



E-Lights: An IAJVS Publication for Executive and Professional Leadership

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IAJVS is a non-profit network of 27 national and international human service agencies throughout the United States, Canada, Israel, and Argentina. Our member agencies provide a vast array of services that have a direct effect on the lives of hundreds of thousands of people each year: career management, skills training, rehabilitation programs, health services, and home and community based services.

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Message from the Executive Director and President

We are proud to present the first quarter 2007 issue of E-Lights. This quarter's issue focuses on volunteer programs throughout the network. The IAJVS Professional Development Committee hosted a conference call on *Volunteerism* in November 2006. The response was overwhelming with 47 participants from 18 affiliate agencies participating on the call. The articles included in this issue touch upon all aspects of volunteer programs: recruitment, management, appreciation events, different types of volunteer work, etc. We are delighted to share them with you and thank all the contributors for their work.

The first-ever AJFCA-IAJVS Annual Conference is only a week away! The conference will be held in New York City from April 15-17 2007. The conference theme *Strengthening our Communities through Collaboration* sets the stage for the more than 40 workshops planned throughout the three day event. A sampling of topics include: *At-risk Youth, Achieving Ambitious Goals with Limited Resources, Addressing the Needs of the Disabled, Jewish Healing, Engaging and Embracing Generation X, JFS/JVS Collaborations and Partnerships, Holocaust Survivor Services, The President/CEO Partnership, Services to the Unemployed and Underemployed, Advocacy/Public Affairs, Caregiver Services, Refugee Family Strengthening Program, and Jewish Community Programming.* We look forward to welcoming all of you in New York.

We want to wish you and your family a wonderful, healthy, and happy spring season.

Happy Pesach.

Genie Cohen
Executive Director

Karen Goldenberg
President

JVS Los Angeles: Found, A Few Good Volunteers

For many non-profits, the spirit of volunteerism is something they rely on, whether that's helping pass out food to the homeless or manning a phone bank for a fundraiser.

Given the work that JVS Los Angeles does, attracting the right kind of volunteer becomes even more

Good work doesn't go unnoticed, and JVS Los Angeles is constantly looking for ways to recognize its dedicated volunteers...

crucial, since what we do is more complicated than just dishing up potatoes. In 2004, JVS formed a unique Volunteer Committee, comprised of volunteers from the board, to determine what the agency's specific needs were, and how to find qualified volunteers, who could assist with career counseling, office work, and clients. Not only did JVS need the spirit, but the know how.

Already, one program, WoMentoring, was almost entirely reliant on volunteers, professional women who could mentor others that were just starting out in the workplace, switching careers, or in transition.

The Volunteer Committee, run by three key board members, helped establish a new information kit, training and monitoring process, and spread the word through the Federation, Craig's List and other outlets. In one year alone, their efforts resulted in a 90 percent increase in volunteers for JVS. Their hours alone add up to more than 2,500 per year.

Good work doesn't go unnoticed, and JVS Los Angeles is constantly looking for ways to recognize its dedicated volunteers, from the woman who helps teach an ESL class to the retiree who helps man the career center, providing not only information, but the benefit of his years of experience. This includes job skill training, something the agency specializes in, to a special luncheon held in March at an upscale L.A. eatery.

Said JVS COO Claudia Finkel "We realized the future of this agency depended on volunteers, and that we needed to set up a formal program to help recruit people who may not have thought they could help."

Above all, communication is key—to the volunteers, the program managers, and with the volunteer committee. Together they have brought committed members of the community to JVS, and are becoming one of JVS' most valuable resources.

For more information please contact Claudia Finkel, COO, JVS LA, at 323.761.8888 x8777.

JVS Chicago: A New View of Volunteers

As times and programs change, JVS Chicago has adapted its volunteer program to meet the evolving needs of our clients. In the late '80s and during the '90s, the agency's focus on resettlement prompted the creation of a vast volunteer pool to help newly arrived Russian immigrants acculturate and learn enough English to adapt to American society and the workplace. More than 600 volunteers provided job readiness training, taught vocational English, participated in conversation clubs, and were matched to newly arrived families. As immigration began to decline and government funding was slowly reduced, two volunteer coordinator positions were eliminated and the volunteer pool dedicated to serving the Russian population dwindled accordingly.

What emerged in its place is a smaller pool of 100 volunteers who today serve a different type of JVS client in a different way. A few volunteers still provide services to the trickle of immigrants through one remaining conversation club and ESL and computer training classes. However, the greatest number present programs to out-of-work professionals and budding entrepreneurs, create strategic planning for a new executive cyber-networking and self-marketing component of the Jewish Employment Network (JEN) program, approve start-up loan requests, and provide mentoring to ensure that these start-ups get off the ground and onto the road to success. All these volunteers are recruited and supervised by the directors of the respective programs.

Without a doubt, JVS Chicago is enriched by all our volunteers who infuse our services with energy, diverse experience and a commitment to helping others.

Since the inception of the Duman Microenterprise Center and Loan Fund in 2001, the Loan Committee has played a pivotal role in moving the Center's agenda from primarily giving loans to a comprehensive program. Comprised of 15 volunteers with diverse management and executive backgrounds in law, accounting, marketing, and manufacturing, the group meets frequently to discuss and approve loan applications and offer expertise as to potential problems and viability. They take this responsibility very seriously, reviewing financial information prior to each meeting and take a conservative approach to lending. They have an excellent track record, selecting businesses that have proven to be good risks. Other volunteers act as mentors, offering business acumen and coaching to the start-ups, addressing areas of concern and keeping them on a forward track.

A team of JVS managers, representing the community relations, human resources and research departments, provide the organizational structure for the volunteer program. They work with individual units to capture statistics, oversee legal compliance and to send a yearly thank-you letter to each volunteer. One person is identified and honored as the Outstanding Volunteer at the annual meeting. Without a doubt, JVS Chicago is enriched by all our volunteers who infuse our services with energy, diverse experience and a commitment to helping others.

For more information please contact Arlene Shafton, Coordinator, Community Relations, at 312.673.3443.

JF&VS Louisville: Building a Successful Volunteer Program

Jewish Family & Vocational Service has had a volunteer program in place for sometime; however, it's only recently that it has become a more formalized department, which now stands on its own. Through a three-year grant from the Retirement Research Foundation, JFVS was able to hire a volunteer coordinator. For the initial year of the grant, the entire focus of the volunteer program was to find meaningful volunteer opportunities for seniors and to provide volunteers for frail elderly. With each proceeding year, the volunteer coordinator's role is expanded to cover other populations.

A Volunteer Task Force was created, composed of active volunteers, professionals involved in volunteer coordination and interested Board and community members. The mission of this task force is to help re-evaluate the Volunteer Program and to help establish a stronger recruitment process and program.

Besides the salary of the Volunteer Coordinator, other costs have included training materials, promotional items, yearly volunteer appreciation events, and volunteer appreciation gifts.

Current volunteers provide a variety of roles that include career mentors, language tutors, clerical office assistant, board and committee positions, food pantry aides, event planning assistance, fundraising support, business class instructors and a variety of services for seniors including drivers, shoppers, and friendly visitors. Volunteers are also placed in other organizations that need assistance such as nursing homes and hospitals. There is also a Family Mitzvah volunteer program which offers family projects three times per year around Jewish holidays, and Pledge 13 in which bar and bat mitzvah students provide thirteen hours of community service at JFVS or other organization during their bar/bat mitzvah year.

Well-trained volunteers are able to "replace" and/or assist the professional staff by providing necessary and extra services to our clients. This allows JFVS to expand the range of services provided and with direct service volunteers, to provide additional information on a client's status. Volunteers also play the role of outreach ambassadors in ways the professional staff are not able to provide, by sharing their experiences with others in our community.

The volunteer appreciation events have varied over the years. This year JFVS will be hosting an evening dessert and coffee event, with a local motivational speaker who is well known in the Louisville area for her countless years of community service.

Recruitment of new volunteers has been most successful primarily by word of mouth, through local Jewish agencies and through corporate contacts. JFVS has actively worked with the local Metro United Way to help identify corporations that have volunteer programs in place, and ensure that JFVS is considered as an option. The Task Force has recruitment as a major focus of its work and they hope to develop some new strategies.

Currently there are 350 active volunteers listed in the data base. There are some volunteers who donate a

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JF&VS Louisville: Building a Successful Volunteer Program

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few hours per month and some who are involved on a weekly basis. All volunteers are added to the agency mailing list and receive general agency information as well as specific information related to volunteering.

The matching process between the volunteer and volunteer opportunity has proved to be very time consuming, especially with seniors. The agency has had to work hard at breaking down barriers to volunteers being successful and at providing mentoring to some volunteers as they begin to be involved. All volunteers receive regular training, a volunteer handbook (which is being revised) and regular follow up. Having a staff person responsible for this has been very helpful.

For more information, please contact Shelley Kahn at skahn@jfvs.com.

Practically Speaking at Jewish Employment Montreal

A newcomer's first task is to learn the language of the land. With telephone communication, one relies on their ability to articulate and communicate in order to convey their message and make an impression.

This lack of visual communication often makes those who can communicate successfully uneasy. Imagine a person who struggles with the language. Add to this the typical hectic pace of business communication, and you have a particularly tricky and intimidating situation for a newcomer.

Practically Speaking is an innovative new approach to language acquisition that recruits English speaking volunteers / mentors to engage in tele-conversations with newcomers on a weekly basis. Jewish Employment Montreal (JEM) provides orientation to the volunteers by sensitizing them to the pace of their speech, to clarify phrases by offering alternate ways of saying things, topics for conversations, basic business telephone protocols, etc. Volunteers often need to remind themselves that most of the talking should be done by the learner.

A meet and greet is held prior to the tele-conversation commencement. This is an opportunity

for the volunteers and participants to familiarize themselves with their partner face to face and to establish a comfort level prior to relying on the telephone exchange. The commitment is for 10 minutes per week and is done at the volunteers and newcomers convenience. People usually end up chatting close to 30 minutes per week and become very involved in conversation.

A wonderful by-product of this program is that volunteers become more involved with their partners by inviting them on outings, and getting more involved as a family. Many of the volunteers are extremely committed and have returned to offer their time and support to the program.

JEM has partnered over 50 volunteers with newcomers to date, and outcomes have ranged from improved language acquisition leading to enhanced employability to networking opportunities resulting in jobs. *Practically Speaking* is a practical new and rewarding approach to volunteering.

For more information please contact Lori Rubinger Director, Training, Employability and Career Development, JEM, at lorirubinger@hotmail.com.

F·E·G·S Volunteer Programs Offer Variety and Innovation

Several years ago, a graduate business student from Columbia University, who was participating in an F·E·G·S internship program, sparked a new volunteer initiative: to have graduate students meet with clients from F·E·G·S welfare-to-work programs to give them the benefit of some of the interviewing skills the graduate students had learned in their classes. From this idea, *I-PREP* was born.

I-PREP, which stands for Interview Practice and Review for Emerging Professionals, has grown into a significant volunteer effort that now involves more than 1,600 graduate students annually at Columbia University and Fordham Law School. Each week, groups of graduate students meet with clients from a F·E·G·S welfare-to-work program in the Bronx, where the F·E·G·S clients receive one-on-one coaching on how to present themselves in a positive light during an interview, practice responding to typical interview questions, and get tips on how to sharpen their resumes. The college volunteers get to practice some of the managerial skills they have learned in their courses, and to help individuals who have not had their educational advantages. The program, which began at F·E·G·S six years ago, has been replicated at JEVS in Philadelphia, in cooperation with The Wharton School of the University of Pennsylvania.

“*I-PREP* is one of several innovative F·E·G·S volunteer programs,” says Karen Zuckerman, F·E·G·S Assistant Vice President for Internships and Volunteer Services. “We actively initiate volunteer activities that can assist our consumers in a tangible way, and provide the special training necessary to make the experiences meaningful to our volunteers.”

F·E·G·S maintains a department for volunteer services, with professional staff who match volunteers with appropriate activities – short-term or long-term, one-on-one or working with groups, the opportunity

to work with other family members or alone.

F·E·G·S strives to create volunteer opportunities for everyone from teens to families to college students to retired baby boomers. “The baby boomer segment is growing rapidly,” says Zuckerman. “Today’s baby boomers are healthier, more active, and have a wider range of interests than retirees from previous generations, plus a strong desire to use their life skills to help others.” She cited a retired woman writer who helps clients in an F·E·G·S mental health program to write their personal life stories, and a retired Merrill Lynch executive who teaches out-of-school, economically disadvantaged youth about managing finances.

Many other F·E·G·S volunteer programs support the Jewish community.

The *Citizenship Program* pairs American volunteers with Russian-speaking émigrés, who learn about American culture and the American Jewish community as the volunteers help them study and prepare for their U.S. citizenship exam. Since the inception of this program, F·E·G·S has helped well over 2,000 Russian émigrés become U.S. citizens.

Debbie Weiss, Supervisor of Volunteers for F·E·G·S Family Services, says, “We maintain a strong connection to the Jewish community through many of our ‘hands-on’ programs.” Through *Partners in Dignity*, volunteers spend time visiting individuals with acute, severe, or life-limiting illness, often driving them to medical appointments, and giving other family members a welcome respite during a highly stressful time. The program is part of a larger initiative by UJA-Federation of New York, which has established the Long Island Regional Care Center – The Jewish Healing and Hospice Alliance, to create a network of Jewish hospice services in the New York City area.

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F·E·G·S Volunteer Programs Offer Variety and Innovation

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Another program, *Adopt a Family*, involves local synagogues. It matches needy families with congregants, who offer direct help to the families – from Passover baskets to clothing to mentoring and tutoring for children. The program is now in its tenth year. The *Companions* program, supported by a UJA-Federation grant, provides weekly visits to seniors by volunteers.

“The relationships and bonds that are formed through these programs often go well beyond the notion of ‘volunteers doing a good deed,’” says Weiss. “The families often become true friends.” She cited one volunteer family who became involved with a needy family through their synagogue. Both families had daughters of bat mitzvah age. The needy family, which was observant, received much tangible assistance from the volunteer family, but

when it came time for the volunteer family’s daughter to make her bat mitzvah, the daughter in the needy family provided invaluable assistance in helping the first girl to study for the ceremony.

“Our more than 2,500 volunteers allow us to extend the reach, the breadth, and the effectiveness of F·E·G·S’s services,” says Gail Magaliff, Chief Operating Officer for Human Services. “They are an invaluable resource. Crucial to the effectiveness of all the volunteer initiatives is that volunteers are as fulfilled and rewarded by the experience they have, and the personal satisfaction they receive, as the clients are enriched by the services the volunteers impart.”

For more information please contact Gail Magaliff, Chief Operating Officer for Human Services, at 212.366.8551 or gmagaliff@fegs.org.

JVS Boston: A History of Volunteerism

Volunteers have been an important resource for JVS/Boston since the late 1980s, when the agency actively recruited community volunteers to help with the influx of Soviet Jews. A *job support center* was established where scores of volunteers, ranging in age from Harvard Business School students to retired engineers, assisted clients.

In 1994 *Career Moves*, the division assisting professional job seekers and career changers established their *Career Advisory Network* (CAN). CAN volunteers serve as professional advisors for clients; they provide informational interviews and networking contacts and serve as important resources for staff as well as clients. In 1996, JVS began a long-running *Citizenship Assistance* program that was staffed almost 100 percent by community volunteers who were trained and supported by staff. Scores of volunteers assisted more than 1500 refugees to become citizens. Next, in 1997 the *Jewish Women’s Mentoring Network* was established, matching Jewish professional women for career guidance, support and networking.

Now JVS uses volunteers in virtually every program in the agency. Volunteers help clients to file income tax; they serve on review panels for entrepreneurship training; they assist skills training and ESOL/Literacy instructors; they teach computer literacy at off-site locations in housing projects; they work with

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JVS Boston

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clients on job readiness activities; they work in the agency's resource library and (in addition to board members) they sit on a variety of Agency committees including the Scholarship Committee, the Client Services, Employer Services and Jewish Services Committee.

One important role for volunteers in the agency is administrative support. Volunteers assist staff in data entry, reception desk coverage, computer projects, photocopying, mailings, faxing, marketing and graphic design work, Internet research, special projects, event planning, and monitoring and evaluating tests.

The agency recruits volunteers primarily through website postings, regional high schools and colleges, volunteer fairs, corporations, community-based organizations and places of worship. A significant number of volunteers are recruited through networking, employers, newsletter publications and industry associations. Often, JVS consumers/clients become members of our volunteer staff.

Volunteer management is accomplished both by a volunteer specialist and "site supervisors." The process begins with an interview and orientation to JVS by the volunteer specialist. Volunteers are appropriately matched based on interests and skill set. The volunteer specialist provides individual or group orientation and hands out a "volunteer manual" that includes agency information and holiday calendar, rules and requirements, job descriptions, agreement form, monthly time sheets and a satisfaction instrument. Job specific training and day-to-day management is the responsibility of the site supervisor who can be a teacher, job developer, skills trainer, receptionist, etc. If necessary, the volunteer specialist will intercept to troubleshoot, resolve conflicts, administer new assignments, or discharge volunteers. JVS developed and maintain a volunteer database containing both contact information as well as monthly tally of hours.

The main challenges that are faced at JVS Boston are: recruiting volunteers for off-site locations; recruiting volunteers for some administrative support slots (one hour per day/lunch coverage, for example); resolving conflicts when staff and volunteer have different expectations; and discharging well-meaning but ineffective volunteers or high-maintenance volunteers.

JVS Boston used to have volunteer appreciation events but after 5 or 6 years and with feedback from our volunteers, now each department/program conducts their own appreciation activities like taking their volunteers to lunch or dinner, celebrating birthdays, inviting them to student graduations, etc. The agency invites selected volunteers to events, like the yearly Gala. Volunteers also receive JVS newsletters, updates and Annual Reports. In 2006 617 volunteers provided assistance to the client and staff of JVS Boston.

For more information please contact Judy Sacks, Director of Career Moves, JVS Boston, at 617.399.3129 or jsacks@jvs-boston.org

Minneapolis: 800+ Volunteers Crucial to JFCS' Success

Jewish Family and Children's Service of Minneapolis boasts a large volunteer program that includes over 800 individuals serving programs throughout the agency.

When JFCS opened its doors in 1910 it was staffed entirely by volunteers. That pioneering spirit continues in programs as diverse as Big Brothers/Big Sisters, The Twin Cities Jewish Healing Program, and JVS.

To manage the hundreds of volunteers, Debra Savitt, Supervisor of Volunteer Resources, works with JFCS program/volunteer coordinators. In addition to managing volunteers, some coordinators manage large programs, like JFCS' adult day program or Mental Health Support Services. Other volunteer coordinators manage programs that are staffed solely by volunteers, such as the Twin Cities Jewish Healing Program.

Whatever programs coordinators manage, they are responsible for the day-to-day recruitment and retention of volunteers. All coordinators can turn to Debra as a knowledgeable resource when issues arise. Recently, when a program coordinator needed after-school tutors, Debra launched a publicity campaign that included contacting local media, volunteer coordinators from other local agencies and schools, and youth

groups. Every three months Debra and all the volunteer coordinators meet to share success stories and resources, and brainstorm new ideas.

Because Debra monitors trends in volunteering, she has experienced first-hand the shift from long-term, one-on-one volunteering to short-term, episodic, and family-oriented volunteer opportunities. Debra and her staff have worked to create shorter-term volunteer projects including helping at local food shelves, visiting with older adults in long-term care, and serving meals to people who are homeless. JFCS volunteers also donate their time to the Hag Sameach (Happy Holidays) program, which provides gifts and ritual items at Chanukah and foods at Passover, to ensure that everyone in the community can celebrate the Jewish holidays.

JFCS also continues to offer long-term, one-on-one assignments through programs like The Twin Cities Jewish Healing program. Through the Healing Program, trained Jewish volunteers reach out to Jewish individuals in nursing homes, hospices, or hospitals. These volunteers visit people who are facing acute or chronic illness. Robin Gale, administrative assistant, explains, "Our volunteers offer a connection with

someone who is not a family member. They provide whatever support is needed, whether it's a card game, a tear, a joke, or a comforting word."

Other long-term volunteer commitments include mentoring at-risk children through a variety of programs or visiting with older adults in JFCS' adult day facility. All long-term volunteers who work one-on-one with vulnerable clients must pass a background check. And all long-term volunteers receive training specific to their position.

JFCS also relies on volunteers for the two biggest agency events of the year-- The Annual Benefit, the largest fundraiser of the year, and the Annual Meeting, where board officers and board members are elected. Volunteers take leadership roles at both these events, planning all aspects of the evening from set-up and decorations to the evening's program.

Because volunteers are so crucial to JFCS, staff members take opportunities throughout the year to show appreciation. At the Annual Meeting, one volunteer is presented with The Spirit Award honoring them for the commitment to volunteering at JFCS. Every other year a family wins the Friends of

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Minneapolis: 800+ Volunteers Crucial to JFCS' Success

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the Family Award. Volunteers are also invited to an annual volunteer appreciation event each spring. And volunteers receive verbal thanks during the Thank-a-Thon phone event. Throughout the year, JFCS staff sends volunteers birthday and thank you cards and notes at significant personal milestones such as anniversaries.

JFCS volunteers are recruited through a monthly email newsletter, press releases to synagogues, partnering with other agencies, word-of-mouth, and websites -- including www.volunteermatch.org and www.handsontwincities.org as well as the JFCS website. Once

JFCS recruits a volunteer, staff members work to ensure that volunteers stay with the program. For instance, at the end of a big assignment, such as working on the Annual Benefit, each volunteer is sent information about upcoming volunteer opportunities.

While the Family Service Division relies on volunteers for the success of many programs, JVS is working to build volunteer opportunities. Some Human Resources professionals have come to JVS and helped write resumes and served as mock interviewers for JVS clients. JVS is currently working to expand its volunteer services program to recruit, train and support volunteers.

The program will increase JVS' capacity to improve the employment outcomes and financial independence for disadvantaged, at-risk individuals. Volunteers will assist with group job search, application assistance, networking, job lead generation, job shadowing opportunities, and basic skills tutoring.

"Volunteers are the life blood of JFCS," says Debra Savitt. "Their dedication and selflessness touch nearly every aspect of the agency. Without volunteers, it is hard to imagine JFCS."

For more information please contact Debra Savitt at 952.546.0616 or dsavitt@jfcsmpls.org.

JVS Toronto: Volunteer & Student Services

"Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it's the only thing that ever has." From its very beginnings in 1947 as Toronto's Jewish Vocational Service, JVS Toronto has been a great example of the truth of Margaret Mead's famous observation. It was the work of civic-minded volunteers like Max Enkin, Lipa Green, Lou Lockshin, Walter Bick, David Mouckley, and Dr. Albert Rose that led to the founding and early growth of the agency. Over the last six decades JVS Toronto has grown and become a much more complex agency, just as Toronto has become more diverse and its challenges more complex. Although the role of volunteers has changed, the quality of volunteer commitment to JVS has never wavered. In the past 10 years JVS Toronto has initiated various programs that enable volunteers to work directly with staff to assist our clients.

JVS Toronto's volunteer program is supported by fundraising dollars and through the United Way of Greater Toronto. This funding allows for one full-time staff person to manage volunteers. In addition, in programs where there are large numbers of volunteers, there is a designated volunteer liaison staff.

Volunteers are asked to make a commitment to the agency of a minimum of 3 hours per week for at least 6 months (unless, of course, during this time the volunteer finds full-time employment). Our volunteers enrich the lives of our clients and make invaluable contributions to our programs. Through their involvement at JVS Toronto, they learn new skills, develop new connections - and find the experience personally enriching as well.

Volunteers provide tutoring, workshop assistance,

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JVS Toronto: Volunteer & Student Services

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support for fundraising, administrative support, customer service, research, job development support, and mentoring - both in person and, increasingly, online. As well, volunteers continue to fill vital leadership and governance roles on the Board of Directors and various advisory committees.

Appreciation events are held every April during Canada's National Volunteer Appreciation Week and in early December. Events are informal, and include potluck lunches and afternoon teas. Each volunteer is given a thank-you card and a small gift as a token of our appreciation. Upon completion of their time with JVS, volunteers may also receive volunteer certificates and letters of reference. At our Annual General Meeting the JVS staff nominates one outstanding volunteer for our Volunteer of the Year Award, in recognition of the impact the person has made in supporting JVS services assisting clients to achieve success, whether at work or in school. Every year JVS Toronto is proud to nominate our volunteers as candidates for the Ontario Service Awards, presented by the Ontario Government to volunteers for their long term commitment to non-profit agencies.

On average, the volunteer program receives three to five inquiries daily from people wanting to become involved in our program. JVS Toronto advertises volunteer positions on the JVS Toronto website as well as on local volunteer sites (the free services offered to non-profit groups). A volunteer flyer is sent out to local libraries, social service offices and other community agencies. As well, many of the clients participating in JVS programs are referred to the volunteer program by their counselors.

Since 2001 the number of individuals volunteering at JVS has increased by over 60 percent. This is a

direct correlation to the growth the agency as a whole has experienced. As the agency expands the need for volunteer involvement is also impacted. In 2005/2006, 602 volunteers dedicated more than 32,000 hours to JVS Toronto.

Student placement is a growing component to the volunteer program, with JVS Toronto providing learning opportunities for students of local public and private colleges and universities. A growing number of high school students are choosing JVS Toronto for their mandatory forty hours of community service. JVS provides exceptional opportunities for these students to learn, and to develop job readiness.

JVS Toronto is pleased to announce the newest addition to our student program. Through a generous donation by the Granovsky family in memory of a dear friend, Annie Kohn, JVS Toronto in partnership with Hillel of Greater Toronto will be offering the Kohn Summer Intern Program. Modeled after the JVS San Francisco program, university and college students from the Greater Toronto Area will be given an opportunity to be placed for eight weeks in positions within leading Jewish non-profit agencies. Students will gain valuable workplace experience, be exposed to issues currently facing the Jewish community and receive mentoring and job coaching from Jewish community leaders.

The challenge of any volunteer program is to ensure that volunteers are placed in positions where their needs as well as the agencies needs are being met. JVS Toronto strives to make a volunteer's time at the agency valuable and meaningful.

For more information please contact Lisa Rae, Manager, Volunteer & Student Services, JVS Toronto, at 416.787.1151 x259 or lisarae@jvstoronto.org.

JVS Detroit Creates a Meaningful Volunteer Program

A corps of 40 volunteers are making a remarkable impact on the lives of people with Alzheimer's disease and other forms of dementia. JVS Detroit oversees the volunteer program that trains and places individuals at three separate adult day care facilities operated by JVS Detroit; one is operated in partnership with Jewish Home and Aging Services and one is operated in partnership with Bloomfield Township.

The volunteers at these sites not only enhance the lives of adults with memory disorders by sharing their personal interests and hobbies, but also provide extra help with clerical duties and everyday activities. As examples, volunteers bring their pets in to visit, perform plays for participants to enjoy, play musical instruments, encourage a game of cards, share their love of art and photography and much more. A master gardener even loans her expertise and tends to the therapeutic garden on the grounds of JVS Detroit's headquarters.

Over the years, the program has grown tremendously. Family members of participants find volunteering a meaningful way to give back or the means to fill a void after their loved one has

passed away. Gerontology students at Madonna University routinely volunteer four hours during the semester to fulfill their course requirements. People also learn of the program through brochures handed out to eldercare professionals and at caregiver fairs, meetings of the Commission of Jewish Eldercare Services and community events. Others find the program on JVS' website and other online resources where JVS Detroit's volunteer program is registered.

Volunteer Coordinator Dorothy Mantis, MA, LPC, LBSW, explains that finding the right volunteer is critical. "First, it's very important to determine the volunteer's skills, abilities and personality to gauge if they are a good fit for the program. It's also crucial to describe the program and the challenges of working with people with memory disorders and give a tour of the program. I also find it helpful to start the volunteer once a week for only two to three hours at a time to acclimate them to the environment. I suggest they add additional hours/days as their comfort level increases if it fits into their schedules."

A certified training program for volunteers is held twice a year.

The training gives individuals the skills and confidence to interact with people with memory disorders and helps them identify what they can add to the program. The training also makes them feel valued and further boosts their confidence when they receive a certificate of completion.

To recognize volunteers contributions throughout the year, two annual parties are held that the volunteers have come to look forward to. One is in the fall where individuals relish the chance to share their personal stories as to what they have gained from volunteering. The other is held during the December holidays where volunteers are recognized in front of program participants and their family members.

"The volunteer program has been a win-win-win situation," explains Mantis. "The adult day care staff receive much needed help, the volunteers know that they are playing a valuable role in improving people's lives and the program becomes enriched by the special talents the volunteers possess."

For more information, contact Dorothy Mantis at dmantis@jvsdet.org or 248.233.4392.

JVS San Francisco: Volunteers Making a Difference with Youth

“I want to improve my interviewing skills.”
 “I am nervous about interviewing for a job.”
 “I stumble when trying to speak about my past experiences during an interview.”

These statements represent examples from a pre-program evaluation that asked students to rank their career goals with the Mayor’s Youth Empowerment and Employment Program (MYEEP). Across the board, students indicated that their number one career goal was to improve their interviewing skills. With the help of five enthusiastic Bay Area professionals, JVS San Francisco was able to meet the needs of the MYEEP participants by offering a workshop where each student participated in a mock interview for a job they were seeking. The volunteers came from a variety of professions, ranging from recruiters with Cypress Human Capital Man-

agement to a Financial Consultant with Wells Fargo.

MYEEP is a stipend work program that provides subsidized after-school and summer jobs for 60 youth annually. The program offers paid internships, along with job skills workshops and community service opportunities. Subsequently, students in the MYEEP program go through a process of interviewing for summer jobs where they seek positions in retail, business, nonprofit and public agencies.

The Volunteer Program receives inquiries from humanitarian Bay Area professionals looking to give back to their community outside of their full-time corporate recruiting jobs. When they learned of the opportunity to help the MYEEP students improve their interviewing proficiency, volunteers were eager to get involved.



Pictured Above: (l to r) Reed Johnson, Recruiter, Cypress Human Capital Management; Darjuan Reed, MYEEP participant, sophomore at Galileo High School, San Francisco; Rickey Travis, MYEEP participant, Senior at JMC Academy, San Francisco; Lauren Talbot, Research Assistant, Cowen & Company.

With the combined effort of the MYEEP Program Coordinator and Volunteer Program Coordinator, JVS San Francisco was able to recruit five volunteers who each interviewed four MYEEP participants throughout the course of a two-hour workshop. The success of this workshop was clear, due to the tangible benefits it provided the MYEEP students, as well as the enthusiasm of the professionals looking for an avenue through which to volunteer.

The workshop was organized so that the students rotated through the classrooms and meetings room, where they were each interviewed for the job of their choice. The job descriptions ranged from a Sales Associate at Macy’s to an Assistant Varsity

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Basketball Coach at a local high school. The students were provided with the job description two weeks before the interviews and asked to prepare by dressing up for their interview, editing their resumes and practicing their interviewing skills. Correspondingly, the volunteers were provided with evaluation sheets, job descriptions and an overview of the MYEEP program through a conference call with JVS staff a week prior to the workshop.

The volunteers were extremely pleased with the preparation and professionalism displayed by many of the students.

“I was very impressed with the confidence and enthusiasm displayed by a student who was only a freshman in high school,” said Lauren Talbot, a Research Assistant with Cowen & Company, an investment bank in San Francisco.

Following the interviews, the five volunteers spoke to the class about their professional career path, first interviewing experience and tips on interviewing. The students engaged well with the volunteers and asked for feedback on their performances in the interviews, as well as advice on how to avoid being nervous during interviewing.

The workshop was a tremendous success benefiting both the MYEEP students and volunteers. Eric Whitney, the MYEEP Program Coordinator, uses

the volunteer evaluation forms to provide feedback for each of his students on areas where individuals need improvement. The volunteers completed the workshop with a sense of fulfillment, knowing that their small effort will help the MYEEP participants obtain a job in the future. All of the volunteers were invited to the MYEEP graduation in May as a token of appreciation for their time and dedication.



Pictured above: Reed Johnson and Darjuan Reed practice a firm handshake for an interview.

For more information please contact Debbie Mendel, Outreach and Volunteer Coordinator, JVS San Francisco, at dmendel@jvs.org.

IAJVS Book Club Call

Migrating from Innovation to Entrepreneurship: How Nonprofits are Moving toward Sustainability and Self-Sufficiency

On Tuesday January 30th, the Professional Development Committee (PDC) hosted an IAJVS book club call. The PDC chose the book *Migrating from Innovation to Entrepreneurship: How Nonprofits are Moving toward Sustainability and Self-Sufficiency* by Jerr Boschee. Facilitated by Hilary Mandel, Scholarship Fund Program Manager, JVS Los Angeles, the call was an introduction to the concept of social entrepreneurship, and its applicability to JVS agencies.

Nineteen staff members from 7 agencies participated and discussed issues such as the definition of “social enterprise,” examples of IAJVS social entrepreneurship, what to consider before starting a social enterprise, critical success factors, and accountability/measurement

There is also a second call on social entrepreneurship scheduled for April 26th. This call will be facilitated by Bill Lynch, Business Development Manager and Quality Specialist, JEVS Human Services, Philadelphia. On this call, IAJVS agencies will be invited to present social enterprises at their agencies.

For more information on *Migrating from Innovation to Entrepreneurship* please visit <http://www.socialent.org/migration.htm>.

For more information about the IAJVS social enterprise conference calls, please contact Rachel Petru at petrur@iajvs.org.

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Socially Responsible Leadership for the 21st Century

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WHO WE ARE: The International Association of Jewish Vocational Services (IAJVS), a not-for-profit membership association, links 27 social service agencies in the United States, Canada, Israel, and Argentina that provide a wide range of educational, vocational, and rehabilitation services.

WHAT WE DO: Through our member agencies, individuals seeking to improve their lives gain access to a vast array of services such as career management, skills training, rehabilitation programs, and health services. Each year, the IAJVS family of agencies—with a combined budget of over \$395 million—serves more than 350,000 individuals from across the social strata, including persons with disabilities, dislocated workers, people changing careers, recent college graduates, welfare recipients, refugees, older workers and the elderly. Since its founding in 1939, the IAJVS network has assisted over 16 million individuals, from both the Jewish and non-Jewish communities.

OUR MISSION: The International Association of Jewish Vocational Services strengthens the capabilities and capacity of its member agencies to increase economic self-sufficiency, independence and build a productive work force of its constituent clients.

IAJVS Website Updated With New Baby Boomer Page!

The IAJVS website now has a new baby boomer page. All services to baby boomers, and updates on the IAJVS baby boomer initiative will be available through a link on the upper left hand side of the IAJVS homepage that will take you directly to the new baby boomer page. There will also be information on the 2young2retire training, and a link to the 2young2retire homepage.

Please contact Rachel Petru at petrur@iajvs.org for more information, or if your agency would like to add information to the IAJVS baby boomer page.