



Minnesota  
Association for  
Volunteer  
Administration

*Building the Profession*

2009

# Annual Report

---

Inspiring Excellence  
In the Leadership of  
**V o l u n t e e r s**  
to impact communities.

---



# Table of Contents

<b>Our Mission, Purpose &amp; Vision</b>	<b>2</b>
<b>2009 Highlights</b>	<b>3</b>
<b>Program Statistics</b>	<b>5</b>
<b>A Record of Success</b>	<b>6</b>
<b>Award Winners</b>	<b>7</b>
<b>Financial Summary</b>	<b>8</b>
<b>2009 Board of Directors</b>	<b>9</b>
<b>Staff &amp; VISTA Members</b>	<b>10</b>
<b>Affiliated Networks</b>	<b>10</b>
<b>Thank You to our Donors</b>	<b>11</b>
<b>2009 Certificate Recipients</b>	<b>12</b>



# Our Mission, Purpose & Vision

Board Governing Principles, 2007

## Mission

Inspiring excellence in the leadership of volunteers to impact communities.

## Purpose

MAVA's purpose is to impact positive change in our communities and the field of volunteerism. MAVA provides a forum to engage people involved in volunteerism across Minnesota to exchange information and ideas, and to link resources to build capacity.

## Vision

MAVA is recognized for its ability to unleash the power of volunteerism in communities.

## Impact for Members

Participation in MAVA elevates the awareness and value of our profession as well as improving the performance of volunteer managers.

### MAVA provides:

- ▶ Ongoing forum where members feel connected and represented
- ▶ Sharing professional expertise through networking opportunities
- ▶ Learning opportunities and resources to improve effectiveness of volunteer managers which results in increasing agency capacity.

## Impact on the Field

MAVA actively experiments with innovative practices in volunteerism. We are committed to disseminating knowledge to the broader field.

## Impact for Partnerships

MAVA and our partners receive and share resources, knowledge, and visibility to meet our respective missions. We foster a connection to each other that holds us accountable for the vitality of our community.

# 2009 Highlights

## Minnesota Conference for Volunteer Administration

The 2009 Minnesota Conference on Volunteer Administration was held May 18- 20 at the Mayo Civic Center in Rochester Minnesota. Over 290 leaders of volunteer attended sessions on everything from the best practices of volunteer management to engaging male volunteers to finding the color of your personality. MAVA would like to thank Target, Medtronic, Thompson Reuters, 3M, General Mills, Ameriprise Financial and Land 'O' Lakes for sponsoring this event.



## MAVA Connections

The MAVA Connection for 2009 was a full year with 8 varied topics presented with great networking discussions hosted at 8 different locations. Topics ranged from risk management, to students and service learning, engaging volunteers with disabilities to the hot topics of technology and social media. Several of the sessions had high interest with 40 plus members participating. MAVA Connection sessions ranged from more formal presentations to members sharing their best practices in an informal discussion.

## Professional Development

In 2009, the MAVA Professional Development committee was committed to offering workshops utilizing different formats and venues throughout the metro area. Our February event in Bloomington offered break-out sessions exploring partnerships between non-profits, faith-based congregations and corporations, and recruiting and motivating male and teen volunteers. Our August event in Maplewood featured two energetic speakers who discussed bridging barriers to volunteering when working with individuals who have disabilities as well as older adults. Both were educational and highly interactive.

## Public Affairs

In 2009 MAVA public affairs visited 5 communities around Minnesota. Over 60 people attended the meetings. The intent of the visits was two-fold. The first purpose was to bring information on the work of MAVA public affairs. The second was to gather input from members on their public affairs concerns. This information will be used to update the MAVA public affairs platform.

In addition, more than 40 people attended two meetings to learn more about the federal direction on service and volunteerism. At this event, members were encouraged to add their input to the national conversation.

## Advanced Topic Initiatives

### A Time to be Bold: Engaging Volunteers in a Shifting Environment

With the start economic downturn started in late 2008, MAVA realized the need to be proactive in developing resources on how this would affect volunteer programs. An initial position paper on the importance of volunteer resources, “A Resource to Capitalize on During Tight Financial Times,” was widely distributed. MAVA follow this with conducting original research on the “Status of Volunteer Programs in a Shifting Environment” that received high acclaim in Minnesota and nationally. Workshops on the topic were head around the state, and strategies pooled to address the changes of the times.



### Boomergistics: Engaging Boomers and Future Generations of Volunteers

The changes in what Boomers and today’s volunteers are looking for are presenting challenges for volunteer programs. A MAVA Task Force worked to condense the piles of research on Boomers and civic engagement and the results of MAVA symposiums on the topic to develop concise, easy-to-use resources for leaders of volunteers. The results was 12 best practices for engaging Boomers and future generations as volunteers and a full day workshop curriculum on the skills to do this which was offered around the state.



### Volunteerism in Immigrant Communities

Minnesota has one of the fastest growing rates of diversity in the country. To assist nonprofit and governmental organizations in understanding volunteerism in immigrant communities, MAVA contracted with Mai Moua of Leadership Paradigms, Inc. to do research on volunteerism in Hmong, Latino and Somali communities.

# Program Statistics

In 2009, MAVA offered a variety of programming throughout the state.

- 50 programs held
- 1,884 total attendance
- 13 different locations in the state

The [Minnesota Conference on Volunteer Administration](#) took place in May, 2009.

- 292 individuals attended in Rochester, MN

The [MAVA Education Committee](#) presented two Professional Development events.

- 101 individuals attended programs on Volunteer Recruitment and Bridging Barriers to Volunteering in the metro area.

In the Metro Area, the [MAVA Connections Network](#) met 9 times.

- 220 MAVA Members participated in networking sessions
- Topics included Collaborations, Technology, Legal Issues, Engaging college students and Social Media.

The [Volunteer Impact Leadership Training Series](#) was offered 8 times.

- 251 Individuals attended training (232 received Certificate in Volunteer Leadership) with a total module attendance of 1,885
- Series held in Duluth, Rochester, Red Wing and the Twin Cities

Programs on [Engaging Boomers](#) reached 8 communities in Minnesota.

- 14 sessions offered in Winona, Fergus Falls, Brainerd, Rochester, Willmar, Mankato and the Twin Cities
- 419 individuals received training

Research and strategies on [Engaging Volunteers in a Shifting Environment](#) was presented 5 times.

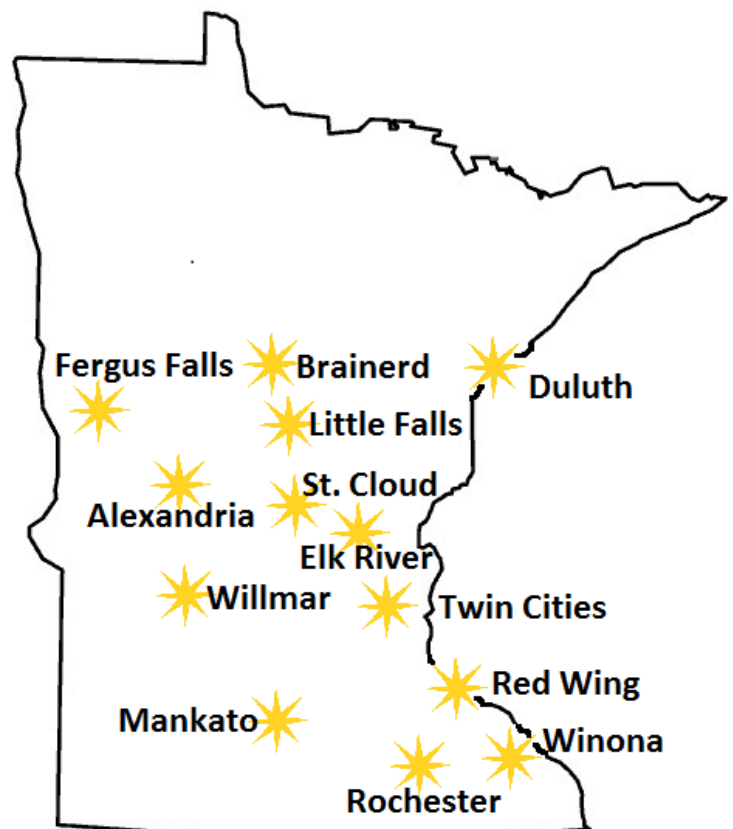
- 4 separate communities reached
- 228 individuals attended sessions in St. Cloud, Mankato, Willmar and the Twin Cities.

MAVA Shared Preliminary findings on [Volunteerism in Immigrant Communities Initiative](#).

- 176 individuals participated in the metro area.

In addition, [Networks of Leaders of Volunteers](#) and other organizations requested a total of 9 trainings from MAVA.

- Trainings on marketing, supervision, recognition, retention, and general volunteer management, as well as session on Social Media outreach, were held in Elk River, Alexandria, Little Falls, St. Joseph, Winona and the metro area.
- 197 individuals participated in training.



# A Record of Success



## Volunteer Impact Leadership Training Series

*"This is the most information that I have gotten at a training where I can take things home to keep going back to them."*

*"I will be presenting items from each session to our staff. There are many things we need to implement!"*

*"Adding something from each module I believe our volunteer program will increase in many ways."*

*"I have incorporated the information I've learned into many aspects of my job."*



## Engaging Volunteers in a Shifting Environment

*"MAVA furthers its reputation as one of our field's outstanding professional societies by the way they have responded to a critical issue and how they have presented the information. Hard facts - no whining - solid ideas."*

**-Susan Ellis, Energize, Inc.**

## The Value of Membership

*MAVA **fulfills a great need** in the state of Minnesota. I would love to see it expand as a model for other states and have representation on a national level.*

*MAVA has provided me with an extended **network of others who understand my work** and can offer their insights--or just listen and really "get it".*

*I have had the **opportunity to develop professionally** and learn a great deal from very experienced professionals. MAVA leaders have also recognized my skills and how they can help the organization and that makes me feel very valued.*

*I appreciate being a MAVA member. It gives me more **credibility to be a member of a professional organization**. It helps me stay informed about issues and trends in the field.*

# Award Winners

## 2009 Mary Wiser Award for Excellence in Volunteer Administration:

**Janene Rideman, Director of Volunteer Services at St. Cloud Hospital**

Janene has a long standing history of volunteer management and leadership in the St. Cloud area. For the past ten years Janene has managed the Volunteer Services Department at St. Cloud Hospital. Janene also serves as a member of SCAVC, MAVA and as a trainer for MAVA's VRL initiative. As a professional, she is willing to help those new to the profession by passing on her knowledge and experience from the field of volunteerism. Janene truly demonstrates how collaboration and leadership can lead to a successful program and build a stronger community. She has the passion for volunteers and always has the best interest of the volunteers at the fore front all of the time. She lives and breathes volunteerism.



## 2009 Award for Excellence in Youth Volunteerism:

**Kristy Okada, Youth Leader at the Minnesota Children's Museum and Student at Mounds Park Academy**

Kristy has contributed over 320 hours of her time to ensuring that the museum-goers who come to play have a positive and fun-filled experience. She is incredibly social, extremely outgoing, and works wonders with the children who visit the museum. In addition to this, Kristy continually goes above and beyond her normal call of duty. In addition to volunteering at the Minnesota Children's Museum, Kristy donates her time in other ways throughout her community. When asked what motivates Kristy to donate her time in so many ways, she simply said that it makes her happy to help people and finds it incredibly gratifying when she can make someone's day better.



# Financial Summary

## Income

	\$23,852
Partner Dues	\$2,000
Contributions	\$115
Board Member Donations	\$776
Total Program Income	\$101,763
Total Grants	\$105,105
Misc Operating Income	\$0
Corporate Sponsorships-Conference	<u>\$13,000</u>
<b>Total Income</b>	<b>\$246,611</b>

## Expense

	\$2,812
Program Expense	\$41,069
Staff Expense	\$83,545
Office Expense	\$18,699
Communications Expense	\$1,707
Conference Expense	\$74,064
Scholarship Expense	\$575
Miscellaneous	<u>\$342</u>
<b>Total Expense</b>	<b>\$222,813</b>

**Income Less Expense** **\$23,798**

Other Income  
Interest Income \$1,427

**Total Other Income** **\$1,427**

**Net Income (Loss)** **\$25,225**

# 2009 Board of Directors

## **President**

Kate M. Burggraff  
STEP

## **Past President**

Katie Bottiger  
Hammer Residences

## **Treasurer**

Jeanne Hanson  
Oak Grove Lutheran Church

## **Secretary**

Mary Capuzzi  
Ramsey County Human Services  
Volunteer Coordinator

## **Conference Co-Chairs**

Susan Pronk  
St. Mary's Hospital  
David Gonzalez  
Prevent Child Abuse Minnesota

## **Fund Development**

Juli Okal  
3M Industrial Markets

## **Leadership Development**

Janene Riedeman  
St. Cloud Hospital

## **Marketing & Communications**

Katie Bottiger  
Hammer Residences

## **Membership**

Jay Haapala  
Minnesota Children's Museum

## **Professional Development**

Deb Savitt  
Jewish Family and Children's Services

## **Public Affairs**

Renee Cardarelle  
Nexstar Legacy Foundation

## **Special Projects**

Lee George  
Brain Injury Association of MN

## **Strategic Directions**

Judie Russell

## **Volunteer Manager**

Barb Mullikin  
University of MN School of Nursing

## **Administrators of Healthcare Volunteers Representatives**

Pamela Mills  
Fairview Southdale Hospital  
Paula Cronquist  
Gillette Children's Specialty Healthcare

## **Directors of Church Volunteer Ministries**

Representative  
Pat Keyes

# Staff & VISTA Members

## **Volunteer Resources Leadership Project Manager**

Mary Quirk

## **Membership Services Associate**

Katie Bull

## **VISTA Members (Aug 2008—Aug 2009)**

Marissa Lewis

Amanda Kaufman

Kathleen Clingman

## **VISTA Members (Aug 2009—Aug 2010)**

Helen Young

Kristi Kehrwald

Mary Jane Horton



# Affiliated Networks of Leaders of Volunteers

St. Cloud Area Volunteer Coordinators (SCAVC), St. Cloud, MN

Volunteer Bridge, Elk River, MN

Lakes Area Volunteer Association (LAVA), Alexandria, MN

Morrison County Volunteer Network (MCVN), Morrison Co., MN

Southwest/West Central Volunteer Connections (SW/WCVC), Willmar, MN

Anoka County Volunteer Alliance, Anoka Co., MN

Administrators of Healthcare Volunteers (AHV)

Directors of Church Volunteer Ministries (DCVM)

Metro Area Volunteers in Schools (MAVIS)

Directors of Volunteers throughout Dakota County (DVDC), Dakota Co., MN

# Thank You to our Donors!

## Individual Donors

Debbie Kubes  
Jeanne Hanson  
Tamara Schmitz  
Mary Capuzzi  
Minnie Dunbar  
Terry Straub  
Jay Haapala  
Lee George  
Terry Straub  
Barb Mullikin  
Judith Russell  
Shari DeBlicke  
Katie Bottiger  
Jackie Connolly  
Janene Riedeman  
Jackie Maas  
Katie Bottiger  
Renee Cardarelle

## Corporate Donors

3 M Foundation  
Ameriprise Financial  
Land O Lakes  
Medtronic Foundation  
Target  
Thompson Reuters  
Corporate Volunteerism Council- Twin Cities  
Corporation for National and Community  
Service for VISTA Members

## Grants

Otto Bremer Foundation  
St. Paul Foundation  
F.R. Bigelow Foundation  
General Mills



# Individuals who have completed the Volunteer Resource Leadership Series in 2009

*(232 total)*

Janet Adams  
Teresa Ahrendt  
Beth Albrecht  
Nicole Anderson  
Susan Anderson  
Jean Andries  
Clara Antony, OSB  
Andy Arends  
Susan Asplund  
Megan Banick  
Kimberly Bauer  
Shelli Beck  
Sarah Beggs  
Kara Behrendt  
Jackelyn Bekius  
Joel Berg  
Sandy Bergeron  
Daneen Bergquist  
Lily Bevis  
Amanda Bigaouette  
Brian Bluhm  
Katie Bottiger  
Gretchen Boyum  
Danielle Brady  
Pat Braun  
John Bringewatt  
Shannon Broderick  
Laura Brown  
Carol Brunn  
Alison Bunge  
Angela Cabatbat  
Debra Campbell  
Mary Carlson  
Tim Casey  
Laurie Chapman  
Keith Chellsen  
Katelyn Christensen  
Gail Close  
LaNae Cobb

Bailey Craft  
Jennifer Curran  
Stacy Dauksavage  
Jennifer Davis  
Richard Deming  
Erin Dickmeyer  
Brooke Dirtzu  
Kathy Dockter  
Mary Edmister  
Joan Elkins  
Joann Ellis  
Nikki Emiliusen  
John Eng  
Carrie Engberg  
Kim Erickson  
Mark Erpelding  
Joe Esposito  
Bob Fallat  
Meredyth Fifield  
Tammy Fliccek  
Sister Shirley Frandrup  
Marcia Friedman  
Deb Gallop  
Jamie Garberich  
Beth Garland  
Beth Gaulke  
Lee George  
Anita Gille  
Jean Groppoli  
Deb Gross  
Judith Grytdahl  
Melinda Gulbranson  
Alisha Habdas  
Eileen Hafften  
Lynda Halbert  
Abbie Haluska  
Gabrielle Hamen  
David Hamm  
Jennifer Hamrick

Anne Harala  
Dana Heimark  
Maria Hendrickson,  
M.B.A.  
Margaret Henehan  
Heath Hickok  
Jill Hinners  
Sheri Houle  
Janet Ike  
Susan Israelson  
Ashley Jacobs  
Laurel Jacobson  
Kristine Jensen  
Pamela Johnson  
Russ Johnson  
Glenice Jones  
David Jones  
Jennifer Jubenville  
Sutina Kao  
Anna Karena  
Jacqueline Rae Keaveny  
Kristi Kehrwald  
Michelle Kellogg  
Maggy Kelly  
Molly Kennedy Lageson  
Katherine Ketter  
Pat Keyes  
Grace Kinder  
Sara Koch  
Candace Koehn  
Mary Krippner  
Russ Krook  
Wendy Krook  
Cameron Kruger  
Ben Kutschied  
Mary Lappegaard  
Carolyn Larson  
Corbett Laubignat  
Kate Lauer

Jessica Leibfried  
Sarah Lerohl  
Philippa Lindwright  
Joel Linker  
Amy Lobitz  
Philip Losacker  
Sondra Lowen  
Sheila Ludden  
Julie Malyon  
Meghan Manhattan  
Kelly Marcum  
Susan Marks  
Kate Marshall  
Sharon Marshall  
Mary Matlack  
Kristen Mattison  
AiEsha McCalister  
Heidi McCroskey  
Elizabeth Meyers  
Michelle Miller  
Andrea Miller  
Kathleen Milligan  
Jamie Moberg  
Karen Molino Klevar  
Neela Mollgaard  
Lindsey Molstad  
Senja Morque  
Sia Moua  
Lisa Munson  
Shelley Murphy  
Sarah Nelson  
Barbara Nelson  
Sarah Nelson  
Sally Newbury  
Richard Nielsen  
Carl Nordine  
Julie O'Connor  
Colleen O'Connor  
Kelsey Ohme  
Vickie Olmschenk  
Beth Olson  
Dana O'Malley  
Marisa Ontko  
Mary Ossell  
Matthew Perkins  
Jovon Perry  
Linda Peterson  
Kera Peterson  
Jennifer Peterson

Katie Pierce  
Paro Pope  
Christine Popp  
Annette Port  
Julia Quanrud  
Walter Raschick IV  
Bonnie Reeves  
Linda Riddle  
Becca Riedell  
Susan Riley  
Adam Robbins  
Jean Robbins  
Jacob Rock  
Mollie Roddy  
Barb Rogers  
Kristi Rosholt  
Tonya Roth

Nichole Salaam  
Travis Salisbury  
Jason Sanders  
Lindsey Savage  
Dylan Savall  
LuAnn Schaefer  
Lisa Scheinost  
Pat Scherf  
Heather Schommer  
Connie Schutta  
Gilbert Schwartz  
Jean Schwartz, OSB  
Angela Seppelt  
Alex Seydow  
Dennis Shaheen  
Michelle Short  
Karin Sollom

Lisa Somerville  
Karen Sorensen  
Ashley Sporer  
Jackie Stewart  
Alana Stimes  
Betty Lou Stob  
Linda Stolte  
Caitlin Stout  
Marlene Stumpf-Johnson  
Korey Sufka  
Mao Thao  
Samantha Thompson  
Kristin Tossey  
Sam Tracy  
Kelly Troska-Johnson  
Renita Twingstrom  
Anita Urvina Davis

Joy Vliem  
Amy Wadding  
Katie Walkowiak  
Alexis Walstad  
Leeanne Waterworth  
Sara Wessel  
Lana Western  
Sue Wichman  
Jane Wiley  
Devon Williams  
Jennifer Wussow  
Helen Young  
Rebecca Zaremba  
Ina Ziegler  
Ruth Zinsmeister  
Kristin Zoellner





Minnesota  
Association for  
Volunteer  
Administration



MAVA provides a forum to engage people involved in volunteerism across Minnesota to exchange information and ideas, and to link resources to build capacity. With over 800 members, MAVA is a powerful resource for the volunteer community. MAVA provides news, information, professional development and training opportunities to its members.



1800 White Bear Avenue North  
Maplewood, MN 55109  
(651) 255-0469  
[office@mavanetwork.org](mailto:office@mavanetwork.org)  
[www.mavanetwork.org](http://www.mavanetwork.org)