

# Apply Now to Become a CVM Professional!

## Certified Volunteer Manager



## Intensive Program December 6 - 9, 2016

### Early-bird discount!

*\$100 off program fee if application & full payment received by July 1, 2016.*

### PROGRAM OVERVIEW



Sponsored by the Arkansas Public Administration Consortium, the Certified Volunteer Manager (CVM) Intensive Program is designed for volunteer managers who are committed to professional growth but have limited availability for the traditional six-month CVM training schedule. The primary intended audiences are nonprofit or public sector managers, coordinator, or directors of volunteers.



Two years of volunteer management experience is preferred as a prerequisite to the program. Completion of the Volunteer Management 101 offered by the Arkansas DHS Division of Community Service and Nonprofit Support (DCSNS) is also suggested.



Upon successful completion of the program requirements, participants will be recognized at APAC's annual Graduation Ceremony scheduled for May 2017.

### PROGRAM REQUIREMENTS



There are multiple required elements of the intensive program including:

- Four-day intensive workshop
- Pre and post workshop assignments
- Submission of a Capstone



#### About the Four-day Intensive Workshop - December 6-9, 2016

The core of the CVM Intensive Program is a four-day workshop which starts December 6 and ends December 9 and will be held at the Winthrop Rockefeller Institute.

Participants will have a full schedule of learning that includes topics such as:

- Recruitment and Retention Strategies
- Social trends that impact volunteer program development
- Principles of volunteer screening, placing, training and supervising
- Program evaluation, development of performance outcomes
- Leadership, Building internal support for the volunteer program
- Creating strong staff and volunteer partnerships

**Enrollment is VERY limited.**

**Application deadline: September 29, 2016**



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2801 South University  
Avenue  
Little Rock, AR 72204  
501-569-3090

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## **About APAC**

The Arkansas Public Administration Consortium (APAC) is dedicated to improving the quality of public services in Arkansas through public administration education and management training opportunities for public and nonprofit organizations.

APAC is a collaborative program of the University of Arkansas at Little Rock, the University of Arkansas, and Arkansas State University. APAC is a training institute, an internship program, a consultation service and host to three professional certification programs.

APAC includes

- Certified Public Manager (CPM) Program
- Certified Volunteer Manager (CVM) program
- Masters of Public Administration (MPA) Internship Program
- Certified Planning and Zoning Official (CARPO) Local Government

A board comprised of the MPA coordinators from the consortium universities governs APAC.

The APAC Advisory Board also provides guidance with program development, marketing and alumni support.

APAC staff includes

- Jolie Busby, CVM, Executive Director
- Anna Swaim, Program Manager
- Lisa Crittenden, Office Manager

## **About the Certified Volunteer Manager Program**

In 1986, working collaboratively with Arkansas Division of Community Service and Nonprofit Support (DCSNS), the Arkansas Public Administration Consortium (APAC) established CVM as the first program in the nation to offer a certificate in volunteer management.

“The partnership that established CVM in 1986 was a ‘golden triangle coalition’ between the volunteer sector (AVCA/United Way of Pulaski County), government sector (DCSNS/APAC) and the business sector (Beverly Enterprises). The importance of this partnership was to bring different resources to the table to make it work with limited resources.” - Billie Ann Myers, former director of the Arkansas Division of Volunteerism.

APAC’s *nationally recognized* Certified Volunteer Manager program fosters professional excellence in volunteer management and is designed for administrators, directors, managers and coordinators of volunteers and volunteer programs.

Participants in the CVM program complete six professional management workshops and a management narrative focusing on volunteer leadership, professional standards and achievements, and new developments in the theory and practice of volunteer management.

Since the first graduating class in 1987, more than 600 participants have graduated from the CVM program.

## **Program Completion Requirements**

Participants will earn the Certified Volunteer Manager (CVM) certification upon completion of the following:

- Four-day intensive workshop
- Pre and post workshop assignments
- Submission of a program capstone assignment

Two years of volunteer management experience is preferred as a prerequisite to the program. Completion of the Volunteer Management 101 offered by the Arkansas DHS Division of Community Service and Nonprofit Support is also suggested.

## **Program Schedule & Location**

Dates: December 6 – December 9, 2016

Location: **Winthrop Rockefeller Institute**  
Petit Jean Mountain  
1 Rockefeller Drive  
Morrilton, AR 72110  
[www.rockefellerinstitute.org](http://www.rockefellerinstitute.org)

Schedule: **Tuesday**  
Welcome & Orientation  
Workshop Session  
Check into rooms *\*\*Exact time to be determined*  
Dinner and Learning Activity

**Wednesday & Thursday**  
Breakfast  
Workshop Session  
Lunch  
Workshop Session  
Afternoon Break  
Dinner and Learning Activity

**Friday**  
Breakfast  
Workshop Session  
Lunch  
Discussion of post-workshop assignments  
Adjourned by 2:00 pm

## **Application Deposit**

A deposit of \$50.00 is due at the time of application. This deposit is applied towards the program fee and is only refunded if the applicant is not accepted into the program.

## **Program Fee**

- The program fee is \$1200.00 and includes lodging, meals, and training materials.
- Early Bird Discount: \$100 off program fee if application and full payment is received by July 1, 2016.
- By enrolling in the CVM program, you are making a financial commitment to pay the training fee associated with the training. Although APAC invoices the participant's agency, responsibility for payment remains with the participant.
- If accepted, full payment is due to APAC by November 1, 2016.

## **Pre-workshop Assignments & Materials**

Each participant receives a three-ring binder with course materials at the first session. Materials are added as participants move through each session. Instructors may require outside assignments in preparation for discussion during the course. These assignments could include a brief narrative, reading material (provided), questionnaire or case study.

## **Evaluations**

Participants will complete evaluations at the end of each workshop session. These evaluations, that assess the effectiveness of course/curriculum and instructor, are important in determining if the course is meeting the needs of the participants.

## **Cell Phones**

Cell phones tend to distract from the business at hand. If there is a real need for a participant to have their phones turned on, they must be on silent mode to keep from affecting others. Participants should consider CVM as a welcomed reprieve from the hectic stress of the office – a time to absorb, enjoy and network with colleagues.

## **Apparel**

Dress is business casual. The most common consideration is possible temperature fluctuation in the training room – be prepared by bringing a jacket or sweater just in case.

## **Reminders**

Participants will receive reminder notices regarding attendance at the workshop as well as assignment deadlines. These notices, generally transmitted electronically, reconfirm the dates, times, and location, as well as any other important information. Participants should contact the CVM Program Coordinator if they have not received reminder notices or have questions about program requirements.

## **Information and Updates**

In order to remain informed, please check email frequently. The use of email may be the sole method for disseminating blanket information. If you change your phone number, email address, or employer please let us know so that we may keep you informed about any changes or events.

## **Inclement Weather Policy**

APAC follows the University of Arkansas at Little Rock's cancellation policy. In the event a workshop session is cancelled due to inclement weather, a makeup session will be scheduled. When the University is closed due to inclement weather or other circumstances, all classes, day and night, on and off campus will be cancelled. This includes APAC classes. All radio and television stations in central Arkansas will be notified through the office of Communications when the University is closed. To be certain, check the UALR website [www.ualr.edu](http://www.ualr.edu). It will be posted on the main page if the university is closed. All efforts will be made to contact CVM participants should a session require cancellation.

### **Attendance Policy**

Participants in the Certified Volunteer Manager program are expected to comply with the following attendance policy:

- CVM participants are expected to satisfactorily complete all program requirements including the four-day intensive workshop as well as all pre and post workshop assignments in order to meet certification requirements and graduate with the CVM designation.

### **About the Self-Assessment**

The Self-Assessment Checklist is designed to assess a participant's performance in a variety of competency areas. The comprehensive Checklist was developed by the former Association of Volunteer Administration (AVA) to reflect all possible competencies necessary for satisfactory performance in volunteer management.

Administered prior to the Intensive Workshop, the assessment gives the participant a clear picture of the skill areas in which he/she is most effective and those areas in which he/she should focus on strengthening. It establishes a map for future professional development planning.

### **About the Program Capstone Assignment**

To earn the Certified Volunteer Manager designation, participants must complete a capstone project. The CVM Capstone provides participants the opportunity to gain perspective on the volunteer "experience" by performing service for a nonprofit for which they do not work and have not volunteered for in the past.

The service project has a three-fold purpose:

- Leadership development
- Community engagement
- Reflection

#### **Guidelines**

- Participants will perform 4-8 hours of volunteer service for a nonprofit organization for which they do not work and have not volunteered for in the past. It is critical to the exercise that participants are unbiased in their views of the organization.
- Service hours may be performed all at one time or multiple times.
- Pre-service preparation forms are required for submission prior to service.
- Post-service reflection paper will be submitted prior to graduation.



# CVM Program Application Form

Application deadline: September 29, 2016

A deposit of \$50.00 is due at the time of application.

This deposit is applied towards the program fee and is only refunded if the applicant is not accepted into the program.

**Applicant Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

Organization \_\_\_\_\_

Organization Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Personal Phone: \_\_\_\_\_

E-Mail (required): \_\_\_\_\_

How did you hear about the CVM program? \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ **Title:** \_\_\_\_\_

Address: \_\_\_\_\_

Supervisor City, State, Zip: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Please send my invoice to: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*As attachments to this application form, please answer the following:*

## **I. Experience**

- A. How many years of volunteer management experience do you have and in what positions?  
(Please include paid and non-paid positions in which you directly supervised the work of volunteers or a volunteer project or program.)
- B. How many years of experience do you have as a volunteer and for what organizations?
- C. Please include a brief description of the organization where you are currently working and your job responsibilities.
- D. Please include your resume.

## **II. In approximately 200 words, address the following:**

- A. The role of the volunteer manager and your philosophy of volunteerism
- B. Why you wish to participate in the CVM program and what you expect to learn
- C. What you expect to accomplish in your career with the CVM certificate

## **III. Members of the CVM Advisory Committee and representatives from APAC will review this application.**

### **Signatures:**

Applicant \_\_\_\_\_ Date \_\_\_\_\_

*I have reviewed this completed application, and I approve and support the candidacy of this applicant.*

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

### **Please submit complete application to:**

APAC  
 UALR Ross Hall 634  
 2801 S. University  
 Little Rock, AR 72204  
 Phone: (501) 569-8469  
[www.ualr.edu/apac](http://www.ualr.edu/apac) Email: [jabusby@ualr.edu](mailto:jabusby@ualr.edu)

CVM Attendance Policy: CVM participants are expected to satisfactorily complete all program requirements including the four-day intensive workshop as well as all pre and post workshop assignments in order to meet certification requirements and graduate with the CVM designation. If a participant must miss a session due to work-related crisis or personal emergency, he/she must make up this session. Additional absences can jeopardize the participant's opportunity to graduate.



Arkansas Public Administration Consortium  
**The Certified Volunteer Manager Program**

Scholarship Application Form (Optional)

Partial scholarships are made possible through contributions from the Department of Human Services Division of Community Service and Nonprofit Support, the Arkansas Volunteer Coordinators Association (AVCA), and the Arkansas Public Administration Consortium (APAC).

These scholarships are targeted to assist worthy, financially needful candidates in furthering their professional development. The partners are strongly dedicated to the professional management of volunteers and through these contributions; hope to assist volunteer coordinators/managers in building careers in volunteer management. Applicants will be competing for limited funds: scholarships are not automatic.

**Incomplete scholarship requests will not be reviewed.**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Organization Address: \_\_\_\_\_

Phone: (Work) \_\_\_\_\_ Email: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone: (Work) \_\_\_\_\_ Email: \_\_\_\_\_

**I. Application**

- 1 The Certified Volunteer Manager (CVM) Program Application Form must be completed and must accompany this scholarship application form.
- 2 The scholarship application must be fully completed. Include the following information on a separate page.
  1. Explain why your agency cannot pay full tuition and why you need a scholarship.
  2. Will you still be able to participate in the CVM program if you are not awarded a partial scholarship?
  3. If applicable, list other funding sources you have approached and the amount of tuition these sources have committed to paying.
  4. Include a statement, signed by your supervisor, detailing why CVM funding is desired.
- 3 Please indicate if you are a member of the **Arkansas Volunteer Coordinators Association (AVCA)** and are applying for an AVCA scholarship: Yes  No

*The enclosed application information is true and correct to the best of my knowledge.*

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Code of Ethics and Professionalism

I, \_\_\_\_\_ the undersigned agree that:

- Participation in this unique program is a privilege, not an entitlement.
- I voluntarily choose to be part of this program.
- I represent the brightest and best from my organization. It is up to me to make sure that I am deserving of the privilege and, as a result, my actions will reflect my professionalism.

### Personal Responsibilities:

- I will, to the best of my abilities, complete my assignments, pay attention and participate in a positive manner. I will be certain to keep down distractions and sidebar conversations to ensure everyone can focus on learning.
- I will adhere to the attendance requirements for this program. This means I will make every effort to remain in class for the full session and sign-in on the attendance sheet regularly.
- I will communicate progress difficulties with my site manager and take advantage of available resources. However, my success or failure in this program is my own responsibility.
- I have a duty to represent my organization in a positive manner. As such, I will learn whatever I can from all classes and bring back this insight to improve my organization.
- I will conduct myself in an ethical manner.
- I will ensure that all work completed for the program is of my own effort. I will not plagiarize/copy another students' work.
- I am here to learn, and my attitude will make the difference in my success and that of the program.
- In return, I will have the privilege of participating in a unique educational opportunity that offers a well-respected credential upon completion of the program.
- I will enjoy the journey and assist others in making their own journey successful.

### Classroom Responsibilities:

- Because I may have vast experience or someone mentored me well, I may know more than some of the instructors on some topics. If circumstances arise, I may use my knowledge to support my instructor and mentor others in the class so we can all benefit.
- Everyone is entitled to an opinion, and I will listen to others without judging or belittling.
- I agree to disagree amicably and with respect and to sincerely listen to other viewpoints.
- I will value our differences and use them to learn.

- I share in the responsibility to help create a positive environment in the classroom and with my colleagues and instructors.
- I am encouraged to offer CONSTRUCTIVE feedback. I can tell if my feedback is constructive by asking, “Will my remarks improve the program or help a person?” If the answer is yes, then proceed. I will refrain from personal attacks, sarcasm and negativism.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**PARTICIPANT COPY TO BE MAINTAINED IN YOUR NOTEBOOK**