

MANY FACES. MANY REASONS. ONE HEART.



Certified Administrator of Volunteer Services (CAVS)

Mentor Group Session — Overview
May 26, 2015

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Presenter

Contact



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Participants

Name	Title	Hospital	E-mail
Kay Andalis	Junior Volunteer Coordinator	Sharp Grossmont Hospital	kay.andalis@sharp.com
Hortencia Castano-Urbanowicz	Director Volunteer Services	University Health System	hortencia.castano-urbanowicz@uhs-sa.com
Coco Ceja	Director of Volunteers	LAC+USC Medical Center	sceja@dhs.lacounty.gov
Ericka Garcia	Volunteer Coordinator	University Health System	Mikita_120@yahoo.com
Will Glaspie, RN	Director, Volunteer Services	Oroville Hospital	wglaspie@orohosp.com
Lorraine Gonzales	Manager of Volunteer Services	Valley Baptist Medical Center – Brownsville	lorraine.gonzales@valleybaptist.net
Denise Kelly	Volunteer Coordinator	Sharp Grossmont Hospital / Sharp HospiceCare	elizabeth.vega@med.usc.edu

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Participants

Name	Title	Hospital	E-mail
Mary Poppingo	Manager, Planned Giving, Volunteer & Auxiliary Services	St. Mary's Medical Center – San Francisco	mary.poppingo@dignityhealth.org
Kathy Roper	Director Volunteers	Kaiser Permanente San Diego	kathy.t.ropert@kp.org
Elizabeth Vega	Director Concierge and Volunteer Services	Keck Medical Center of USC	elizabeth.vega@med.usc.edu
Katrina Villard	Supervisor, Volunteer Services	Sharp Grossmont Hospital	katrina.villard@sharp.com
Fran Waller	Director of Community Engagement and Volunteer Development	Palomar Health	frances.waller@palomarhealth.org
Rosanne Weathers	Director of Marketing/Public Relations/Volunteer Services	Desert Valley Hospital	rweathers@primehealthcare.com



Introductions

Please announce your:

- Name
- Title
- Hospital
- Number of years in the field of hospital volunteer management
- Job responsibilities (Auxiliary, Gift/Thrift Shop, Fundraising)
- Interests

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Why Certification?

<http://www.aha.org/membercenter/pmg-index.shtml>

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Resources: ***CAHHS Resources***

www.calhospital.org/volunteers



Resources: *AHVRP Resources*

- CAVS FAQ (2013)
- CAVS Examination Self-Assessment
- CAVS Exam Content Outline
- CAVS Study Group Reference
- In a Nutshell: A Comprehensive Resource for Health Volunteer Management – 3rd Edition (2013)
- <http://www.ahvrp.org/programs/certification.shtml>



Resources: *AHVRP Resources*

The Principles of Volunteer Resource Management

- Module 1: Volunteer Services Role in the Healthcare Industry
- Module 2: Legal Awareness
- Module 3: Ongoing Preparedness for Joint Commission
- Module 4: Program Organization and Administration
- Module 5: Program Operations and Managing Risks
- Module 6: Technology and Professional Development

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Resources:

Current CAVS in California

Name	Title	Hospital
Joan Cardellino	Vice President, Volunteer Services	California Association of Hospitals and Health Systems
Marianne Cota	Manager of Volunteer Services & Lifebranch	Presbyterian Intercommunity Hospital
Lisa Golden	Manager, Volunteer Services	Sharp Chula Vista Medical Center
Shannon Graham	Assistant Director of Volunteer, Health Career & Spiritual Care Services	Salinas Valley Memorial Healthcare System
Mary Jayne Johnstone	Student Volunteer Supervisor	Huntington Memorial Hospital
Marianna Kuhn	Director, Volunteer Services	O'Connor Hospital
Barbara Leanse	Director	Cedars-Sinai Medical Center
Susan Martinez	Director, Kaizen Operations Team	UCSF Benioff Children's Hospital Oakland
Mary Matson	Director, Volunteer Services	Torrance Memorial Medical Center
Kathleen J. McIntire	Director, Volunteer Services	Kaiser Permanente Los Angeles
Michelle Morgan	Manager, Volunteer Services	Kaiser Permanente San Jose & Santa Clara

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Resources:

Current CAVS in California

Name	Title	Hospital
Donna Nam	Manager of Volunteer Services & Lifebranch	Children's Hospital of Orange County
Tracy Nordbak	Director, Volunteer Services	California Hospital Medical Center
Grenda Pearlman	Director, Volunteer Services	Saint John's Health Center
Lillian Reyes-Maples	Director, Volunteer Services	Riverside Community Hospital
Allison Rotter	Interim Director of Operations for Community Relations and Development	Cedars-Sinai Medical Center
Helen Simpson	Formerly, Director Auxiliary Services	Mission Hospital – St. Joseph Health System
Cherie Towers	Director, Volunteer Services	Redlands Community Hospital
Antionietta Treacy	Volunteer Program Coordinator	St. Joseph Hospital
Linda Van Fulpen	Manager of Volunteer Services	Sharp Grossmont Hospital
Johanna Watt	Manager, Hospitality Services	Loma Linda University Medical Center
Rebecca Williams	Director of Volunteer & Retail Services	Adventist Health/Feather River Hospital

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Resources: ***Energize Inc.***

www.energizeinc.com

- *By the People* – Susan Ellis
- *From the Top Down* – Susan Ellis
- *Leading the Way to Successful Volunteer Involvement* – Susan Ellis and Betty Stallings

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Resources:

California Volunteers

www.californiavolunteers.org

- DOVIA's
- Emergency Management

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Resources:
***Council for Certification in
Volunteer Administration***

<http://cvacert.org>



Mentor Group Session Schedule

- May 26 – Overview/Introduction
- June 10 – Outreach, Advocacy and Public Relations /Professional Development
- June 24 – Planning and Program Development
- July 10 – Management of Human Resources
- July 30 – Finance/Wrap-Up

All sessions are 4 p.m. to 5 p.m. (PT) and require registration to participate.



Mentor Group Process

- Guest lecturers?
- Participant presenters?
- Homework assignments?
- Note taker?



Mentor Group Process

- June 10 session preparation
- Read CAVS preparation materials
- Complete CAVS Examination Self-Assessment

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Questions?

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CAHHS Volunteer Services

Contact



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