

MHVCA Newsletter



Higgins Lake Retreat 2011 – You were square if you weren't there!



2011 Volunteer Symposium at Boyne Mountain October 20th – 21st 2011

Back to the Future!

The Volunteer Symposium is back at Boyne Mountain. After years of being tossed from location to location we have landed back at Boyne. This was a venue that many quite enjoyed. Hopefully many volunteers will be able to join us this year! Also check in time is 5pm therefore arriving on the 19th would be a better plan.

Slight Change: You may have noticed that the days have changed to Thursday and Friday as opposed to spilling into the weekend. After many stating that they did not like having their weekends taken up by the symposium and then returning to work the very next day, Monday, this should be a welcomed change!

Volunteer Symposium Registration - \$139
Early-bird (registration will open soon!)
Members...register 3 or more & receive \$10 off per registration.

Call for presenters are still open until Friday, July 22nd. So get your presentations over to the committee or encourage that knowledgeable colleague to come and speak. Remember you can't complain about the content if you do not seek out good people to speak!

Boyne Mountain Grand Lodge:
Make sure to make your reservations soon for the Grand Lodge. It's \$99 per night. Click Link below to check out the accommodations:
http://www.boyne.com/BoyneMountain/Lodging/Mountain_Grand_Lodge.html



Opening Keynote - Oct. 20 - Eleni Kelakos
STAND OUT, BE HEARD and MOVE FORWARD in your life and in your career! Motivational speaker Eleni Kelakos will inspire you to reclaim your voice, re-connect with your dream.



Closing Keynote - Oct. 21 - Ms. Hedda Matza-Haughton, LCSW
President/CEO, "For The Health of It" Consultation Services. Hedda Matza-Haughton will perform "Laugh For the Health of It,"
www.laughforthehealthofit.net

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Retreat 2011



Finding MHVCA Online

MHVCA is located on the MHPCO website under **Community Groups**

1. Goto: www.mihospice.org
2. Click on Yellow Menu on the Right
3. Choose MHVCA

And you're There!!!! See Easy!

All Grandfathered Volunteers MUST be Fingerprinted!!



REMINDER: EXEMPT EMPLOYEE FINGERPRINTING DEADLINE APRIL 1, 2011

The background check laws (MCL §330.1134a and MCL §333.20173a) require that all Exempt workers/volunteers submit their fingerprints to the healthcare worker database beginning April 1, 2011. Exempt workers are individuals who were employed, volunteered, contracted with, or granted clinical privileges by your facility/agency prior to April 1, 2006. Exempt workers must be fingerprinted at one of Cogent Systems' fingerprinting locations. Cogent Systems does not perform mobile/on-site fingerprinting services.

Please contact the Department of Community Health Workforce Background Check program by selecting 'Support Services' at www.miltcpartnership.org.

Credentialing? Is there a point?

The Ultimate Question:

At what level of authority do we feel leaders of volunteers should be placed within an organization and is that one of the criteria for earning a credential? Or do we allow someone eight levels below the executive team and the status/salary of a secretary to become certified in exactly the same way as the person who is second in command and instrumental in making organizational decisions?

We must push for and reward an updated career ladder in volunteer management. Let's identify today's credentials as entry-level and define the promotional possibilities for everyone to aim at them (employers, too!).

This may mean having to develop accreditation in ways different from other professions. We may possibly have to do this without the academic research so often used to validate best practice – at least until university faculty catch up to where our field is today. I do not have the answer to how to do this yet, but individualized peer review is the key (which CCVA does do well as part of the portfolio process in addition to the exam).

If we are unwilling to fight for our acceptance at our rightful level, we will never be a "profession." We will instead continue down the path of putting seals of approval on competent worker bees. Ultimately we will turn away the best and the brightest who have found new and different ways to unleash the potential of volunteers. Those colleagues won't pass the tests or fit the molds we are institutionalizing and they won't care.

We have to aim much, much higher.

[excerpt from Susan Ellis's article [Needed: A Multi-level Approach to Credentialing Volunteer Management.](#)]

Read full article:

<http://www.energizeinc.com/hot/2011/11jul.php>

CVA vs. CAVS Credentialing

CVA

Certified in Volunteer Administration (CVA)

- For managers in any setting
- 3 years experience paid or unpaid to qualify
- Test: 80 multiple choice questions
- Electronic Format offered once a year.
- 1500 – 1750 word Management Narrative
- 100-250 word Ethics Case Study
- 100-250 word Philosophy statement
- Fee: \$200-\$250

CAVS

Certified Administrator of Volunteer Services (CAVS)

- For managers in Healthcare settings
- BS + 2 years OR AS + 3 years in Paid position required to qualify
- Test: 110 multiple choice questions
- Electronic Format offered all year round
- Paper test offered at AHVRP annual conference
- No portfolio required
- Fee: \$250-\$375

Goto: www.cvacert.org for more info on both exams

Job Announcements:

[Director, Volunteerism \(FT\)](#) – Washington, DC
American Lung Assoc. National Headqtrs.
Director, Volunteerism to serve as lead National Headquarters technical expert in the area of volunteer recruitment, engagement, management, and recognition.
To apply: www.lungusa.org

[Director of Major Gifts \(FT\)](#) – Lansing, MI
Volunteers of America Michigan. Responsible for identifying, cultivating and soliciting major gift donors, managing relationships with existing major gift donors and pursuing additional major gift support for Volunteers of America Michigan's programs.
To apply: www.voami.org

[Volunteer Service Manager \(PT\)](#) Fremont, MI –
Hospice of Michigan Email Kappy Pennington to inquire: kpenning@hom.org

About MHVCA

Michigan Hospice Volunteer Coordinator's Association is a professional organization committed to the advancement and development of effective volunteer service administration in hospice programs.

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To become a member or renew your membership, please contact Deb Chesney at dchesney@hom.org

Only \$25/year
New fee!!

Using Volunteers in Management Positions – a new trend?

The wisdom of placing volunteers in management positions is supported by current research on volunteer management best practices. Research indicates that 74 percent of volunteers performing professional



or management activities develop strong organizational connections that motivate them to make monetary donations and continue volunteering.

The Winter 2009 edition of the Stanford Social Innovation Review advises organizations who depend on volunteers to “expand their vision of volunteering...and reinvent the way [they] support and manage volunteer talent.” The Stanford Review states that one of the most promising places to recruit new volunteers is among baby boomers, and refers to this group as “the new volunteer workforce.” To attract and retain “the new volunteer workforce organizations need to create compelling opportunities for these volunteers to perform important roles and make the most of their skills, talents and experience.

A Corporation for National and Community Service research brief on baby boomer volunteer retention and turnover echoes the recommendations in the Stanford Review. According to key findings in this 2007 brief:

- Harnessing baby boomer's skills and accommodating their expectations will be critical to volunteer recruiting in the years ahead.
- To attract baby boomers to volunteering,

organizations must re-imagine roles that cater to boomers' skills and the desire to make their own mark in their own way.

- The retention rate for boomer volunteers who engage in management or other highly skilled functions will be the highest.
- Boomers who perform general tasks that require little specialized skill will be the least likely to continue volunteering.
- The more hours boomers devote to volunteering in challenging assignments, the more likely they will be to volunteer from year-to-year and become donors.

[Full article: “The Role of Volunteers in Management” by Rose Van De Berg published in the NHPCO Winter 2010 Newsline “Insights”]



Are You Ready For Facebook?

Plan to join us for the “Lunch & Learn” audio conferences designed for community outreach staff to learn new concepts, share ideas, network, and interact with peers. Advanced registration is required so please mark your calendars and join us for:

Title: Social Media – Are you ready for Facebook?
Date: July 28, 2011
Place: Your office /conference room
Time: 12Noon -1:00 pm
Register at www.mihospice.org



2011 Regional Meeting Schedule:



Don't Look
Down! Let Your
Career Soar!

Online Resources:

- ▶ VolunteerMatch.Org
E-Recruitment Website
- ▶ 1-800volunteer.org
E-Recruiting Website
- ▶ VolunteerSolutions.Org
E-Recruitment Website
- ▶ Hands On Network
www.behandson.org
E-Recruitment Website
- ▶ ServeNet.org
E-Recruitment Website
- ▶ Idea List.org
E-Recruitment Website
- ▶ Smart Volunteer.org
E-Recruitment Website for
Professional Volunteers
- ▶ Energize Inc.org
Resources for Volunteer
Management
- ▶ Volunteer Resource.org
Resources for Volunteer
Management
- ▶ E-Volunteerism.com
Resources for Volunteer
Management
- ▶ Volunteer Today.com
Resources for Volunteer
Management
- ▶ Points of Light Foundation
www.pointsoflight.org
Resources for Volunteer
Management

Region 2 Meeting Schedule

Heather O'Brien, Region 2 Rep. hobrien@northernhealth.org

August 15th – Cadillac 10am-12 – lunch out to follow – Mercy Hospice

November 14th – Traverse City 10am-12 – lunch out to follow – Munson Hospice

Region 4 Meeting Schedule

John Girdwood, Region 4 Rep. JohnGi@vnsn.org

June 21st - Hospice of Gladwin Area, Gladwin MI HOST: Joyce

August 16th - HEY NEW MHVCA MEMBERS!

We are currently looking for a venue for this meeting. Let me know if you'd like to host!!

Region 5 Meeting Schedule

Sarah Balasia, Region 5 Rep. sbalasia@in-househospice.com

November 14th - Seasons Hospice in Madison Heights. Topic(s): Difficult Conversations, 11th hour training, and Cultural Diversity wrap-up.

Keep checking www.mihospice.org for updates on regional meetings in your area



Submit to this Quarterly Newsletter:

- Do you have an article to share?
- Job Announcement?
- Photos of Event?
- Inspirational Story of a Volunteer?
- Tips for your colleagues?

Editor's Notes . . .

MHVCA Newsletter is published quarterly. Brief appropriate articles are welcomed and will be considered space permitting. Please e-mail articles and or comments to the editor at crhicker@hom.org

EDITOR
Crystal Hickerson

Submission Guidelines:

- All submissions must be complete and include full contact information.
- Photos should be digital and attached to submission
- Submit to Crystal Hickerson at crhicker@hom.org

Find additional MHVCA online resources under community groups at www.mihospice.org