvement Program volunteers serve in 85 community agencies, including senior citizen homes, hospitals, day care centers, organizations for handicapped and retarded.

Niagara Falls

Volunteers of the Year awards, both adult and youth, were presented by the Voluntary Action Center of Niagara.

Alfred W. Schultz volunteers daily at RSVP, serving lunch, assisting in set-up and clean-up, leading sing-along and bingo games. He also serves as an elected delegate to Niagara Nutrition Project Council.

Paul Grenga, a high school senior, is a Big Brother and assists with many Big Brother/Big Sister functions, including the Little Brothers baseball team.

Schenectady

The Human Services Planning Council of Schenectady County honored individuals who have exhibited outstanding volunteer leadership with the Katherine S. Rozendaal Award.

Marie J. Gorman is active in the St. Clare's Hospital Auxiliary and the Medical Auxiliary of Schenectady County, Girl Scouts, Cancer Society and the Bishop Gibbons Mother's Club.

Margaret L. Lordi volunteers in activities of the American Association of University Women, League of Women Voters, Sunnyview Hospital, YWCA and the Human Services Planning Council.

Charlotte

The Voluntary Action Center of United Community Services in Mecklenburg and Union Counties recognized outstanding volunteers through the Governor's Office Awards and other awards based on nominations made by the VAC board.

Black's Memorial Presbyterian Church volunteers perform many community services, including day care for children of low-income parents, sitting for the homebound, handicapped and blind, janitorial, yard maintenance and masonry assistance for the needy. (Church Related Award)

Monroe Jaycees assist needy families with food and toys during the Christmas season through the Goodfellow project. They also sponsor Red Cross bloodmobiles and assist needy families during emergency situations (Civic Group Award)

Frank Maness spearheaded a highly successful hospital bond drive. He also works with a number of other community organizations, including Rotary, Chamber of Commerce, United Way, Cancer Society, Union Memorial Hospital. (Individual Community Leader Award)

Marie Ivey, 71, volunteers at Union County Community Action, supervising the Clothing Closet and receiving, sorting, recording contributions of clothing. (Human Services Award)

Ruth Cobb, VAC nominee for Women of the Year Award, serves in a number of volunteer capacities in the community.

William S. Lee, chief executive officer of Duke Power Company, was largely responsible for implementation of a school tutoring program in addition to involvement with Capital Funds Board, United Way, United Community Services, Chamber of Commerce.

Dr. Jared Schwartz, president of North Carolina B'Nai B'rith, initiated a National Volunteer Week symposium, "The '80s: A New Environment for Volunteerism," which involved national speakers and a corporate panel and attracted more than 300 people.

Barbara Bunce volunteers with the Christmas Bureau and Senior Citizens and makes stuffed animals for Presbyterian Hospital patients. She also built displays for a VAC fair and assisted with events at a convalescent home and Boys Town.

Deborah Harris is active with both the arts and drug abuse education.

Cynthia Blythe Marshall volunteers in the area of child advocacy, serving as a catalyst for a number of community groups.

Durham

The Volunteer Services Bureau of Durham and the *Durham Morning Herald* recognized several outstanding Volunteers of the Year.

Claronell K. Brown conducts weekly workshops to assist students at junior and senior high levels in preparing for the PSAT, SAT and Competency Test.

Cathy Carlson helped form and serves on the board of the Durham Alliance of Disabled Citizens.

James Lopene, a 16-year-old student, does technical work—mounting of tissue slides, nucleus staining, microtomy—during summer vacations as a Red Cross youth volunteer in the histology lab at the VA Medical Center.

Louise W. McCutcheon, a founder of the VSB, has been a volunteer and leader for many human ser-

VICES organizations, including the Department of Social Services.

Walter G. Rhodes, a volunteer in the Durham County Prison Unit of the N.C. Department of Corrections, sponsors inmates, assists with Yokefellows Prison Ministry, and recruits volunteers to work with the inmates.

Leonard J. Sherwin has processed and described several large and complex collections of personal papers in the manuscript department of Perkins Library at Duke University.

Alfred S. Stephens assists with an annual fish fry, which has generated \$97,000 over the past three years for the Shriner's Hospitals and Burn Centers for crippled and severely burned children.

Constance M. Watts has worked with community organizations, helping them broaden their volunteer efforts. She also served as chairperson of the Girl Scout Cookie Sales, which totaled \$33,000 in one year, and as treasurer of Negro Braille Magazine.

Hendersonville

Several volunteers from the Volunteer Service Bureau of Henderson County were recognized with Governor's Statewide Volunteer Awards.

Herman B. Hawkins, Jr. has served 20 years with the County Rescue Squad, is a lieutenant in the Auxiliary Police and examiner for the Emergency Medical Technician Program. (Individual Human Service Award)

Cambodian Refugee Committee, chaired by Ethel Martin of First Methodist Church and Nancy Mortan of St. James Episcopal Church, sponsored two Cambodian refugee families. (Church/Religious Group Award)

William McKay is actively involved in a number of community organizations, including the Salvation Army, United Fund, Boy Scouts, Chamber of Commerce, and has served for ten years as president of the county board of education. (Individual Community Leadership Award)

S.B. Henson, as chairman of FISH, a volunteer transportation service, is an advocate for the program.

Wilmington

In a recognition program cosponsored by the Cape Fear Voluntary Action Center, the Community Involvement Council of New Hanover County, RSVP and DOVIA, several Wilmington area individuals and groups were honored with Governor's Statewide Volunteer Awards.

Lorraine Bartelt has been a juvenile court volunteer for eight years, assisting families with court procedure. She also volunteers with the Red Cross Blood Center. (Individual Human Service Volunteer)

Jay Meyers, Worth Bolton, David Sylvester and Kenny House, employees of the Cape Fear Substance Abuse Center, deliver meals to homebound elderly on their lunch hours, substitute for absent drivers and recruit other drivers. (Group Community Achievement Award)

Knights of Columbus, St. Mary's Church, furnished funds and help for the Youth Boxing Program. The group also provides transportation for the elderly and assists in the Emergency Woodcutting Program. (Church Group Community Achievement Award)

Al Sebian coordinated the VAC Emergency Woodcutting Program in 1979-80, providing more than 100 needy families with wood. (Administrator of Volunteers Award)

Brigadier General Andrew H. Harriss, Jr. (Retired) has served for seven years as the county's energy coordinator, getting fuel to the elderly and disabled, and helping commercial fisherman get fuel during times of crisis.

Chardon

The Volunteer Bureau of Geauga County honored Volunteers of the Day during 1980 National Volunteer Week.

Michael Fisher, chairperson of the Committee on Aging, transports the elderly to medical appointments and cancer patients to Cleveland hospitals for therapy. He also keeps score at high school sports events.

Lone Rigdon, bloodmobile coordinator for the Red Cross, recruits, trains and schedules volunteers. She is also active in Cub Scouting and is vice president of the Northeast Ohio Council.

Marilyn Pickett is team leader and volunteer coordinator of the Community Mental Health Center, recruiting volunteers and assisting emotionally needy persons in crisis situations.

Gilbert Wellman has assisted at Head Help for eight years in areas ranging from phone work to serving as chairperson of the board.

Thelma Riley provides a grandmother image to the mentally handicapped children at Metzenbaum Center, working with the children and bringing snacks three days each week.

Alice Q. Osborne serves on the County Advisory Council on Aging and the Site Committee of Center for Human Services. She also served as president of the School Board and the County Welfare Advisory Board. (Ruth V. Nemec Award for Community Volunteer Service)

Columbus

A joint effort of the mayor's office and the Volunteer Action Center of Columbus recognized outstanding volunteers from Columbus and Franklin Counties with the biennial Mayor's Award for Voluntary Service.

Mary Bishop, concerned with saving the Ohio Theatre, guided the restoration of the theatre into a performing arts center, researched architecture and raised more than a million dollars from public and private sources. (Arts Award)

Eleanor Gelpi, instrumental in the creation of the Columbus Symphony, serves as its chairperson and president and is largely responsible for the development of the orchestra to its present state. (Arts Award)

Lou J. Briggs is active in the League of Women Voters and has been chairperson of the Mid-Ohio Regional Planning Commission, Worthington City Council and the Metropolitan Columbus Schools Committee. (Civic Service Award)

Mark G. Feinknopf is active with the Development Committee for Greater Columbus and the Downtown Action Committee, and is a former member of the Capitol Square Commission and the Capitol South Task Force. (Civic Service Award)

Mary K. Lazarus is founder and codirector of WBNS-TV's "Call for Action." She has been active with the League of Women Voters, Columbus Metropolitan Club, Ohio Ethics Commission, and the Ohio Citizens Council. (Civic Service Award)

Russell W. Pace, Sr., an adult teacher and lay leader at Centenary United Methodist Church, is an active member of Omega Psi Phi and has served on the Advisory Council of CMACAO. (Civic Service Award)

Clarine Polk has been a successful neighborhood advocate, fighting to preserve and promote Unity Neighborhood and was instrumental in securing

more than \$700,000 in allocations under the Community Development Act. (Civic Service Award)

William R. Schee, an active member of the Columbus Auxiliary Police, has contributed more than 5,000 hours in the last four years and has saved two individuals from burning buildings. (Civic Service Award)

Walter C. Stross, "Mr. South Side," has been president of the Buckeye Civic Association, the Deshler Park Civic Association and the Hungarian Village Society, and has been active in civic improvement causes. (Civic Service Award)

Lloyd Casto founded and is president of the United Helping Hands CB Club, which provides assistance to needy area residents. He also has served as vice president of the Near Northside Action Center's Advisory Council. (Community Service Award)

Cella Cullman was instrumental in developing the Milo-Grogan Day Care Center, the Central Community House Day Care Center, Action for Children, and WBNS-TV's "Call for Action." (Community Service Award)

Meyer Mellman serves on the board of the Franklin County United Way and is active with the Columbus Jewish Center, United Israel Appeal and Council of Jewish Federations in fundraising and community planning. (Community Service Award)

Elizabeth K. Patton, the first chairperson of the Columbus UNICEF, hosts international students and volunteers with Church Women United, Urban League and the Martin Luther King Library. (Community Service Award)

M.E. Sensenbrenner has been active in the West Side Columbus community with the Boy Scouts, Girl Scouts, Kiwanis Club and Big Brothers. (Community Service Award)

Warren Vogel was responsible for development of the United Way's loaned executive program, public relations, communications, and management and assistance program. (Community Service Award)

Hattie Williams, now retired, is active with the Ohio Lung Association, Grant Hospital, American Legion's Auxiliary for Women and the Columbus RSVP. (Community Service Award)

Rowland C.W. Brown has chaired the Citizen's Council for Ohio Schools and the Metropolitan Columbus Schools Committee, a coalition dedicated to peaceful integration of area schools. (Education Award)

Richard W. Burke, an "A" average law student, reads 40 hours each month to blind students and faculty at Ohio State University. (Education Award)

Loretta Heard, president of the Columbus Council of PTAs, spearheaded the recruitment and training of 4,600 volunteers to assist with the 1979-80 desegregation effort. (Education Award)

Ruth Mellman, an active volunteer for over 40 years, teaches English to 15 Russian-born students at Eastmoor Junior High School. (Education Award)

Gail Parls has taught a regularly scheduled science class to fourth, fifth and sixth grade students for eight years. (Education Award)

Marie Pipkin has been a volunteer teacher assistant in kindergarten classes five days a week for four years. (Education Award)

Jean W. Reilly was instrumental in the development of the Volunteer Advisory Council for Columbus Public Schools and serves on the boards of the Volunteer Action Center, Friends of WOSU and Martha Kinney Cooper Ohioana Library. (Education Award)

Jimmy Crum, an advocate for crippled children, founded the Recreation Unlimited Fund in 1965, which has raised half a million dollars to send handicapped children to summer camp. He is also active with Easter Seal Society, Children's Hospital and the county's Society for Crippled Children.

Rose Dattalo, 80, volunteers up to 60 hours a week at Mount Carmel Medical Center and Mount Carmel East, visiting patients, pushing the gift cart, working in the lab and making layettes for maternity clinics. (Health Award)

Lorella A. McKinney spearheaded the campaign to establish and secure a \$250,000 federal grant for Columbus Colony, a national prototype community for blind, deaf-blind and deaf-multhandicapped people. (Health Award)

Janet Elizabeth Miles, 18, tutors deaf and mentally retarded students, and served as school nurse's aide and nursing assistant at a convalescent center. (Health Award)

Lena M. Wenger, 82, travels by bus to her volunteer work with the Red Cross and St. Luke's Convalescent Center. (Health Award)

Martha and Wayne Wright average 130 hours a month for the Vision Center of Central Ohio, copying audio cassettes, transporting clients to the doctor and making recordings for the blind. (Health Award)

Leonard A. Zane helped launch a project in cardiovascular fitness for the Central Ohio Chapter of the Heart Association and has served as chairperson for the Heart Fund campaign. (Health Award)

J. Harry Altmeyer conducts weekly counseling sessions for prisoners in the Franklin County Jail, providing counseling for the county Common Pleas Court alcohol-related probationers. (Human Services Award)

Reathel Carson has been active with the Lutheran Social Services' Black Adoption Service, which has increased adoptive placements by 92 percent during the past year. (Human Services Award)

Carolyn Fabbro volunteers in her own neighborhood, transporting people, visiting hospitals, running errands for patients, providing assistance in emergencies. (Human Services Award)

Charles G. Gessell, involved with Big Brothers/Big Sisters since 1976, visits with his Little Brother every day and includes many of his friends in their activities. (Human Services Award)

Phyllis H. Greene, instrumental in establishing the Mayor's Award for Voluntary Service, served on the board of the United Community Council, the Citizens Committee for Human Services and the United Way. (Human Services Award)

Ilse Kershner has been an active volunteer since leaving Germany in 1939, volunteering with Children's Hospital, the MS Society, Suicide Prevention, Jewish Center Senior Citizens, Heritage House, USO and YWCA. (Human Services Award)

Harvey J.F. Reynolds is active with the Boy Scouts and the Gay Tabernacle Baptist Church, driving the church bus, providing youth and elderly transportation and assisting with bus maintenance. (Human Services Award)

Vincent Williams, a junior high school student, volunteers daily at the Parsons Avenue Public Library, instructing children in crafts, presenting puppet shows and assisting at the checkout desk. (Human Services Award)

John E. Willison, Jr., is active in the Boy Scouts, Special Olympics and his church, assisting with special activities, camping and recreation. (Human Services Award)

Kenneth Humphrey, one of the first boys to join the West Side Unit of the Boys' Club in 1949, has been involved in many capacities, coaching and assisting in activities and in development of the club's alumni association. (Recreation Award)

Patrick O'Shannon, confined to a wheelchair, was instrumental in the development of the Ohio Handicapped Indiscriminate Organization (OHIO) where handicapped and their families can participate in a variety of recreational activities. (Recreation Award)

Eudora Huffman has volunteered at her church for

more than 20 years in a number of capacities. She also organized Sunday afternoon worship sessions at a convalescent home. (Religion Award)

Dorothy Himes, a member of her church for more than 60 years, has been active in the National Council of Churches' Education Adult Division and the Ohio Association of Colored Women's Clubs. (Religion Award)

McDowell Senior Citizens Recreation Center Puppeteers entertains thousands of children monthly at Children's Hospital and has raised thousands of dollars for charity. (Organization Award)

The Linden Northeast Community Council, Inc., comprised of representatives of churches, schools, business associations, service and civic organizations, has been instrumental in effecting community change ranging from fire stations to street lights to recreation centers. (Organization Award)

General Curtis E. LeMay Squadron Arnold Air Society volunteers assist handicapped and elderly people, read textbooks to blind students at Ohio State, record the student newspaper and give exams to handicapped students. (Organization Award)

Columbus Dietetic Association has conducted an educational program on nutrition since 1961, speaking before community groups, presenting classes in schools and providing information for public libraries. (Organization Award)

Franklin Park Volunteers, Inc. aids the Franklin Park Conservatory and Garden Center and was instrumental in securing a \$13,000 Junior League grant to open a gift shop to raise money. (Organization Award)

Central Ohio Lions Eye Bank, Inc. coordinates efforts of funeral directors and doctors in corneal transplants and other uses of the eyes of deceased donors, aiding 106 people in one eight-month period. (Organization Award)

Twigs of Children's Hospital volunteers raised and contributed more than \$480,000 in 1979 toward medical care for sick and injured children. (Organization Award)

Mrs. M.C. Markham utilizes her keen interest in nature as a guest naturalist for the Metropolitan Parks, a tour guide at the Ohio Historical Society, and as a newsletter editor. (Education Award)

Eugene

The Voluntary Action Center of Eugene recognized seven individuals for outstanding volunteer service.

Mary Sherriffs, president of the local League of Women Voters, led the League and the Metropolitan Area Planning Advisory Committee in their joint effort to revive the country's 1990 Plan.

Gladys and Dee Bell, for the past ten years, have delivered and transported people for Springfield FISH, sponsored by local churches. Mrs. Bell is a telephone counselor and recruits volunteers for community organizations.

John Schick has organized and managed a Goodwill-sponsored bowling league for the handicapped, building it from two to 22 teams with trophy competition.

Izetta Hunter is a referral specialist, trainer and supervisor of volunteers at the Lane Community College Women's Center.

B.M. Estes transports clients for Volunteer Services of the Adult, Family and Children's Services

Division of Oregon, and was instrumental in implementing the pilot lift-van program for handicapped citizens.

Grace Smith, retired from a library career, now volunteers in the library, sorting books donated by Friends of the Library.

Anne S. Heinsoo contributes 60 hours each month to her church where she developed a "family grouping" Sunday school curriculum. She also edits the Committee of PTAs' newsletter.

Pittsburgh

The annual Kaufmann's Department Store Salute honored a number of individuals who volunteered through the Volunteer Action Center of Information and Volunteer Services of Allegheny County.

Betty Blank volunteers at the Women's Center and Shelter, babysitting, counseling, and accompanying women to collect belongings and assisting with housework.

Patricia Caslin, president of the Cystic Fibrosis Foundation, organized the annual picnics, radio talk shows and provided general leadership.

Gladys Colbus, a retired nurse now volunteering with the Health Research Services Foundation, has contacted thousands of individuals with positive health test results convincing them to obtain medical follow-up exams.

Alphonse DeHosse, an 82-year-old American Red Cross volunteer, has taught first aid to more than 6,000 people and has traveled 75,000 miles assisting disaster victims.

Jacqueline Gilmore is a Pittsburgh hearing, speech and deaf services volunteer with an interest in educating the public in communicating with the deaf. She developed "Signing Santas" for deaf children.

Sylvester Kmiecik teaches woodworking for the rehabilitation of stroke group members at the Methodist Union of Social Agencies.

Edwin McBride, an inner-city school teacher, tutors students for college board exams at the Ernest T. Williams Memorial Center each Saturday; during the summer he coaches Pony and Little League baseball.

Harriette Merlwether, a member of the Camp Fire Board, has instituted service and ecology projects and has held a variety of leadership roles in the program.

Jesse Sanner, a retired coal miner, has served lunch for eight years at the Carmichaels Senior Citizens Center and chauffers elderly people to medical appointments.

Edward Zeglen was instrumental in the development of the Greene Valley Youth Activities, which benefits more than 1,200 children through cultural, social and recreational activities.

State College

The Voluntary Action Center of Centre County, in conjunction with the Centre County Council for Human Services, honored State College area volunteers.

R.J. Summers is a volunteer driver for the VAC, delivering furniture to needy families, driving people long distance for emergency medical treatment and transporting college students to do flood relief work.

The Voluntary Action Center was honored by the Centre County Unit of the American Cancer Society in appreciation of the transportation it provided cancer patients to various treatment centers. Fred

Neff, the VAC's busiest driver, accepted the group award for the VAC.

Kingsport

Volunteer Kingsport presented Volunteer of the Year awards in four categories during National Volunteer Week.

Jerry Jones, 16, is president of the Volunteer Teen Club at the Kingsport Boys' Club, serving as instructor, painter, supervisor, counselor and referee at sports events. (Youth Award)

Millie Fox has contributed 13,000 hours to the Holston Valley Community Hospital Auxiliary and has been chairwoman of the Auxiliary's Hospitality Shop since 1975. (Women's Award)

Kenneth Umberger, a retiree, is a nature guide for school children at Bays Mountain Park and Nature Center and was instrumental in organizing the park into a nonprofit tax-exempt corporation. (Men's Award)

ADAPT (Adult Development Through Activity-Oriented Program of Therapy) provides 44 hours of direct service each week for the Holston Mental Health Center's day treatment program in program planning, class presentations and community resources network.

Memphis

The Volunteer Center of Memphis recognized outstanding area volunteers during National Volunteer Week.

Jocelyn Rudner, active in many capacities with the Literacy Council, tutors students twice weekly, has served as volunteer executive director since 1974, trained several hundred literacy volunteers and transcribed hundreds of books into braille. (Volunteers of the Decade)

Edward Vaughn counsels three high school seniors, tutors tenth and eleventh grade students in math and science and utilizes part of his vacation to assist with a college fair for high school students.

Susan Sanford led the local chapter of the National Council of Jewish Women in the resettlement of Russian immigrants, and volunteers with the Jewish Elderly Transportation Service and Adopt-a-School program.

Christian Women's Fellowship, Graceland Christian Church volunteers deliver hot meals twice weekly to 16 home-bound senior citizens, provide friendship and check on their needs.

Walter L. Rodgers has contributed personal resources of money, time, ideas and energy in efforts to provide food, clothing and furniture to area poverty stricken families.

Hayward Watson volunteers three days each week at the Arlington Developmental Center, spending time with profoundly retarded and multiply handicapped residents.

Mildren Coburn, active with the Taylor Collection at the Center for Southern Folklore, has promoted the project—a visible inspiration and source of pride to the black community.

Dr. Laurence and Ina Fitzgerald work to support better public education through the Better Schools Committee, Parent Advisory Councils and the Desegregation Stabilization Project. Mrs. Fitzgerald is an advocate for disadvantaged, poor, mentally ill and school children with special needs.

Leora Wilmore, although legally blind, teaches knitting, crocheting and reading at the Metro Senior

Center and volunteers at the St. Joseph Hospital and the Lauderdale School.

Dr. Elizabeth Holland for eight years, has provided professional services to children in residence and infants in foster care awaiting adoption at the St. Peter Home for Children.

Temple Israel Sisterhood Braille Committee volunteers transcribed 2,000 pages into braille for students and teachers of the Memphis City Schools and taught parents of blind children, adults losing their sight, the elderly with poor vision and children needing extra help.

Abilene

Recognition of the contributions volunteers make to their community is an important part of the program of the Volunteer Clearinghouse of Abilene.

Dr. Martha Walke, unable to contribute a great deal of time because of the demands of her practice and realizing that many of her patients have difficulties paying medical bills, coordinated a plan with the Volunteer Clearinghouse whereby patients receive \$3.50 an hour credit on their medical bill for each hour of volunteer service. Dr. Walke also received the 1980 Governor's Award for Outstanding Volunteer Service.

Lt. Bob Babcock coordinates the volunteer work of the Naval Reserve Seabees, who cleaned yards for seniors, built a ramp for a handicapped man and renovated a shelter for battered women.

San Antonio

The Volunteer Center of Bexar County recognized eight individuals for their outstanding volunteer community service.

Richard Bell, deaf and blind, teaches sign language and provides a positive role model for deaf and blind persons. Bell and his wife, who is also deaf, have testified on behalf of blind and deaf persons at the local, state and national levels. The Bells also received the State Governor's Award for outstanding voluntary efforts. (Volunteer of the Year)

Lorene and Chester Carson, provided a home, loving care and stability for six teenagers who otherwise would have had to be placed in detention. (Service to Youth Award)

Judy Paddock has served as president of Planned Parenthood, vice president of the school board, board member of Children's Hospital and Junior League, and works weekly with severely handicapped children in rehabilitative therapy. (Service to an Organization Award)

Cappy Lawton, owner of a local restaurant chain, weekly hosts fundraising events for nonprofit agencies at no charge. (Corporate Citizen Involvement Award)

Julio Vasquez has been a volunteer with the Guadalupe Community Center since 1970. As a member of the board, he has obtained food for the needy and assisted with fundraising and board recruitment. (Service to the Community Award)

Myrt Dunn was instrumental in obtaining a state school for San Antonio. The school now serves 200 mentally retarded area residents. (Service to the Handicapped Award)

Manuela Rodriguez, a client of the Texas Department of Human Resources, performs homemaker chore services for elderly sick persons who cannot leave their homes. (Service to the Elderly Award)

Ogden

Weber County Volunteer Services honored several outstanding area volunteers in 1980:

Chauncy Dally, a patient representative at the Weber County Hospital, provides transportation and escort services for patients.

J.D. Martin is an instructor-aide at Weber State's Skill Center North, teaching forklift maintenance and operation, safety, shipping and receiving procedures, and helping students secure employment and improve their lifestyles.

Marian Schvaneveldt, who conducts sing-alongs at Wide Horizon's Rest Home, secured a communication device for a resident, planned a bazaar to raise funds for a television for the home, and assists with tutoring and reading in the schools.

Violet Wilcox volunteers five days each week at St. Benedict's Hospital gift shop, Weber County Health Department's Children's Clinic, Blood Pressure Clinic and the RSVP office.

Salt Lake City

The Community Service Council, Voluntary Action Center, presented Carnation Silver Bowls to outstanding Salt Lake City area volunteers.

Afton Affleck organized a program that involves more than 300 volunteers yearly at the county Detention Center. Affleck also organized a volunteer clerical program involving 350 volunteers over a two-year period for the offices of the Church of Jesus Christ of the Latter-Day Saints, and assembled 60 volunteers for the Utah Association of Women.

Robert Utzinger, an active volunteer in many parts of the world for years, works with the National Association of Retired Persons on behalf of the newly widowed.

Helen Camp and Valora Treshow secured a grant and prepared a publication on opportunities for citizens in Utah state government, with the goal of increasing the number of qualified women on state boards. Camp also volunteers at St. Marks Hospital and the Crossroads Urban Center; Treshow recently revised the by-laws of the American Association of University Women.

Emery Morelli is active with the YMCA, has been chairman of an advisory board to the Salt Lake County Detention Center, and volunteers with Campus Christian Ministry at the University of Utah.

Hampton

The Voluntary Action Center of the Virginia Peninsula awarded both a Volunteer of the Year and a Volunteer Group of the Year in 1980.

Financial Counseling Center Committee of Army Community Service, Ft. Eustis, comprised of volunteer Army wives, assists families with financial difficulties, helping to develop budgets and working with creditors and clients to pay debts.

Robert Moore volunteers with the Virginia School for Visually and Hearing Impaired Children, raising

over \$7,500 to take children to the National Tournament for Blind Athletes in Seattle, conducting camping trips, swim classes and field trips.

Harrisonburg

The Community Services Council of Harrisonburg and Rockingham County presented a Volunteer of the Year Award.

Mary Ellen Chewning recently has been president of local and state Associations for Retarded Citizens, was instrumental in establishing services for mentally retarded children, and organized volunteer efforts for a retardation ward at Western State Hospital.

Norfolk

The Regional Volunteer Recognition Program is a cooperative venture of the Voluntary Action Centers serving the Tidewater area. In 1980 the program was cochaired by representatives from Norfolk and Portsmouth.

The Community Ambassadors, sponsored by Rices Nachmans, has raised over \$27,000 since 1975 to assist in their community service activities and sponsorship of elderly persons.

Margaret Bond, a retired librarian, was a successful advocate for establishing Sunday hours in the Portsmouth Public Library.

Kathy Schultz, as a liaison from her church to the Chesapeake Welfare Department, sponsored and assumed a long-term legal commitment to an 18-year-old girl with spina bifida.

David Derbyshire, a college student who has volunteered with Muscular Dystrophy since high school, recently won a \$1,000 prize which he contributed to research.

Pat Stecker and Larre Holladay train the Chrysler Museum docents who provide tours for 35,000 school children annually. They also developed curriculum for 15 tours, including handicapped tours.

Charles Rochelle, Jr., although confined to a wheelchair, assists at the Effingham Street YWCA with the handicapped therapeutic program, coaches a handicapped basketball team, and is an active advocate for the handicapped.

James Gainfort, retired for health reasons, is a fulltime volunteer active in the United Way campaign, Red Cross and church activities.

Silent Service Volunteers of the Children's Hospital of the King's Daughters has raised \$116,000 through community and Circle projects and contributed more than 53,061 hours of service to the facility.

Lee's Friends/Oncology Patients lends support to terminally ill cancer patients and their families.

Lucine Webb is a team leader in the liaison group between the Juvenile and Domestic Relations Court and the Virginia Beach Department of Social Services. The group has contributed 13,371 hours—the equivalent of more than \$84,000.

Tidewater Assembly of Navy Family Ombudsmen is a liaison between the Naval Commands and their families, contributing more than 258,420 hours in one year.

Western Branch Athletic Club supports the entire public athletic program of Western Branch Borough, raises over \$55,000 each year and sponsors a \$1,000 scholarship.

Beloit

The Voluntary Action Center of Beloit recently has

begun a Volunteer of the Month recognition program, cosponsored by the *Beloit Daily News*.

Ruth Marie Kolpack spearheaded a move to restore an 88-acre wooded park, developed a park awareness campaign and park beautification project, established cross-country ski trails and organized trail-naming contests for grade school students.

Sadie Bell, a leader in community groups dedicated to racial equality, coordinates a nutrition program for senior citizens and teaches nutrition to school children.

Muriel Boyd volunteers at a center for retarded children as a teacher, artist, secretary, officer, baker, editor, fundraiser, community relations specialist—and Santa.

Bonnie McCreary utilizes her training as a teacher in her volunteer work with children at schools, churches and in scouting.

Dearborn Hutchison organizes a Red Cross Bloodmobile each year and supervises the 25 volunteers involved.

Wyetta Branigan is active in human rights activities, including a black theatre and advisory work in Beloit schools. She was also instrumental in development of the Opportunities Industrialization Center.

Madison

The Volunteer Services Bureau, United Way of Dane County, honored one outstanding area volunteer.

Mary Brennan, president of the Salvation Army Advisory Board, was instrumental in helping the agency respond to deinstitutionalization of clients from a state mental health facility. She also is a national trainer for an interdenominational church educational effort, an elementary school tutor and United Way volunteer.

Milwaukee

The Greater Milwaukee Voluntary Action Center honored individuals and groups in its annual recognition program and presented several special Corporate Volunteer Awards.

Women's Crisis Line has assisted victims of sexual assault, female ex-offenders, battered women and others through counseling, fundraising and supportive activities. (Group Award)

Grace Abramson volunteers with many organizations, including local, state and national women's clubs, Better Film Council, Alverno College, Coalition for Criminal Justice for Youth, Junior Achievement.

Barbara Anderson, president of Children's Service Society, revitalized the services and administration of the agency to attract skilled volunteers.

Harry C. Bade is an active volunteer with the Milwaukee County Parks Senior Centers.

William and Janet Banach provide a variety of services to veterans at the VA hospital and developed "Casino Night" at the facility.

Holly Beard volunteers with the Milwaukee County Park Commission's Division of Handicapped Programs, helping 2,500 handicapped children enjoy the Jacobus Park Nature Program.

Jane Boller has assumed both leadership and teacher-naturalist roles at Riveredge Nature Center, helping school children enjoy and learn from the park.

Mercedes Garza has helped raise over \$400,000 for the United Community Center, in addition to teaching and assisting in other areas at the center.

Roberta Goelzer, an advocate for the handicapped, has assisted Goodwill Volunteer Services Association with membership and service development.

Mary Henriksen has been active with the Milwaukee Public Schools Players since 1960, performing, assisting with production, fundraising and selling tickets.

Jacqueline Janders, an active supporter of the Florentine Opera Club, chaired the Opera Guild's International Conference in Milwaukee, bringing national attention to the Florentine and arts in Wisconsin.

Henry Jung, 81, is an advocate for and active in outreach services for Crossroads Interfaith for the Elderly, and provides emergency assistance to senior citizens.

Charlotte Krenzien volunteers 40 hours a week at Marian Catholic Home, providing entertainment and assisting in many areas of the facility.

Eddie Montgomery, a mother of three children, drives mothers to parenting classes and babysits for their children.

Elizabeth Peirce has turned a number of creative ideas into viable programs for the Junior League of Milwaukee and Planned Parenthood.

Art Petri, "Jolly the Clown," volunteers with Involvement Corps team activities and with a number of community agencies.

Regina Quigley provides office assistance at the East Side Services for the Elderly and visits on weekends and holidays with homebound and nursing home residents.

Susan Schneider chaired her village's July Fourth celebration for 15,000 people, in addition to participating in activities in her community and church.

James Seeger, a police officer, is active in raising funds and actively supporting the Youth Development Center in Germantown.

Rose Spang is active in many ways at the Alverno Alumnae Association, from calling at fundraising bingo games to working with students.

Cella Trimble, an advocate with the county Mental Health Association, monitors inpatient care and assists with the relationships among patients, families, attorneys and physicians.

Barbara Tucholka, 14, volunteers in many ways at the Marian Catholic Home, including assistance at bingo games and being a special friend to residents.

Jeff Wollman coaches boys in basketball for the Milwaukee Boys Clubs Seher Unit.

First Savings Records Department employees, through an Involvement Corps project, raised funds to renovate the homes of two elderly clients of the Garfield Interfaith for the Elderly unit and conducted a food drive for the elderly. (Corporate Volunteer Awards)

Allstate Insurance "Helping Hands" employees raise funds and conduct a number of direct service projects for area nonprofit agencies.

First Wisconsin National Bank employees, through a VAC-coordinated Involvement Corps program, have provided a variety of community services, ranging from mealtime entertainment at St. Benedict's to cleaning up the Girl Scout camp.

The 1979 Volunteers from the Workplace study revealed that almost 70 percent of the 333 corporations with

employee volunteer programs and activities recognize the volunteer involvement of their employees in a variety of

ways, including:

- Sponsorship of awards competitions to choose "outstanding employee volunteers of the year."
- Cocktail receptions, dinners and parties for all employee volunteers involved in company-sponsored volunteer programs.
- Involvement of the chief executive officer or a member of top management in the presentation of awards (plaques, pins, certificates) to individuals or groups of employee volunteers.
- Cash awards to the nonprofit organizations for which their employees volunteer.
- Publicizing the accomplishments of employee volunteers in company publications and in community media. The following examples are representative of the types of formalized awards programs conducted by corporations in 1980.

Each year each of The Allen Group's regional members select one employee to be honored as Volunteer of the Year. From these 14 regional winners, a "Distinguished Community Service Award" winner is selected and brought to New York corporate headquarters to be honored by the board of directors. The 1979 Distinguished Community Service Award winner was Gamalier Flores, senior leadman at The Allen Group, Puerto Rico, Inc. Gamalier has organized softball teams for various youth groups in his community and helped construct a new church building. He worked in his capacity as a mason to build a new fence around an elementary school yard. In addition, Gamalier initiated a collection among his fellow employees to help defray the hospital expenses brought about when the brother of one of their co-workers needed surgery.

Avon's employee volunteers are honored at an annual Volunteer Recognition Party. In addition, employees whose volunteer activities are considered exceptional are honored with a special award. Categories for the special awards vary from year to year, depending on the type of volunteer work. The 1980 special award winners are:

Bud Schoen, information services, has worked for the past 11 years with the Queens Society for the Prevention of Cruelty to Children and his local block watcher program, providing technical assistance to a number of projects. (Technical Assistance)

Ron Muckstadt, advertising, works with the Boy Scouts of America as a local scoutmaster. For the past five years he has provided counseling, advice and assistance, in building leadership skills. (Youth Services).

Josephine Cecere, home office administration, has been an active volunteer for ten years, sending books and recreation materials to servicemen through the USO, working with the International Center of New York, and knitting for the Seaman's Institute. (Employee's Choice)

Phyllis Hudson, sales promotion, recently expanded her involvement with Project Live, a tutorial program for junior high school students, by developing a special technical careers information program. (Project Live)

Lynne Van Sickle, production and inventory control, works with the Millburn-Short Hills Volunteer First Aid Squad. She devotes 12 to 48 hours each week assisting the sick and injured and is studying for her paramedic's license.

Each year all employees participating in Bankers Trust's Volunteer Bureau program are honored at a recognition party. In addition, a Volunteer of the Year is selected by the program's coordinator and honored with a plaque. This year's winner was Sandra Ray of Bankers' Legal Department. Ray has been active in the bank's volunteer program since 1975 when she made a four-year volunteer commitment with the Sponsors for Educational Opportunities program. As a volunteer, she became counselor, teacher and friend to a student who wanted to go to college but did not know where to begin. Currently she serves as the unit head of Bankers' in-house volunteer program, English-In-Action. She also works with a foreign student once each week, teaching conversational English.

Each month Chemical Bank selects a "Volunteer of the Month," who is recognized for his/her contributions to local nonprofit organizations. The employees are honored in the corporate newsletter and at a special luncheon with senior management. In addition a \$250 contribution in the employee's name is made by Chemical Bank to his/her organization. The 1980 winners are:

James B. Frye, who has served as an auxiliary police officer in Suffolk County, N.Y., assisting with crowd control, security and rescue and evacuation missions. He is on call 24-hours-a-day during emergency periods and is required to give at least ten hours each month.

Charles Gamper volunteers for ten "thons" each year—walk-a-thon, phone-a-thon, dance-a-thon. He works with organizations such as the local TV station, March of Dimes, Muscular Dystrophy, Easter Seals and the Arthritis Foundation.

Jean Mazzonelli volunteers at Hartley House, an off-off Broadway theatre group, designing costumes for the group. She has worked on 14 productions.

Lewis C. Leinhans has been a volunteer for the YMCA for 20 years, serves as cochairman of the Capital Campaign Committee, chairman of the finance committee and chairman of the "special gifts" committee. He is currently a trustee of the organization.

Lydia Rochester is an active youth volunteer, working with the Boy Scouts in the Bronx, New York. She has served as coordinator of Borough Events, Co-Round Table chairwoman and secretary for training and leadership.

Lucille O'Halloran has volunteered at least 12 hours per month at the Carmel Richmond Nursing Home. O'Halloran visits several residents after work each week and assists in many of the home's activity programs, including parties, trips and movies.

Robert D. Cummo, president of the East Meadow Little League, has been an active volunteer with the league for over four years. Prior to his election, he was League Manager and has served on the board of directors.

Harriet Kimmel has worked with the Park Shore Chapter of the Women's American ORT, a vocational education and training program, for 14 years. She has been active in planning chapter functions to raise money to support this program.

Lloyd Becker has worked for Camp Trexler, a nonprofit boys camp, since 1971. He served as camp treasurer and on several committees prior to becoming president in 1979. He also works as a handyman, readying and closing the camp each year.

Michael Moran has been involved with the Beverly Boys Club for ten years. He has managed individual

baseball teams and served as overall baseball manager for eight years. He also coordinates the club's annual baseball dinner which last year involved 1,300 people.

Vicki DeLeonardo spends two nights a week and one day a weekend each month serving the Muscular Dystrophy Association. She helps out at all fundraising events and helped coordinate the entire 21-1/2-hour telethon this past summer.

Since 1978 Finance America has been honoring its Community Service Award Nominees at an annual Awards Dinner. From nominations received from each of the company's seven operating regions and the Allentown home office, an Outstanding Community Service Winner is selected. The 1980 winner is M.C. (Mac) LeMessurier of St. John's, Newfoundland, an active volunteer in Big Brother, Cystic Fibrosis, Multiple Sclerosis and the Red Cross for many years. In addition, he spends some 15 hours each week working as president of the Progressive Conservative Party of Newfoundland.

The First Bank of Minneapolis selects an outstanding volunteer each quarter from employees nominated by the various departmental managers. The volunteer is honored with the Employee Volunteer Award desk plaque and his/her name and the name of the agency in which he/she serves on a recognition display in the bank building. In addition, a \$200 contribution is made by the bank to a nonprofit agency selected by the volunteer.

Kirk Ayers, the first quarter award winner for 1980, is a bank security guard who voluntarily teaches CPR, standard and advanced first aid, and light and heavy duty rescue methods, as well as other public-safety measures for local rescue and emergency teams, the Red Cross and the University of Minnesota.

Leonard Kiskis, computer services division, was honored as the bank's second-quarter winner for his work with Big Brother. He has made a personal commitment to two Little Brothers over and above his regular weekly sessions, spending many weekends camping, boating and fishing with them.

General Telephone Company of Florida honors one employee each year with the Fred D. Learey Community Service Award. The 1980 winner is Lee B. Sierra, senior sales consultant, Tampa, Florida, who contributed more than 700 community service volunteer hours during 1979, serving as president of Friends of the Retarded, director of the Leukemia Society of America's Tampa Bay Chapter, and team captain for the University of Tampa's major fundraising campaign. In addition, he serves as an assistant scout master for a local boy scout troop and annually organizes their reenlistment drive. He is also director of the Exchange Club, where he plans and organizes community service activities for four area high schools.

Each year Penney's honors a number of Community Service Award winners in each of their world-wide locations by publishing their achievements in the in-house newsletter. From among these regional winners (95 in 1979), Penney's selects a Grand Award Winner, who is flown to New York headquarters to receive the award. In addition, a \$1,000 donation is made to the nonprofit organization in which the employee works.

Jean Wauters of the Sarma-Penney in Belgium was the 1979 Grand Award Winner. Wauters helped found a school for 300 handicapped children and a village for 130 mentally retarded residents and their assistants. He has raised over \$8 million for the village over the past 17 years.

As I See It

(Continued from p. 2)

Recognition and Working Together

Despite the importance of volunteering to the success of our democracy, the nation really has not taken it seriously. We have not measured and reported the extent to which volunteers save tax money or improve quality of life. Whatever recognition there is usually has been organizational and intended to express gratitude, assure people they have done something good, encourage them or others to do more, and/or generate publicity. No wonder volunteers and their causes are unnecessarily and unfortunately isolated, competitive, and lacking in mutual support and appreciation!

Recognition for these purposes will have to continue, but in the future of the world's most significant democracy we will have to do better. Community recognition needs to rise above organizations and causes and bring acclaim to many more deserving people than are recognized today.

This recognition should proclaim the following powerful messages about its recipients:

- *They are members of a select group of Americans who help make our society work.*
- *They have made a difference in the following measurable ways: (to be identified locally)*
- *Volunteering is related to kindness and conviction, but also to protecting freedom, to reasonable taxes, and to a better world. Opportunities for others to be involved are available and waiting.*

This may be one way to help the multitude of groups, organizations, causes and people work together. It directs attention toward the mutually important goals of building a better society, recognizing people who volunteer and recruiting more volunteers, and protecting the right of free people to select their own volunteer projects.

How To Do It

The familiar dilemma is how to get something done soon enough to be of real help, and slow enough so that what is built can stand the test of stress and time. What works will probably be something like this:

1. Short- and long-term research projects must be started immediately to measure the present and potential impact of volunteering on taxes and quality of life. The former should produce preliminary results in 15 months; the latter more exhaustive results in three to five years. Once begun, this research effort should be as continuous as that which measures and monitors the economy or searches for new products.
2. Standards by which responsible citizens can assess the adequacy of their involvement need to be developed and communicated. This might best be done initially by a diverse and distinguished group of citizens. Eventually the research findings would enable standards based on norms of actual volunteer participation nationwide.
3. The necessary change in public attitudes cannot be produced with TV blitzes which are high in cost and low in

lasting impact. It will not happen through writing, which is selective, slow and ponderous. It will not happen by accident or itself.

But it might be done by giving recognition in community events to the walking and dynamic advertisements of faith, citizenship, and care that are moving in every town and county. It might be done by helping Americans see mystery and worth in the life of a neighbor who is big enough to say very simply, "I care, and I'm going to do something about it."

That message would have grassroots credibility. It would be visible day after day. Sending it nationwide could be relatively inexpensive—and should be.

4. Demonstration projects develop know-how and permit show-how. They aren't preachy. They show professionals and volunteers at their actual best. They happen when a project is experimental, well done, or both. VOLUNTEER has several, and there are hundreds more around the country. That many are needed in every state along with a high-powered citizens' committee responsible for securing media coverage for each of them.

5. Integrated and aggressive approaches to secure the financial backing and/or supporting influence of corporations, organized labor, the church and government officials and bureaucrats are essential. These must position the development of volunteering as a long-range national campaign beyond cause and organization and above partisan politics.

6. As America's volunteers increasingly are recognized and respected, the number of people who make time to volunteer can be expected to increase substantially. We must be ready with well-administered jobs that need doing and make sense. In such a situation attempts to improve the lot of professionals in volunteering will be more successful and the gains will tend to be permanent.

The development of the profession and of community interest in volunteering must be aggressive and simultaneous but clearly distinct. Success in each will produce a broad understanding that experts in getting people involved are vital to the functioning of a twentieth century democracy. This approach to developing the profession may seem cumbersome and slow, but in the final analysis it is the only one that will ever really work.

Fundamental Tests

The fundamental test of an idea is not whether or not it is clearly possible with presently available resources. Actually there are two. The first is whether or not it brings adequately imaginative solutions to important problems. It passes this test only if people with foresight and power provide human and financial resources, and run interference against negative voices and beginning problems. In this connection, it is well to remember David Burnham's sage advice: "Make no little plans, they have no magic to stir the blood and probably themselves will not be realized."

The second test is whether or not the idea will actually produce the desired results. This one can be passed or failed only by taking the risk and trying. It all begins with a dream of what can be.

Cynics and skeptics think about better futures and say, "I'll believe it when I see it." People of vision and hope, however, respond with Saul Alinsky's famous words, "We'll see it when we believe it."

I think I can see it. Can you?

The 1981 NATIONAL CONFERENCE ON CITIZEN INVOLVEMENT

Yale University—New Haven, Conn.

June 7-11, 1981

For the first time, VOLUNTEER's annual conference on citizen involvement will be held on the East Coast. Focusing on the theme, "Citizen Action for a Changing World," this year's conference will address a wide range of topics, including:

- *Issues for the '80s—Energy, Empowerment, Corporate Responsibility*
- *Partnerships with Government*
- *Work Worth Doing—Arts & Humanities, Elders, Religious, Youth*
- *Building Human Resources—Motivations, Community Networks, Changing Attitudes*
- *Where Will the Money Come From?*
- ... and many more!

Speakers and workshop leaders will address a wide range of topics of interest to members of the citizen involvement community.

Tom Hayden ● Elliot Richardson

Benjamin DeMott ● Florence Schwartz ● Stuart Langton ● Marlene Wilson

Registration fee: \$200 (Organizational and Resource Associates of VOLUNTEER receive a 25 percent discount; 10 percent discount for multiple registrants.)

Room and Board: \$30 per day per person (Yale University accommodations)

For further information, including conference agenda, and to register for the conference, contact:

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