



MARCH 2007

e-IAVE

IN THIS ISSUE:

- From the IAVE Board of Directors
- From Our Colleagues in Bolivia Seeking Disaster Relief
- Building Strategic, Skill-Based Volunteering
- People and Organizations in Transition
- Is There Anyone Out There?
- Remembering Professor Dasgupta
- IAVE Nigeria Wins Award for Innovation
- News from Israel
- Another Conference Scam
- Resources You Can Use Today
- The Calendar

FROM THE IAVE BOARD OF DIRECTORS

Impressions of Panama

[Kathi Dennis recently joined Liz Burns, Maria Teresa Gnecco from Colombia and Sarah Hayes, IAVE consultant for the Global Corporate Volunteer Council, in Panama for a consultation and planning visit in preparation for the 2008 World Conference. Here are her impressions of Panama and of the work underway.]

I've just returned from the IAVE Board task group trip to Panama. After touring the venue, visiting some of the city sites including the location for the closing celebration and discussing details of the forums and workshops, I am excited to report that the conference promises to be a really great one! The Panama planning committee and advisory board have been doing an excellent job. Look for the program outline and call for presenters in the next 35 days!

The task group met to discuss the program details, to develop the time line for the "call for conference papers" and to plan for the conference registration process. It was a pleasure to find that the First Lady of Panama's Office very involved in the development of the Youth Conference set to begin March 31, 2008.

Panama is a beautiful country with lots of sunshine. Panama City is very colorful, a mixture of very modern and historic areas, including 500 year old ruins. There is good shopping for local handicrafts. My visit to the Panama Canal was too short but it is an awesome thing to see – and within 20 minutes of the conference venue.

The conference will be in a beautiful hotel and conference center in the heart of Panama City. There are a number of small hotels in the neighborhood where the organizers are organizing special room rates.

I think the conference is in very good hands. The partnership between our IAVE Representative for Panama, Dacil Acevedo and Dorothy Sing from the YMCA is really moving the conference planning forward at a rapid pace. I know the conference, which will also celebrate the IAVE 40th Anniversary, will be a great success.

Trust me – NOW is the time to plan to be in Panama City in April 2008 for the 20th IAVE World Volunteer Conference!

Kathi

FROM OUR COLLEAGUES IN BOLIVIA SEEKING DISASTER RELIEF HELP

[Earlier in March, we received the following email from Silvia Landers (some of you may remember her as Silvia Virrera) who is the President of the Bolivian Center for Philanthropy and Social Responsibility and the National Volunteer Center. If you can offer assistance, please write directly to Silvia at silvia.landiers@cebofil.org. You can learn more about their work at www.cebofil.org.]

I hope this email finds you well. My warm regards are extended to all our friends of IAVE.

At this time, I humbly write to all, requesting any possibility of helping and assisting the people in Bolivia. We have a very serious problem with the effects of the Nino. Many have lost entire families, houses, agricultural products and communication means and roads. There are entire villages and towns under water and people are now in tents and staying out in the roads, stadiums and streets. It has been raining for over 57 days and we are all inundated and with notice that this situation is yet not finished passing through the eastern lowlands of Bolivia. (Santa Cruz, Beni, Pando).

CEBOFIL, the national volunteer center, and their extended school volunteer centers created in public-private schools and universities, are working and supporting the Governor's office in the distribution of food, water and some shelter equipment. We have close to two hundred permanent volunteers and many of the local companies and individuals have donated clothing and food. All is very good, but we do not have enough, and the major difficulty is that we do not have enough mattresses and children's medications to prevent skin infections and the effects of the mosquito bites. Bolivians helping each other, have donated clothing and staple food.

My outreach to all of you comes after visiting the sites where we have promoted and worked with volunteering, and where the once volunteers are now the people that have been affected and have everything damaged and lost. It's now in a desperate and dismayed mode that I begin to write to everyone, thinking that we promote the possibilities of having people in better life conditions and that we use our blessed and voluntary heartfelt actions to get there through solidarity and social responsibility. I stand tonight, on behalf of these people, and request your help today. This humanitarian assistance can come in funds to buy what is urgently needed, some to support and care for our volunteers, and in reconstruction materials for those that have lost their belongings.

The costs we have available:

1 twin size mattress	US\$ 12.00 (twelve dollars)
1 plastic wrap rain coat	US\$ 3.50 (three dollars)
1 dry food package	US\$ 2.50 (two dollars 50 cents)

There is a USA Peace Corps office in Santa Cruz. We have a similar program called VOLUNTEERS POINTS - BOLIVIA, working with the Canadian International Development Agency and Canada World Youth, there is a school that has practically lost all of their infrastructure and it is the one that won the Walt Disney Minnie Hand Grant in Global Youth Service Day, there is an everlasting closeness to POLF as our role model organization, and we have reactivated IAVE Bolivia since there seems not be a present IAVE National Representative. We are also planning an earlier Global Service "Month" where we will recruit youth as volunteers to help and assist the people that have lost everything. Perhaps in order to find a way/conduit, your assistance could come as a backup to this event. This can be a joint effort.

We understand that as an organization, IAVE does not have funds to assist our members, or to deliver humanitarian assistance, but I also know that we all have contacts and friends, and work relations that could be sensitive to this call, and may wish to collaborate, either by supporting the events that work to collect aid, and or direct donations to be bought and/or distributed. A thousand thanks.

BUILDING STRATEGIC, SKILL-BASED VOLUNTEERING

[At the forum on corporate volunteering in New Delhi, one of the most interesting presentations was by Emily Hine, a consultant who works with Microsoft in support of their employee volunteering programs. We are very grateful that she has allowed us to share the key points in that presentation with the full IAVE membership. For more information, please contact her at Emily@hinesightconsulting.org.]

Strategic, skill-based volunteering moves beyond “bicep volunteering” (painting, building, cleaning up) to a more strategic approach to putting the skills and knowledge of volunteers to work.

Here are some guidelines that have helped Microsoft, NPower and other corporations & NGOs be successful in orchestrating strategic volunteer programs.

Take the time to uncover the true skills that these volunteers want to bring to your organization and find a way to leverage those skills to the maximum benefit of the organization.

Always Respect the expertise and time these volunteers are offering to your organization and acknowledge them appropriately for it.

One way to respect their time is by formalizing the program. Some ways to do that are:

1. **Secure a volunteer manager and/or project manager.** This is a professional (not an intern who has never managed staff let alone seasoned volunteers). This person is responsible for overseeing the success of the project including the:
 - i. Outcomes
 - ii. The volunteer experience
 - iii. The NGO experience – this should be a win/win/win for the NGO, its corporate partner and the volunteers
2. **Create a clear project scope and/or volunteer job descriptions.** This allows people to choose not to participate if they see that their skills aren't up for the task at hand and sets everyone up for success.
3. **Projects should be strategic, scalable, transferable,** have real urgency and impact.
4. **Create timelines and deliverables** and a commitment by both parties to meet those timelines and commitments. This is basic project management, but it creates a clear road map and accountability.
5. **Hold a kick-off meeting.** This covers commitments agreed upon but, more importantly, it provides a cultural and language orientation to bridge the communication differences right up front. Often corporate folks don't “speak nonprofit” and vice versa.
6. **Create a feedback loop.** What went well and how can we do better next time?
7. **Be flexible.** Whether retired, semi-retired or full time employees, volunteers have lives. So, be sure to cut them that slack so they can have their lives. This won't be necessary if you create the clear scope, timeline and deliverables up front so everyone knows what to expect.
8. **Build partnerships.** Demonstrate how your projects build capacity for the NGO partner while being a leadership development opportunity for the corporation's employees. The Cisco corporation is great example of this through their “fellows program” that operates on these guidelines:
 - i. Volunteer engagement must be challenging enough and rewarding enough to be worth their time;
 - ii. It must deal with real problems with real consequences;

- iii. The project must deepen the relationship between the company and an NGO;
- iv. There must be impact – how does this project impact the nonprofit's business moving forward?
- v. There must be a way to make sure there is implementation of recommendations that grow from the project.

In summary, the trend is to create deeper engagements between corporations and NGOs while providing more meaningful volunteer opportunities and leadership development opportunities for volunteers.

PEOPLE AND ORGANIZATIONS IN TRANSITION

We have received word on these colleagues who are in transition:

Marlene Deboisbriand, President of **Volunteer Canada**, is leaving that post effective April 27 to join the staff of the Boys & Girls Clubs of Canada. The decision by the Canadian government to end the Canada Volunteerism Initiative has led to a major reduction in the Volunteer Canada staff. Barney Ellis-Perry, Chair of the Board of Directors, wrote this in announcing her departure: "Marlene has led the downsizing and refocusing of the organization with exceptional poise, grace and integrity. Throughout the process, she constantly demonstrated her deep commitment to our organizational values."

Ruth MacKenzie, member of Volunteer Canada's staff for six years, has been named Acting President.

Terry Williams, Vice-Chairman of the Board of Directors, has been named Interim President of the **Points of Light Foundation** in Washington DC, replacing **Robert Goodwin** who leaves that position on March 30. The organization is currently in discussions about a possible merger with another national volunteer promoting organization, the **Hands On Network** in Atlanta, Georgia. Mr. Williams attended the 2001 IAVE World Conference in Amsterdam.

Evern Cooper Epps, President of the **UPS Foundation** in Atlanta, Georgia, has retired after eight years in that role and 32 years with the company. **Lisa Hamilton**, currently a public affairs manager for the company, based in Washington DC, and previously the foundation's program director, has been named as the new president of the foundation.

Under Ms. Epps' leadership, UPS has become a major funder of innovation in volunteer mobilization and management. Two years ago, the UPS Foundation supported IAVE's research on volunteering in developing countries (Nigeria and Botswana) and last year supported the World Volunteer Conference in New Delhi and became a founding member of the Global Corporate Volunteer Council.

CIVIQ, the Institute for Volunteer Work, in the Netherlands, has merged with five other organizations to create **MOVISIE**, the Netherlands Center for Social Development. It is described as a "knowledge institute" that "gathers, develops and shares knowledge and provides advice in the areas of wellness, care and social security. It works for and with governments, citizen initiatives and volunteer and professional organizations with the objective of stimulating the participation and independence of citizens." Volunteer work is one of its core themes. CIVIQ was the successor to the **National Organization for Volunteering** in the Netherlands which, under the leadership of Theo Van Loon, was the host organization for the 2001 World Volunteer Conference that launched the International Year of Volunteers.

The **European Volunteer Centre** (CEV) reached the milestone of having 50 member organizations as it added six new members in January. Its members come from 24 countries.

IS THERE ANYONE OUT THERE?

Our ability to publish E-IAVE every month is totally dependent on the contributions YOU make to its content. As you can tell, we often rely heavily on a limited number of contributors.

PLEASE – won't you take a few minutes and send us information about volunteering in your country: national developments, new resource materials, interesting programs, etc.

Our email: kenn@civilsocietyconsulting.com. PLEASE!

REMEMBERING PROFESSOR DASGUPTA

[The following was received by email from Indira Dasgupta, daughter of the late Professor Subhachari Dasgupta who passed away suddenly last month. If you wish to share your remembrances of Prof. Dasgupta with her and her family, please write her at c.indira.dasgupta@gmail.com.]

I thank you for the support through the e-news, which also brought a number of expressions of love which provided much succor to my mother and all of us when we needed it .

It happened absolutely without warning - and possible was a very massive heart attack. My mother was traveling on train with him, they had had their dinner and deciding to retire for the night when he suddenly went into this deep sleep. She was all alone then at the end of a first class coach, and tried to get help but there was no doctor on the train. She traveled with him then for the next 16 hours and got off at their scheduled stop in the town near the village where our resource centre is. It seems ordained now. I reached two hours after, through flights and train from Kolkatta; meanwhile my brother and his family - who are now in Johannesburg reached the next day - when the cremation was done. My husband was in San Francisco and arrived after 55 hours of travel and many missed flights.

We were all most humbled by the thousands of village women with children who thronged the campus for four days to pay their respects. After a prayer meeting there we traveled to Shantiniketan, which was his Alma Mater and where he loved to live and wanted always to be - since he could paint here and listen to music undisturbed - this was most difficult for me to be here steeped with memories. There was a lovely prayer meeting organized here by his friends. We then went to Calcutta - where a lot of our relatives are and did the 11th day rituals and read passages from the Upanishads. The priest was a student of my grandfather (who had written five volumes on the History of Indian Upanishads) and taught at Cambridge , U.K.;

Thereafter we came to new Delhi where again his friends organized a lovely musical evening prayer meet in remembrance. We then went also to the foothills of the Himalayas to immerse some of the ashes in the Ganges close to where he wanted the International Training Centre to start. My mother has gone to Johannesburg with my brother. I am here trying to get back to the table.

I feel a very strong need to continue to realize his dream of this International Volunteer Leadership Training Centre. He was constantly thinking about it and wanted to come back in a month's time to devote all energies into it.

IAVE NIGERIA WINS AWARD FOR INNOVATION

We have just learned from Rose Ekeleme, Vice-President of IAVE, that IAVE Nigeria has been awarded a Nelson Mandela and Graça Machel Innovation Award by CIVICUS. It is based on an idea developed by Rose as a result of her participation in the CIVICUS World Assembly in 2006. The project idea is titled "Make Poverty History for the Physically Challenged."

The CIVICUS Nelson Mandela Graça Machel Innovation Awards are aimed at providing seed funding of up to US\$5,000 for innovative ideas emerging from organisations or groups of participants at the

CIVICUS World Assembly. The broad idea is to support community based and grassroots initiatives with an emphasis on the overall World Assembly theme: Acting Together for a Just World through one of the four sub-themes: Civic, Economic, Political and Social Justice.

NEWS FROM ISRAEL

[Last month, we told you about the new web portal of the National Council on Volunteering in Israel. The following items are drawn from that and from their most recent e-newsletter.]

- NCVI has launched its Volunteer Passover Campaign 2007 by listing online opportunities to volunteer to assist people living in poverty. The Volunteer Passover Campaign 2007 aims to provide potential volunteers and volunteer organizations with information about the various Passover volunteer projects, events, and appeals taking place throughout Israel.
- NCVI is founding a forum for organizations operating volunteers via Internet. The first meeting was held this month. We will keep our eye on their newsletter and keep you informed as it develops.
- The Minister of Absorption of the Israeli government will grant recognition to an outstanding volunteer involved in immigrant affairs. The purpose of the prize is to express the Ministry's appreciation for volunteers and to encourage their activities. The prize will be awarded to outstanding individuals or organizations who have made a contribution to immigrant absorption in Israel.

ANOTHER CONFERENCE SCAM

Vitalis Anopue, IAVE regional board member from Africa, has called our attention to another international conference scam. This is from a group calling itself the National Youth Action Network (NYANO) and promising visas, air fare and meals at a conference in Dubai, United Arab Emirates.

THIS ORGANIZATION DOES NOT EXIST in the United States – even though it has a web site, a street address in Washington DC, and a phone number (which, interestingly, is not in Washington DC but 1,000 miles away and is answered by a recorded message that does not mention the organization). The street address – 1735 Pennsylvania Avenue NW, Suite 600 – is used in a number of online scams.

These are known as “advance fee” or “419” scams. You can learn more about these and other scams at <http://www.joewein.net/419/419-phone-us.htm>.

PLEASE DO NOT SEND ANY MONEY TO THIS ORGANIZATION – or to ANY organization making such offers. If you have any doubts, please write to us – kenn@civilsocietyconsulting.com – and we will check it out for you.

RESOURCES YOU CAN USE TODAY

[From E-CIVICUS #327, March 7, 2007]

Millennium Ecosystem Assessment Toolkit

The focus of the Millennium Assessment toolkit is very much on how civic engagement and participatory policies that incorporate human well-being increase the quality of life. The toolkit looks at sustainable development, financial and policy incentives, ecosystem services, and how communities, organizations, and countries have made choices leading toward a more engaged, more equitable society. This toolkit describes ecosystem services and various valuation methods, lays out the Millennium Assessment's main findings, and illustrates case studies of using the ecosystem services framework successfully. It is meant

to help at all levels in working to increase the quality of life and to understand and solve environmental and development problems. For more information, see www.maweb.org

THE CALENDAR

May 23-27	CIVICUS 7 th World Assembly in Glasgow, Scotland
July 16-18	National Conference on Volunteering and Service (US), Philadelphia, Pennsylvania
December 7-10	IAVE Asia-Pacific Regional Conference in Nagoya, Japan
April 1-2, 2008	World Youth Volunteer Forum in Panama City, Panama
April 2-5, 2008	20 th IAVE World Volunteer Conference in Panama City, Panama