



HEALTHCARE DIRECTORS of VOLUNTEER SERVICES

NEWSLETTER



Fall 2009
Sept. October & November

Editor: Cindy Rinus

Letter From Your President: Julie Adams



Fall is a great time of year! The changing colors of fall remind me of how much our volunteer programs change. One day our programs are full and the next day we have many openings to fill. We have even seen many changes in CHDVS. We have all been faced with budget cuts this year, which has changed how many people can attend the meetings. This change brought about videotaping of our meetings. I hope those of you who have not been able to attend have had the chance to view the videos.

Speaking of change, it is that time of year where we start thinking about changing roles of the board members. Please remember to fill out your CHDVS board intention forms and get them back to Susan as soon as possible. I know we are all very busy, but I think the time and efforts we put into CHDVS are worth it. We have some extraordinary talent among us so I hope you will join the board and/or volunteer another member to join the board.

Thank you to Pat Dimond, for not only hosting our June meeting, but also for being the presenter. Pat and one of her volunteers taught us about Face Book and Twitter. I still am having trouble figuring this all out. In August, we traveled to Colorado Springs to the new St. Francis Hospital. Thank you to Beth and Sandra for hosting such a wonderful lunch, your new facility is beautiful! The topic was "Volunteer and Staff Working Relationships" by Robert A. Ryder, Vice President – Learning and Leadership Development, Centura Health. Robert gave a great presentation and gave us ideas to take back to our hospitals. Our next meeting will be in Keystone. The meeting will be Thursday, September 10, from 8:00-9:00 AM. The location will be determined when we get there. Jordan sent out an e-mail requesting everyone's cell phone number so we can call you with the details. I look forward to seeing you all there!

Thank you for your dedication to CHDVS!

Julie

In This Issue



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By: Susan M Heathfield

www.askabout.com



Letter from the President: Julie Adams

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Silent Auction Items!

Don't forget to bring your Silent Auction Items to the conference. If you are unable to attend but wish to donate an item contact Jordon Frost at (303) 837-7667 or email her frostjo@exempla.org to arrange drop off for the donations.

Free Keystone Fun!

9/4-9/25 Every Friday, **FREE** at the Keystone Pavilion, **Adrenaline Movie Series**. Great fun for all ages.

9/5

21st Annual Taste of Keystone

11:00-3:00 PM at Lakeside Village

9/12 Festa Italiana

River Run Village

For more information on things to do while in Keystone go to <http://www.resortquestkeystone.com/keystone-events.htm>

"I've used this successful team building ice-breaker for so many years that I don't remember where it originated. This team building icebreaker is fast, easy, and fun. Try out this always successful, laughter-generating, team building icebreaker. It's a good icebreaker for a meeting because it takes so little time."

- Divide the meeting participants into groups of four or five people by having them number off. (You do this because people generally begin a meeting by sitting with the people they already know best.)
- Tell the newly formed groups that their assignment is to find ten things they have in common, with every other person in the group, that have nothing to do with work. (I tell people no body parts (we all have legs; we all have arms) and no clothing (we all wear shoes, we all wear pants). This helps the group explore shared interests more broadly.
- Tell the groups that one person must take notes and be ready to read their list to the whole group upon completion of the assignment.
- Ask for a volunteer to read their whole list of things in common first. Then, ask each group to share their whole list with the whole group. Because people are your best source for laughter and fun, the reading of the lists always generates a lot of laughter and discussion. You can also catch the drift of the conversation in the small groups based on the transitions made from item to item.
- This team building icebreaker takes 10 – 15 minutes, depending on the number of groups. To keep the activity to ten minutes, after seven minutes of brainstorming together, I usually tell the groups that the lists they have created are perfect, no matter how many items they have, and debrief

"All the worlds a stage and most of us are desperately unrehearsed!"
Sean O'Casey



Meet you 'Future' CHDVS Colleague

On July 3rd 2009, our friend and colleague, Cori Pearson and her husband Casey welcomed their 1st child in to the world

Annika Reec Pearson

Both Cori & Annika are doing well. If you would like to send a card or note to Cori & Casey please address your mail to:

1309 28th Ave.
Greeley, CO 80634



Happy Birthday to You!

Sandra Duve 9/3
Erin Beauprez 9/10
Chris Tafoya 9/21
Betty Trueblood-Smith 10/7
Amanda Visosky 10/9
Julie Adams 10/23
Joyce Austin 10/25
Becca Schickling 11/13
Linda Fisher 11/20
Leslie Gann Exner 11/18
Deb Peek 11/29



Words of Wisdom

"Half our life is spent trying to find something to do with the time we have rushed through life trying to save."

Will Rogers

Volunteering in America

Large City Volunteer Trends

Top Ten Large Cities for Volunteer Rate

- 1 Minneapolis-St Paul, MN 38.4%
- 2 Portland, OR 36.7%
- 3 Salt Lake City, UT 36.5%
- 4 Seattle, WA 34.3%
- 5 Kansas City, MO 33.4%
- 6 Columbus, OH 32.8%
- 7 Oklahoma City, OK 32.5%
- 8 Hartford, CT 32.0%
- 9 Denver, CO 30.9%
- 9 Washington, DC 30.9%



Highest volunteer rate: *Minneapolis-St. Paul* had the highest overall volunteer rate of the 51 largest metropolitan areas in the country between 2006 and 2008 at 38.4 percent. Minneapolis-St. Paul was also ranked 1st for their volunteer rate between 2005 and 2007. The median volunteer rate for large cities during 2006 to 2008 was 27.3 percent.

Largest volunteer rate increases: The top large cities with the greatest increases in their volunteering rates between 2004 and 2008 are *Virginia Beach, VA*; Las Vegas, NV; San Jose, CA; and Hartford, CT. These increases ranged from 5 percentage points in Hartford to 12.6 percentage points in Virginia Beach.

Largest number of volunteers: *New York City* had the largest average number of volunteers per year between 2006 and 2008 at almost 2.4 million. Atlanta saw the largest increase in their volunteer numbers in recent years, with over 249,000 more volunteers in 2008 than in 2004.

Largest number of volunteer hours served per resident: Residents of *Salt Lake City* served an average of 55.8 hours per year per person between 2006 and 2008, the highest number of hours in the country. Virginia Beach, VA had the highest rate of intensive volunteering among the large cities with 45.4 percent of residents serving 100 or more hours in a year between 2006 and 2008.

Highest level of neighborhood engagement: *Seattle* residents were the most likely to attend public meetings between 2006 and 2008 at 14.2 percent. During the same time period, they also had the third highest rate of working with their neighbors to fix community problems at 11.6 percent after Baltimore at 14.5 percent and Salt Lake City at 12.9 percent.

Community factors impacting volunteer rates: While there is no factor that can singularly explain changes in a given area's volunteer rate, there are a number of community characteristics that can work together to have an impact. Cities with higher homeownership rates, higher education levels, shorter commuting times, higher numbers of community organizations and associations and lower levels of poverty and unemployment tend to have higher volunteer rates. Additionally, communities in which volunteers tend to keep serving from one year to the next often have higher volunteer rates.

All data for cities are collected from Metropolitan Statistical Areas, as designated by the Federal Office of Management and Budget.

Unless otherwise stated, statistics for large cities are computed using three years' worth of volunteer data (2006, 2007 and 2008) collected from fifty-one of the largest metropolitan areas in the U.S.



Volunteering in America National & Colorado Statistics

www.volunteeringinamerica.gov

National Service

- In 2008 61.8 million Americans or 26.4 % of the adult population contributed 8 billion hours of volunteer service worth \$462 billion, using Independent Sector's 2008 estimate of the dollar value of a volunteer hour (\$20.25)
- Over 441,000 more young adults (ages 16-24) volunteered in 2008 than 2007, representing an increase from about 7.8 million to more than 8.2 million.
- 8.2 % of the of volunteers donated their time in a healthcare setting in 2008
- While charitable giving is on the decline the volunteer service rate increased from 26.2 to 26.4 % in 2008

Colorado Service

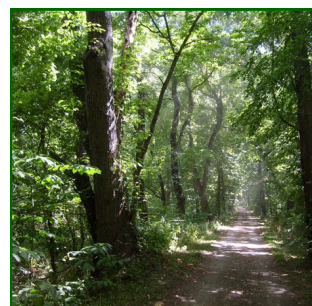
- 1.3 million adults in Colorado volunteered in 2008
- 31.9 % of Colorado residents volunteered, ranking Colorado 17th among 50 states and Washington DC
- Colorado volunteers gave on average 41.5 hours, ranking Colorado 13th among 50 states and Washington DC.
- Colorado volunteers gave 3.1 billion dollars in service contributions in 2008
- Denver had on average, 575,400 volunteers which resulted in 30.9% of Denver residents volunteering, rating Denver 9th within 51 large cities across the nation.
- Colorado Springs had on average 147,600 volunteers which resulted in 32.5% of Colorado Springs residents volunteering, rating them 26th within 75 mid-size cities across the nation
- Boulder had on average 99,900 volunteers which resulted in 36.1 % of residents volunteering, rating Boulder 39th within 75 mid-size cities
- Fort Collins had 86,900 volunteers which resulted in 38.3% of Fort Collins resident's volunteering, rating Fort Collins 7th within 75 mid-size cities
- Greeley had 67,700 volunteers which resulted in 32.8% of Greeley residents volunteering, rating them 25th within 75 midsize cities

CHDVS Leadership Interest Survey

Is there a CHDVS member who comes to mind when you think of a potential leader? Are you interested in challenges and personal growth? If so nominate yourself or someone else for the 2010 CHDVS Leadership Board.

Email your survey forms by
Friday, August 28th

Committee members:
Betty Trueblood-Smith ,
Debbie Anderson or Susan Nadeau



**“Do not go where the path may lead,
go instead where there is no path and
leave a trail.”**

Ralph Waldo Emerson

Effective Volunteer Interviewing

Reference by an article written by Steve McCurley
www.casenet.com

According to author Steve McCurley, "One of the most neglected areas of volunteer management training has been that of effective interviewing techniques." Good interviewing skills are essential to performing that most crucial of all volunteer management tasks, matching a prospective volunteer with an assignment and a work environment they will enjoy."

Many management training programs do not include an in-depth training in volunteer interviewing and most programs focus on employment style interviewing techniques which are inappropriate for interviewing volunteers. Steve McCurley states, "An effective volunteer interview consists of evaluating a person for a job, not for 'the' job." Instead of focusing on an applicants suitability for one job we should focus the candidates ability and desire to fit productively in some position within the organization. Employment interviewing focuses on the question, "who can do this job?", while volunteer interviewing focuses on more creative question, "Who will want to do this job?" This is called 'the People Approach' and was created more then 20 years ago by Ivan Scheier and the phrase still rings true today.

First determine the purpose of the volunteer interview:

- Identifying the Fit– Determine the interests and abilities of your potential volunteer and their suitability for the a particular job. Are they a right fit for your organization? Do they share similar mission and values?
- Recruiting the prospective applicant– Once you determine that the prospective volunteer is a good fit and you intend to offer them the assignment, take a few moments to let them ask questions and raise any concerns they may have regarding their abilities for the task, you may need to sell the volunteer on their ability to make a contribution, or to derive personal satisfaction from helping another.

The Interview Site


Volunteer interviews require a great deal of privacy. This is a chance to explore the persons characteristics, their values, and their motives to volunteer. Three attributes are critical:

- Accessibility
- Friendly atmosphere
- Privacy

Pre-Interview Preparation

Before the candidate arrives prepare for the interview by assembling the following items:

- A list of possible jobs with descriptions of required work and qualifications
- A list of questions related to each job
- A completed application form with the volunteer's background information
- A set of open ended questions to explore the volunteer's motivation
- Information and materials on your organization and program



"Winter is an etching, spring a watercolor, summer an oil painting and autumn a mosaic of them all."

- Stanley Horowitz

Effective Volunteer Interviewing

continued

Beginning Interview Focus:

- Make the candidate feel welcome. Express your appreciation for them coming in to meet with you and discuss the possible options to volunteering in your organization
- Take a few moments to build rapport with your interviewees. Explain to them what you hope to accomplish during your session and how they fit in to the process. Let your interviewees know that their determination of whether volunteering would be suitable for them and the organization is the intent of the discussion.
- Give them background on your organizations, it's mission and values, and encourage them to discuss questions they may have about your volunteer program.

Conducting the Interview:

A major portion of your interview should include the following

- Exploring the applicants interests, abilities and their situation. Why do they wish to volunteer? What types of assignments or work environments appeal to them most.
- Discuss the various job possibilities you have available. Explain the purpose and setting of jobs and let the applicant consider them. Use this as an opportunity to let the applicant discuss how they would approach various jobs, which will tell you more about their intentions and level of interest.
- Discuss your requirements. The time commitments, training requirements, paperwork, confidentiality rules, etc. Let the volunteer know what will be expected of them. *Remember that you are still 'recruiting' the volunteer at this stage, so do not forget to explain why each job is important to the interests of the agency and the clientele.*
- Look for personality indicators that will help you in 'matching' this person to a situation where they will be happy. This can include items such as whether they smoke, desire for individual or group work, and other preferences.

One of the important skills to possess during the interview is the ability to determine an unexpected talent in the volunteer and to begin to construct a possible volunteer role on the spot. This requires a good understanding of the agency and its programs. If you make use of volunteers to conduct interviews (at which they are great at building rapport and seeing things from the viewpoint of the potential volunteer) make sure they have a broad background about the agency and its program needs.

Closing the Interview:

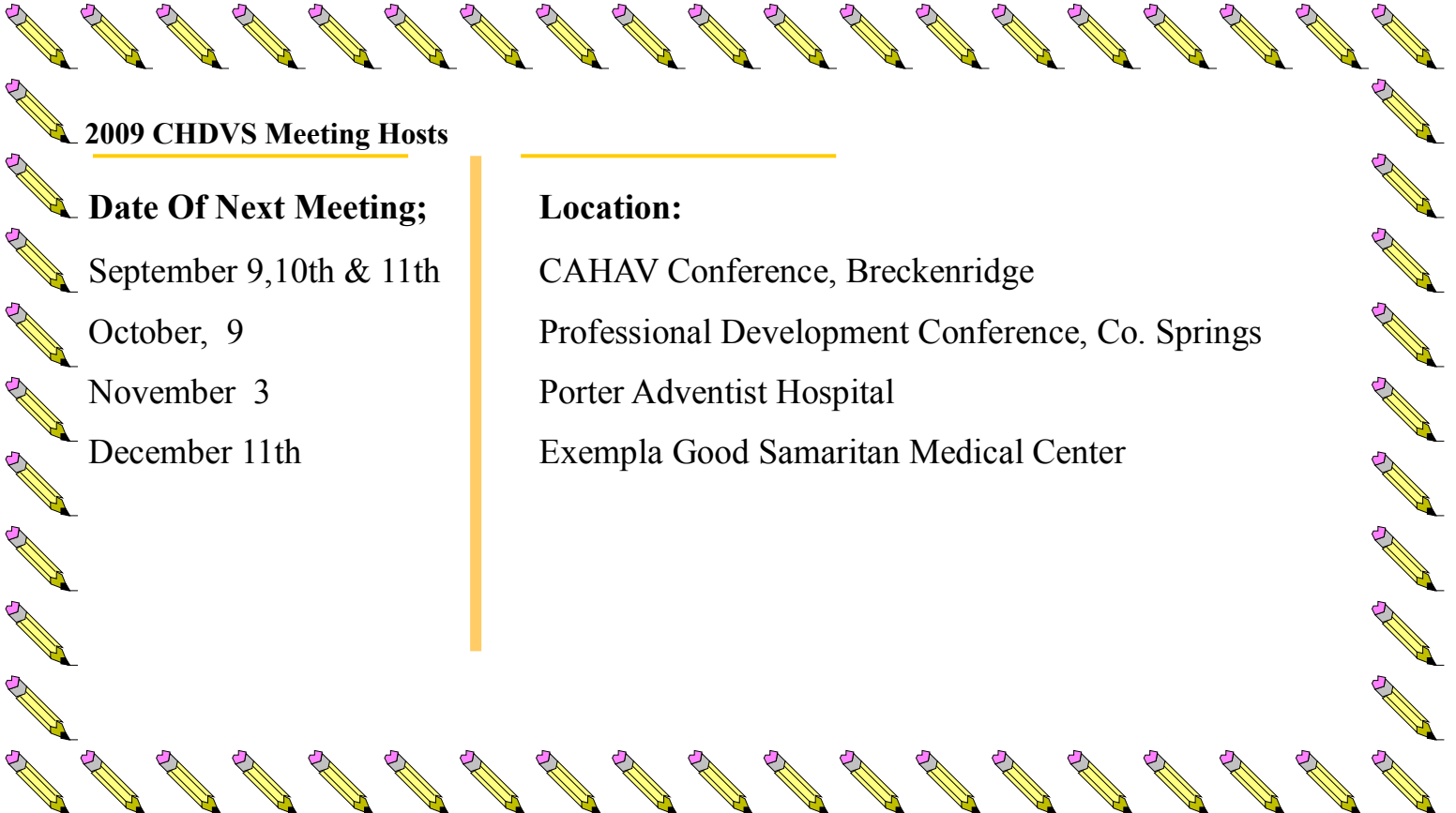
- Making an offer of a possible position to the volunteer, or politely explaining that you have no suitable openings for them at this time.
- Explaining what will happen next: making background or reference checks, scheduling a second interview with staff, scheduling a training session, etc. Explain the process, the timeframe, and the role of the volunteer in each stage.
- Explaining the next steps in the process: what will happen, and the timeframe.
- Thank them for coming in and sharing their time with you

For more on this subject and other tips on volunteer management topics go to: www.casenet.com

Professional Education Checklist

If you are Hosting a meeting be sure to follow the checklist provided below and on the website:

- Reserve a room for the Board meeting from 10:00 – 11: 30 AM
- Reserve a room for the General meeting from 11:30 AM – 2:00 PM
- E-mail directions to your hospital, parking location, and RSVP information to the Webmaster three weeks prior to the meeting
- Plan the lunch menu
- No Gifts
- Make sure that AV equipment that the speaker needs is available
- Let the President know if you need any help



2009 CHDVS Meeting Hosts

Date Of Next Meeting;

September 9,10th & 11th

October, 9

November 3

December 11th

Location:

CAHAV Conference, Breckenridge

Professional Development Conference, Co. Springs

Porter Adventist Hospital

Exempla Good Samaritan Medical Center