



Minnesota
Association for
Volunteer
Administration

2010 Annual Report

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



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Our Mission, Purpose & Vision

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.

2010 Highlights

Professional Development

MAVA Professional Development proudly hosted three Professional Development education events in 2010. Topics were selected based on feedback provided by the MAVA membership as well as past event attendees. The event topics included Family Volunteering, Volunteer Supervision and Delegation, and Advanced Topics in Social Media. All proved to be both relevant and timely. A signature of the 2010 event format was the opening networking session which provided attendees with a much needed opportunity to meet, share, and support each other on a range of topic-driven issues in a lively and energetic forum. About 120 MAVA members and non-members attended Professional Development events in 2010.

Public Affairs

The Public Affairs Committee focused on educating members on how to effectively interact with elected officials. We held our first MAVA Come to the Capitol event this spring, articles were published in the newsletter and information was posted on the MAVA website.

The Legislative Sub-Committee was formed to focus on specific pieces of legislation. The Legislative Sub-Committee members have been working with legislators to introduce bills that positively affect volunteerism and civic engagement.

MAVA Connections

MAVA Connections for 2010 was a full year with 7 various topics presented with active discussions hosted at 7 locations throughout the Twin Cities. Topics ranged from speed networking, to Principles of Grant Writing, Millennial Volunteering Trends to working with corporate volunteers. The sessions averaged about 15 members participating. MAVA Connections sessions ranged from formal presentations to members sharing their best practices in an informal round table discussion.



Advanced Topic Initiatives

Volunteerism and Workforce Skills

MAVA's newest initiative, focused on Central Minnesota, is looking at the interrelationship between volunteering and gaining workforce skills and how to support volunteer programs in their work with job seekers. A Toolkit for nonprofits and a training curriculum will be available in 2011.

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

With the start of the economic downturn in late 2008, MAVA realized the need to be proactive in developing resources on how this would affect volunteer programs. MAVA conducted original research on the "Status of Volunteer Programs in a Shifting Environment" in late 2009 and late 2010 that documented what was changing in volunteerism in the current economic times and strategies to address the changes. The research is at www.MAVANetwork.org/shiftingenv. Workshops were held around the state to discuss the research results and develop strategies.

Volunteerism in Immigrant Communities

MAVA distributed its research, conducted by Mai Moua of Leadership Paradigms, Inc., on volunteerism in Hmong, Latino and Somali communities through workshops around the state.

Boomeristics: Engaging Boomers and Future Generations of Volunteers

MAVA continued to share our 12 best practices for engaging Boomers and future generations as volunteers and conducted workshops around the state to assist organizations in updating volunteer engagement for today's volunteers. We saw results of this work with MAVA's Status of Volunteer Programs in a Shifting Environment survey, finding of organizations that responded:

- 58% involved volunteers in new roles and positions in the organization
- 48% increased flexibility of when volunteers can volunteer
- 42% asked volunteers to use their workplace skills
- 35% involved volunteers in leadership positions or managing projects

Program Statistics

In 2010, MAVA offered a variety of programming throughout the state.

- 52 programs held
- 1,412 total attendance
- 11 different locations in the state

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

- 125 individuals attended programs on Family Volunteer Programs, Volunteer Supervision and Social Media in the metro area.

In the Metro Area, the [MAVA Connections Network](#) met 7 times.

- Average number of members at each session: 15
- Topics included Grant Writing, Millennial Volunteering Trends and Corporate Volunteerism

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

- 191 Individuals attended training (170 received Certificate in Volunteer Leadership) with a total module attendance of 1488
- Series held in Duluth, Rochester, Virginia, Willmar and the Twin Cities

Programs on [Engaging Boomers](#) reached 6 communities in Minnesota.

- 14 sessions offered in Bemidji, Crookston, Duluth, Rochester, Willmar and the Twin Cities
- 464 individuals received training

Research and strategies on [Engaging Volunteers in a Shifting Environment](#) was presented 3 times.

- 44 individuals attended sessions in Little Falls and the Twin Cities.



Research and strategies on [Volunteerism in Immigrant Communities](#) was presented 8 times.

- 292 individuals participated in Mankato, St. Cloud, Rochester, the Twin Cities and via webinar.

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

- Trainings on Marketing to Boomers, Leadership Volunteers, Volunteer Recruitment, Youth Volunteerism and Social Media were held in Rochester, Little Falls, St. Cloud, Elk River, Willmar and the metro area.
- 191 individuals participated in training.

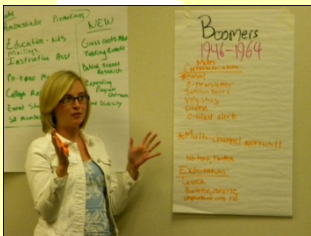
A Record of Success



"I will interact with my volunteers in more intentional ways and utilize resources from the workshop to strengthen my program"

"This training really provided me with a number of ideas to implement a volunteer program"

"We will benefit by having the ability to create an effective, appropriate volunteer program that fits our organization."



"I anticipate that I will be a better volunteer coordinator, and feel supported in many of the challenges I have faced, questions I have had."

"Minnesota has the best state network of volunteer program managers in the United States"
- Steve McCurley, International Trainer

"The Minnesota Association for Volunteer Administration (MAVA) continues to earn its reputation as one of the most active and original professional societies for leaders of volunteers in the United States."
-Susan Ellis, Energize, Inc.

The Value of Membership

"Thank you for being a constant resource. It is good to meet other volunteer managers and have support in the field."

"MAVA is a very important organization and does tremendous work for the field of volunteer management. THANKS!"

"Every MAVA training I have attended in the past several years has been excellent. The MAVA staff are great people that support us volunteer managers in the field."

"Wonderful, active organization that 'walks the talk.' MAVA truly understands the challenges inherent in our profession. There is nothing better!"

"MAVA is an amazing resource for the state of Minnesota and for volunteer administrators in all sectors."

Award Winners

2010 Mary Wiser Award for Excellence in Volunteer Administration:

Sandy Bergeron, Volunteer Services Director at Children's Hospitals and Clinics



Sandy Bergeron is the Volunteer Services Director at Children's Hospitals and Clinics of Minnesota. Sandy has worked in volunteer management since 1982, has been at Children's of MN since 1991, and has a long-standing reputation of leadership in the Twin Cities area. For the past nineteen years, Sandy has built the volunteer program at Children's Hospital from the ground up, from its beginning as two separate organizations (St. Paul Children's and Minneapolis Children's Medical Centers) to its current state as one of the most well regarded pediatric hospital programs in the area. Sandy has been president of MAVA and has presented at local, state and national conferences on best practices within volunteer management. Sandy's staff at Children's speak highly of her, "Sandy is passionate about what she does and wholeheartedly believes in our volunteer program. In her "director's welcome" in each of our volunteer orientations, Sandy says, 'In my nearly 20 years here, I have never left one day without thinking that a volunteer made a difference.' Sandy truly believes this, and her conviction makes everyone around her (ourselves, especially!) believe this as well."

2010 Award for Excellence in Volunteer Leadership:

Jay Haapala, Volunteer Manager at the Minnesota Children's Museum

Jay Haapala is the Volunteer Manager at the Minnesota Children's Museum. Jay has an extraordinary commitment to advancing the cause of volunteerism in the state of Minnesota. Poised to assume the presidency of MAVA, Jay is no stranger to volunteerism. His own authentic commitment to serving his community begins as a member of the Conservation Corps and as a High School Lacrosse Coach. In his time at the Children's Museum, Jay has more than doubled the number of volunteers in the program and tripled hours of service annually. In addition, Jay launched the museum's AmeriCorps VISTA program, now in its third year, initiated to build youth engagement at MCM. Jay's leadership includes his penchant for learning and growing his own skills.



He has taken full advantage of training and enrichment offerings and co-founded the Museum Volunteer Professionals (MVP) network, a collaborative of cultural institutions who meet to discuss volunteer engagement issues relevant to their professional field. A staff member at MCM says, "Jay's leadership and vision for volunteerism has guaranteed that the museum has a robust team of dedicated, qualified and energetic volunteers. As a leader of volunteers, he's been an inspiration and has been a tremendous person to learn from."

2010 Award for Excellence in Youth Volunteerism (14-18 yrs):

Quin Simmons



Quin Simmons has been an active member, volunteer, and leader of the Leadership and Activities Club, a youth leadership branch of Interfaith Outreach and Community Partners, for the past 4 years. In 2010 alone, Quin volunteered over 120 hours on a variety of humanitarian and environmental efforts that directly impacted the community he lives in. Quin's volunteerism in humanitarian efforts has left an impact on the greater Twin Cities community. After participating in the Sleep Out fundraising campaign at General Mills last year, Quin has committed his time and ideas into ensuring a successful campaign for homeless awareness this year. He has attended meetings with General Mills professionals to share his ideas about how to reach the most people effectively; helping to raise money for local nonprofits striving to end homelessness and hunger in Minnesota. Quin has also done research to find information about homelessness and hunger in Minnesota to inform participants at the event on the importance of this campaign. Annually, he volunteers his time the night of the event by helping set up and also assists in facilitating activities. Quin's commitment to this campaign helps raise thousands of dollars for Interfaith Outreach and Community Partners and Second Harvest. Through his efforts with the Leadership and Activities Club Quin has impacted Plymouth, Minnesota and the greater Twin Cities area. Not only has Quin raised awareness about our environment and helped others in need locally, he has also become a mentor for younger kids in his community.

2010 Award for Excellence in Youth Volunteerism (19-24 yrs):

Jennifer Honmyrh

Jennifer has been a volunteer with Children's Hospital and Clinics of MN for the past two years and has given over 990 hours of service. Not only is she an asset to the volunteer department, Jennifer is an essential role model of what hospital volunteerism looks like. She partners with many different departments in activities that benefit patients and families, both in the hospital and in the greater community. Besides volunteering on the inpatient units, Jennifer has been designated as the primary trainer; when new volunteers come to Children's, it is Jennifer who teaches them the "ins and outs" of the volunteer office, gives them tours of the hospital and helps them feel comfortable in their new roles. Jennifer represents the qualities of an idea volunteer at Children's Hospitals and Clinics of MN. She demonstrates a gentle and caring approach when working with children and families. She also has a positive spirit and great energy that is appreciated by families in stressful situations. In everything she does, Jennifer exemplifies strong leadership qualities. Besides volunteering on averages fifteen hours per week at Children's, Jennifer is able to balance a full time work schedule and a full time class load at Concordia College where she has pursued a degree in kinesiology.



Financial Summary

Income

Member Dues	\$27,861
Partner Dues	\$4,878
Contributions	\$336
Board Member Donations	\$605
Total Program Income	\$52,243
Total Grants	\$79,666
Misc Operating Income	\$5,652
Corporate Sponsorships-Conference	\$17,800

Total Income \$189,041

Expense

Board Expenses	\$2,119
Program Expense	\$95,390
Staff Expense	\$22,504
Office Expense	\$8,151
Communications Expense	\$1,389
Conference Expense	\$3,537
Scholarship Expense	\$265
Membership Expense	\$2,792
Fund Development	\$938
Miscellaneous	\$3,236

Total Expense \$140,321

Income Less Expense \$48,720

Other Income

Interest Income	\$1,046
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Total Other Income \$1,046

Net Income (Loss) \$49,766

2010 Board of Directors

President

Kate M. Burggraff
STEP

President Elect

Jay Haapala
Minnesota Children's Museum

Treasurer

Tracy Howard
St. Croix Consulting

Secretary

Mary Capuzzi
Ramsey County Human Services
Volunteer Coordinator

Conference Co-Chairs

Katie Bottiger
Hammer Residences
Janene Riedeman
St. Cloud Hospital

Fund Development

Anne Gibbons
Bethesda Hospital

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

Jeanne Tramel
Rasmussen

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

Patty Ahl
Immanuel St. Joseph- Mayo Health System
Linda Velez
Park Nicollet Health Services

Staff & VISTA Members

Volunteer Resources Leadership Project Manager

Mary Quirk

Member Services Associate

Katie Bull

VISTA Members (Aug 2009—Aug 2010)

Helen Young

Kristi Kehrwald

Mary Jane Horton

VISTA Members (Aug 2010—Aug 2011)

Nicole Burg

Danielle Schminkey

Daniel Salay



Affiliated Networks of Leaders of Volunteers

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

Volunteer Bridge, Elk River, MN

Rochester Area Volunteer Administrators (RAVA), Rochester, 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

Anne Gibbons
Barb Semerad
Deb Savitt
Helen Young
Jay Haapala
Jeanne Rasmussen
John Pribyl
Judie Russell
Kate Burggraff
Katie Bottiger
Katie Bull
Lee George
Mary Capuzzi
Mary Quirk
Mary Rivard
Molly Doran
Tamara Schmitz
Tracy Howard

Grants

F.R. Bigelow Foundation
Initiative Foundation
Otto Bremer Foundation
St. Paul Foundation
Stevens Square Foundation



Individuals who have completed the Volunteer Resource Leadership Series in 2010

(170 total)

Terry Aas
Dana Adams
Katherine Amundson
Anna Amundson
Sarah Bain
Elena Ballam
James Barber
Jenna Barke
Amy Beckius-Johnson
Jerine Berndt
Matt Bielefeldt
Susie Bierwerth
Betty Bishman
Jody Bjerke
Terri Borowick
Andra Bosneag
Meghan Bown
Angela Brannan
Tricia Brooks
Ryan Brownell
Maggie Bryde
Julia Buege Freeman
Haley Buenzli
Nicole Burg
Kate Burggraff
Diem Cao
Betty Carlson
Leslie Carney
Beatriz Carrillo
Sacha Casillas
Autumn Chmielewski
Renee Christianson
Emily Clary
Njeri Clement
Steve Connors

Bryana Cook
Beth Cooper
Jessica Corneillie
Katherine Crep
Dennis Crumb
Janelle Daberkow
Linda Davison
Kathleen Day
Maggie DeGroot
Amy Demmer
Rose Dolan-Neil
Andrea Donahue
Jackie Doncavage
Brandon Drazich
Marie Dydasco-Walch
Zachary Edin
Brenda Eggerth
Natalie Ehalt
Hannah Ellis
Elizabeth Erstad
Lauren Fechner
Katherine Foster
Rene Fuentes
Samantha Funk
Renee Gasch
Abigail Gaul
Jenny Gile
Kari Goldschmidt
Jodi Gorres
Mary Gossett
Ashley Grahek
Janet Gray
Dorothy Grinolds
Molly Grove
Nicole Haenke
Rhonda Hanson
Marjorie Hanson
Annie Harm
Mary Haugen

Joe Hein
Linda Herrmann
Amanda Hillmann
Mary Jane Horton
Noreen Huntington
Tammy Jensen
Eva Johnson
Cody Jones
Laura Jorgenson
Angela Kadrlik
Ibrahim Kamia
Pam Karich
Nancy Kearney
Amy Kern
Sara Kirsch
Andrew Knox
Sean Koebele
Aleta Kolan
Kamille Kolar
Linda Kolocek
Karla Korish
Michael Krachmer
Abigail Kramer
Jean Krauss
Vikki Krekler
Erin La Faive
Laurel Laudert
Denise Lemke
Jennifer Loew
Ruth Lonvick
Lisa Luokkala
Elise Maxwell
Terin Mayer
Barbara McIlwain
Anne McLellan
Julie Michelson
Paula Mielke
Nell Miller
Joseph Mladek
Rachel Monasterio
Molly Morton
Cathy Murphy
Joann Nelson

Jannaya Nelson
Gretch Nordman
Sheri Nordmeyer
Ariane Norrgard
Ardy Nurmi-Wilberg
Susan Olson
Mohamed Osman
Kim Perez
Gale Peterson
Marissa Pherson
Jackie Pieper
Beth Porter
Christina Pride
Amanda Raetzman
Richard Ragan
Aaron Rangoonwalla
Elaina Reinke
Beth Rovrig
Ayla Salter
Roxie Schenzel
Danielle Schminkey
Tamara Schmitz
Cathy Schoumaker
Eilita Sebhatu
Wendy Senarighi
Bethany Shuda
Tami Sibben
Danielle Smith
Kirsten Snow
Sarah Solbrig
Angela Sommers
Jennifer Stout
Kate Suchomel
Judith Swan
Debra Swanson
Sala Sweet
Carolyn Swenson
André Thomas
Delacy Thomas
Cheryl Thompson
Stephanie Thompson
Verna Toenyan
Anne Treadwell
Robin Trott
Teresa Turner
Karen Tveit
Jessica Van Iperen
Laurie Versepud
Sandy Wallin
Jan Williams
Abe Wofse
Emily Wright
Marina Ykhnis



Minnesota
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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.



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