OFFICE OF THE GOVERNOR

First Annual Report
October, 1979 - September, 1980

James R. Thompson, Governor
State of Illinois

Nancy C. Silvers, Director
Illinois Office of Voluntary Citizen Participation
Lincoln Tower Plaza • Suite 425
524 South 2nd Street • Springfield, Illinois 62706

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The Governor's Office of Voluntary Citizen Participation is grateful to all who were involved in the planning for and establishment of this office.

Special thanks to:

- ACTION, the federal volunteer agency that has made this office and publication possible.

- Staff, Office of the Governor, who have been patient, instructive and supportive.
Advisory Council

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Robert Stuart - Co-chairman

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Jeanette Bitter
Rhoda Bresler
Patricia Chapel
Doris Dalton
Rebecca Gubbins
Chloe Hicks
Dorothy Ivanuck
Willard LaMere
Marjorie Lundy
Fred Niles

The Honorable Josephine K. Oblinger
Harl Ray
Carrie Redebaugh
Muriel Runyen
Edward Schoenbaum
Suzanne Schwartz
Faith Smith
Sidney Taylor
Mary Louise Thomson
Urath Thornton
William Tudor

Office Staff

Nancy C. Silvers - Director
Charles Woodward - Community Organizer
Gale L. Steinhour - Public Information Officer
Gale Brison - Secretary
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Establishment of the Governor's Office of Voluntary Citizen Participation

The establishment of the Governor's Office of Voluntary Citizen Participation has been made possible in response to concerns expressed by the volunteer sector in Illinois. Initial funding has been provided by a five-year grant from ACTION (the federal volunteer agency) and matched by funds from the State of Illinois. A planning grant from the Joyce Foundation was also made available.

Several years ago, under Governor Olgilvie, Representative Josephine K. Oblinger headed a similar office of volunteer services. The reinstitution of this office proves the need for a state focal point for volunteer resources and advocacy.

The Governor's Office of Voluntary Citizen Participation has been established to work cooperatively with other organizations in providing services to meet the needs of volunteers and volunteer programs in Illinois, to serve as a statewide advocate on issues and concerns.

Purpose of the Governor's Office of Voluntary Citizen Participation

The broad purpose of the Governor's Office of Voluntary Citizen Participation is to:

- promote the value and need for voluntary service with government and non-government agencies.
- call attention to volunteer programs statewide in both public and private sectors.
- establish linkages between agencies developing volunteer programs.
- coordinate and offer supportive services to public and private agencies.

The Governor's Office of Voluntary Citizen Participation is one of 26 state offices which were established to promote both private and public volunteerism.

Governor's Office of Voluntary Citizen Participation Goals: Fiscal Year 1979-1980

Program Goals

To organize nine area resource groups throughout the
state for feedback to the Governor's Office of Voluntary Citizen Participation concerning volunteer needs and available resources.

To develop, implement and maintain a system to disseminate information statewide and promote the visibility of the Governor's Office of Voluntary Citizen Participation, its functions, goals and objectives.

To develop and publish an Annual Report reflecting current Governor's Office of Voluntary Citizen Participation operations and achievements and proposed recommendations and volunteer trends in Illinois.

To develop a statewide recognition program to recognize and honor volunteers in Illinois.

To assist governmental agencies and not-for-profit organizations on the state and local levels to identify human service priority programs for possible volunteer initiatives.

To encourage communication and association with national, civic and volunteer organizations.

Progress Summary: Fiscal Year 1979-1980 Goals

Measurable Objectives

Key measurable objectives related to the aforementioned goals:

1. - Selection/hiring of two consultants to organize and work with 9 groups.
   - Approximately 15 meetings held between 9 groups to identify needs and area resources.
   - All 9 groups represented at September 24 Volunteer Leaders Concern Meeting.
   - Consultant exit summaries included detailed outline reflecting area concerns, needs and resources.

2. - 10 press releases released
   - 1 brochure printed
   - 2 information packets printed
- 2 bulletins mailed
- 20 speaking engagements
- 23 workshops


4. - September 24, 1980 Volunteer Leaders Concerns Meeting (approximately 200 in attendance).

5. - Appointed 24 member Advisory Council.
   - Have identified 18 volunteer liaisons for human services departments and commissions and have attended subsequent meetings.
   - Have had one statewide meeting of all 13 Voluntary Action Center Directors.
   - Golden Age Day - State Fair - Department on Aging, August 15th.
   - Investigation of volunteer insurance.
   - Monitored federal legislation.
   - Attended planning meeting of Governor's Planning Commission on Developmental Disabilities.
   - Frequently attend Mental Health and Developmental Disabilities statewide Commission of Volunteer Service Coordinators meeting.


   Basic Program Action Steps

1. Developing mailing list/networking.
2. Public Relations.
3. Communication with the volunteer community.
4. Developing a resource bank.
5. Presenting workshops.
6. Pilot projects.
7. Conferences
Program Highlights

Golden Age Day
***************

In keeping with the goal to assist governmental agencies with special initiative programs, the Governor's Office of Voluntary Citizen Participation assisted the Illinois Department on Aging in implementing Golden Age Day at the Illinois State Fair.

For several years, the Department on Aging, in cooperation with the Illinois State Fair has promoted and programmed one day at the Fair dedicated to and set aside for senior citizens. Programs, entertainment, informational booths, arts and crafts and the Governor's attendance have assisted in making this day a memorable and informative one for Illinois seniors.

The Director of the Illinois Department on Aging requested emergency assistance from GOVCP. The Department could provide the budget necessary to fund Golden Age Day but not the available manpower to implement planning and programming. A task force consisting of GOVCP staff, DOA staff, the Lt. Governor's Office, 18 Retired Senior Volunteer Program Directors and State Fair staff was organized in late May to begin planning for the August 15th deadline.

On Friday, August 15, approximately 6,000 senior citizens attended Golden Age Day which was manned and supervised by over 100 volunteer workers. Volunteers were responsible for the following activities: general information, direction, medical safety, talent coordination, the awards ceremony, official greeters, refreshments, loading and unloading buses, vans and cars.

The task force held an evaluation meeting September 12 and made recommendations for the 1981 Golden Age Day. The Illinois Department on Aging has requested continued assistance for and input into Golden Age Day from the Governor's OVCP.

Human Service Liaisons
**************************

Illinois state departments, agencies and commissions have been divided into four sub-cabinets: Human Service, Community and Economic Development, Natural Resources and Management. These sub-cabinets meet on a regular basis with the Governor's staff to discuss program emphasis and concerns that affect their various departments, agencies and commissions.

The Governor's OVCP has as a goal the promotion of increased voluntary citizen participation. The directors of each
department, agency and commission within the Human Service Sub-
cabinet (and other interested state human service agencies)
were contacted and requested to show their interest in the
Governor's OVCP by identifying a staff member to act as volun-
teer liaison from their department to the GOVCP. Eighteen
human service liaisons have been identified and will be meeting
bi-monthly to share information, concerns and problems related
to volunteerism. The liaisons have been discussing three pri-
ority issues that they feel will assist in the development of
a coordinated plan for strengthening volunteer programs in
state agencies:

- upgrading and standardization of the Vol-
  unteer Service Coordinator job classifi-
cation.

- insurance coverage for volunteers in
  state agencies.

- development of a model statement for code
  agencies to enable implementation of vol-
  unteer programs.

During FY 80-81, each of the remaining three sub-cabinets
will be apprised of GOVCP operations and encouraged to utilize
GOVCP through either the formal appointment of volunteer liai-
sions or through information sharing from newsletters, bulletins
and as-needed meetings (See Appendix A).

Area Resource Groups
***********************

In order to serve a wide segment of the state, nine area
resource groups were organized in East St. Louis, Chicago,
Springfield, Rockford, Quincy, Peoria, Carbondale, Bloomington
and Champaign to assist the Governor's OVCP in identifying and
coordinating needs and priorities throughout the state. Two
consultants were hired to organize and coordinate each area
resource group in their assigned region to assist them in tar-
geting needs, organizing area resources and providing a regional
resource listing and networking process. The area resource
groups were to centralize community input, provide visibility
for GOVCP, identify volunteer resources and bring together non-
profit volunteer agencies for coordination of needs and
priorities.

Logistically, the two consultants were responsible for the
following regions: (See Appendices B, C, D, E, and F)

<table>
<thead>
<tr>
<th>Northern Region</th>
<th>Southern Region</th>
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<td>Rockford</td>
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<td>Champaign</td>
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September 24th Volunteer Leaders' Meeting

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On September 24, 1989, the Governor's OVCP hosted a state-wide volunteer leaders' meeting at the Springfield (Illinois) Hilton. Meeting in sessions on funding, training and technical assistance, legislation, energy conservation, human services and refugee resettlement, conference participants shared their concerns and developed a needs assessment for each of the areas. These summaries have been reprinted in booklet form and are being utilized by staff and the advisory council in assessing future directions for program goals and objectives. (See Appendix G)

There were approximately 200 people who participated in the caucus sessions. The day was highlighted by special remarks from Governor James R. Thompson and a keynote address by Representative Josephine K. Oblinger. Mercedese Miller, federal ACTION, also addressed the audience, along with Paul R. Gibson, state ACTION, Christopher Atchison, Lt. Governor's Office and Charles Proudfoot, who gave the invocation. Comments concerning the meeting were favorable and encouraged a future such meeting or conference of longer duration.

Goals for Fiscal Year 1980-1981

Goal #1: To develop and promote a recognition and information program to inform the public of the contributions and accomplishments made by volunteers and of the availability of volunteer opportunities.

Goal #2: To develop and maintain an intra-state and inter-state system to collect and disseminate information on volunteerism.

Goal #3: To assist state governmental agencies and non-profit organizations at the state and local levels to expand voluntary citizen participation in their programming efforts.

Goal #4: To provide a clearinghouse of technical assistance and training resources to be made available to all organized volunteer programs: state, local and private, by September 30, 1981.

Goal #5: To attempt to secure legislative funding to transfer I/OVCP funding responsibility from ACTION to state government.
<table>
<thead>
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<th>Director</th>
<th>Liaison</th>
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<td>Department of Public Aid</td>
<td>Jeffrey C. Miller</td>
<td>James Stumpf</td>
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<td></td>
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<td>Coordinator of Interagency Programs</td>
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<td>316 South 2nd Street</td>
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<td></td>
<td></td>
<td>(217) 783-1239</td>
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<tr>
<td>Department of Mental Health and Developmental Disabilities</td>
<td>Ivan Pavkovic, M.D.</td>
<td>Robert Lanier</td>
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<td></td>
<td></td>
<td>Special Assistant to the Director</td>
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<td>Wm. G. Stratton Bldg.</td>
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<td>(217) 782-7398</td>
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<tr>
<td>Department of Public Health</td>
<td>William L. Kempiniers</td>
<td>Lucille Prane</td>
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<td></td>
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<td>Volunteer Services Coordinator</td>
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<td>160 North LaSalle</td>
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<td></td>
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<td>Department of Children and Family Services</td>
<td>Gregory L. Coler</td>
<td>Dorothy Friedman</td>
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<td>(217) 785-2035</td>
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<tr>
<td>Department on Aging</td>
<td>Peg R. Blaser</td>
<td>Don Schlosser, Chief</td>
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<td></td>
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<td>Andy Spelios</td>
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<td></td>
<td></td>
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<td>(309) 662-9451</td>
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<td></td>
<td></td>
<td>Dick Klage, Supervisor</td>
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<td>Special Programs</td>
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<tr>
<td>State Guardianship and Advocacy Commission</td>
<td>Sandra Nye</td>
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<tr>
<td>Commission on Delinquency Prevention</td>
<td>Joanne Mitchell</td>
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<tr>
<td>Department of Rehabilitation Services</td>
<td>James S. Jeffers</td>
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<tr>
<td>Department of Veterans' Affairs</td>
<td>David V. Hardwick</td>
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<tr>
<td>Commission on Children</td>
<td>Donna Simonson</td>
<td></td>
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<tr>
<td>(Not able to attend mtgs. due to small staff. On list for mail-outs only)</td>
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<tr>
<td>Governor's Planning on Developmental Disabilities</td>
<td>Ray Ramirez</td>
<td></td>
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<td>Department of Corrections</td>
<td>Gayle M. Franzen</td>
<td>Muriel Runyen</td>
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<td></td>
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<tr>
<td>Department of Human Rights</td>
<td>Joyce Tucker</td>
<td>Jacqueline McKissack</td>
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<td>Chicago, IL 60602</td>
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<tr>
<td>Office of Interagency Cooperation</td>
<td>Alfred Moran</td>
<td>Rand von Liski</td>
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<tr>
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EVALUATION:

In view of the overall dimensions of this organizational project, I feel that we have been generally successful in meeting the objective requirements. There are a number of positive elements which should be enumerated.

1. Despite a very restrictive time schedule, initial organizational outreach efforts were accomplished in 10 metropolitan areas.

2. Representatives of regional volunteer organizations were brought together to learn about the new I/OVCP program, share information and participate in development of a needs assessment of the volunteer and human service concerns in their areas. This information and itemizing of concerns has been communicated to I/OVCP. Also, representatives of each group were in attendance at the state-wide meeting, where they were able to contribute to a state-wide needs assessment.

3. Regional groups have provided volunteer/human service directories for I/OVCP utilization in resources and networking functions.

The initial project also had shortcomings:

1. Again, the time limitation did not allow the consultants to establish strong, functioning groups in some areas. A number of regions had a strong centralized volunteer organization in existence prior to OVCP outreach efforts, and this facilitated the organizational process. However, in areas with no central volunteer organization, the process worked more slowly. Although, generally, there was enthusiasm for the concept of a state volunteer agency, there were indeed pockets of resistance to any kind of governmental involvement. The time limitations did not allow the consultants to establish a strong response with the volunteer community in these areas, and this led to a kind of "wait and see" attitude. It should be noted, however, that the state-wide meeting helped to alleviate some of these fears.

2. Secondly, the identification of only nine regional areas for the initial networking process was not the optimum method for establishing a truly state-wide network. By identifying only nine cities, volunteer organizations in other cities were excluded, and this caused some regrettable ill feelings. Also, this identification left large geographic areas of the state not represented at all (see attachment 4).
In conclusion, the initial networking project, despite its shortcomings, has built a foundation upon which we can now expand. The Revised Action Plan addresses the utilization of existing networks and expansion to surrounding counties within designated regional boundaries. This process can provide several benefits:

1. Truly a state-wide network.

2. Definite organizational structure and method of communication.

3. More manageable process.

4. Provides for continuing grass-roots input into OVCP programs.
Number of Counties: 102

Map of Illinois
Showing present counties and county seats.
<table>
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<th>Southern Tier - Lacey</th>
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Map of Illinois
Showing present counties and county seats

Number of Counties: 102
The following summaries outline the concerns expressed by Illinois' volunteer leadership at the Illinois Office of Voluntary Citizen Participation's state-wide meeting on September 24, 1980 in Springfield. Meeting in caucus sessions on funding, training and technical assistance, legislation, energy conservation, human services, and refugee resettlement, conference participants shared their concerns and developed a needs assessment for each area. These summaries are reprinted as they were received from the caucus session facilitators.

The need for training and technical assistance was the overall top priority, followed by: clearinghouse, networking, legislation, and funding. Of approximate equal priority were: recognition, advocacy, increased corporate involvement, recruitment, research, special programming, and accountability.

The categories were further itemized to show descending priorities:

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<th>Training &amp; Technical Assistance</th>
<th>Clearinghouse</th>
<th>Networking</th>
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<td>a) management training</td>
<td>a) information &amp; referral services</td>
<td>a) linkage within the volunteer sector</td>
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<tr>
<td>b) training of volunteers</td>
<td>b) publication of organizational resources</td>
<td>b) bridging urban/rural dichotomies</td>
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<td>c) program development</td>
<td>c) publications</td>
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<td>d) workshops</td>
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<td>e) general human services</td>
<td>e) speakers</td>
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<td>technical assistance</td>
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<td>a) employment policies</td>
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<tr>
<td>b) liability</td>
<td>b) application techniques/effective proposal writing</td>
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<tr>
<td>c) mileage</td>
<td>c) centralization of services</td>
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<tr>
<td>d) tax credits</td>
<td>d) solicitation of businesses as funding sources</td>
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<tr>
<td>e) energy</td>
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This information now will be utilized by I/OVCP staff and advisory council in assessing future directions and for possible implementation in our programmatic goals. It is our belief that this participatory process will enable I/OVCP to address the needs and priorities of Illinois' volunteer community more effectively and enhance our partnership in that endeavor.

We thank all who participated for making the day a success, and for helping to direct I/OVCP toward fulfilling its potential.
Resolution of the Energy Caucus

Illinois Office of Voluntary Citizen Participation Meeting, Springfield

September 24, 1980

Whereas,

There is a major need for voluntary citizen's organizations to assist their constituents in taking advantage of state energy assistance programs; and

Whereas,

There is a coincidental need for voluntary citizen's organizations to educate their constituents and all others about the importance of energy conservation; and

Whereas,

There is an obvious need for greater coordination of energy assistance programs at the federal, state, and local levels.

Now therefore be it resolved, that the volunteer concern meeting recommends the formation of a Task Force on Energy under the auspices of the Illinois Office of Voluntary Citizen Participation. That this Task Force be appointed by the Director of the Illinois Office of Voluntary Citizen Participation and should consist of representatives from:

Voluntary service organizations
Utility companies
The Illinois Institute of Natural Resources
The Illinois Department of Commerce & Community Affairs
Community energy groups
Local government officials

That this Task Force specifically examine issues related to:

-improving dissemination of information on state and federal energy programs to voluntary service organizations.

-attempting to develop new and more efficient mechanisms for disseminating information on energy programs to citizens at all levels.

-re-examining the delivery systems and time constraints required to implement energy assistance programs.

After examination of these and other energy related issues, the Task Force shall report its recommendations for legislative and/or administrative measures it feels will improve energy education and assistance to the Director of the Illinois Office of Voluntary Citizen Participation.
Recycling and weatherization for low income residence.

Energy Conservation -- "Hands on Training."

Outreach to explain energy programs which are available to I/OVCP constituency.

Short-term action committee.

Needs Assessment - transportation and home conservation.

Energy conservation will remain a low priority until volunteers and constituents are educated about energy.

Small towns do not receive information as well as residents in large urban areas. Information must be disseminated in a better and more rapid fashion.

Perhaps units of local government shall be utilized to help inform the public.

Utilization of local resources to assist in energy conservation.

Must approach it from the viewpoint that volunteers are maintaining self-efficiency.

- Promotion of conservation by visible entities.
- Utilize more coal.
- Convert waste to energy.
- Education about and capitalization of energy conservation measures.
- Coordination between federal, state, and local people to distribute information and resources of the weatherization.
- Training and education.
- Services of funds for conservation and solarization.
- Utilization of extraordinary methods to communicate energy related information to constituents.
- Stimulation of better coordination of support to I/OVCP groups/President's Clearinghouse of Information.
- Greater information sharing required -- state needs to play a bigger role in coordinating energy programs.
- Delivery Systems -- distribution of funding through an archaic system has caused the State of Illinois -- CAP agencies cannot pay high enough salaries to keep trained people on board.
Notes From the Energy Caucus
I/OVCP Meeting
September 24, 1980
Page 2

- Utilize some program money to improve delivery systems, etc.

- VSO's must participate in the legislative process to a greater extent.

- Utility companies and Volunteer Assistance Organizations should work together.

- Utility companies need to designate a community service person to work with consumers.

Formation of Task Force through I/OVCP

VSO's, Utilities, INR, DCCA, and local government officials, community energy groups.

Improving dissemination of information regarding state and federal energy related programs to Voluntary Service Organizations.

Re-examination of the delivery systems and time constraints required to implement energy assistance programs.

Attempt to develop new and more efficient mechanisms for disseminating information on energy programs to citizens at all local levels.

After examining these issues and other energy related issues, the Task Force shall report to the Governor such legislative and administrative measures they recommend to improve the delivery of services and information to Illinois citizens.
A. Community Awareness (Development and Education)
"Make it broader, make it better, make it pay off"

Recruiting
- Community Relations
- Community Education
- Linkages - individuals to groups
- Stressing importance of volunteers
- Assist and develop corporate volunteer programs
- Salesmanship
- Identifying community resources
- Public Relations
- Media management

B. Volunteer Management

I. Staff and Volunteer Relations
   1. Retention of volunteer
   2. Role definition - job description
   3. Accountability/"pecking order"
   4. Role of volunteer in organizational chart

II. Training
   1. Identifying needs
      a) motivation of volunteers
      b) recognition of volunteer
         - self recognition
         - group recognition
   2. Board training
   3. Making meetings work
   4. Accurate record keeping for volunteer credibility
   5. Staff awareness of developing corporate volunteer placements
C. Resource - Clearinghouse
   1. Speakers bureau
   2. Central Library
      - Films
      - Publications
   3. Training materials
   4. Information and referral system
   5. Specialized trainers

D. Training Conferences
   1. Training for trainers
   2. 'Big Name' training event
   3. Recruiting and retention of volunteers
   4. Identifying gaps and resources
   5. Assist and develop corporate programs
   6. Fiscal management
   7. Board training
   8. Public relations training

E. Program Development
   1. Identification of program goals
   2. Data collection and evaluation
   3. Volunteer job descriptions
   4. Staff responsibility and volunteers
   5. Training programs for volunteers
1. Networking of volunteer agencies to better implement existing programs for mutual goals. Involve corporate/government/volunteer area.

2. Legislation quality follow-up on effectiveness, accountability, boundaries of volunteers' confidentiality conflicts.

3. Training and recognition of volunteers -- continuing education, confidence building and self esteem.
   a) Training of program administrators -- in management, role definition, cost-benefit.

4. Recruitment of potential volunteers, corporate involvement/release time, volunteer experience, education of public.

5. Additional areas of work and concern.

Remarks:

**Crime Prevention**  **Handicapped Persons**
   -- Handicapped  -- Mainstreaming
   -- Elderly

**Child Abuse**
   -- Support for parents (open and closed cases)
   -- Effectiveness of programs

**Senior Citizens**
   -- Nursing home legislation
   -- Drug abuse

Research information-innovative roles in Human Services.

6. Consultation and technical assistance; equalization of rural and suburban.
1. Resolved that the Illinois Office of Voluntary Citizen Participation conduct a comprehensive state-wide community education effort designed to promote volunteerism, to expand our concepts of volunteer services—i.e., where and how the volunteer can be used to promote model volunteer efforts. Recruitment and better understanding of the changing roles of volunteers will be natural by-products.

2. Resolved that the Illinois Office of Voluntary Citizen Participation serve as a clearinghouse in the areas of volunteer referral, volunteer recruitment and program development, resource sharing, advocacy, management of volunteers, funding and recognition of excellence in individual volunteer programs.

3. Resolved that the Illinois Office of Voluntary Citizen Participation utilize the talents and expertise of existing voluntary organizations to facilitate a network approach to skill development.

4. Resolved that the Illinois Office of Voluntary Citizen Participation provide technical assistance to individuals and programs on all issues related to volunteers.

5. Resolved that special needs and problems of rural communities be recognized and that resources be directed toward development of a volunteer base in rural communities.

Goals for Conference

1) Role of office and type of assistance.
2) Interests of I/OVCP and what money does it have.
3) Effect I/OVCP will have on Mental Health Volunteers.
4) To know priorities of budget and how the office will strengthen the impact of volunteers.
5) Help in attracting and maintaining volunteers.
6) Stimulate program chiefs to develop volunteer programs.
7) Priority and structure of agency.
8) Need to correlate names and contacts.
9) How to attract volunteers and keep.
10) Interested in developing rural volunteer base and interested in their problems, i.e., better transportation.
I/OVCP VOLUNTEER CONCERNS MEETING
SEPTEMBER 24, 1980
GROUP B - HUMAN SERVICES
Page 2

11) Use resources of community.

Identify Five (5) Issues:

* Needs I/OVCP Can Fill

1. Advocacy Role
   a) Budget allocation
   b) Recruitment
   c) Communication network
   d) Centralized training

Volunteer coordinators are underpaid.

Most agencies do not reimburse volunteers for mileage, problems with "Meals on Wheels". Input from I/OVCP and Governor's Office.

* I/OVCP focus on programs that represent "excellence". People could look to them for models. Use of media -- recognize efforts.

* I/OVCP promote a broadened concept of volunteer and their roles -- do not limit roles.

How

(1) Get into field
(2) Develop understanding
(3) Share through newsletter

* Recognize volunteerism as entry into paid employment for many women. Have good record keeping for resume use.

* Recognize and advocate special needs of volunteer groups. May have inconsistency with regular programs in special situations.

* Need for more training -- can be offered through junior colleges ---cannot be done by coordinator alone. Volunteers should be same as staff. Funds are needed.

Voluntary Agencies:

I/OVCP Role

Advocacy Role
Promotion of Training
Recognition of Outstanding service status
1) Change focus of award

Clearinghouse to recognize:

1) Superb training program
2) Superb recruitment

Recruitment:

1) How do you recruit volunteers
2) Start recruiting very young -- high schools
3) Corporate volunteerism
4) Task oriented volunteer v.s. traditional volunteer
5) Home bound volunteer

*I/OVCP role of resource - network of sharing volunteers' clearinghouse.

Make colleges aware of volunteer programs; could work with Superintendent of Education.

I/OVCP could work for "Work Release Program". Creative use of flex-time has been implemented for people in corporate world (Example: United Way).

 Liability

Concern of some agencies.

Volunteer Action Center

Individuals can get coverage for nominal amount.

Role; negotiate circumstances not covered.

* I/OVCP

Promote rights of volunteer ("Bill of Rights", i.e. right to insurance, right to training, etc.).

Major Issues

* Resolve that I/OVCP conduct a state-wide (public) community education effort designed to:

(1) Promote volunteerism
(2) Expand concept of volunteers, i.e. where and how can volunteers be utilized.
(3) Promote model efforts.
* Resolve I/OVCP serve as clearinghouse in:

- (1) Volunteer referral
- (2) Program development
- (3) Resource sharing (include public directory)
- (4) Recruitment
- (5) Funding
- (6) Excellence

* Resolve I/OVCP provide technical assistance to individuals and programs existing in all issues related to volunteers.

* Resolve I/OVCP utilize resources of existing volunteer resources to facilitate a network approach to skill development.

* Resolve I/OVCP recognize special needs and problems of rural communities, and resources be directed toward developing a volunteer base in rural communities.
1. **Research** into
   Innovative Roles in Human Services

2. **Training**
   
   A. **Program Administrators and Volunteer Coordinators**
      - Volunteer program management
      - Cost-benefit
      - Attitudes, values
      - Needs identification
      - Role definition of volunteers

   B. **Volunteers**
      
      Provide expertise, Funds

3. **Consultation and Technical Assistance**
   
   (Equalization - Rural, Urban)

4. State-wide Public Education and Information

5. State-wide, Clearinghouse and Registration of Programs by Region

6. Governor's Recognition and Awards

7. Legislative Liaison
   
   - Reimbursement
   - Insurance coverage

8. Develop Grievance Procedures for Volunteers

9. Liaison with Industry and Business in Reference to Human Services
ILLINOIS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION
Volunteer Concerns Meeting - September 24, 1980

Legislative Concern Caucus Session - Prioritized Needs

1. Mandate to I/OVCP to be an advocacy for voluntarism, not issues:
   To **identify** pertinent issues re: voluntarism.
   To serve as clearinghouse - provide newsletter, information.
   To have clearly stated goals and responsibilities.

2. Issues we have identified as legislation or public policy issues on which we would like to be informed, but which we do not necessarily support:
   a. Increase mileage allowance for volunteers as IRS tax deduction--now in Ways and Means Committee in Washington--should also be in state legislation.
   b. Employment policies--pay scales, job resumes, grant applications--should show regard for volunteer experience.
   c. Define age eligibilities for Senior Citizen volunteer programs (55-60, 65?)
   d. Tax credits for volunteer service--day care? Compensation for donated time? Charitable donations?
   e. Uniform filing requirements for federal forms--same fiscal years--same information requirements, etc.
   f. Workmen's Compensation for volunteers -
      Too costly for agency? (Need for developing a formula for volunteer coverage).
   g. Need to establish definition of volunteers (though some resistance expressed to giving a governmental agency the responsibility of defining it!). Also some resistance to legislation which sets volunteers apart as a "special group." Definition would address union issues, etc., and should be mainstreamed into all legislation. **Mandate**: Don't lose sight of grass roots origin of voluntarism!!!
The Illinois Office of Voluntary Citizen Participation should:

1. Provide assistance to all volunteer organizations in obtaining funds from both the public and private sectors through the following mechanisms:
   a) Publish a funding newsletter with information concerning grants, etc.
   b) Provide technical assistance, i.e. assistance on how to organize programs.
   c) Serve as a clearinghouse of funding information for volunteer organizations throughout the State.

2. Provide assistance in developing permanent funding strategies and in obtaining permanent sources of funding.

3. Provide assistance to volunteer organizations located in the same geographical area in centralizing services provided by the individual groups. This would eliminate the duplication of services, reduce delivery costs, and conserve funds for use in other projects.

4. Contact and work with the State and National Chambers of Commerce, the Illinois Society of Association Executives and American Society of Association Executives and other appropriate business organizations.

5. Provide volunteer organizations with assistance in obtaining funding from local sources.

6. Obtain a commitment from the State to assure general revenue funding once the Federal grant from ACTION expires. This will, in turn, assure the continued life of the I/OVCP and its ability to provide assistance to all other volunteer organizations in the State of Illinois.
REFUGEE AND IMMIGRATION WORKSHOP

PROBLEMS FACED BY COMMUNITY FROM REFUGEE RESETTLEMENT:

1. Need information of responsibilities of sponsoring organizations or the potential sponsor:
   A. need to know where to go.
   B. financial responsibilities.
   C. problem of refugees cannot get information either.

2. Adequate health exams are not being done.

3. Volunteers dealing with Cuban refugees are bogged down with bureaucratic red tape making it impossible to help them.

4. Not proper screening (including total lack of screening) of Cubans, therefore it is a legitimate fear of sponsoring Cubans. There is a mixture of undesirables and no means of identifying them. Suggests a local level group of American-Cubans to screen as they come into our state. However, Federal Government will not allow this at this time.

5. Translators/interpreters are needed to train refugees.

6. There is no legal obligation of a sponsor. Should be moral commitment of six months to a year for a family to become independent or self-sufficient.

7. Finding doctors and dentists who will accept Medicaid cards from refugees. Need to educate our General Assembly that they cannot pay 50% of cost of medical services.

8. Cubans are not eligible for public aid.

9. Need bilingual information literature and cards to make communication easier for such situations such as doctors and nurses.

10. Understanding cultural differences.
1. The Refugee and Immigration Committee felt the need for a resource clearinghouse that would systematically link the volunteer sponsors with available services and resources for refugee information in each of their communities throughout the state. This service would have to compile data from almost every community in the state and be publicized in such a way that all groups would be aware that such a resource bank was available.

2. Another idea of need was in advocacy for certain issues in the legislature that would make a volunteer's job easier. The two issues specifically mentioned were:
   
   a) Advocacy for greater reimbursement to dentists accepting Medicaid cards so that more dentists would be willing to treat refugees.

   b) Advocacy for a clear statement on the status of the most recent refugee groups who have arrived in the United States and seek help, but are given no government benefits.

3. There is a need on the local level to network sponsors and volunteers working for resettlement so they can help each other.

4. Refugees and former refugees need to be linked to help each other. Former Cuban refugees are needed in some instances to be screening groups to establish if those seeking resettlement do represent undesirable elements for our society.
Throughout Illinois and the nation, volunteers give their time and talents to people and organizations that would not otherwise receive help.

The millions of Americans who give the gift of service are essential to our country’s well-being through their participation in all areas of life—education, law enforcement, health care, religion, and the arts.

The week of April 20-26 has been nationally designated as a time to encourage more citizens to join in volunteer programs, evident in the theme, "Volunteers: Our Greatest Resource."


In Witness Whereof, I have hereunto set my hand, and caused the Great Seal of the State of Illinois to be affixed.

Done at the Capitol in the City of Springfield this FIFTEENTH day of FEBRUARY in the Year of Our Lord one thousand nine hundred and EIGHTY and of the State of Illinois the one hundred and SIXTY-SECOND

[Signatures]
SECRETARY OF STATE
GOVERNOR
| Accountability (Record Keeping) | 1 | 3 | 2 | 1 | 4 |
| Data Collection & Evaluation (Research) | 3 | 1 | 2 | 3 | 1 |
| Recruitment | 1 | 3 | 2 | 1 | 4 |
| Corporate Involvement | 3 | 1 | 2 | 3 | 1 |
| Advocacy | 1 | 3 | 2 | 1 | 4 |
| Recognition | 1 | 3 | 2 | 1 | 4 |
| Energy Conservation | 1 | 3 | 2 | 1 | 4 |
| Child Abuse | 1 | 3 | 2 | 1 | 4 |
| Drug Abuse | 1 | 3 | 2 | 1 | 4 |
| Crime Prevention | 1 | 3 | 2 | 1 | 4 |
| Handicapped | 1 | 3 | 2 | 1 | 4 |
| Elderly | 1 | 3 | 2 | 1 | 4 |
| Business Solicitation | 1 | 3 | 2 | 1 | 4 |
| Centralization of Services | 1 | 3 | 2 | 1 | 4 |
| Techniques | 1 | 3 | 2 | 1 | 4 |
| Sources | 1 | 3 | 2 | 1 | 4 |
| Energy Conservation | 1 | 3 | 2 | 1 | 4 |
| Tax Credits | 1 | 3 | 2 | 1 | 4 |
| Employment Policies | 1 | 3 | 2 | 1 | 4 |
| Liability Insurance | 1 | 3 | 2 | 1 | 4 |
| Mileage | 1 | 3 | 2 | 1 | 4 |
| Local Government | 1 | 3 | 2 | 1 | 4 |
| Linkage of Interest Groups | 1 | 3 | 2 | 1 | 4 |
| Sponsors/Volunteers | 1 | 3 | 2 | 1 | 4 |
| Urban/Rural | 1 | 3 | 2 | 1 | 4 |
| Org. Resources | 1 | 3 | 2 | 1 | 4 |
| Training Materials | 1 | 3 | 2 | 1 | 4 |
| Publications | 1 | 3 | 2 | 1 | 4 |
| Speakers/Trainers | 1 | 3 | 2 | 1 | 4 |
| Info. & Referral | 1 | 3 | 2 | 1 | 4 |
| Workshops | 1 | 3 | 2 | 1 | 4 |
| Program Development | 1 | 3 | 2 | 1 | 4 |
| Management | 1 | 3 | 2 | 1 | 4 |
| Volunteers | 1 | 3 | 2 | 1 | 4 |

**APPENDICE I**

<table>
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<tr>
<th>ENERGY CONSERVATION</th>
<th>TRAINING AND TECH. ASS'T.</th>
<th>HUMAN SERVICES</th>
<th>LEGISLATION</th>
<th>FUNDING</th>
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Mailing List Groups

Advisory Council
Human Services Sub-Cabinet
Area Aging Agencies
Community Action
VISTA former volunteers
Division of Services for Crippled Children
Law Enforcement Commission
Crime Prevention Councils
Colleges
Education Association
Church Groups
sororities
fraternities
VAC's
R.S.V.P. directors
Red Cross
Easter Seals
Heart Association
United Way
Cancer Society
March of Dimes
Blind Association
Cerebral Palsy
Multiple Sclerosis
Muscular Dystrophy
Diabetes Association
Kidney Foundation
Arthritis Foundation
Tuberculosis Centers
Downs Syndrome
Epilepsy Foundation
Parkinson Foundation
Paraplegic Foundation
Ostomy Association
Lung association
Child Protection Association
DVR
Developmental Centers
Mental Health Centers
Salvation Army
Goodwill
Community Centers
Aid to Retarded Citizens
Christmas Seals
Youth Centers
Urban Leagues
American Assoc. of Retired Persons
Nurses' Associations
Hospitals & volunteer programs
Senior Citizens Groups
V.F.W. - Auxiliaries
Amvets
Disabled Veterans
Daughters of the American Revolution
American Legion Posts - Auxiliaries
Elks - Auxiliaries
Eagles - Auxiliaries
Masons
Moose Lodges
Kiwanis
Rotary Clubs
Lions - Auxiliaries
Knights of Columbus - Auxiliaries
Optimists
Odd Fellows & Rebekahs
Shriners
Jaycees - Auxiliaries
Zonta Clubs
Altrusa Clubs
Sertoma Clubs
Junior Leagues
Hadassah
WCTU
Boys' Clubs
Boy/Girl Scouts
YMCA/YWCA
NAACP
Junior Achievement
P.T.A.'s
Chambers of Commerce
Business & Professional men's & women's clubs
American Business Clubs
Big Brother-Big Sister Programs
Indian Guides
Campfire Girls
Campus Life
American Field Service Clubs
Grandmothers Clubs
Community Chests
Eastern Star
Newcomers
Mexican Service Clubs
Volunteers in Probation
DMH volunteer service coordinators
Misc. Service & Charity Clubs
Guardianship & Advocacy Commission
Governor's Chicago Office

35
SEPTEMBER 1980 CONFERENCE

Director Nancy C. Silvers, Governor James Thompson addressing participants during luncheon.

Governor James Thompson being presented a volunteer tee shirt by I/OVCP Advisory Council Co-Chair Robert Stuart.

Robert Spriggs, I/OVCP Advisory Council Co-Chair and Representative Josephine K. Oblinger, 50th District.

Mercedese Miller, Federal ACTION and Representative Josephine K. Oblinger.
Nancy C. Silvers, I/OVCP Director with Advisory Council Co-Chair Robert Stuart.