



Board of Directors
Nadine Gamble, CVA, President
Shelley Orloski, CVA, Vice-President
Jenny Fowler, MPA, Past President
Martha Sivertson, Treasurer
Diane Weiner, CVA, Secretary
Holly Duns
Allison Capella
Gina Glorioso-Rendall
Sarah Cooney
Merle Walker

Mission
Providing mutual support,
continuing dialogue and
professional development
opportunities for those involved in
the leadership and management of
volunteers.

CONNECT
COLLABORATE
GROW

Dear Friends,

The Forum for Volunteer Administrators (FVA) was stretched in 2020, like no other time in our history. In March, the Ohio governor shut down all nonessential businesses in order to stem the spread of COVID-19. In addition to lost jobs, lost lives and a deep recession, there was a racial and cultural awakening about our country's long history of racial injustice.

As volunteer administrators often do, the Forum for Volunteer Administrators rallied in April to begin weekly check-in calls with our membership on Zoom. This online platform, which was new to our organization, gauged how members were doing, reduced the stress of the uncertainty of the pandemic and helped managers envision how programs would need to change to accommodate new health and safety protocols in a changing world. Providing weekly programs for twenty-seven weeks took the dedication of Trustees and team members alike.

In 2020, FVA launched a new membership structure which included workshop fees and eliminated the need for numerous funding requests. Unfortunately, with the shutdown, our programs were not able to continue as scheduled, the Board will evaluate this change in 2022.

Although challenging in so many ways, 2020 also helped FVA grow its online presence and skills in facilitating events virtually. Now that FVA has made the plunge, plans have been made to continue workshops and Coffee Conversations in order to broaden our reach and accommodate members with long commutes and demanding jobs.

In short, 2020 allowed FVA members to connect on Zoom, collaborate on content and grow our technology skills. In addition to all those who served on the FVA Board and on FVA teams, it took the support of many individuals and partner organizations to continue to provide programming and education to our members. Our sincere gratitude is extended to all the individuals and organizations listed in our team reports.

Nadine Gamble
2020 Board President

2020 Team

Martha Sivertson, Treasurer & Chair
Congregation Shaarey Tikvah

Melissa Mauk
Cleveland Sight Center

Budgeting Process

Completed by Committee

Revenues/Checking: Cash Balance

As of December 31, 2020

Checking	\$10,388.57
Savings	\$10,013.15
Total Bank Account	\$20,401.72

Investments

Cleveland Foundation Account	\$36,091.75
Net Investment Income (Loss)	\$5,582.35
Investment Management Fees	(\$340.00)
Net Investment Account	\$41,335.10

Receipts

Membership Dues	\$6,406.00
Conference	\$1,600.00
Donations	\$291.00
Interest Income/Savings	\$1.19
Professional Resource-Workshops	\$50.00
Total Income	\$8,348.66

Expenditures

Administrative	\$2,234.55
Marketing & Communications	\$3,928.65
Professional Resources	\$245.00
Membership	\$165.00
Conference	\$3,391.81
Total Expenditures	\$9,965.01

Net Income (Expense) **\$1,616.15**

Membership

2020 Team

Merle Walker, Chair, Lake Metroparks
Sarah Hartley, Holden Forests and Gardens
Shelley Orloski, CVA, Volunteer Manager, Akron Zoo
Diane Weiner, CVA, Volunteer Manager, Montefiore/The Weils of Menorah Park

The mission of the Membership Team is to promote, increase and retain FVA membership. Responsibilities include ongoing recruitment, organizing networking opportunities, maintaining the membership database, and writing feature articles for the newsletter.

Accomplishments

The Membership Team worked hard to clean up the database, eliminating outdated records and lists of prospects from many years. During 2020, 157 people held an FVA membership.

Our first ever virtual networking event was well attended and fun was had by all. We began with an ice breaker and gave out a gift card. Participants then moved into breakout rooms for a few games. Winners received gift cards.

We were then joined by guest speaker Melissa Wargo-Geeson as she led us through a guided meditation using music. More gift cards were given along with a dance party/stretch!

We ended the evening with an announcement regarding the November conference and a final gift card. Thirty-six people registered and twenty-seven people attended: 21 members, 6 prospects. Attendees came from 8 different counties (one in South Carolina).



Governance

2020 Team

Shelley Orloski, CVA, Chair, Akron Zoo

Lisa Scotese Gallagher, Hospice of the Western Reserve

Cristen Kane, RSVP of Lake County

Barb Nalette, UH Cleveland Medical Center

Stefanie Galbreath, Cuyahoga County Board of Developmental Disabilities

Nadine Gamble, CVA

Jenny Fowler, MPA, Ronald McDonald House Charities of Northeast OH, Inc.

Officers of the 2020 Board:

President-Nadine Gamble, CVA

Past President-Jenny Fowler, MPA

Vice-President-Shelley Orloski, CVA

Treasurer-Martha Sivertson

Secretary-Diane Weiner, CVA

The Governance Committee would like to thank all those that have served FVA in the adventure that was 2020! Trustees completing their terms of service that ensured the growth of professional volunteer management in Northeast Ohio:

Gina Glorioso-Rendall, Board Member & Professional Resources Co-Chair

Sarah Cooney, Board Member & Communications Co-Chair

Jenny Fowler, Past President

Accomplishments

- Developed Document Retention Policy
- Four new Board Members identified for 2021

What YOU said

Shifting perspectives from the negatives to positives--i.e., looking at the weather as 80% chance of sun as opposed to 20% chance of rain--and helping our volunteers and participants do the same. Especially important in a year filled with lots of negatives but we can CHOOSE to see the positives instead!

2020 Team

Sarah Cooney, Co-Chair, Youth Challenge

Holly Duns, Co-Chair, UH Cleveland Medical Center

Stefanie Galbreath, Cuyahoga County Board of Developmental Disabilities

Tracee Patterson, Holden Forests and Gardens

2020 Volunteer Administrator of the Year

CONGRATULATIONS!

Tracee Patterson, Holden Forests and Gardens

Accomplishments:

- Maintained fvaohio.org website.
- Provided information and resources to members and friends through bi-monthly issues of the FVA Insider newsletter.
- Amped up FVA's social media efforts including Facebook, Instagram and LinkedIn accounts to further connect with current and prospective members.
- Promoted programs and events via event e-blasts and social media platforms.
- Provided members with community job postings e-alerts.

Volunteer Administrator of the Year Award:

Added criteria to Volunteer Administrator of the Year Award (VAY) — “Adapts through Adversity” — to reflect how professionals in the field successfully adjusted and continued to thrive in a year filled with changes due to COVID-19. In addition, FVA offered a \$1,000 award for the VAY's organization's volunteer program. In response to this added incentive, a record-number of nominees was received:

Brittany Biggers, Hospice of the Western Reserve

Allison Capella, Catholic Community of St. Gabriel

Holly Duns, UH Cleveland Medical Center

Jenny Fowler, Ronald McDonald House Charities of NE OH, Inc.

Cass Jerman, Upcycle Parts Shop

Cristen Kane, RSVP of Lake County

Maureen Kraizel, St John Vianney Parish

Jenny Lynch, Second Harvest Food Bank

Ann McGowan, Volunteer Lawyers Program, Legal Aid Society

Lisa Meranti, Cleveland Metroparks

Tracee Patterson, Holden Forests and Gardens

Barbara Prociak, Long Term Care Ombudsmen

Diane Weiner, Montefiore/The Weils of Menorah Park

Volunteer Administrator of the Year Selection Team:

Marilyn Hahn, Chair, CVA, Community Partnership on Aging

Lisa Scotese Gallagher, Hospice of the Western Reserve

Paul Putman, Ph.D., The Cleveland Foundation

Rachel Ciomcia, Leadership Cleveland

Nancy Dzurnak, Greater Cleveland Volunteers

Professional Resources

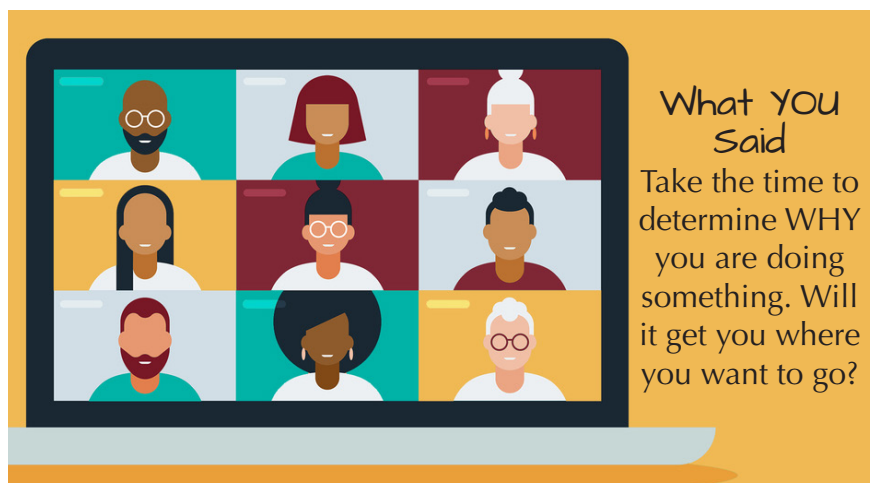
2020 Team

Allison Capella, Catholic Community of St. Gabriel
Gina Glorioso-Rendall, Playhouse Square
Denise Astorino, LGBT Community Center of Cleveland
Melissa Mauk, Cleveland Sight Center

In 2020, FVA launched a new membership that included the cost of all workshops. Unfortunately, the statewide shutdown put an end to all in person events from March-December. Professional Resources worked in collaboration with the Communication Team to weekly events on Zoom. Over 560 people utilized these calls to move their organizations forward despite the shutdown. All calls were offered free of charge for members and nonmembers alike.

Topics included:

- Mindful Meditation
- Brainstorming Session
- Mental Health May – Supporting Yourself and Others during COVID-19
- Zoom-ing In on the Fun: Engaging Volunteers through Zoom
- Self-Care for Emotional Wellbeing
- Staying Healthy During COVID
- The Rise and Fall, and Then Rise Again of Volunteers:
 - Returning Volunteers to Your Organization
- Thrive with Google Drive
- Let's Talk About You: The Volunteer Interview Experience
- Diversity Training
- Burnout
- Virtual Fundraising
- Social Media
- Keeping the Energy Alive: Managing and Maintaining Energy as a Volunteer Professional
- From Being a Volunteer to Working with Volunteers in a Virtual World
- Sell Your Organization's Story Through Persuasive Speaking
- Year-end Networking Call



Conference 2020

2020 Team

Laura Brindza, CVA, Chair, All Caring Hospice
Nadine Gamble, CVA, Board Representative
Carol Passerrell, UH Cleveland Medical Center
Susan Czaplicki, Richfield Heritage Preserve
Holly Duns, UH Cleveland Medical Center
Shelley Orloski, CVA, Akron Zoo
Sarah Hartley, Holden Forests and Gardens
Jeanette Moore, Nature Center at Shaker Lakes
Becky Carlino, Volunteers of America Ohio & Indiana
Stefanie Galbreath, Cuyahoga County Board of Developmental Disabilities

What a way to celebrate International Volunteer Managers Day! Thursday, November 5, FVA members, friends, and volunteer managers from throughout the state (& across the country!) met via Zoom for our 15th Annual Conference.

When COVID-19 threw the conference's original plans for a loop, the hard-working and tremendously dedicated conference committee, led by Laura Brindza, adjusted to hold the event virtually... free for members.

Nearly 80 attendees learned from keynote speaker, Robin J. Sacks, a professional confidence/performance coach, speaker, author and motivator. Robin provided the motivation and inspiration to change our mindsets and not eliminate stress but manage it effectively. In a year wrought with lots of stress, Robin's techniques for better breathing, placing "power in our pause," "taking our own oxygen first," and naming the negative voice in our head helped many FVA members feel renewed and reenergized.

Robin's afternoon session focused on the bus driving metaphor found in her book *Get Off My Bus! How to Get Clarity, Get in the Driver's Seat, and Get Moving in Your Life!* which was nominated for Small Business Trend's Small Business Book of 2010. A free, signed copy was reserved for each registrant.

Attendees had the opportunity to ask questions, both via video or in the chat feature, providing a lot of great brainstorming and idea-sharing that wouldn't have been possible in a traditional conference format.

A special THANK YOU to everyone who made this conference possible, including Volgistics, the event's sponsor, who doubled their usual contribution to reduce FVA's cost of the conference.



What YOU Said

This year's conference topics were applicable to both professional and our personal lives.

Thank you Programming Partners

Providing programming with this scope of topics could not be accomplished without help from the community at large. Thank you to the following individuals and organizations for lending their time and expertise to FVA during the year:

Denise Astorino
Katrina Blatt
Allison Capella
Rachel Ciomcia
Sarah Cooney
Lauren Costello
Kelli Crawford
Holly Duns
Nancy Dzurnak

Heather Englander
Jill Fulton
Melissa Wargo-Geeson
Marilyn Hahn
Bob Hickey
Sarah Hopperton
Rachel Kresge
Melissa Mauk
Shelley Orloski

Paul Putman, Ph. D.
Lisa Scotese Gallagher
Martha Sivertson
Bobbie Szabo
John Venen
Lori Wald
Merle Walker
Leila Woehrle, RN

Akron Zoo
Business Volunteers Unlimited
Catholic Community of St. Gabriel
CCS Fundraising
Cleveland Clinic
Cleveland Sight Center
Community Partnership on Aging
Diocese of Cleveland
Greater Cleveland Volunteers
Greensboro Science Center

Hospice of the Western Reserve
Lake Metroparks
Leadership Cleveland
LGBT Community Center of Cleveland
Menorah Park
Natural History Museum of Cleveland
The Cleveland Foundation
Toastmasters International
Youth Challenge
UH Cleveland Medical Center

Thank you 2020 Conference Sponsors

Volgistics

PS Awards

ZMYK Brand Resource

Forum for Volunteer Administrators www.fvaohio.org