It's Time to Earn Your CAVS!

Mary McCormack, CAVS
CAVS JOURNEY
CAVS
Certified Administrator of Volunteer Services (700+ CAVS)
Session Agenda

• AHVRP Certification History
• Testing Preparation and Tips
• Current Requirements
• Content Outline
• Professional Development Resources
• Questions and Answers
Leading America’s Healthcare Volunteers

AHVRP Certification History

• Ask for it? You got it!
• Certification Development (1999-2000)
• Role Delineation and Job Analysis Study
• Examination Development
• First test (2000)
• AHA Certification Center (until 2010)
• Council for Certification in Volunteer Administration (CCVA)
The Council for Certification in Volunteer Administration

• Advances the profession and practice of volunteer resource management by certifying individuals who demonstrate knowledge and competence in the leadership of volunteers.
The Council for Certification in Volunteer Administration (CCVA):

• Certified in Volunteer Administration (CVA) is an international credential

• Awarded to practitioners with at least 3 years of experience who successfully complete an exam and written portfolio process.
The Council for Certification in Volunteer Administration (CCVA):

• Manages the CAVS certification program

• AHVRP CAVS Chair is on the CCVA board

• AHVRP responsible for governance and policies of the certification program
Questions about the CAVS Exam? Contact:

Katie Campbell, CCVA Executive Director, at cavs@cvacert.org or 804-794-8689
Testing Preparation and Tips
CAVS Examination

Test Development

• 6 Content Areas
• 110 Multiple Choice
• 10 trial test questions
Testing Time Frame

Two Hours
TEST QUESTIONS

MULTIPLE CHOICE:

A, B, C, D
Examination Questions

• Developed by practitioners

• Psychometrics:
  – Art and Science of design of valid examination questions
TYPES OF QUESTIONS

• Recall
• Application
• Analysis
RECALL

The ability to recall or recognize specific information
RECALL SAMPLE QUESTION:

ADA stands for:

A. Association of Dental Assistants
B. Anti-Discrimination Act
C. Americans with Disabilities Act
D. American Diabetic Association
RECALL

ADA stands for:

A. Association of Dental Assistants
B. Anti-Discrimination Act
C. **Americans with Disabilities Act**
D. American Diabetic Association
APPLICATION

The ability to comprehend, relate, or apply knowledge to new or changing situations
APPLICATION EXAMPLE:

A long term volunteer clearly shows signs of dementia and can no longer work safely. The best course of action for the DVS is to:

A. Counsel with the volunteer about retiring immediately due to safely issues.
B. Ask the service chairperson to counsel with the volunteer about not returning.
C. Counsel the volunteer and the nearest family member about immediate retirement.
D. Find an easier assignment for this valued volunteer.
APPLICATION EXAMPLE:

A long-term volunteer clearly shows signs of dementia and can no longer work safely. The best course of action for the DVS is to:

A. Counsel with the volunteer about retiring immediately due to safely issues.

B. Ask the service chairperson to counsel with the volunteer about not returning.

C. **Counsel the volunteer and the nearest family member about immediate retirement.**

D. Find an easier assignment for this valued volunteer.
ANALYSIS

The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.
ANALYSIS EXAMPLE:

Your volunteers contributed 75,000 hours of service last year. The full-time equivalents for these hours would be:

A. 34.05 FTEs
B. 35.05 FTEs
C. 36.05 FTEs
D. 37.05 FTEs
ANALYSIS EXAMPLE:

Your volunteers contributed 75,000 hours of service last year. The full-time equivalents for these hours would be:

A. 34.05 FTEs
B. 35.05 FTEs
C. 36.05 FTEs (75,000 hours divided by 2080 hours)
D. 37.05 FTEs
Test Tips
Current Requirements

You must work in a job where at least 50% of your time is related to volunteer management.
EDUCATION OR WORK EXPERIENCE

Baccalaureate degree or higher plus two years of experience in healthcare volunteer services management
EDUCATION OR WORK EXPERIENCE

Associate degree or equivalent plus three years of associated professional experience in healthcare volunteer services management→
EDUCATION OR WORK EXPERIENCE

• High school diploma or equivalent plus four years of experience in healthcare volunteer services management
ELIGIBILTY REQUIREMENTS

How long do you have from the time your application is confirmed until you have to take the exam?

90 days to make appointment and take exam
TESTING SITES
You pick the location!

Computer-based version available using ExamSoft e-testing software with a proctor from your facility
REDUCTION IN CAVS FEES

$250 AHVRP Member

$375 Non-member
SCORING

A+

A+
CAVS RENEWAL

• 3 years certification
• Retesting or:
• Documentation of continuing professional development
• $135 fee for member
• $225 for nonmember
Content Outline
Examination Emphasis

- Planning and Program Development
- Management of Human Resources
- Finance
- Organization and Management of Services
- Outreach, Advocacy, and Public Relations
- Professional Development
Examination Emphasis

Planning and Program Development

16 items:

– 3 Recall
– 10 Application
– 3 Analysis
PLANNING AND PROGRAM MANAGEMENT

- Assessment
- Collaboration
- Joint Commission
- Strategic Planning
- Program Development
- Fundraising
- Volunteer Resources
- Benchmarking
- Program Evaluation
Examination Emphasis

Management of Human Resources

20 items:

– 4 Recall
– 12 Application
– 4 Analysis
MANAGEMENT OF HUMAN RESOURCES

Recruitment
Orientation (Joint Commission Standards)
Application Process
Interview and Screening
Placement
Training →
MANAGEMENT OF HUMAN RESOURCES

- Supervision
- Evaluations
- Disciplinary Action
- Motivation, Recognition, & Retention
Examination Emphasis

• Finance
  12 items
  –3 Recall
  –7 Application
  –2 Analysis
FINANCE

• Reports
• Donations
• Fundraising Coordination & Advisor to Auxiliary

• Budgeting
• Tax Issues
• Gift Shop and Business Management
Examination Emphasis

• Organization and Management of Services
  17 items:
  – 4 Recall
  – 10 Application
  – 3 Analysis
ORGANIZATION AND MANAGEMENT OF SERVICES

• Service Guidelines
• Policies and Procedures
• Quality Management
• Teams/High Impact Services
• Reports and Record-keeping
Examination Emphasis

Outreach, Advocacy, and Public Relations

21 items:
– 8 Recall
– 13 Application
– 0 Analysis
OUTREACH, ADVOCACY & PUBLIC RELATIONS

- Develop and maintain community connections
- Contribute to solving community problems
- Encourage healthy lifestyle to community
- Promote healthcare professions to youth
Examination Emphasis

• Professional Development
  14 items:
  – 3 Recall
  – 8 Application
  – 3 Analysis
PROFESSIONAL DEVELOPMENT

• AHVRP Programs
• Extraordinary Programs
• AHA HAVE Awards
• Annual Conference
• Principles Course

• Assessment Tool
• PICH
• News You Can Use
• Web Site
• Publications
• Resources
PROFESSIONAL DEVELOPMENT

CAVS Review Guide 3rd Edition

• Catalog #200811
• 200+ pages
• AHVRP $99 member
• $119 nonmember
PROFESSIONAL DEVELOPMENT

Constant Readiness: Recommendations for Joint Commission Standards
2nd Edition
– Mary McCormack, CAVS 2011

- Catalog #200820
  $99 AHVRP member
- $139 nonmember
ACE IT
Annual Education, Competency and Evaluations of Performance

- MEASURE COMPETENCY & COMPLIANCE; MEASURE SUCCESS –
- ACE IT: Annual Education, Competency and Evaluations of Performance
- Catalog #202140
  - $89 AHVRP members
  - $139 Non-members
PROFESSIONAL DEVELOPMENT

Assessment of the Department of Volunteer Services in a Health Care Institution
3rd Edition

- Catalog #202210
- $45 nonmember
- $65 nonmember
Strategic Planning

• Making a business case for your volunteer program to an executive summary to plan implementations

• Best practices for strategic planning to support the business mission of volunteer programs

• CD includes:
  – Example forms
  – Templates that will help you create a customized strategic plan for any size volunteer program.

• Catalog #202204
• $99 AHVRP members
• $119 Non-members
Volunteer Orientation

Chapters include:

- Introduction and Basic Requirements
- Program Specific Topics
- Delivery Methods
- When to Hold Orientation
- Documentation for Orientation
- Policy and Procedure
- Annual Orientation Update
- Materials and Resources
- Appendix

Catalog#202205
$99 AHVRP members
$119 Non-members
PROFESSIONAL DEVELOPMENT

In a Nutshell - A Comprehensive Resource for Healthcare Volunteer Management

• Catalog #202210
• $45 AHVRP member
• $65 nonmember
PROFESSIONAL DEVELOPMENT

AHVRP Blueprint for Recognition

- Recognition Toolkit for Volunteer Leaders
- 304 pages
- Catalog #202139
- $60.00 AHVRP member
- $75.00 nonmember
PROFESSIONAL DEVELOPMENT

- Principles of Volunteer Resource Management. 2011
- Handouts provided to Principles Workshop attendees: 250+ pages
- Webinars available with complete handouts
PROFESSIONAL DEVELOPMENT

• AHA Recruitment and Retention Guide for Volunteers. (Free download)

• Guidelines for Volunteer Departments in a For-Profit Healthcare Facility (Free for members, $10 for nonmembers-download)

• Tools of the Trade (download) Career information, member services, resources and contacts
PROFESSIONAL DEVELOPMENT

• Career Center (interactive job board)

• Health Adventures Program (Electronic tools to implement at-risk youth mentoring program)

• Media Guide (Media opportunities to reach DVSs at over 1,000 facilities)
QUESTIONS AND ANSWERS
What can CAVS do for you?
You’re #1 to me! Best wishes on your road to CAVS!

Mary