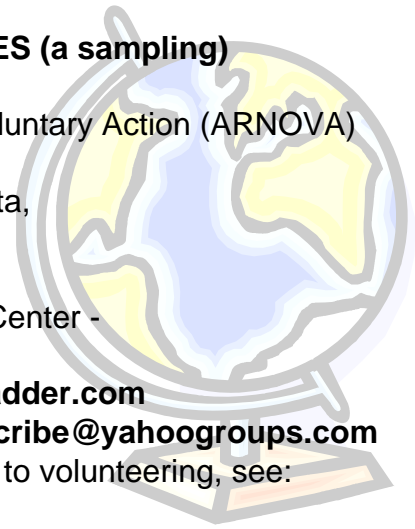


INTERNATIONAL VOLUNTEERISM WEB SITES (a sampling)

- Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) **www.arnova.org** (also ARNOVA-L listserv)
- ★ Bureau of Labor Statistics, *Volunteering in the US* annual data, **www.bls.gov/news.release/volun.toc.htm**
- Charity Village (Canada) - **www.charityvillage.com**
- ★ Corporation for National and Community Service Resource Center - **www.nationalserviceresources.org**
- *Cultural Volunteer (cv)* e-newsletter (UK) – **www.lynnblackadder.com**
- CyberVPM listserv: send request e-mail to **cybervpm-subscribe@yahoogroups.com**
 - ◆ For a list of other electronic discussion groups related to volunteering, see: **www.energizeinc.com/prof/listserv.html**
- ★ Energize “For Leaders of Volunteers” Web site - **www.energizeinc.com**
- *e-Volunteerism: The Electronic Journal of the Volunteer Community* - **www.e-volunteerism.com**
- ★ Idealist.org Volunteer Management Resource Center - **www.idealist.org/en/vmrc**
- Ivan H. Scheier Archival Collection - **academic.regis.edu/volunteer/ivan**
- Linda Graff’s “Musings”: **www.lindagraff.ca/musings.html**
- Management Assistance Program for Nonprofits, section on “Managing Volunteer Programs - **www.mapnp.org/library/staffing/outsrcng/volnteer/volnteer.htm**
- National Volunteer & Philanthropy Centre of Singapore - **www.nvpc.org.sg**
- Northern Ireland Volunteer Development Agency - **www.volunteering-ni.org/inform/public.asp**
- Online Volunteering (UN Volunteers) - **www.volunteeringonline.org**
- OzVPM (Australasian) – **www.ozvpm.com** and the OzVPM listserv: send a blank e-mail to: **OzVPM-subscribe@yahoogroups.com**
- Points of Light & Hands On Network resources- **www.pointsoflight.org/resources**
- ServiceLeader.org - **www.serviceleader.org/new/managers**
- UKVPMs listserv: send a blank e-mail to **UKVPMs-subscribe@yahoogroups.com**
- Volunteer Canada - **www.volunteer.ca**
- Volunteer Development Scotland - **www.vds.org.uk**
- Volunteer Today “Electronic Gazette” - www.volunteertoday.com
- ★ Volunteering in America (interactive data) - **www.volunteeringinamerica.gov**
- ★ Volunteering England - **www.volunteering.org.uk**
- World Volunteer Web (United Nations Volunteers) - **www.worldvolunteerweb.org**

- ★ To Post Volunteer Opportunities: updated list of free registries in the US and around the world provided at **www.energizeinc.com/prof/volop.html**, including:
 - www.idealist.org** **www.volunteermatch.org** (USA)
 - www.govolunteer.com.au** (Australia) **www.do-it.org.uk** (UK)



U.S. VOLUNTEERISM INFRASTRUCTURE – A QUICK TOUR

Adapted from the Resource Appendix in the 3rd edition of *From the Top Down: The Executive Role in Volunteer Program Success* by Susan J. Ellis (in progress, 2009 publication)

LOCAL LEVEL

1. Volunteer Centers, HandsOn Affiliates, and other Volunteer Clearinghouses

Volunteer Centers (the one in your community may have a variation on the name) are local advocates for community service and clearinghouses for information on volunteer opportunities. Organizations seeking volunteers can "register" their needs, while members of the public can contact the Volunteer Center to discover what volunteer assignments are available. There are active Volunteer Centers around the world.

Different Volunteer Centers engage in different projects. Today most maintain an online database of volunteer opportunities, either independently or as part of a national database fed by many volunteer centers. Other centers actually interview potential volunteers and try to individualize the assistance in finding the right volunteer activity. Many Centers organize community-wide events for National Volunteer Week or International Volunteer Day or coordinate collaborative recruitment efforts such as shopping mall fairs. The larger Volunteer Centers also maintain libraries of materials on volunteer program development. Those that are part of their local United Way, however, may be limited in what they actively support beyond human service agencies or may be distracted during campaign time.

As of 2008, the national organization representing volunteer centers (Points of Light Foundation) merged with an organization focusing on single days of service, called HandsOn Network. It is too soon to know how many volunteer centers will officially rename themselves, but you might discover your community now has a "HandsOn Center." Or, as the 2009 name of choice, simply "Action Center" with no other identifier (!). To complicate things further, some of the older affiliates still carry the original name of "City" Cares, as in New York Cares, Philadelphia Cares, etc.

The real change is that HandsOn affiliates all recruit volunteers interested in episodic volunteering. To that end, each HandsOn affiliate produces a monthly calendar of volunteer opportunities from which their members can choose one, none, or several to do that month. The volunteer's identity is as a HandsOn volunteer, providing services to different community agencies all the time.

If your community has a Volunteer Center and/or HandsOn affiliate, by all means get on its postal or e-mail list. This should assure you of receiving information about local training workshops, conferences, or meetings focused on volunteerism.

There are other volunteer clearinghouses, as well. College and universities that encourage their students to volunteer and/or require some form of community service before graduation often create a campus office to help students find placement sites. Campus centers welcome receiving information on what types of volunteering are available and often can help find students with particular skills and interests.

Similarly, large corporations that want to help their employees to volunteer (usually on the employee's own time) also maintain a database of information on agencies interested in finding volunteers. At a minimum, these companies will help to disseminate information on volunteer opportunities

2. DOVIAs

Whether or not your community has a Volunteer Center, it may have what has come to be called, generically, a "DOVIA." This stands for "Directors of Volunteers in Agencies" and is simply an association of people who have the responsibility for leading the volunteer program in their organizations. Many different names are out there, from Volunteer Coordinators Roundtable to New York Association for Volunteer Administrators.

DOVIAs usually meet on a regular basis several times a year and operate as self-help professional groups. They plan their meetings to provide a mixture of collegial interaction (often the main benefit of attending) and provision of information. There is usually a speaker who addresses the group about some aspect of volunteer management.

The more established DOVIAs sponsor periodic workshops in which nationally-known trainers may be invited to present. Newsletters and other forms of resource exchange are also common. All costs for these activities are covered through very reasonable membership dues or registration fees. Often the Volunteer Center offer some staff support for the local DOVIA.

3. CVCs and Special Affiliation Groups

In large cities, there may also be a "Corporate Volunteer Council" (CVC), again under a range of names, possibly using the words "workplace" or "employee" volunteering. These are associations of the people charged with running their for-profit company's employee volunteer effort. CVCs are like specialized DOVIAs, providing education and support to their members. Some develop collaborative projects to pool the efforts of their employees. In some cities, the local volunteer center staffs the CVC.

The resources described here support volunteering *generically*, regardless of the setting. But some fields have evolved their own organizations and associations, which may be totally independent in one city or may be national with state and local chapters. For example, directors of volunteer services in hospitals have a well-established network, as do hospices, with membership limited to health care settings only. On the other hand, when there is a large enough concentration of cultural arts institutions in a city, it's common for each of their volunteer program managers to meet together in an organized, but largely informal way.

Whether or not someone joins a CVC or other special affiliation group, there is still the need to join the generic infrastructure to get the "big picture" of volunteerism as a whole.

continued

STATE LEVEL

1. State Offices and Commissions

As a result of 1993 federal legislation, almost all states established Governor-appointed "Commissions on National Service" to administer programs funded by the Corporation for National and Community Service (more on this below). These Commissions were superimposed onto an existing, less uniform, system of state-level government offices charged with coordinating volunteerism.

Previously, state-level bureaus had names such as State Office on Voluntary Citizen Participation, Governor's Office on Volunteerism, etc., and operated under mandates ranging as widely as their names. All attempted to be statewide clearinghouses of information about citizen involvement. In some ways, State Offices functioned as Volunteer Centers for a wider geographic area.

In the last decade, many former State Offices have merged with – or been subsumed under – their state Commissions. In a few states, both operate as separate entities. When they are combined, 95% of the staff's focus is on supporting state-level, federally-funded programs. So community volunteering rarely gets much attention beyond the occasional Governor's Proclamation at National Volunteer Week.

Get on the mailing list of your State Office, if you are lucky enough to be in a state that has one. The good State Offices sponsor statewide conferences for volunteer leaders and publish informational newsletters.

2. State Associations

Just as there are local DOVIAs that bring together volunteer management practitioners, there are also state associations. There are about 25 state associations, many of them weak but at least a half dozen are quite vibrant. They run statewide conferences and provide other resources to their members. Note that local DOVIAs are not "chapters" of their state association and membership can be held in both or either.

On the other hand, affiliation groups usually do have a state-level association with local chapters.

National Level

1. Corporation for National and Community Service

www.nationalservice.gov

First formed in 1971 as ACTION (all caps, but no acronym), this is the federal agency focused on volunteering. The name was changed to the Corporation for National and Community Service (CNCS) by the Clinton Administration in 1993. They state their mission as follows:

...the Corporation provides grants and training and technical assistance to developing and expanding volunteer organizations. In addition, the Corporation explores, develops, and models effective approaches for using volunteers to meet the nation's human needs and conducts and disseminates research that helps develop and cultivate knowledge that will enhance the overall effectiveness of national and community service programs.

continued

The largest programs they fund/administer are: AmeriCorps, which still includes VISTA as a distinct program; the National Senior Service Corp, which includes RSVP (Retired and Senior Volunteer Program), Foster Grandparents, and Senior Companions; and Learn & Serve America.

Stay tuned for changes that are going to occur once the 2009 Edward M. Kennedy Serve America Act becomes law – particularly the formation of several new “Corps” for special groups and special causes.

Annually NCNS holds a National Conference on Volunteering and Service, www.volunteeringandservice.org, in conjunction with....

2. HandsOn Network Generated by the Points of Light Institute

www.handsonnetwork.org

www.pointsoflight.org

This is the official name of the merger between the former Points of Light *Foundation* and HandsOn Network (I kid you not!). They advertise two separate offices, but 98% of the staff operates out of Atlanta, where HandsOn has always been. Only a few still work in DC.

At the moment, they also maintain two Web sites – actually they have over a dozen different sites, all of which are accessible from www.handsonnetwork.org. Among these are the national registry of volunteer opportunities that volunteer centers have used for a while (www.1-800-Volunteer.org), MissionFish, The Extra Mile, and Youth Leadership Institute.

Stay tuned for changes that are going to occur once the 2009 Edward M. Kennedy Serve America Act becomes law. Prediction: references to “Points of Light” will disappear.

Most of the old services provided by POLF have been discontinued – no more magazine, bookstore, and other resources that tended to focus on volunteer program managers. HON/POLI does still manage National Volunteer Week (usually the 3rd week of April). Logos and materials can be downloaded at <http://www.handsonnetwork.org/programs/more/nvw>.

HON/POLI receives a chunk of federal funds through the Corporation for National and Community Services and therefore is part of the planning team for the National Conference on Volunteering and Service.

3. Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)

www.arnova.org

Self-described as an “interdisciplinary community of people dedicated to fostering through research and education, the creation, application and dissemination of knowledge on nonprofit organizations, philanthropy, civil society and voluntary action.” They are predominantly academics, produce the scholarly journal, *Nonprofit and Voluntary Sector Quarterly*, and hold an annual international conference. They have an active listserve (ARNOVA-L), open to all.

4. TBD: a national association for volunteer resources managers

Sadly, this critical component of the national infrastructure is as yet “to be determined.” For over 30 years, the Association for Volunteer Administration (AVA) was the national professional

continued

society, but it closed its doors abruptly in early 2006, leaving the field with no national network. During that year, two competing efforts to create a new association gained ground. One was the **Association of Volunteer Resources Management** (AVRM), <http://avrm.org>. The other was a “bridge” effort to convene existing state and local associations in a Congress of Volunteer Administrator Organizations (COVAA), 90 of which sent representatives to Denver in December of 2006. These delegates voted to form a new association and, as of 2008, incorporated it as **ALIVE** (Association of Leaders in Volunteer Engagement), www.volunteeralive.org.

Neither body has yet emerged from dormancy, although reports of activity behind the scenes give some hope that ALIVE might activate itself (and it started 2009 with a grants of \$100,000 from the Volunteer Impact Fund).

5. National associations for volunteer program managers in specialized settings

There are many, including the Association for Healthcare Volunteer Resource Professionals (AHVRP), the American Association of Museum Volunteers (AAMV), National Association of Volunteer Programs in Local Government (NAVPLG), and more. Energize maintains a list of such associations at <http://www.energizeinc.com/prof/orgspec.html>.

6. Online registries of volunteer opportunities

Hardly imaginable a decade ago, one of the important resources today for volunteer programs are the growing number of online sites where volunteer opportunities can be posted. The largest of these are www.VolunteerMatch.org and www.Idealist.org, but there are many more. Several also offer online training and other services for both or either volunteers themselves and program managers. Energize maintains a list of all such sites in the US and around the world at: <http://www.energizeinc.com/prof/volop.html>.

7. Academics, researchers and consultants

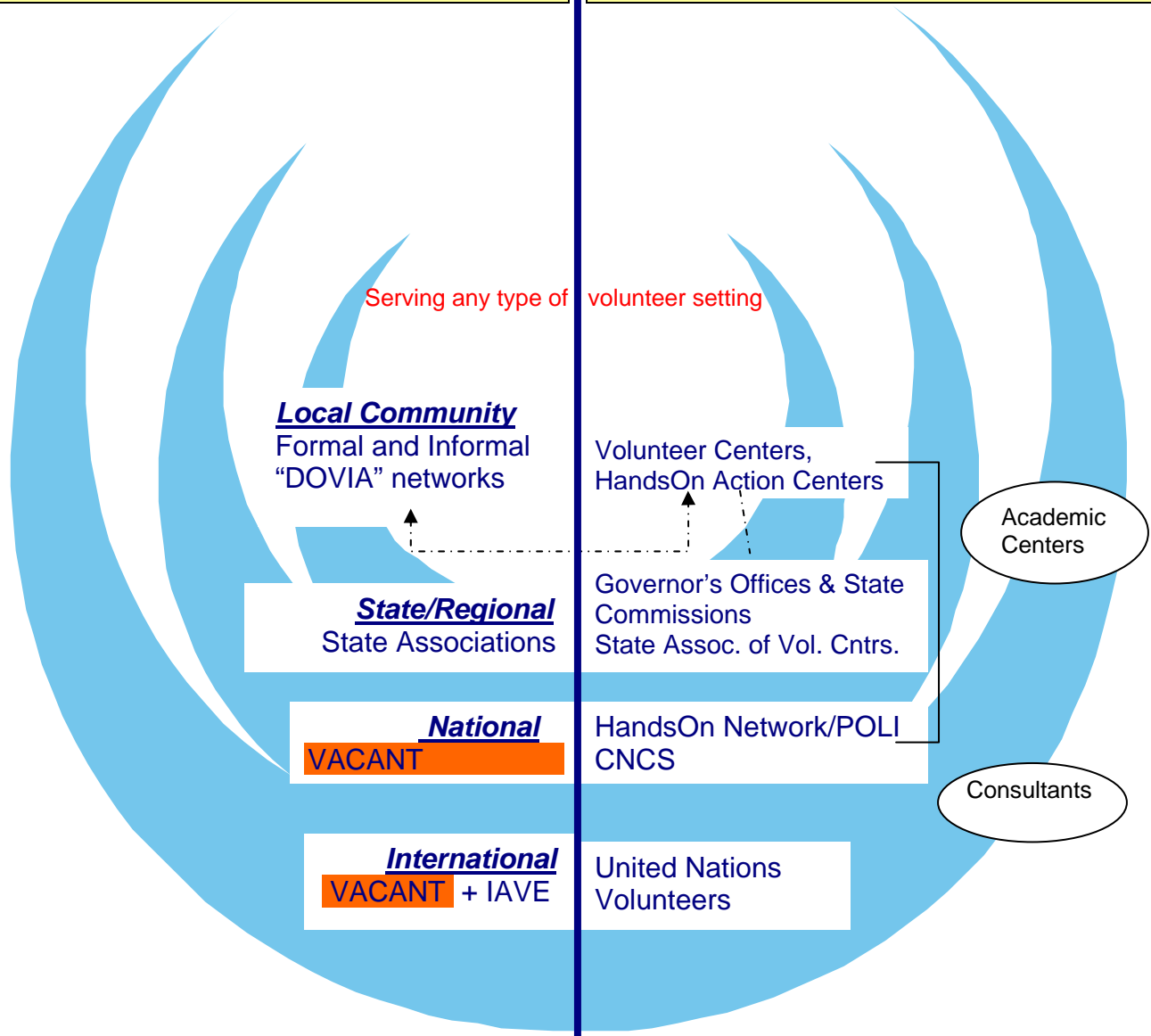
The last infrastructure component are the people who are knowledge generators and trainers for the field. These can be university-based academics, some of whom work within one of the institutions with a Center for Philanthropy or in Extension. They can be research staff in any number of nonprofit, corporate, or government organizations large enough to do research and publish meaningful reports, such as the Urban Institute, Deloitte LLP, and the American Red Cross. And they can be private consulting firms (like Energize). In the United States, the private consulting firms produce the most focused materials targeting volunteer management practices.

Publications

- *e-Volunteerism: The Electronic Journal of the Volunteer Community*, www.e-volunteerism.com
- *International Journal of Volunteer Administration (IJOVA)*, www.ijova.org
- *Service Enquiry* (out of South Africa), www.service-enquiry.org.za
- *Volunteer Management Review* (Charity Channel), www.charitychannel.com/articles/article-categories/volunteer-management-review.aspx
- *Volunteering Magazine* (out of the UK), www.volunteering.org.uk/News/volunteeringmagazine/
- *SALT* (out of Singapore), www.nvpc.org.sg/

Professional Membership Associations

Resource-Providing Support Agencies



*Note lack of connectors
between levels in the
generic center of the field.*

Professional Membership Associations

Resource-Providing Support Agencies

↙ **Serving specific settings and fields only** ↘
[Health care as only one example]

Local chapters of state affiliates

Local

State affiliates (SDVS)

State/Regional

Association of Healthcare Volunteer Resource Professionals (AHVRP)

National

Academic Centers

State Hospital Associations

American Hospital Association (AHA)

Consultants

International

Note connectors between levels in the setting-specific groups in the field.

The Professional Field of Volunteerism

