

Parceiros Voluntários



Annual Report
2005

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Volunteer Auditing

PricewaterhouseCoopers independent Auditors analyzed the financial statements of the Parceiros Voluntários referring to the business year, with the aim of ensuring transparency of the Organization in the use of its resources. The Auditing considered that such financial statements presented properly in every aspect the equity and financial position of the Organization. It is worth stressing that the auditing performed by PricewaterhouseCoopers was volunteer work.

Vision

Develop the culture of organized voluntary work.

Mission

Promote, amplify, and qualify the care for social demands through voluntary work aiming at improving the quality of life in Rio Grande do Sul.

Beliefs and values

- 1 - Every person is solidary and a potential volunteer.
- 2 - Philanthropy and the exercise of citizenship, through the practice of volunteering, are indispensable for the transformation of social reality.
- 3 - Organized volunteering is the foundation for the development of the Third Sector.
- 4 - Every kind of volunteer work brings benefits to the community and the people that perform it.
- 5 - The practice of the principle of subsidiarity is indispensable to the autonomy of the communities and to their development.
- 6 - Sustainable development is reached through the interaction between the economic and the social system.



Social Responsibility and CITIZENSHIP

According to an English thinker, the greatest legacy from a nation is the fighting spirit of its people and the greatest menace for a nation is the disaggregation of such spirit. This thought applies to present day Brazil. We Brazilians are under the threat of disaggregation of our fighting spirit, due to the constant scandals that are seen in the Powers of the Republic. It is only the Brazilian people who can reverse this picture by exercising their citizenship. Parceiros Voluntários (NGO Voluntary Partners), founded nine years ago, has been a safeguard in the exercise of citizenship with its more than 146,000 volunteers, covering more than 65% of the population from the state of Rio Grande do Sul. There are more than 63 Units from the Parceiros Voluntários Network, 1700 organizations of the civil society in agreement, 850 schools and 1300 companies engaged. Nowadays we form the greatest and more well-organized network serving the citizenship in our country. Parceiros Voluntários has been acting as a network and has counted on the important and fundamental support of companies which, with their experiences, techniques, and economic power, have contributed so that we can act as agents of cultural and social transformation in the country.

In my understanding, Brazil needs to change its way of thinking on the social aspect and to leave behind the era of "assistencialism". We are aware that whoever is hungry is in a hurry, but in order to solve Brazilian social problems it is necessary that the country changes its social policies, focusing its actions mainly in the human beings. To do just like Parceiros Voluntários, elaborating or developing projects which are structured and are continuous, concentrating in them their resources and talents in search for results.

In the first place, it is fundamental that we think in education as a basic factor for the development of the country. Together with an educational reformation we have to urgently carry out family planning, conscious family raising, stimulation to adoption of children and a political reformation which modernizes Brazil; besides many social public policies. This report exposes some paths, experiences, and results which have touched me because I came to notice that Brazilians do not give up - instead, they discover healthy paths towards citizenship and a responsible development.

Humberto Luiz Ruga
President of the Deliberative Council

Social Capital

The trinomial relationship, trust, and cooperation is the basis of the social capital which is present in the actions developed by the Parceiros Voluntários in its nine years of existence. A contingent of beneficiaries - surpassing half a million people, among them children, adolescents, adults, and the population in general, in dozens of cities in Rio Grande do Sul - it represents the healthy testimony of the action of 146 thousand social changers volunteers, acting in hundreds of social organizations registered at Parceiros Voluntários. A net worth which is, at the same time, social capital, serving as a ballast for the development, and human capital, when pursuing not only to meet the needs but to strengthen human values in a search for changes in favor of a greater quality of life.

This growth is the result of an effort of everybody and of the belief that solidarity is strong currency, which has its value increased, awakening in whoever practices it, the awareness of its true value and simultaneously generating development and human promotion.

Other concepts permeate the social capital. They go through benefits and results stemming from relationships in the Network, which generate trust, reciprocity, compliance, and cooperation. They constitute the basis of our concepts, programs, and methodology, besides all the path walked in a search for qualification and professionalism for the ones who volunteer or for the ones who are beneficiaries.

It is strategic for Parceiros Voluntários to stimulate the formation of Networks. It is through Networks that results are verified, throughout Rio Grande do Sul, which are not imagined even by the organizations themselves which discover, in the Network's strength, a richness and a multiplicity of possibilities that are, in the end, the strength of the civil society mobilized and directed towards the promotion of the common good.

Parceiros Voluntários notices that the relationships in Networks are the basis of a new history for volunteering, inside the multiplying optics, and the certainty that we are participants of the building of lasting models of relationship, ones that are ethical and human, where everyone is a protagonist and responsible for deciding, here and now, which planet we are going to leave for the ones that will come after us.

This report presents concepts, numbers, feelings and describes how Parceiros Voluntários relates with its audiences and offers its methodologies.

We salute and thank to everyone who develops a voluntary, solidary attitude and one of human commitment.

Maria Elena P. Johannpeter
Executive President

THE ORGANIZATION

Much has been said about Social Capital, Third Sector, Volunteering, Social Responsibility, Social Marketing, and several other expressions. But, what do they have in common and why are they of so much interest?

Over the last decades, foundations, universities, consulting firms and social organizations have been struggling to research them, to define them, and study them deeper. This is due to the fact that humanity is living a new reality - a new trajectory - where one does not ask which society we will form, but to whom it will serve, in a search for a future with more hope, solidarity, and justice.

Parceiros Voluntários works this cooperative way of a relationship of trust and is based on professionalism, qualification, the knowledge of its audiences, communication, and development of methodologies. The 146 thousand volunteers registered act in a Network formed by 63 cities in the State. They perform effective actions, giving agility, articulation, impact, and power of contribution to the solution of numerous problems that hit daily several projects dealing with children, adolescents and the elderly. The volunteers represent a considerable mobilizing force, which benefited more than 500 thousand people in 2005.

Through Programs like Individual Volunteer, Corporate Volunteer, Social Organizations or Young Volunteer Patners, these people, who add values acting in their communities amount to an undeniable value.

The numbers that follow show this significative growth and constitute, above all, another look over volunteering, that is, "emotion with results".

Number of Participants in Volunteering	2002	2003	2004	2005
Engaged Volunteers	22,780	31,198	62,548	146,042
Engaged Youngsters	-	18,419	32,280	51,230
Engaged Schools	159	271	608	857
Engaged Companies	618	850	1,116	1,366
Civil Society Organization in Agreement	860	1,188	1,533	1,724
Parceiros Voluntários Network	42	61	62	63 cities
People Assisted (approximately)	100,000	200,000	400,000	550,000

"The complete person of tomorrow will be, in one word, well-educated in solidarity. When the heart is touched by direct experience, the mind can be defied to change.

This is the meaning of volunteering".

Father Kolvenbach, 2002

DOING AND INFLUENCING

A new look over voluntary ACTION

Parceiros Voluntários searches to amplify the awareness of those who wish to be volunteers. It is this action, of awakening consciousness, which helps to define if there really exists the wish to volunteer or if it is only an impulse. The acting of Parceiros Voluntários can be understood from two views: **Doing** and **Influencing**.

The first one, **Doing**, composed by the four Programs, tries to mobilize people, companies, and organizations for citizenship actions and for actions of social transformation. Attitudes and actions that aim at social, economic and cultural results and which are developed through a work methodology.

The second one, directed to **Influencing**, occurs through seminars, conferences, and debates, which lead to the presentation of the philosophy and the concept of organized volunteering and to the building of better human beings. It deals with showing that, besides emotion and idealism, the Third Sector positions its action conceptually.

Together, both concepts allow for the union of the desire to be a volunteer with the comprehension of the transforming force of one who acts for change to happen. Therefore, it is about to stimulate a new condition of the volunteer as an agent who is very conscious of his rights but, mainly, of his duties as a citizen and of his social obligations, aiming at changes.

How we work:



Social Capital and Network FORMATION

Parceiros Voluntários is an organization which mobilizes, articulates and promotes actions in networks, thus generating social impact.

Parceiros walks exactly through this path:

- it opens space for the community to participate,
- it constantly evaluates its processes,
- it tries to improve, always aligned with its FOCUS,
- it uses the methodology of mobilization and formation of networks.

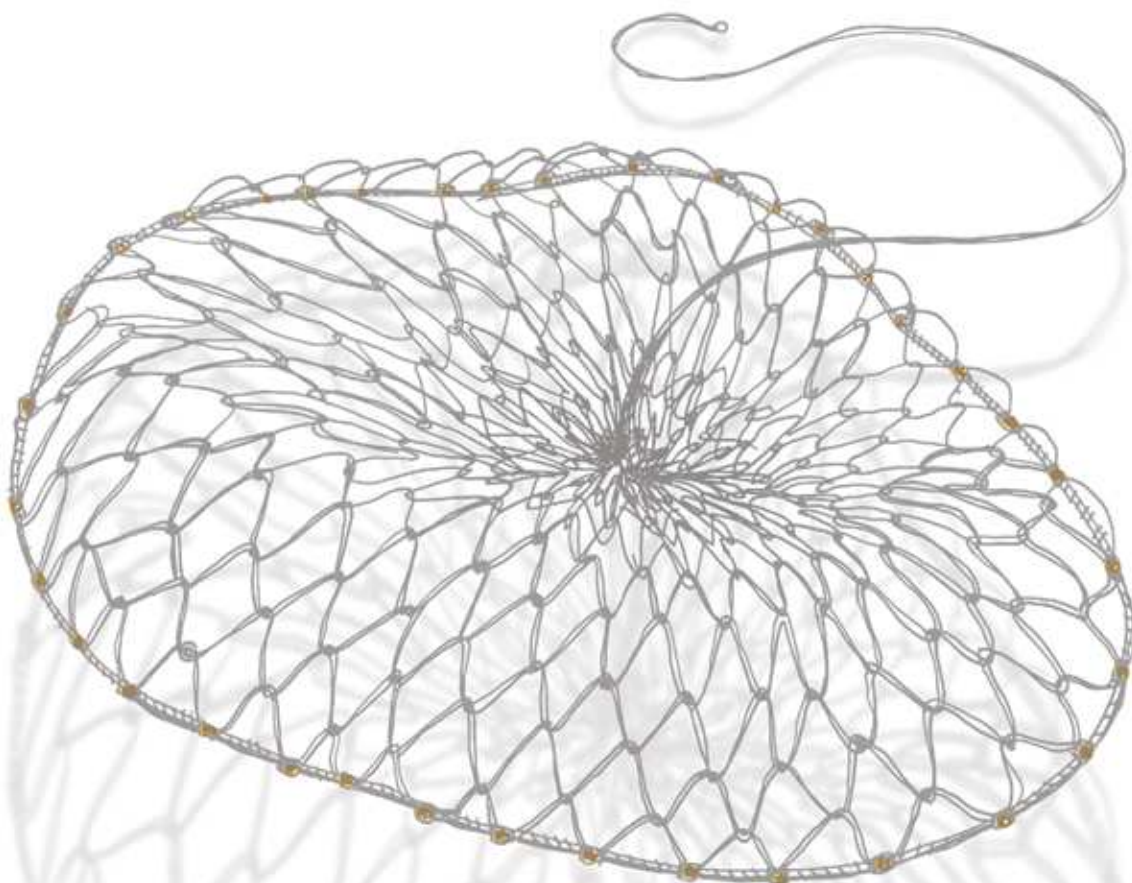
One of the Beliefs from Parceiros Voluntários says that the practice of the Principle of Subsidiarity is indispensable to the autonomy of the communities in its development. It also says that every volunteer work brings something back to the community and to the people that perform it.

Augusto de Franco confirms this premise, by saying that "social capital is an idea that has to do with the power of the people to do something collectively". It is a "social power". It is the society which confers this power (that is, which empowers) on its individuals. It is the social environment that insufflates this kind of "energy", which explains, for example, why certain localities seem to be "alive" while others seem to be dying. The shorter the social capital of a society, the shorter its development. If people just stand waiting for things to get better, that this will be done by some superior power and really believe in that, they become paralyzed, in such a way that they cannot develop, neither individually, nor collectively.

It is true that humanity is living a new reality. It is the reality that the people need more than the institutions to find new paths to solve old problems. Old solutions are not enough any more. Not only machines and technologies will solve human needs. These must be strongly accompanied by human values which will add for the solution of human problems.

What is Social Capital? Robert D. Putnam tells us, by analogy and using notions of material and human capital (resources and training which increase individual productivity), "social capital" refers to the aspects of social organization, such as communication networks, rules and trust, which facilitate the coordination and cooperation to obtain mutual benefits. He is talking about trustworthiness, about the way people behave cooperatively, avoiding to harm one another. Social capital increases the benefits of the investment in material and human capital.

Professor Lester Salomon has an ambitious project performed by the Center of Studies of Civil Society, from Johns Hopkins University (USA), oriented to improve the basic knowledge about the dimensions of the Third Sector and to stress its importance in the economic context. This Project searches to answer the following questions regarding the Third Sector: (1) How far does it reach, what is its structure, its source of registration and how does it change from one country to the next? (2) What are the factors that determine the differences present in size, structure and registration between its institutions in different countries? What factors seem to promote or refrain its development? (3) What impact do these entities have? What are its special contributions?



Besides the information obtained through this study, one can see that in all segments, from the social through the economic, financial, humane and the teaching one, deep research has been going on about what this new agent is, this new actor that presents itself so strongly and is called Third Sector and which is, for sure, a partner, either from the first sector (government) or from the second sector (companies-market).

The Third Sector, which is the organized civil society, shows the degree of Social Capital a country has and how much the values and guiding principles of a community lead to results of a good quality of life to everyone. Communities did not become civic because they are rich. History attests to the contrary: they became rich because they are civic.

Social Capital is a resource whose stock, the more it is used, the bigger it gets. As it happens with conventional capital, the ones who possess capital stock tend to accumulate more. Social stock is something the philosopher Albert O. Hirschman calls "moral resource", that is, a resource that needs to be used to increase and that (which does not happen with material capital) becomes empty unless it is used.

Unlike conventional capital, Social Capital is a "public good", that is, it is not a property exclusive from the ones that benefit from it. The approach of Social Capital can help us formulate new development strategies. Social Capital incorporated in norms and NETWORKS of civic engagement seems to be a prerequisite for economic development and also for an effective government.

A Dream: a Volunteer State of RIO GRANDE DO SUL

Through the programs Individual Volunteer, Corporate Volunteer, Young Volunteer Partners and Organizations of Civil Society (OSC), each Program with its process, with its steps, Parceiros Voluntários is reaching all segments of the communities. In the 63 cities which make up the Parceiros Network live 65% of the state population. The population of Rio Grande do Sul amounts to 10 million inhabitants.

For the coordination of the Program and the opening of Units in the cities it was strategically chosen to form a partnership with class entities, unionist entities or mobilizing and articulative institutions, such as the case of Communitarian Universities. The presidents of such entities are fundamental people for the success and strengthening of the NETWORK but mainly for the Volunteering Program to mobilize and for the engagement of everyone, the city really makes good use of the benefits, which is the COMMUNITY CARING FOR THE COMMUNITY.

The process of strengthening of the PV NETWORK foresees the division of Rio Grande do Sul in 11 regions. In the organization chart of Parceiros Voluntários POA, there are five

NETWORK coordinators, who are responsible for a monthly schedule of visits aiming at giving support to the installation and implementation of the Units. They must also support their development, to seize concepts of volunteering and to circulate in the NETWORK the experiences which were successful or not, so that there is a strong shared learning. The PV NETWORK conducts regional and state meetings and is also sustained by the technology of the internet.

Just like the 63 Units form a very strong NETWORK in the state level, each one promotes networks inside its city. As Manuel Castells says, networks are factories of relationships (autopoietics): it is an operation in which a set of relationships endlessly produces more relationships which, on their turn, produce relationships which produce relationships. They are the NETWORKS inside the NETWORKS; or, then, the network, through its multiplicity, produces an abundant offer of possibilities of relationships, and this clearly means an increase in probabilities of performance.

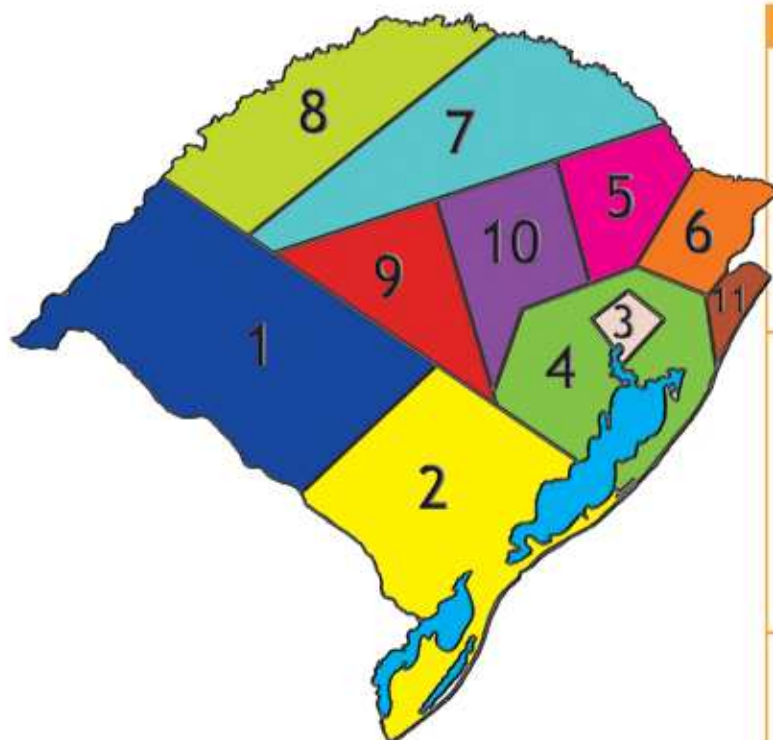
Pioneer solidary network

Twelve organizations of the civil society integrate the Pioneer Solidary Network in the city of Bagé. The Network performs activities, aiming at strengthening the municipality and giving opportunity for the sharing of experiences, knowledge, skills, as well as the search for materials, services, and human resources for the benefit of the population. The launching of the network, in November, at the headquarters of the Rural Union of Bagé, with the support of the Commercial and Industrial Association of Bagé, coincided with the graduation of 25 participants of the course for the Development of the Third Sector and the Development of Leaderships, taught by technicians and consultants from Parceiros Voluntários.

The 12 organizations which integrate the Pioneer Solidary Network care for more than 25 thousand people. They are: Hospital Universitário from Urcamp, Vila Vicentina, Fundação Geriátrica José e Aída Gomes, Grupo Renascer da Terceira Idade, Programa Cidadão Bageense, Instituto Educacional Caminho da Luz, Parceiros Voluntários, APAE, Programa Bolsa Família, Liga Feminina de Combate ao Câncer, Instituto de Menores and Grupo Ajudantes Anônimos.

A network with MANY KNOTS

A NETWORK which extends through 63 cities from Rio Grande do Sul, ensuring mobility and sharing the same dream.



Region	Cities
8 – Northwest	Girú Horizontina Santa Rosa São Borja São Luiz Gonzaga Frederico Westphalen Cerro Largo Santo Ângelo Tucunduva
9 – Central	Cachoeira do Sul Santa Maria São Pedro do Sul São Sepé Santiago
10 – Taquari/ Rio Pardo	Encruzilhada do Sul Santa Cruz do Sul Lajeado Teutônia
11 – Coast	Osório Torres

Region	Cities
1 – Border	Alegrete Rosário do Sul Uruguaiana Santana do Livramento
2 – South	Bagé Dom Pedrito Pelotas Rio Grande
3 – Vale dos Sinos	Canoas Esteio Montenegro Portão São Leopoldo S. Sebastião do Cai Sapucaia do Sul Triunfo Novo Hamburgo
4 – Metropolitan	Alvorada Cachoeirinha Charqueadas Eldorado do Sul Guaíba Gravataí Porto Alegre Tapes Viamão
5 – Hills	Antônio Prado Bento Gonçalves Caxias do Sul Farroupilha Garibaldi São Marcos Vacaria
6 – Hydrangeas	Canela Gramado Nova Petrópolis Taquara Sapiranga
7 – Production	Carazinho Cruz Alta Espumoso Ijuí Panambi

ISR - Individual Social Responsibility

Working on internal values awakens the true value of a person, which makes him/her more active and socially transforming of the world around him/her. (Parceiros Voluntários)

At the moment the feeling of Individual Social Responsibility (ISR) is established, which translates into a state of deep commitment, that is, an ethical decision making, the overcoming of a feeling of impotence before life occurs. Consciousness presents itself awoken and permanently mobilized, translated in availability for the world and for the other.

ISR is the beginning of every process of change which will certainly end up in a "better human being". It fundamentally implies assuming a posture of builder, collaborator and transformer for a common cause. It is an ethical decision making, where the mobilized consciousness permanently claims and acts in the sense of working on internal values which awakens in a person his/her potential as a transformer agent. As Fritjof Capra states "(...) there is no individual organism which lives in isolation. Life is a property of the planets and not of individual organisms".

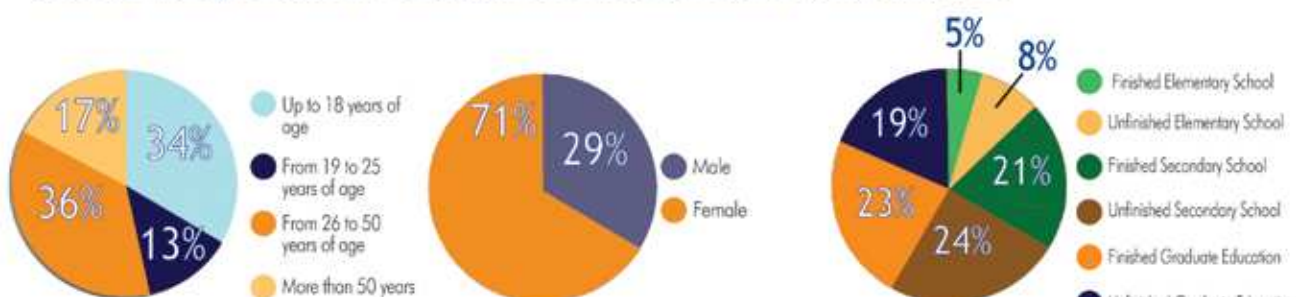
A new understanding urges where the issue of domination relationships gives room to the idea of NETWORK: the need to associate, to bond, to cooperate with one another. A person finds him/herself not only as a being in communion with him/herself, but with the other,

by emphasizing the meaning of otherness.

The **Individual Volunteer Program** makes people aware and supports them for the option of including, in their life project, the other's life project. With this, it aims at improving human beings through the availability of their time, knowledge and emotions for the good of others. Two of the Beliefs from Parceiros Voluntários state that: (1) Every person is solidary and a potential volunteer. (2) Every voluntary work benefits the community and the people who perform it.

Through the **Individual Volunteer Program**, the person interested has conceptual information, and can choose his/her area of interest, being followed-up from the start by means of awareness and forwarding meetings. In the methodology of Parceiros Voluntários, the option for volunteering has a cause, a consequence and a form of evaluation. An example of this is "Sharing life experiences", which are monthly meetings that allowed some groups to get to know experiences, feelings and joys. This sharing takes to a feedback, a reaffirmation of the decision of a person in volunteering and strengthens the formation of multiplying humane networks.

This is the profile of volunteers at Parceiros Voluntários:



Jorge Getting over it and teaching for life

In the city of Portão (RS), Jorge Rodrigues Flores caused a revolution in the life of his community, with a little more than 30 thousand inhabitants, by changing the stigma of some neighborhoods, which were considered violent. For that matter, he walked from one home to the next proposing the creation of a soccer school.



In the first championship, in 2002, the children won the trophy called "Discipline". Hours before the match, he mobilized a series of resources in the local commerce: towels, soaps, gel for the hair and perfume, so that the children could present themselves well in the competition. Afterwards, during the lecture, he alerted that nobody would leave that place dirty, nor without education. While still playing, each of the children of that neighborhood, up to that moment considered "dangerous", greeted the authorities present, a costume which is still kept in every match. Four schools accepted the challenge of working with sports as an instrument of education.

Nowadays, more than 100 children participate in the project and Jorge's voluntary action has grown: he accompanies the families, provides them with IT courses, a result of partnerships with companies through the unit of Parceiros Voluntários in the city.

Porto Alegre

Without limits for dreaming

Guido Calegari says explicitly that the leading factor for his agreement to join volunteering was the possibility of acting in an area he appreciates: literature. He decided to carry out workshops on literary production at the Associação Gaúcha de Pais de Deficientes Equizofrênicos (State Association for Parents of Schizophrenic Patients). For Guido, a new learning also started: to know the richness of the interior world of people who, due to their disease, had difficulties in being in touch with the external world.



Guido's network was not his anymore. He started to have contact with specialists in order to know more about mental diseases. He researched and explored breaches in personality. "I got very good results and we had a graduation ceremony. At that day, each one took a copy", says Guido, who noticed - in text production - great progress in the level of self-esteem of the patients and even in the reduction of crises.

Bien Venida's heart beat for many

Bien Venida Mendez Oichinas comes from Assunção, Paraguay. Very early on, in Ijuí, she embraced the cause of volunteering. She tells us that it is her "vocation" from many years and that when she got married she would go to nurseries, holding her children, in order to do the nails and hair of other children.



Bien Venida believes that her action can be a result of small gestures, like donating food for an entity, clothes for another, but she stresses that she always feels gratified. Her main work at Criança Feliz nursery, at Folheado neighborhood, has been performed for more than 17 years and benefits around 100 children. Besides the donations, she lectures about values, health and hygiene. She also collaborates with Casa Lar, which cares for 20 elderly people: "Maybe we cannot change reality so much, but by looking at their eyes we can notice that this affection makes a difference".

Panambi

A volunteer travels to the heart through music tracks

When talking about disposition, joy and creativity, Albino Martins Messerschmidt is always remembered. That's why he became one of the most searched for volunteers in Panambi (RS), located 400 Km from Porto Alegre, for cheering up parties, meeting and balls with his harmonica.



Albino took other friends to Parceiros Voluntários, forming a musical group which often carries the joy of vanerões, chamamés and traditional German music all over town. One of his activities as a volunteer is playing for interns at the Centro de Atenção Psicossocial João de Barro, at least once a week. He also teaches harmonica lessons to a group of interns.

Besides, Albino performs actions at Parceiros Voluntários Unit and in other organizations, in planning. He always motivates friends in the important task of multiplying the philosophy of voluntary work.

CSR as strategy

Company Social Responsibility (CSR) gives a character of leadership to a company because it generates value to it, to the society, and to the surroundings where it operates. In this way, companies can capitalize or materialize the so-called "intangible values" - reputation, trademark, credibility, etc - which represent 75% of the company's capital, against 25% of the fixed assets - facilities, machinery, etc.

CSR must mean a change of entrepreneurial culture at every level, by understanding that it is an advantage, an investment and not a mere expense. It is, therefore, a voluntary commitment that companies adopt because they consider it changing into their own interest, linked to the concept of sustainable development.

And, above all, it is not just one additional

activity in the company, but a managerial strategy.

The Corporate Volunteer Program, from Parceiros Voluntários NGO, aims at touching the company to make it see itself as an agent which stimulates its collaborators for the exercise of Individual Social Responsibility and for the importance of their participation in social projects inside the community. Presently, we have in Brazil three levels of participation in social projects:

- a) **DONATORS** - they donate without being involved in a project;
- b) **SPONSORS** - make resources available after analyzing an idea; and
- c) **SOCIAL ENTREPRENEURS** - sit side by side with the social organization (SO) in order to plan, measure results, and correct deviations, if necessary.

Words of the talk given by entrepreneur Jorge Gerdau Johannpeter, when receiving the Title "Man of the Year", in October, 2005, in New York/USA.

"Thus, when I look at the entrepreneurial elite, I would say that, under the economical aspect of our companies, or of our responsibility as professionals, we have been having a satisfactory evolution.

When it comes to analyzing our responsibility as citizens who have the obligation of building a better and institutionally more organized country, with less corruption, with more social capital, ensuring better conditions for our children and grandchildren, I have some doubts if we have reached satisfactory results.

In my understanding, this is the great challenge that each one of us carries as a leader in different activities. The first and second responsibilities, the one as entrepreneur and the one as a professional, I think we are fulfilling. Regarding the third one, that is, as a citizen, as a leader who is aiding the nation to form a strong social capital and its integration in the world scenery, we still have a very long way to go, which for me, personally, means an unfulfilled challenge".

CSR in practice

The Corporate Volunteer Program, which nowadays counts on **1,366 acting companies**, searches to break the paradigm that the social participation of the company occurs solely through financial sponsorship. The new model of involvement has as its basis the transference of the major capital the companies have: their human resources, their knowledge, and the lending of their trademark to a social cause.

Companies profit by optimizing their investments in the social area, by making available the involvement of the staff in community projects, by mobilizing clients and suppliers and by strengthening their image in society. Their collaborators profit, as they receive, in practice, human, managerial and solidary development, a participative attitude, an entrepreneurial spirit, creativity, leadership and, especially, the experience of new realities. Social organizations profit by professionalizing their acting, by gaining access to updated managerial and administrative techniques oriented to their specific needs.

Quality

ISO 9001-2000 Certification: Casa do Menino Jesus de Praga

Casa do Menino Jesus de Praga, in Porto Alegre, which has been working for 21 years with people with deep brain lesion and permanent physical deficiency, is the first social organization registered with Parceiros Voluntários to receive an ISO 9001/2000 certification. This certification is the result of a work started in 2002, with the support of the company Gerdau and from the consulting firm Lucern Sistemas Integrados de Gestão, which have joined efforts with the aim of developing, qualifying, and training the internal team of the Casa in Processes Management.

In total, there were more than three thousand hours of training of knowledge and emotion. The Managing Director and presently also Quality Director, Lorena Grissolia Lattuada explains that it was a dream come true. She adds that the Casa - management and team - wished to grow in quality, but when the process started, in a differentiated, entrepreneurial language, the group realized that there was much to be learned, and started to meet every Wednesday. "Some days there were several technicians among us. Today, the house (casa) has five internal auditors", Lorena explains.

Marco Antonio Perottoni, from Gerdau, says that volunteer employees from the company made available more than 450 hours in qualification. For him, the work is extremely gratifying because it aims to give transparency and continuity "to a serious organization

which opened its doors searching for greater efficiency", Perottoni states.

Irene Szyska, from Lucern, considers it as a learning process also for the consulting company which made available more than 400 hours: "We repassed technology to an organization which would not have the conditions to have it otherwise. For us, in 15 years, this was a very special project", she celebrates.

Feelings have always been there. Irene says that when making the announcement of the Certification, the auditor became emotional and cried.

The President of the Casa also asked for the floor and cried. "The certification sessions are formal, that one had a strong emotional content, we were like in a maternity waiting for our first child to be born", she recalls.

For Lorena, the Certification surely brought more quality and professionalism to everyone at Casa do Menino Jesus de Praga. As a result of this path of quality, Lorena says there is a new mentality and a new spirit of internal cooperation that ensures greater efficiency and credibility. She adds that the union and the efforts made resulted in a way of life for everyone, but mainly for the ones cared for inside the Institution.

Nowadays, as a result of this Certification, a methodology for the Third Sector has been formatted in order to obtain the ISO 9001/2000 Certification.

CIVIL SOCIETY ORGANIZATIONS (CSO) PROGRAM

Parceiros Voluntários NGO, from its creation in January, 1997, has established with Civil Society Organizations - CSO's - a strong partnership for the implementation and development of the culture of organized volunteer work, thus supporting, with experienced volunteer professionals, the needs from CSO's, aiming at a transformation of social reality. Since the beginning, it was clear that just sending out volunteers would not be enough. It would be necessary, in the CSO, the creation of the figure of the **Coordinator of Volunteers** so that the organizations profited from the potential made available by the volunteers. A follow-up visit from Parceiros was also important in order to assist the Coordinator of Volunteers, besides the conviction that the beneficiaries from CSO's were being cared for with quality by the volunteers.

Three years ago, in a partnership with SEBRAE/RS, the **Program for the Development of the Third Sector** was created with the objective of generating, qualifying leaders and directors of the Civil Society Organizations and from Public Schools on the implementation and management of projects, strategic planning, sustainability, formation of cooperation networks, human factor, communication, attraction and retention of voluntary human resources, articulation with companies and with

governmental programs, quality in assisting beneficiaries from these organizations and, mainly, ensuring to its investors, donors, public or private ones, the best use and optimization of the resources received.

The teaching method is experiential. Training techniques are applied and defined as learning workshops, allowing the participants to learn from the experience lived and relating the contents to managerial practice. Based on the concept of Constructivism, the rights and the wrongs are valued, allowing for the discovery of better paths to learn by doing.

The **Program for the Development of the Third Sector** is made available to social organizations and public schools for free. Any service rendering by Parceiros Voluntários NGO, be it lectures, courses, counselling for the CSO's, provision of volunteers, management of the Volunteering Database, as well as the supply of didactic material, management software, and other resources to support the formation of volunteering are totally free. For this to happen, Parceiros Voluntários seeks with its Maintainers, Sponsors, and Supporters the maintenance of the Programs. Up to December, 2005 1,143 social organizations and public schools were qualified. The course lasts 90 hours and is divided into three modules.

Program for the Development of the Third Sector

Activities	Performed		
	Quantity of groups	Students qualified	CSO's assisted
Qualification of CSO's Directors	31	429	358
Qualification in Social Projects	33	342	308
Qualification in Leadership	47	592	477
Total	111	1.363	1.143

Union makes STRENGTH

The COOPERATION NETWORKS of CSO's, in 2005, proliferated all over the state, under the stimulation of Parceiros Voluntários, highlighting this way of relationship as fundamental for the growth of the organizations. Presently, the Program counts on 1,724 Social Organizations convened, whereas 81% of them are organized in networks, which act in several activities, actions and projects, from the donation of material goods, attraction of resources, organization and participation in events up to the pass-through of materials, sharing of experiences and the joint search for solutions, under the old motto: union makes for strength!

Meetings for the stimulation of the Cooperation Network always start with an awareness of everyone feeling as "a knot in

the net", as if one knot is undone, the net is undone or many opportunities, which will go through this hole in the net, will be lost.

Therefore the definition of the following is necessary:

- Focus - vision - mission of the Network;
- What are the objectives? Where do we wish to get to?
- How can we contribute and which demands do we have to make?
- Which partnerships would be suitable?
- Choice of a facilitator;
- Disposition of the social causes at stake and agenda for discussion;
- Identification of common problems;
- Proposals of joint action (micro-networks) articulated to the mission;
- Joint action.

Statements from course participants:

"What surprised me was not receiving a project that was ready but to learn how to think about it"

"Being stimulated to think at each instant in this workshop"

"I was surprised by thinking on each stage of the project and also on how difficult it is to detach ourselves from our models and think about what we really want"

"The need to think and to deepen our objective and to adjust it to the opinion of people from the Organization so that they can contribute with their ideas"

Profile of the organizations in agreement with Parceiros Voluntários





"School does not transform society, but it can help to raise subjects who are capable to make a transformation in society, in the world and even in themselves."
(Paulo Freire)

The general objective of TRIBOS is to provide youngsters with an opportunity to act in their social context by means of voluntary work and by entrepreneurship, by taking on their responsibility as mobilizing agents and articulators in search of solutions for different and diverse demands in their communities and in their cities.

Specific objectives:

- Rise the potential in youngsters of their mobilizing and articulative power;
- Give youngsters an opportunity to have a more public and collective experience, turning their social responsibility more mature;
- Develop concepts of an active citizenship -

children and youngsters are not today citizens of the future, but they will be tomorrow the citizens of today;

- Give opportunity for youngsters to develop their talents, such as leadership, entrepreneurship, creativity, time management, knowing how to work in team/group, writing, implementing and evaluating projects;
- Strengthening their self-esteem, self-confidence, and motivation;
- Make interdisciplinarity and ruptures in school routine possible;
- Make a positive contribution in the community and strengthen a NETWORK of volunteering and entrepreneurship in schools.

The benefits and results obtained with Tribos, besides being interesting and stimulating, are revealing, inspiring, and carry an energy which announces new facts that change the life of people and communities. They reveal something of the youth of our country and point out to new ways of youth, "new juvenile identities". As they are actions which sprang from schools, with young students, but which involved all the school community, they also reveal movements performed in education changing the way of establishing relationships in school, "new ways of learning and teaching". Finally, as they are

actions which involve the whole community, which concern the well-being of many people, their needs and preoccupations, they reveal ways of being citizens, "new clues of an active citizenship". The youngsters which participated in the project showed themselves as carriers of a "cultural capital" that means an own richness and potential necessary for life in society. Without this contribution - which manifests itself in many ways, as ways of thinking, acting, articulating, expressing, organizing, ultimately, of living -, the communities would lose a lot.

The proof that youngsters want to participate are shown by the numbers that follow. In 2005, more than 640 actions were performed in their respective cities, within these three themes: Education for Peace, Environment, and Culture.

	2003	2004	2005
Cities	33	46	55
Schools	79	164	205
Tribes	74	110	161
Actions	300	440	640
Youngsters	18.419	32.280	51.230

Better result: an action of inclusion!

In the first place, the project was inclusive, developing solidarity actions which searched to get over the lable of exclusion in our society. This movement of inclusion was made in several directions, including several groups, such as: people with special needs, needy communities, elderly people, sick people, etc. The process of inclusion was double-handed, either in the aspect that some group was included in a major community, as in the sense of the major community itself including this group, getting over prejudices, barriers, etc.

The main path of this Project was that youngsters included themselves. In a society where, many times, young people are despised, when actively participating in these volunteering actions as subjects, they made themselves visible inside community life. With this, they broke prejudices and stereotypes created around youth, such as the ones that "youngsters do not want to know anything about nothing". In fact, not only the youngsters have very strong and broad ideals, as they are capable of walking steps which are very concrete to make them true.

American sociologist Elise Boulding finds out that the heavy hand of patriarchalism still acts upon children and youngsters and that, to overcome this, it is necessary to suppress three conceptions:

- that children and youngsters are fragile, beings still unformed that need protection from environmental threats and from adult explorers;
- that the experience of knowledge from children and youngsters is limited because they do not have information and attitudes from the practices of adult society;
- that society is very complex, in such a way that only spaces which are delimited and filled by trained adults can prepare a child and youngsters to live in it.

We believe that TRIBOS NAS TRILHAS DA CIDADANIA (Tribes in the tracks of citizenship) is an innovative experience, once it makes viable the overcoming of the three conceptions quoted above by the American sociologist, allowing for the dialogue between generations and revealing to be enriching for everyone, allowing for the recognition between generations and mobilizing for practical challenges, group works and themes of strong social value.

The participants of the action TRIBOS NAS

TRILHAS DA CIDADANIA have assumed themselves as mature citizens of the present, placing themselves in a position of social responsibility. In fact, what characterizes human maturity is the passing from a capturing attitude of only wanting to receive to one of assuming a positioning we could call oblatory, based on the capacity to be available and dedicate oneself to someone or to a group. The Project articulated to the fluidity "massa-tribos" (mass-tribes), meeting the search for PERTAINING from the youngsters.



Once upon a time there was a teacher and a group of youngsters who dreamt of changing the world. Once upon a time there was a group of parents who understood that children are born for the world and that they need to be turned to it. Instead of a story, reality. Instead of only dreams, accomplishments. From one end of the state to another, the Trilhas da Cidadania (Tracks of Citizenship) were peopled by Tribes, with participative and committed actions, giving lessons of citizenship and commitment with the future. Youngsters from the whole State formed, along with educators, parents, friends, and the community in general, a

citizen network, alerting to the importance of universal action to care for the planet and the action of the group to learn, to do, to share, to be solidary, and to act, today and now.

On the third edition, the action counted on the participation of more than 52 thousand youngsters, who developed 640 voluntary actions in their communities. After the Municipal and Regional Tribal Forums, whose aim was to share experiences acquired, the Tribes met in Porto Alegre for a State Meeting. More than 3,500 youngsters, at PUCRS Sports Park, on October 28th, got together to celebrate the good results.

A unit called Youth

Created in February, 2002, the São José Unit, from Parceiros Voluntários in São Leopoldo, constitutes a juvenile volunteering network completely inserted in the community, reuniting more than 500 youngsters from eight schools in the Project. The three main aims of the work are: ensuring a diversified action of volunteering, promoting communitarian insertion, and social inclusion.

On its turn, the São Judas Tadeu Educational Institution, from Porto Alegre, constitutes a Parceiros Voluntários Unit since 2002, developing in network, in the School and Colleges, several voluntary actions and stimulation to volunteering.

Tiago Corrêa, a student from the seventh

semester of the College of Physical Education takes part in the network and is responsible for two projects: the Recrear project, where he teaches other volunteers to do recreation with other several social groups, with the elderly, the children and the adolescents, and the Third Age in Movement group, destined to the third age.

The institution is also present at Horizontes (Horizons) Tribe, which is formed by eight further schools: Colégio Israelita, Rainha do Brasil, Nossa Senhora do Brasil, Imão Weibert, Santa Tereza de Jesus, Colégio Adventista, Maria Imaculada and Santa Cecília. Together, these schools develop dozens of voluntary activities.

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SINDICATO DOS ESTABELECIMENTOS DO ENSINO PRIVADO
NO ESTADO DO RIO GRANDE DO SUL



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Planalto

The youngsters wish to have their **IDEAS RECOGNIZED**

The result of the partnership between Parceiros Voluntários NGO and the Núcleo de Integração Universidade Escola (Nucleus for the Integration between University and School), NIUE, from the Universidade Federal do Rio Grande do Sul (UFRGS) made possible a deeper knowledge of the profile of the young people from Rio Grande do Sul and of their social participation, as well as it constituted an important tool for their mobilization. The survey heard youngsters from 14 through 25 years of age, divided in 13 groups. It also heard groups of parents and educators.

In total 1,202 questionnaires were handed out to young people pertaining to the Tracks of Citizenship Tribes and the survey lasted for one year.

The survey showed, among other situations, that the youngsters wish to have their ideas recognized. Its results constitute important elements which become part of the processes of juvenile mobilization.

Within the schedule, a pilot project was developed for the qualification of the educators, with the aim of creating a methodology for the



mobilization of youngsters. The development course "Youngsters, Education, Social Participation, and Volunteering" was performed from June through September, 2005, at the Technical School from UFRGS, reuniting educators from cities of Rio Grande do Sul. Its modules included the result of the survey and the presentation of the educational stage, the building of pre-projects for the mobilization of youngsters, individual meetings of orientation about their operationalization in the communities, and the socialization of the practical realizations of the educators.

Universities and Schools

As one of its strategies, Parceiros Voluntários has partnerships with universities and schools aiming at spreading the culture of volunteering. At the moment, activities are being developed with Faculdades São Judas Tadeu (Porto Alegre), Feevale (Novo Hamburgo) and Universidade Regional Integrada do Alto Uruguai e Missões (URI), this last one counting on five campi, in the cities of Cerro Largo, São Luis Gonzaga, Santiago, Santo Ângelo, and Frederico Westphalen.

Sponsors of the Young Volunteer Partners Program



Solidarity and VOLUNTEERING DAY

Solidarity Day, on May 21st, which was instituted by a state decree, gave visibility to hundreds of actions in Rio Grande do Sul. Led by *Parceiros Voluntários* units and counting on the support of dozens of other organizations, it resulted in benefits for thousands of people.

Besides, in the **International Volunteering Day**, on December 5th, dozens of other actions were seen in Rio Grande do Sul. One example of those was the joint effort to clean monuments in Porto Alegre, performed on December, 10th, a Saturday, at Alfândega and Matriz squares and at Parque Farroupilha. Such initiative was a result of the partnership between *Parceiros Voluntários*, the Town Hall and private companies, and brought together around 120 volunteers, coordinated by the company All Service. Five thousand leaflet were handed out to the population, warning them about the importance of preserving the monuments.

In Santa Cruz do Sul, volunteers from 21 organizations performed 25 actions during 10 days, reuniting more than three thousand participants. In Gramado, there was a celebration at Instituto Santíssima Trindade, in Linha Moreira, benefiting children, adolescents, and elderly people, going from making Christmas decorations to preparing a festive lunch and having a typical kind of play called

"secret friend". The city of Rio Grande also celebrated with an event at Doutor Pio square, reuniting presentations of music bands, fashion shows, and workmanship workshops.

More than 80 volunteers participated in the festive meeting performed at the restaurant from the Zoo, in Sapucaia do Sul, a party organized by Rede Garimpando Forças. The youngsters from Tribo Capilé, on their turn, in partnership with the Viva São Leopoldo Movement, delivered 650 toys to pupils from Escola Municipal Maria Edila da Silva Schmidt, destined to the Christmas from the children of Vila Progresso.

The Tribo Horizontes, from Instituto São Judas Tadeu, from Porto Alegre, had a party at the Nursery Gente Nossa, in Alvorada, with the support of Clube de Mães from the School and the group of ladies from the project Third Age in Movement.



Parceiros Voluntários Award



Parceiros *Prémio* Voluntários
ANO 1



Collecting the fish from **THE NETS**

The world needs angels and volunteers. This notion encouraged the theme from the Parceiros Voluntários Award 2005, on May 30th, at Teatro do Sesi, in Porto Alegre. This "emotion with results" has always been present in the homage to the ones who represent the realization of dreams.

The Parceiros Voluntários Award takes place every two years and aims at valuing volunteer work, divulging examples of differentiated, creative and successful actions which can be multiplied and, therefore, strengthen the culture of volunteering. The ones receiving this distinction, on their turn, represent thousands of

other people that also dedicate themselves and that also deserve being recognized.

The Award is an action of the whole of Parceiros Voluntários Network in the State, which has the responsibility of indicating the cases that will be evaluated and recognized in the state level.

The evaluators bench is formed by people who are recognized by their credibility in their acting areas.

In 2005, the Parceiros Voluntários Award had an innovation in recognizing the work developed in network by the cities of Bagé and São Leopoldo.

Get to know the work developed by the ones recognized

Category Individual Volunteer

Rimviver: a chance for life in the donation of organs

The retired teacher Isoldi Elisabetha turned a personal loss into a strength in order to continue with a dream to create a foundation: the Associação dos Renais Crônicos de Caxias do Sul (Association of Chronic Renal Patients from Caxias do Sul) - Rimviver. This organization directly benefits 300 people and indirectly benefits 1,200 people. Her dedication turned that region into the major organ donator in the country, with an index of organ donation of around 70%, against the 30% of the rest of Brazil.

The Association performs professional qualification courses, makes available agreements with self-employed professionals and provides meals and basic food rations. Besides, it promotes lectures and campaigns about the importance of organ donation, in an action which today is nationally recognized and which became a model for the creation of similar institutions in Soledade (RS) and Belém (Pará).



Adopting smiles

More than 400 people have benefits with the work of volunteer dentists in organizations in the northeast region of the state.

The action was organized by dentist Jaqueline Rasis Cossio, who assists children and adolescents from entities in Caxias do Sul. She counted on the support of the the Brazilian Association of Odontology (ABO) and the solidarity of more 100 professionals who adhered to the campaign "Adopt the smile of a child".

Presently, Jaqueline is the vice-president of the national association, which gives a major structure to the project in the annual planning of the Association.



Passion in Braille

It was for the passion of voluntary work that Thatirê Silveira da Costa started, at 15, on a path to guarantee the inclusion of dozens of visually impaired people. Nowadays, five years have already passed, a time when she alternated between classes for school reinforcement for children, recreation, and stimulation for visually impaired people.

At the Association for Visually Impaired People (Associação de Deficientes Visuais) from Canoas, she works reading books and tape recording them. Thatirê decided to learn Braille as a way to do more and to do it better. Nowadays, she creates reading materials and transcribes texts and books.



Realization besides anything else

Thiago Correa started his volunteering work at Projeto Recrear, from the São Judas Tadeu College of Physical Education, which capacitates university students to perform activities in nurseries as recreation workers. By the beginning of 2004, two other students who used to work along with him left the project. Thiago did not give up and, by being a determined person, started to do the actions alone. Some time later, he had revitalized the project, performing activities also at weekends in a project called Open School (Escola Aberta) and coordinating other volunteers in events promoted by the Parceiros Voluntários Unit at São Judas Tadeu.



Embroidering dreams

Vera Lúcia Dresch Kohlmann started her voluntary work at Associação Pró-Menor, from Panambi, five years ago, teaching how to embroider. She noticed that her classes also called the attention of boys and that such attention improved the performance of the group in the classroom. She believes that teaching embroidery is a path to be followed in a search to make dreams come true and for the strengthening of self-esteem. Nowadays, she acts at Associação de Voluntários Casa de Passagem, which assists 80 boys and girls who live in the city streets.

Category Corporate Volunteer

Environmental Preservation

Two thousand, seven hundred and sixty-one children and adolescents and 65 elderly people benefited from the action of project Renovar from All Service Sistemas de Terceirização. This company has 450 employees in Porto Alegre. Voluntary work is stimulated and encouraged from the admission of the employee and is part of the company's Mission.

The actions of the volunteers benefited, in 2005, two nursing homes, four nurseries, five schools, one shelter and one communitarian association. The company makes available a fixed allowance in its annual budget for social actions and collects resources from its clients and suppliers. The communitarian work, in joint effort, counts on the support of workers of client-companies, which makes the project a multiplier. After the action, the benefited community participates in cycles of courses and lectures about the environment, practices of preservation, and economy of cleaning products, with the aim of awakening for a preservationist culture and one of self-sustainability.



Social Development

Idealized four years ago, the Volunteering Program from the company Marcopolo S.A, from the city of Caxias do Sul, focuses issues related to health and education of needy children and adolescents. Nowadays the program benefits around 2,200 children, adolescents and elderly people. The 230 volunteer employees assist four organizations, one school and one nursing home.

Each month, the group meets in order to plan the activities that will be performed in partnership with the direction of the institutions.



Category Young Volunteer Partners

Hip Hop and Graffiti

The word "Txai", which means "half of myself" in an Indian language, was chosen to name the Tribe of Escola Estadual Marechal Rondon, from Canoas, and carried much more than a message of peace. The students used hip hop and graffiti in tours of the city and in several other cities, breaking prejudices, discovering potentials and integrating the community in such a way as to create networks of good acquaintance, respect, and life in harmony.

The 162 young volunteers, in their weekly classes, benefited other youngsters of eight neighborhoods in the city. Besides, the Tribe performed several shows over the year in municipal and state schools and in social organizations.

Peace Origami

The Life Tribe (Tribo da Vida), of Colégio São João Batista, from Caxias do Sul, defined peace as their theme and developed their action reuniting teachers and students with the aim of awakening this culture in the school community, through the Project "Pazeando" (Making peace).

By adapting an oriental legend, the tribe from Caxias started to build, through workshops, peace origamis as a tool for the actions chosen, mobilizing more than 500 participants.



Category Civil Society Organizations

Teaching How to Care

The preoccupation with social inequalities led to the creation of the Associação das Senhoras da Campanha dos Bebês (Association of the Ladies of the Campaign for Babies), from Canoas, which performs, since 1991, the care for pregnant young women, from the first months of pregnancy up to the birth of babies.

This group of ladies believes that it is fundamental to guide young women along pregnancy, about care with health of the pregnant woman and of the baby, besides giving them notions about responsible fatherhood and family planning.

The Association also offers workshops for professional qualification and income generation. The care is also for the children. While the mothers participate in the workshops, the children have recreation and lessons reinforcement.

The Organization counts on 16 volunteers, who are responsible for the workshops, besides psychological care and the performance of lectures.

Prevention of Child Work

The Communitarian Vegetable Garden Joanna de Angelis, in Novo Hamburgo, has as beneficiaries children, adolescents and youngsters from five to 24 years of age, dwellers of poor areas of the city, where violence and poverty give room to the exploitation of child labor and drug addiction, among other problems. In 2005, the institution assisted 500 children and 220 youngsters in educational activities, in the areas of flower growing, workmanship and information technology, as a way of generating income and professional qualification. For that matter, it counted on the support of 148 volunteers in several areas of the organization.



Sponsors of Parceiros Voluntários Award



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The role of the human being is having his ROLE RECYCLED

In May, 2006, the third edition of the International Seminar Stop and Think will take place, sponsored by Parceiros Voluntários in partnership with the General-Consulate of the United States. Its main theme will be "The role of the Human Being is having his role recycled - knowledge, education and leadership for the XXI Century".

The Stop and Think is an invitation for the community to reflect on the routes for human development in the XXI Century.

In order to do this reflection in the community, the presence of some guest speakers are confirmed, like the Chilean scientist Humberto Maturana, idealizer of the biology of knowledge and of the biologic matrix of existence, the Chilean specialist Ximena Paz Dávila, and the Brazilian Professor Terezinha Rios, from Pontifícia Universidade Católica de São Paulo, Master in Philosophy of Education and Ph.D. in Education, who will speak about Ethics.

The second edition of the Seminar, which took

place in 2004, had as its theme "The building of a Future by means of Social Capital". Some guest speakers were North-American writer and thinker on social transformation John Renesch; Maria Celina Soares D'Araujo, Ph.D. in Political Science from the Center for Latin American Studies, from Florida, and researcher from the Centro de Pesquisa e Documentação de História Contemporânea do Brasil, from Fundação Getúlio Vargas; Renato Raul Boschi, Ph.D. in Political Science and researcher from the University Research Institute from Rio de Janeiro; the Venezuelan sociologist Charo Méndez, from Universidade Católica Andrés Bello and specialist in social projects; the President from Grupo Gerdau and from the Movimento Brasil Competitivo, Jorge Gerdau Johannpeter, and from Professor and Doctor student at the Federal University of Minas Gerais, Márcio Simione Henriques, coordinator of the research group Mobiliza and consultant in social projects.



Awards recognize work DEVELOPED

In 2005, much was recognized in regard to the work of social mobilization performed by Parceiros Voluntários. In a ceremony that took place on March 20th, 2005, the NGO's president, Maria Elena Pereira Johannpeter, received the "City of Porto Alegre Medal", given out by Mayor José Fogaça. In October, the "Best Women Trophy", promoted by Jornal do Comércio and Lojas Renner, was delivered on the 18th, in a ceremony that took place at Clube Leopoldina Juvenil. On the 27th, it was the time for the prize "Top Human Being", when president Maria Elena was honored with the prize Personality 2005, granted by the Brazilian Association of Human Resources (ABRH-RS).

The results of the mobilization still had national recognition through the prize "The Most

Influential Women in Brazil", in the category Third Sector, promoted by Forbes magazine. The award giving aimed at highlighting the women who influenced in the improvement of companies, institutions, and in the life of people. The choice was made through people's voting, during the month of October, over the Internet. The official recognition ceremony occurred in São Paulo, on November 22nd.

In the International Volunteering Day, celebrated on December 5th, the Institute for the Children with Diabetes (ICD) paid an homage to the action of juvenile mobilization of the Tribes in the Tracks of Citizenship, granting them the "Citizenship and Solidarity Trophy", for their work of multiplying the information on diabetes, performed by youngsters inside their schools and communities.



SCHWAB FOUNDATION AND PARCEIROS VOLUNTÁRIOS

Being a part of the Schwab Foundation for Social Entrepreneurship, based in Geneva, Switzerland, an organization that researches actions of social entrepreneurship in the world, Parceiros Voluntários presented the work it develops in Rio Grande do Sul, one of mobilization and stimulation of voluntary work, which is responsible for benefiting more than 550 thousand people, through a Network in the State, being present in 63 cities of Rio Grande do Sul.

The president of Parceiros Voluntários, Maria Elena P. Johannpeter, received a distinction from the Foundation, being considered one of the social entrepreneurs to be highlighted at a world level. This is the fourth consecutive year that the

Schwab Foundation for Social Entrepreneurship grants this recognition. Social entrepreneurs went through a rigorous process of evaluation that lasted six months, including visits to their countries aimed at evaluating the transforming impact and the accomplishments achieved in their projects and organizations.

Schwab Foundation offers to its social entrepreneurs worldwide opportunities to amplify their actions, providing them with access to networks and offering them possibilities for the mobilization of technical and financial resources which can strengthen and amplify their activities for a greater benefit in their countries and in the world.



PV team under evaluation by a representative from Schwab



Parceiros Voluntários team, with the volunteer consulting from the company Symnetics Business Transformation, from São Paulo, designed, two years ago, a Strategic Map, using the BSC (Balanced Scorecard) management tool, identifying all its processes. These tools, as well as the defined Pointers, show the path to the Organization.

When it comes to social project, we deal with complex realities where many factors come through and mould the relationships and processes. The results of a social project are never a certainty, but an investment, a bet in a possibility to reach them. If there is no certainty, it is necessary to build ways of checking which aid to perceive the route of changes that can be produced so that the VISION and the MISSION of the Organization can be attained.

Once the Quantitative and Financial Pointers are not the only ones neither the best ones to express the impact generated by the efforts, the institutions must continuously

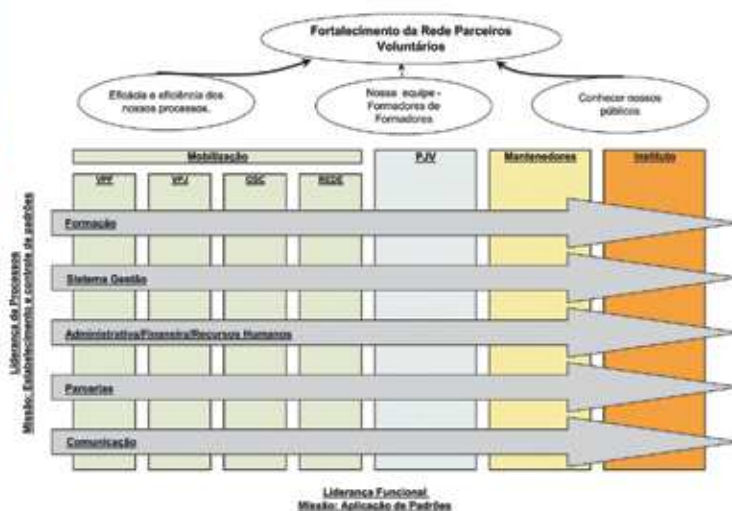
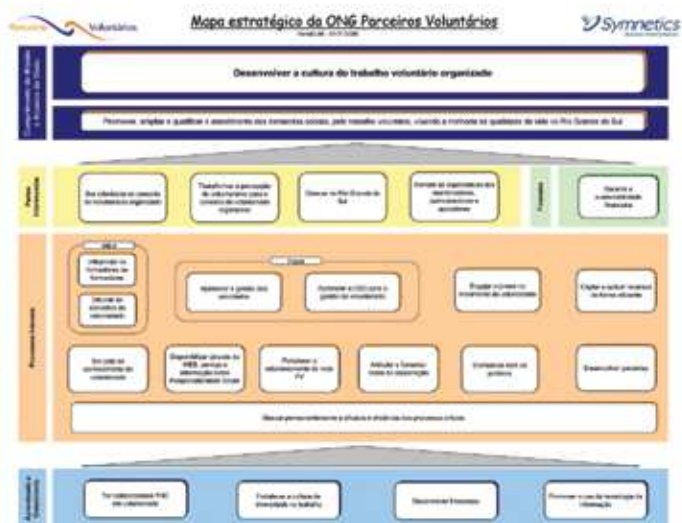
search for ways of using Qualitative pointers, so that they can demonstrate, in the best way they can, the transformation, the improvement that the Cause or the action is bringing to the community.

In the BSC map from Parceiros Voluntários, the Pointers are directed to Efficiency, Efficacy, Effectivity, and Impact, as a way to ensure their perpetuity.

All this attention to management does not mean an organization covered in plaster and more directed to management than to its social end.

The Third Sector must be managed with the same professionalism as the companies are. The same legal and fiscal demands are complex for both.

The Third Sector must, obligatorily, remain with its **IDEALISM**, however adding up to it **PROFESSIONALISM**. In this way, social projects and the community will be better assisted and we will have **RESULTS WITH EMOTION!**



"Hope is not the certainty that everything is going to be all right, but it is the strong feeling that it is worth to go on trying."

Vaclav Havel

Deliberative Council

The **Ordinary General Meeting** was held on March 14th with the aim of presenting the Activities Report, the financial statements, the guidelines and the planning for 2005.

On September 12th, 2005, the **Deliberative Council** from Parceiros Voluntários analyzed the projects and partnerships for the development of strategic matters, with the launching of the Knowledge Portal (WEB Platform); the program of courses for the Development of Leaderships and Management of the Third Sector and the depositions of leaderships that participated in the courses. Also the partial results of the actions of youngsters, in the TRIBES IN THE TRACKS OF CITIZENSHIP, and the new methodology for the qualification of the Internal Committees in CSR.

Parceiros Voluntários takes this opportunity to thank the support received from its Counsellors and also the trust in uniting the trademark of their companies to the movement for the development of the Culture for the Organized Volunteer Work!



Our team

The ability to break paradigms, to overcome limitations and to broaden frontiers makes the Parceiros Voluntários TEAM a differentiated TEAM, worried with its development inside the THC (Technical, Humane and Conceptual) skills, in order to better interact with the needs of our community and so develop the culture of organized volunteering. Parceiros Voluntários deeply thanks to each participant, because without you the content of this Report would not exist.

Maria Elena Pereira Johannpeter - Volunteer Presidency
Geraldo Tofanello, Hermes Gazzola e Alexandre Kieling
- Volunteer Vice-Presidency
Ernani Rosa Gualtieri - General Management
Cláudia Remião Franciosi - Management
Alesandra Duarte Mattos
Amanda Musskopf
Ana Virgínia Antunes Benavides
Angelo Albertino Corrêa Marques
Carine Antonello Sabka
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Debora Pires
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Ivete Comparin Pereira da Silva

Jacqueline da Costa Palma
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Leandro Rogério Pinheiro
Luiza Maria Soares Simon
Márcia Denise Fernandez Caminha
Maria da Graça Testa da Rosa
Maria de Fátima Prudêncio Borgo
Paulo Afonso Belegante
Rita Helena Pimentel Patussi
Solon Andrade Rabello Junior
Tais Coppini Pereira
07 Trainees and 55 Volunteers

Our Deliberative Council

Parceiros Voluntários wishes to thank its Counsellors, Maintainers, Supporters, Sponsors and further partners, without whom it would not have been possible to perform such fundamental work for the community.

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