

2004 CVA Exam: Primary References (with more complete source info.)

Texts

1. *Volunteer Management: Mobilizing all the Resources in the Community*. Steve McCurley & Rick Lynch. Heritage Arts Publishing: Downers Grove, IL 1996. Available from Points of Light Foundation, Energize, or Amazon. (\$25 approx.)
2. *From the Top Down: The Executive Role in Volunteer Program Success*. Susan J. Ellis. Energize, Inc.: Philadelphia, PA. 1996. Available from: www.energizeinc.com/xmlEi/top.php (25.00 approx.)
3. *No Surprises: Harmonizing Risk and Reward in Volunteer Management*, Second Edition. Melanie Hermann, Nonprofit Risk Management Center, 2001. Available from: www.nonprofitrisk.org/pubs/pubs.htm (\$15.00 approx.)
4. *Professional Ethics in Volunteer Administration*. Association for Volunteer Administration, Richmond, VA. 2001. Available from: www.AVAintl.org/product/catalogtwo.pdf (\$10.00 approx.)

Free Downloads from Internet

1. *Virtual Volunteering Guidebook: How to Apply the Principles of Real-World Volunteer Management to Online Service*. Susan J. Ellis and Jayne Cravens, Impact Online, Inc., 2000. **Introduction and Chapters 8 and 9**. Free download from: www.energizeinc.com/art/electbooks.html
2. *Emerging Partnerships: New Ways in a New World*. Peter F. Drucker Foundation, December 1996. Free download at www.pfdf.org/collaboration/partners.html.
3. *Measuring the Difference: A Guide to Outcome Evaluation for Volunteer Program Managers*. Melissa Eystad, 1997. Free download from: www.energizeinc.com/art/electbooks.html
Hard copy upon request to eyestad53@spacestar.net for \$5.00 shipping and handling fee.

CVA Toolkit Articles (sent by AVA to all registered candidates)

1. AVA Vision, Mission, Values and Strategic Goals
2. "The Benefits of a Global Perspective" by Bonnie Koenig. *The Journal of Volunteer Administration*, Spring 2000.
3. "Managing the Impact of Organizational Change on Volunteers" by Arlene Grubbs. *The Journal of Volunteer Administration*, Spring 1998.
4. "A Multi-Faceted Look at Diversity" by Heather Berthoud & Robert D. Greene. *The Journal of Volunteer Administration*, Spring 2001.
5. "The New AVA Statement of Professional Ethics in Volunteer Administration" by Keith Seel. *The Journal of Volunteer Administration*, Winter 1996.
6. "Cultural Competency: Not a Lump Sum of Stereotypes" by Nora Silver, *The Journal of Volunteer Administration*, Vol. 20, No. 1, 2002.