

# Learn, Serve & Connect



ICOVA

## Illinois Conference on Volunteer Administration

Dominican University  
River Forest, IL  
May 13<sup>th</sup> & 14<sup>th</sup> 2010

A partnership among:

American Red Cross of Greater Chicago ~ CJE Seniorlife ~ Corporation for National and Community Service ~ Forest Preserve District of Will County ~ Hospice of Northwest Illinois ~ Illinois Campus Compact ~ Illinois Coalition for Community Service ~ Illinois Department on Aging ~ John G. Shedd Aquarium ~ Prairie State College ~ Salvation Army ~ Serve Illinois Commission ~ The Volunteer Center of Northwest Suburban Chicago ~ Volunteer Centers of Illinois ~ Wellness House ~ West Central Illinois RSVP ~ Western Illinois University

Sponsored By:



# Keynote Speakers



Merri Dee of Merri Dee

Communications is a full-service consultant practice offering the development, implementation and evaluation of community and public relations, fundraising, and corporate social responsibility initiatives and campaigns. Dee's broadcasting career is legendary. For 37 years, Dee has held a number of high profile positions at WGN-TV, from newscaster, talk-show host, staff announcer and editorial spokesperson, before moving into the management ranks in her current. She is a recipient of many awards honoring her broadcasting experience, including the Silver Circle "Lifetime Achievement Award" presented by the Chicago Academy of TV Arts and Sciences.

Her passion and drive to make a difference has served her role as manager of WGN-TV Children's Charities, a fund of the McCormick Tribune Foundation well, where she raised over \$30 million dollars for various children's organizations in Chicago. Her adoption advocacy led her to receive many awards, including the national "Gracie Allen Award" by the National Assoc. of American Women in Radio and TV and the "Adoption Excellence Award" by the U.S. Secretary of Health and Human Services.

Dee is a nationally recognized motivational speaker, constantly in demand to serve as a keynote speaker, panelist, moderator, and fundraising strategist.

Merri Dee was recently appointed through the Pentagon as an official U S Army Ambassador, appointed to the Mayor's Council on Women's issues and is State President of AARP' 1.8 million members. In addition, Illinois' Governor has appointed Ms. Dee to The Serve Illinois Commission.



R. Dale Safrit, Ed.D. is Professor, Director of Graduate Programs, and Extension Specialist for Continuing Professional Education (CPE) in the Department of 4-H Youth Development and Family and Consumer Sciences at North Carolina State University. He provides leadership to continuing professional education for more than 150 4-H professionals statewide, as well as and the Department's graduate program in Family Lifer and Youth Development.

Dale has established an international reputation as a noted scholar, visionary leader and motivational educator in the areas of community-based leadership and volunteerism. A former faculty member at The Ohio State University, he co-authored of the community-based text, *Developing Programs in Adult Education: A Conceptual Programming Model* (2002, Waveland Press, Inc.) as well as more than 50 peer reviewed articles in scholarly and professional journals.

Dale is Editor of *The International Journal of Volunteer Administration*, and has presented invited sessions on community leadership, volunteerism, Extension, and university engagement related topics at 22 international conferences, as well as in 41 of the 50 United States. He is a member and past president of N.C. State University's Academy for Outstanding Faculty in Extension and Engagement.

Dale will also be leading two workshops at ICOVA this year.

Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall.

~Stephen R. Covey

# Thursday, May 13th

Registration & Breakfast  
7:30-8:15am

OPENING SESSION  
8:30-9:30am

Merri Dee  
Merri Dee Communications

Workshop Session 1  
9:45- 11:15am

**1A: Refreshing Your Basic Volunteer Management Fundamentals**  
Christine Smith, Volunteer Center of NW Suburban Chicago

Advanced Volunteer Management & VMTS Highlights (Volunteer Management Training Series Quick Overview). This is an interactive session with new ideas and resources for integrating volunteer management best practices and supporting volunteer programs during very challenging times. New materials and activities will be shared from the 2009 Advanced Volunteer Management Institute in San Francisco facilitated by Betty Stallings, Susan Ellis, Linda Graff, Martin Cowling, Steve McCurley and Rick Lynch, global leaders in the field.

Even though this seminar includes advanced concepts, it would be appropriate for volunteer managers new to the field, program managers and executive directors.

[All Levels](#)

**1B: A New National Professional Association. What Are We Doing. How it Benefits the Profession and you.**  
ALIVE Representative

ALIVE is a new National Professional Association for Volunteer Administrators. Come and here what they have doing for the last year and how you can get involved.

They will discuss the goals of ALIVE including training, member support, and advocacy.

[All Levels](#)

**1C: The Only Thing I Can Depend on is That Something Will Change**

Dale Safrit, EdD, North Carolina University

The only constant these days is change. Effective leaders of volunteer programs do not fight change, but rather learn to better manage change by understanding how we each respond to change, and then using this understanding to build a shared vision between paid staff and volunteers. This session will explore these concepts within the perspective of community-based volunteer programs.

[Intermediate/Advanced](#)

**1D: Recent Volunteerism Studies and Their Implications**

Deanna Roby, University of Illinois Extension, Kane Unit

Workshop participants will learn about recent research studies published that deal with volunteer management capacity and the new volunteer workforce. This session will allow participants to discuss the results of the studies and share how they relate to their own situations. The group will then share strategies for building upon known best practices in volunteer management and how to incorporate recommendations on how to effectively utilize the new volunteer workforce.

[Intermediate/Advanced](#)

**1E: Measuring the Performance of Your Volunteer Program**

Tony Goodrow, Volunteer<sup>2</sup>

Well run organizations know what they get for the dollars they spend. This is especially the case as agencies face economic uncertainty. Measuring ROI (Return on Investment) in both monetary and non-monetary terms has tremendous benefits.

[Intermediate/Advanced](#)

Lunch Session

11:30am-1:30pm

Dale Safrit, Ed D

Professor, Director of Graduate Programs, and Extension Specialist for Continuing Professional Education (CPE) in the Department of 4-H Youth Development and Family and Consumer Sciences at North Carolina State University.  
Dale Safrit, Ed D North Carolina State University

## Workshop Session 2

1:45-3:15pm

### 2A: Continuing the Dialogue

Dale Safrit, Ed D, North Carolina State University

This interactive and dynamic session will allow participants to interact more personally with our today's speaker, Dr. Dale Safrit, and discuss in more detail the ideas and challenges he presented us during his luncheon remarks.

**All Levels**

### 2B: Grant Writing 101

Shaye Hall, Illinois Resource Net

The workshop provides an overview covering topics from pre-grant writing preparations and assessing readiness to submitting a completed grant proposal. Participants will also learn how to articulate the flow of their programs operations through logic models and how to write the evaluation section.

**Basic**

### 2C: Is Your Organization Ready for Leadership-Level Volunteers?

Ann Rich, Chicago Life Opportunities Initiative

Did you know that every dollar nonprofits invest in their older adult leadership volunteers can receive, on average, \$8 in return benefits? In this interactive session, Ann Rich, Executive Director of the Chicago Life Opportunities Initiative, will discuss the questions and concepts nonprofits need to consider to prepare themselves for utilizing these talented volunteers within their organizations. They are based on lessons learned from a CLOI pilot program called, *Count Me In! (CMI)*, which trained older adults to mentor nonprofits in identifying, recruiting, training, and retaining older adult volunteers for leadership and more meaningful roles within their organizations

**Intermediate/Advanced**

### 2D: Collaborating with Your Boards and Committees

April Garrett-Kreuz, Little Brothers – Friends of the Elderly, Chicago Chapter

This workshop will focus on effectively collaborating with committee/auxiliary board members to achieve project/mission goals. It will take a look at different type of boards and committees and how these boards and committees can be beneficial to nonprofit organizations.

**Intermediate**

## ?Are you a member of your local Association of Volunteer Administrators?

AVA-MC serves the Chicago Metro area

<http://www.avachicago.blogspot.com/>

DAVA serves the DuPage and surrounding Counties

<http://dava-il.org/>

Council for Volunteerism serves Champaign County

[Sue@UWayhelps.org](mailto:Sue@UWayhelps.org)

HSAC– Volunteer Division serves Macon County and surrounding areas

<http://www.decaturnet.org/hsac/>

Mississippi Valley DOVIA serves Quad-Cities Metro Area

[www.mvdovia.org](http://www.mvdovia.org)

NOVA serves Peoria, Tazewell and Woodford Counties

[Amber Harmon 309-467-9059 or](mailto:Amber.Harmon@nova.org)

[Lisa Balraj 309-636-4239](mailto:Lisa.Balraj@nova.org)

NWVAN serves Northwest Suburbs of Chicago

<http://www.northwestvan.org/>

## Session 3 3:30-5pm

### **3A: Cities of Service**

Kathy Engleken, Illinois Campus Compact

Cities of Service is a bi-partisan coalition of mayors of large and small cities from across our country who will work together to engage citizens to address the great challenges of our time. Kathy will address Illinois' role in Cities of Service and discuss how your organization can get involved.

**All Levels**

### **3B: Effective Meetings? Yes!**

Katie Campbell, Council for Certification in Volunteer Administration

Meetings are a fact of life, but none of us have time to waste on them. This session will review ways to ensure productive meetings including practical issues related to the role of the chair, agenda formats, logistical considerations, decision-making styles, and how to handle various personalities.

**All Levels**

### **3C: Supervision and Support of Volunteers**

Sheri Seibold, University of Illinois Extension

Volunteer administrators need to learn to support a positive volunteer esprit des corp among their volunteers. Come learn how to delegate appropriate responsibilities to volunteers: how to coach volunteers to stimulate creativity and to reach their fullest potential, and how to provide regular performance feedback to volunteers.

**All Levels**

### **3D: Change Agent Strategies**

Mary Kay Hood, Hendricks Regional Health

Most of us can't drive the cars of yesteryear. Thankfully change happened. Travel down the highway of change, understanding the emotional stages of change and learning how to navigate to create change.

**Intermediate/Advanced**

### **3E: Updating and Revamping Your Orientation and Training Programs**

Marne Bariso, Chicago History Museum

Come hear their tried and true techniques as well as their challenges and success of getting volunteers to engage visitors at the Chicago History Museum and Frank Lloyd Wright Preservation Trust. Be prepared to have a small group activity to consider how you would implement new techniques into your program

**Intermediate**

## Networking Reception 5:15-6:15pm

Friday, May 14th

Registration & Breakfast

7:30-8:15am

Session 4 8:30-10:00am

### **4A: Community Partnerships**

Kathy Engleken, Illinois Campus Compact

This workshop will discuss the value and need of community partnerships for your organization. How to find good partners and how to know what resources are available to you.

**All Levels**

### **4B: Navigating Through the Professional Progression of a Volunteer Administrator**

Panel of Volunteer Administrators

Volunteer Administrators from small, medium, large size and national groups will discuss what led them to the profession of Volunteer Management and how they moved through out their careers. Panel members will also discuss how and where to get involved in the professional to help yourself and your program.

**Basic/Intermediate**

### **4C: Strategies for Making the Most of Social Networking in Your Volunteer Program**

Tony Goodrow, Volunteer<sup>2</sup>

"She told two friends and she told two friends...". If you are old enough to remember that shampoo commercial you didn't grow up with social networking but you already know one of it's most powerful elements. In this workshop we look at all of the major elements that make social networking the significant influence it has become and how you can use it to improve the lines of communications with existing volunteers, introduce your volunteer program to new people and to gain insights about how your volunteers view your organization.

**All Levels**

## Session 4 8:30-10:00am Continued

### **4D: Hiring and Firing**

Dr. Edmund Forst, Solution for Care

One of the most important decisions a leader can make is in the hiring and firing of volunteers. Hiring and Firing is a skill that can be learned through the improvement of leadership and communication skills. This class will give the students an awareness of the importance of leadership and communication in the hiring and firing process. The students will receive a model of hiring and firing that emphasizes strong communication and leadership component that will help organizations hire and fire volunteers more effectively to ensure a better staff.

**All Levels**

### **4E: The CVA Credential: A Mark of Excellence**

Katie Campbell, Council for Certification in Volunteer Administration

In today's competitive marketplace, professional credentials can definitely increase your credibility and promote career development. Learn about this unique, affordable performance-based program, the process for becoming Certified in Volunteer Administration (CVA), and how it can benefit you and your organization.

Recommended for those with at least three years of experience managing and leading volunteers.

**Intermediate/Advanced**

## Workshop Session 5 10:15-11:45am

### **5A: Fundamentals of Volunteer Management**

Shannon Morgan Jermal, MA, CVS

From elementary schools, to colleges, to corporate America the Baby Boomers have redefined roles in all facets of their lives. Now as they age into retirement, they are redefining volunteer roles. Attend this interact & thought-provoking session which reviews current academic research on Baby Boomer volunteerism & how to effectively recruit this generation of volunteers to your organization.

**All Levels**

### **5B: Gaining an Edge Through Collaboration**

Shaye Hall, Illinois Resource Net

More now than ever, collaboration is necessary in nonprofit organizations of all types. In Illinois, there are growing numbers of "collaborative", intentional partnerships where organizations are joining forces to address a range of societal issues. An Illinois Resource Net technical assistance advisor will guide participants through the process of partnership development and completion of tasks in a group setting.

**Basic**

### **5C: Applying Ethics to Your Work with Volunteers**

Katie Campbell, Council for Certification in Volunteer Administration

We all encounter situations which involve ethical questions and issues. Learn how to recognize an ethical issue, understand the difference between personal and professional ethics, and the ethical principles which apply to volunteer management. Practice a decision-making process for navigating real-life ethical dilemmas you face on the job, and gain insight into how to incorporate ethics into the fabric of your organization.

**Basic/Intermediate**

### **5D: Strategic Action for Volunteer Engagement (SAVE)**

Christine Smith, Volunteer Center of NW Suburban Chicago

SAVE (Strategic Action for Volunteer Engagement) A new national Skills-Based Volunteering model which will be rolled out at the National Conference to support NPO's in meeting their missions. Results of the year long planning phase and sample resources and tools will be shared.

The SAVE process fosters immediate action and impact by encouraging collaboration, and/or strategically bridging gaps between the increasing need for services and the lack of available time, internal resources and resources, especially in Illinois.

**All Levels**

### **5E: Balancing the Relationship Between the Volunteer Office and Staff Managers**

Jackie Rucker

As companies down size staff the volunteer office have addition pressures to fill volunteer requests. Come learn how to balance the relationship between the volunteer office and staff managers.

**Intermediate**

**Lunch & Networking  
Noon-2pm**

# Registration, Travel & Accommodations Information

## Registration :

Registration is available online at:  
[www.icova.info](http://www.icova.info)

Registration is available online only as a cost saving measure.

April 1st-April 16th  
Early Bird Registration is \$130

April 17th-May 6th  
Registration is \$150

**Walk Up & One Day Registration will only be available at the conference if we have not met our 180 person maximum.**

One Day Registration will be \$100 if available  
Two Day Walk Up registration will be \$180 if available

## Hotel Accommodations

The Carleton Hotel of Oak Park  
1110 Pleasant St.  
Oak Park, IL 60302  
708-848-5000  
<http://www.carletonhotel.com/index.cfm>

Hotel rooms will be available at the Carleton Hotel at the rate of \$139 for a single queen and \$159 for a double room. This rate will be available until April 16th, 2010. Please make your reservation by calling them 708-848-5000 and giving them group # 1346 to get the discount.

## Questions?

Questions can be sent to the planning committee at

IllinoisCOVA@gmail.com by email or  
Call Lisa Hilgenberg Conference Chair at  
630.654.5106.

## Continuing Education Units

CEUs will be available for \$20 at the time of registration  
They will be awarded by Prairie State College

- Licensed Professional Counselor (LPC)
- Licensed Clinical Professional Counselor (LCPC)
- Social Workers (LCSW)
- Teacher - Learning Standard 9 - Collaborative

## Dominican University Palmer Hall

7900 West Division St  
River Forest, IL 60305  
<http://www.dom.edu/about/locations-directions.html>

Please note Dominican University also has a Priory Campus on Division St. You are looking for the main campus at 7900 West.

**Dominican University is accessible by public transportation via**

[www.metrarail.com](http://www.metrarail.com)  
[www.transitchicago.com](http://www.transitchicago.com)  
[www.pacebus.com](http://www.pacebus.com)



**ICOVA**

131 North County Line Rd  
Hinsdale, IL 60521

## Learn, Serve & Connect

Illinois Conference on Volunteer Administration  
May 13<sup>th</sup> & 14<sup>th</sup> 2010

### Key Highlights:

- Early Bird Registration opens April 1st, 2010 until April 16th, 2010 at \$130
- Online Registration closed May 6th, 2010 at \$150
- Conference Capacity is 180 people
- One day registration will only be available at the conference not online
- Free certificates of attendance to all conference attendees
- 24 Great Workshops to choose from
- 5 National/International Workshop Presenters
- 10 Workshops focused on the Intermediate & Advanced Levels

