

Missouri Association
Directors
of Volunteer
Services
~Est. 1968~

MADV'S NEWS!

ASDVS—Affiliated Group
MHA—Professional Membership Group

SHOW ME STATE Shows off with CAVS

Spring 2005

CAVS Missourians since 2000

- Kay Weir, 2000
- Jean Anton, 2002
- Beverly Taulbee, 2003
- Lynn Hardy, 2004
- Pat Miller-Williams, 2004
- Jean Rathgeb, 2004
- Emily Smith, 2004
- Kay Steward, 2004

Kind words from Kansas

"Your group all worked so hard and it was fun being part of your group. Thanks again to all of you in MO. You're all such good neighbors!!!!"
Dania Crawford, CAVS

"Thanks to our Missouri neighbors for preparing us all so well."
Debbie Wilson, CAVS

"Thanks to the MADVS for helping us cram and review— we are so grateful!" *Janet Haag, CAVS*

"Thank you again for coordinating this and including us Kansas people." *Allyson Leland, CAVS*

Monday, January 24, 2005 marked the day that the Missouri area volunteer management professionals sat for the National Certification Challenge! After great leadership and preparation provided by the state group, ASDVS proudly announces that 21 candidates successfully completed the examination, taking our total number of Certified Administrators of Volunteer Services in the nation to more than 400. Join us in congratulating the following:

2005-

Crawford, Dania
Dickinson, Debra
Fishman, Cindy
Fradkin, Barbara
Grimes, Jeri
Haag, Janet
Hartley, Bruce
Hoff, Kathy
Hutchison, Barbara
Laws, Rita
Leland, Allyson
McCants, Brenda
Moore, Paula
Patton, Janell
Phillips, Roberta
Spradling, Stephanie
Steward, Carol
Stricker, Carol
Tague, Laura
Welsch, Leisa
Wilson, Deborah

Congratulations from ASDVS leaders

Congratulations to each of you upon your achievement of the CAVS certification! You have indeed established a best practice in preparing for the exam! I applaud each of you.

Pat Poulin, CAVS, 2005 ASDVS President

Congratulations to Bruce and all the MADVS members who stepped forward to enhance their own professional development. Your success in the certification process demonstrates to the general public your commitment to high quality healthcare volunteer services administration. You now join over 400 Certified Administrators of Volunteer Services throughout the country. Your process, ably led by Bruce, should serve as a prototype for success for future candidates.

My hat is off to you for taking the risk to take the exam, following through on the study group process, and fully succeeding in passing the CAVS exam. You will all be better healthcare volunteer administrators for the effort, your facilities will benefit by receiving volunteer resources and volunteers and, most importantly your patients will be better served.

*All the best,
Joseph Dooley, CAVS, 2005 ASDVS Professional Education Chair*

CONGRATULATIONS TO ALL OF YOU NEWLY CAVS!

I am proud of you all. Thanks to MADVS and Stephanie's leadership to bring CAVS to Missouri!

Kay Weir, CAVS, ASDVS Past-President

Highlights from the CAVS in Kansas City!



Board Members *freakin'* at KC cram session!

... without the region meetings and the cram session—who knew who would be able to say, "I'm a CAVS!"— Hats off to you all!
Cindy Fishman, CAVS, MADVS Secretary (below)



Barb, Cindy and Carol— trying hard to relax.



Pondering Paula ...

I did much better than I thought I was going to do ... and note my new "Program Assistant" title.
Laura Tague, CAVS, St. Louis (above)



Deb— chillin' at the cram session.



WE MADE IT!

Jeri— are we having fun yet?

I'm so proud of our MADVS professionals and so excited for all of you that just received your CAVS. I know how you relieved you are to know it is done and how proud you are of that accomplishment. Way to GO!
Beverly Taulbee, CAVS, MADVS Region 1 Representative (second from left below)



Barb and Rita rethinking the dreaded first question.



Bruce Hartley, Kay Weir, Audrey Harris, Beverly Taulbee & Kathy Hoff. VP's Bruce and Kathy present gifts to exam proctors following the CAVS exam in KC, Jan. 24, 2005. (above)



CAVS Morning "Breakfast of champions— orange juice & eggs!"
Tips from Bruce, Stephanie and Janell. (above)

Stuff from Steph. (our Prez.)

Spring greetings to you all! We're off to a fantastic start this year and we have already accomplished a great deal. Here are the highlights 1) The budget is finished – you can check it out here in the newsletter. 2) Our website is well on it's way to completion and hopefully will be presented at the spring conference. 3) Our CAVS study plan we used this past year, is being developed into a package for sale at the national conference this fall. 4) Our spring conference is in April – don't miss this educational opportunity and a chance to network with your colleagues. 5) The state's region boundaries were redrawn and the regions are gearing up for their meetings and as you read this newsletter... 6) The fall state conference is already being planned.

However, the most exciting news is that those of us who took the CAVS exam in January – ALL PASSED and can now join over 400 Certified Administrators of Volunteer Services throughout the country. I want to thank Bruce Hartley, 2004 Education Chair for the excellent study plan that helped us achieve our goal. Also, thanks goes to Bev Taulbee, 2004 Professional Chair, for developing that really hard Mock Test (it sure got me studying!) Thanks to Emily Smith, Janell Patton, and Bruce Hartley for those invaluable q & a study sheets! Many thanks to Rita Laws and Jeri Grimes for hosting our cram session and test, oh yes, they made sure we didn't go hungry while we studied too! And a huge and grateful thank you to Kay Weir, who hosted our test proctor, from ASDVS, Audrey Harris.

Stephanie Spradling, CAVS, MADVS President

Go Fish ... MADVS 2005 Spring Conference

We all go fishing whether we are outdoor people or not. Some people fish for ideas, some for inspiration, and some for knowledge, and some for the sport of catching their own food. The MADVS Spring Conference in Kansas City, Missouri, on April 27, 2005, is all of the above, except you don't have to fish to eat. So make your reservations by calling me at **816/404-9711**, and sink your hook into a great sea of ideas at this conference.

You will learn about:



- ◊ Creative ways to track volunteers hours and present them to your administrator
- ◊ Keys to working with multiple generations
- ◊ Sharing of ideas at a roundtable
- ◊ Books are Fun's newest line – "Bath and Body"
- ◊ A great fundraising idea

I look forward to seeing all of you at this convention. Remember, if you are a MADVS members, there is no cost for the conference.

Kathy Hoff, CAVS, MADVS VP of Education

MADVS e-mail professional forum rock and rolls on-

One of the most recent benefits of membership in MADVS is the MADVS e-mail professional forum that has been circulating questions throughout Missouri via the world-wide web over the past year. This program is only successful if membership agrees to participate and why not? I bet we all have questions from time-to-time that we need advice about. When it's just a click away to e-mail bruce.hartley@coxhealth.com ... as Nike says ..., why not "just do it!" In no time flat, you will start getting e-mails from around Missouri ... e-mails full of tips from both seasoned and new DVS's. What a deal?!

Did you realize that since Tan-Tar-A in Nov., we've distributed more than a dozen questions through the forum? This is real time networking. So, next time you notice MADVS E-mail Forum in your e-mail in-box ... click on it. You'll never know when you might be the one with a question. Also, who knows, you could have the answer to the burning question of the day! So keep the e-mail questions coming and let's rock and roll as the best state association for volunteer professionals in the country.

Bruce Hartley, MADVS President Elect/Newsletter Editor

PS: I am running for ASDVS Member-at-Large for 2006 and would appreciate your support when voting time comes around.



MADVS NEWS! Is a publication of MADVS Board of Directors. Please contact MADVS Membership Chair, Cindy Fishman, CAVS at 314/454-7132 or CjF7668@bjc.org to inform us about e-mail, phone or postal address changes.

MISSOURI ASSOCIATION DIRECTORS
OF VOLUNTEER SERVICES
~EST. 1968~

Bruce Hartley, CAVS
2005 MADVS President Elect/
Newsletter Editor

WEB REPORT

Barbara Long of esavvy (that's s-a-v-v-y) Communications is hard at work on the MADVS website! Barbara has designed websites for several other groups in MHA and has an impressive gallery of web designs. You can see the MADVS website unveiled at the MADVS Spring Education Conference. Barbara still needs some information, so if you can help provide any of the items listed below, contact Stephanie Spradling (stephanie.spradling@coxhealth.com) as soon as possible!

- History of MADVS (need years 1998-2001)
- Calendar/events
- White papers
- Links to sites of interest

Deb Dickinson, CAVS, MADVS Publicity/Web Chair

Emily Smith's fund raising tip

Need a new fund raiser? Chuck Johnson, who was the "candle man" and sponsor at MHA in Nov. is with a new company "Scrubs & Beyond." He brings the scrubs store to your facility. Contact Chuck at 314/302-9283 or e-mail at cjohnson@scrubsandbeyond.com. His website is www.scrubsandbeyond.com.

Region Roundtable Reports

Region 1: Good news! Beverly Taulbee, CAVS has agreed to fill the Region 1 Representative vacancy. Be sure and tell her thanks at your next region roundtable.

Region 2: From Barb Fradkin, CAVS— Ten members attended our first meeting at Ranken Jordan Rehabilitation Center on Feb. 10. Topic of discussion was to be "Volunteer Service Incentives," however, this quickly changed to quite a discussion on Background Checks, Mandatories, HIPPA, Competencies and dress code for volunteers! Ashley Schwartzman, Volunteer Coordinator at Ranken Jordan and our hostess, showed samples of t-shirts, vests and cobbler aprons (which her volunteers are required to wear)...all in red with the word "Volunteer" imprinted in BIG, white letters. The reaction from the group was WOW, and the best news was the uniforms were not expensive! We covered so many areas of concern at our meeting...not to mention the fun and laughs we had in between... that time ran out before we had a chance to discuss "Volunteer Service Incentives." So, OUR incentive for our next meeting, is to make time to talk about "Incentives!!" The meeting concluded with a tour of Ashley's new facility...a state-of-the-art rehabilitation center for children.

Next Roundtable: Fri., April 15 at St. John's Mercy, 1—3 p.m. It's the weekend before National Volunteer Week, and we're all busy planning parties, award ceremonies, and other festivities for our wonderful volunteers, but what about us? We deserve to party hardy too! I think we need to celebrate our achievements and accomplishments during the past year as well!!!! Sooooooo...let's do it! If you all would be willing to chip in \$7 for a box lunch and drink, we could have our luncheon/meeting/celebration on that day. The topic of discussion will be: "GIVE 'EM THE PICKLE!", presented by Mary Cunningham, DVS at St. John's Mercy. I guarantee you will learn a lot and laugh a lot!! I'm looking forward to seeing you all next month, and especially those from the Crystal City and Farmington areas (our newest Region 2 members).

Region 4: From Carol Steward, CAVS— **Next Roundtable: Fri., April 8;** 11 a.m.—2 p.m. at Ozarks Medical Center, 1100 Kentucky Avenue, West Plains, MO. Topic: Management & Human Relations -Volunteer Orientation. Please bring along copies of your orientation packets/process to share and discuss.

Region 5: From Amy Davis— First meeting was held March 16 to review MADVS By-Laws and Policy/Procedures. Proposed revisions were sent back to the board via Tina Norris, Policy & Procedures Chair. Discussed summer fund raising ideas. Congrats to new CAVS folks!

Next Roundtable: Tues., May 17; 10 a.m.—2 p.m. Agenda Topics: Adult and Youth Volunteer training and orientation, procedures, timelines, tools, facility involvement, etc.; Possible development of a consistent Region or MADVS Organization tool for new volunteers in a variety of programs. Location: Capital Region Medical Center, Jefferson City; *Local Hostess, Rose Mays.* Lunch will be Provided courtesy of CRMC.

100 WAYS TO RECOGNIZE VOLUNTEERS

- 1. Smile.
- 2. Put up a volunteer suggestion box.
- 3. Treat to a soda.
- 4. Reimburse assignment-related expenses.
- 5. Ask for a report.
- 6. Send a birthday card.
- 7. Arrange for discounts.
- 8. Give service stripes.
- 9. Maintain a coffee bar.
- 10. Plan annual ceremonial occasions.
- 11. Invite to a staff meeting.
- 12. Recognize personal needs and problems.
- 13. Accommodate personal needs and problems.
- 14. Be pleasant.
- 15. Use in an emergency situation.
- 16. Provide a baby-sitter.
- 17. Post Honor Roll in reception area.
- 18. Respect their wishes.
- 19. Give informal get-togethers.
- 20. Keep challenging them.
- 21. Send a Thanksgiving Day card to the volunteer's family.
- 22. Provide a nursery.
- 23. Say "Good Morning."
- 24. Greet by name.
- 25. Provide good pre-service training.
- 26. Help develop self-confidence.
- 27. Award plaques to sponsoring group.
- 28. Take time to explain.
- 29. Be verbal.
- 30. Motivate agency's VIP's to converse with them.
- 31. Hold rap sessions.
- 32. Give additional responsibility.
- 33. Afford participation in team planning.
- 34. Respect sensitivities.
- 35. Enable to grow on the job.
- 36. Enable to grow out of the job.
- 37. Send newsworthy information to the media.
- 38. Have wine and cheese tasting parties.
- 39. Evaluate their service.
- 40. Say "Good Afternoon."
- 41. Honor their preferences.
- 42. Create pleasant surroundings.
- 43. Welcome to staff coffee breaks.
- 44. Enlist to train other volunteers.
- 45. Have a public reception.
- 46. Take time to talk.
- 47. Defend against hostile or negative staff.
- 48. Make good plans.
- 49. Commend to supervisory staff.
- 50. Send a valentine.
- 51. Make thorough pre-arrangements.
- 52. Persuade "personnel" to equate volunteer experience with work experience.
- 53. Admit to partnership with paid staff.
- 54. Recommend to prospective employer.
- 55. Provide scholarships to volunteer conferences or workshops.
- 56. Other advocacy roles.
- 57. Utilize as consultants.
- 58. Write them thank you notes.
- 59. Invite participation in policy formulation.
- 60. Surprise with coffee and cake.
- 61. Celebrate outstanding projects and achievements.
- 62. Nominate for volunteer awards.
- 63. Carefully match volunteer with job.
- 64. Praise them to their friends.
- 65. Provide substantive in-service training.
- 66. Provide useful tools in good working condition.
- 67. Say "Good Night."
- 68. Plan staff and volunteer social events.
- 69. Be a real person.
- 70. Rent billboard space for public laudation.
- 71. Accept their individuality.
- 72. Provide opportunities for conferences and evaluation.
- 73. Identify age groups.
- 74. Maintain a meaningful file.
- 75. Send impromptu fun cards.
- 76. Plan occasional extravaganzas.
- 77. Instigate planned surprises.
- 78. Utilized purchased newspaper space.
- 79. Promote a "Volunteer-of-the-Month" program.
- 80. Send a letter of appreciation to employer.
- 81. Plan a "Recognition Edition" of the agency newsletter.
- 82. Color code name tags to indicate particular achievements (hours, years, etc.)
- 83. Send commendatory letters to prominent public figures.
- 84. Say "We missed you."
- 85. Praise the sponsoring group or club.
- 86. Promote staff smiles.
- 87. Facilitate personal maturation.
- 88. Distinguish between groups and individuals in the group.
- 89. Maintain safe working conditions.
- 90. Adequately orientated.
- 91. Award special citations for extraordinary achievements.
- 92. Fully indoctrinate regarding the agency.
- 93. Send Holiday/New Year's cards.
- 94. Be familiar with details of assignments.
- 95. Conduct community-wide cooperative, inter-agency recognition events.
- 96. Plan a theater party.
- 97. Attend a sports event.
- 98. Have a picnic.
- 99. Say "Thank you."
- 100. Smile.



MADVS 2005 BUDGET

INCOME:

Membership Fees	\$3,350
Interest	150
Spring Conference	500
MHA Convention	500
Convention Sponsors	4,000
Other Income	1,000
TOTAL INCOME:	\$9,500

EXPENSES:

Postage	\$100
Hospitality	55
Supplies	300
Printing and Paper & Copying	50
Telephone	10
Spring Conference	250
Board Meetings	500
Fall Convention Education	4,000
Education Supplies	500
ASDVS Registration	400
ASDVS Affiliation Fee	60
ASDVS Lodging	175
Awards	200
Publicity/Website	2,250
Bank Service Charge	10
Miscellaneous	600
TOTAL EXPENSES:	\$9,500
NET INCOME/LOSS	\$0.00



2005 MADVS BOARD of Directors

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Please contact any of the MADVS Board of Director Members if you need something.
We want to support and encourage all MADVS members during 2005.