



# County of Orange

## VOLUNTEER UTILIZATION

---

### ANNUAL REPORT FISCAL YEAR 2010/11

*“Every day, volunteers of all ages are giving their time and talents to solve problems and make our country stronger. Whether tutoring at-risk students or providing job training to veterans or responding to natural disasters, ordinary Americans are doing extraordinary things to improve the long-term health and vitality of the nation.”*

Robert Velasco II, Chief Executive Officer  
Corporation for National and Community Service

Information contained in this report has been gathered from 62 survey responses submitted by County Agencies and Departments and several Board Offices. The surveys provide detailed information regarding volunteer, student intern and reserve utilization within a variety of County programs during Fiscal Year 2010/11 (*sample Volunteer Utilization Survey attached*).

#### **FY 2010/11 Volunteer Contributions**

In FY 2010/11, 42,312 individuals (volunteers, interns & reserves) contributed 894,054 hours of service within 19 County Agencies and Departments and several Board Offices. The value for their service is an estimated \$23 million dollars in avoided costs for County government.

Statistical information for major volunteer categories identified in survey responses is listed below:

	<b>Volunteers</b>	<b>Interns</b>	<b>Professional Level</b>	<b>Reserves</b>
<b>Total Number</b>	<b>39,863</b>	<b>1,321</b>	<b>841</b>	<b>287</b>
<b>Total Hours</b>	<b>559,633</b>	<b>207,456</b>	<b>41,834</b>	<b>85,131</b>

*Professional-level category includes individuals who volunteer their professional expertise.*

County of Orange volunteerism is aligned with national projections. The Corporation for National and Community Service hosts the most comprehensive collection of information on volunteering in the United States. A key finding in the corporation’s August 2011 report states that despite the challenges of a tough economic situation, the number of Americans volunteering in their communities and hours served remained approximately the same. According to the report, previous research would suggest that volunteering should drop during an economic downturn, because volunteer rates are higher among job holders and homeowners. Instead, volunteering over the past year was consistent at both national and County levels.

**Comparison of FY 2010/11 Volunteer Contributions with Previous Years**

*“The heart of the volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.”* DeAnn Hollis

The statistical information listed below compares data submitted for the past three years.

	<b>FY 2008/09</b>	<b>FY 2009/10</b>	<b>FY 2010/11</b>
<b>Number of Volunteers</b>	<b>39,720</b>	<b>44,366</b>	<b>42,312</b>
<b>Volunteer Hours</b>	<b>839,125</b>	<b>882,680</b>	<b>894,054</b>
<b>Estimated Avoided Cost for County Government</b>	<b>\$23,571,171</b>	<b>\$22,935,578</b>	<b>\$22,962,987</b>
<b>Utilization of Volunteers, Students Interns or Reserves</b>	<b>20 Agencies &amp; Departments &amp; several Board Offices</b>	<b>18 Agencies &amp; Departments &amp; several Board Offices</b>	<b>19 Agencies &amp; Departments &amp; several Board Offices</b>

**Average Hourly Dollar Value of Volunteer Service**

The estimated dollar value of volunteer service varies from Department to Department and takes into consideration the salary range for similar duties/responsibilities within the paid workforce. Examples of the average hourly value for several volunteer categories are listed below:

<b>Volunteer Category</b>	<b>Hourly Value of Service</b>
<b>Student Intern</b>	<b>\$21.62</b>
<b>Adopt-A-Park Volunteer</b>	<b>\$22.36</b>
<b>JWA Tour Guide</b>	<b>\$25</b>
<b>Radio Amateur Civil Emergency Service Volunteer</b>	<b>\$28</b>
<b>Volunteer Probation Officer</b>	<b>\$25.77</b>
<b>Literacy Tutor</b>	<b>\$19.97</b>
<b>Sheriff Reserve</b>	<b>\$62.15</b>

The value of professional-level volunteer service ranged from \$22.36 to \$172.18 per hour with an average hourly rate of \$39.02. This volunteer category combines professional expertise with volunteer activities. For example, nurses and doctors volunteer with the Medical Reserve Corps, attorneys provide pro-bono legal services, graphic designers volunteer their time to create brochures or newsletters, an Equal Employment Opportunity professional serves as an EEO consultant and the Professional Services Responders volunteer their professional/technical skills in areas related to emerging technologies, communications, international protocol, governmental relations and emergency-response resources.

**Volunteer Involvement on County Boards, Committees and Commissions**

Additional volunteer hours include involvement by individuals serving on numerous County boards, commissions, councils and committees. Statistics submitted by the Clerk of the Board for the Assessment Appeals Board, the OC Parks for various groups, and the OC Sheriff’s Department for the Drug Use is Life Abuse (DUILA) program illustrate the level of service provided by board, commission, council and committee members.

	<b>Assessment Appeals Board</b>	<b>OC Parks</b>	<b>DUILA</b>
<b>Members Serving in a Voluntary Capacity</b>	<b>24</b>	<b>174</b>	<b>73</b>
<b>Volunteer Hours</b>	<b>3,588</b>	<b>1,112</b>	<b>631</b>
<b>Estimated Avoided Cost for County Government</b>	<b>\$617,781</b>	<b>\$33,360</b>	<b>\$47,325</b>

**Agency and Department Volunteer Utilization**

In addition to several Board Offices, the following County Agencies and Departments utilized volunteers, unpaid student interns or reserves during FY 2010/11:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><b>Auditor-Controller’s Office</b></li> <li><b>Child Support Services</b></li> <li><b>Clerk of the Board</b></li> <li><b>Clerk-Recorder’s Office</b></li> <li><b>OC Community Resources</b></li> <li><b>County Counsel</b></li> <li><b>County Executive Office</b></li> <li><b>Dana Point Harbor</b></li> <li><b>District Attorney’s Office</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Health Care Agency</b></li> <li><b>OC Human Resources</b></li> <li><b>John Wayne Airport</b></li> <li><b>Probation Department</b></li> <li><b>Public Defender’s Office</b></li> <li><b>OC Public Works</b></li> <li><b>Registrar of Voters</b></li> <li><b>Sheriff-Coroner’s Department</b></li> <li><b>Social Services Agency</b></li> <li><b>OC Waste &amp; Recycling</b></li> </ul> |
|---|--|

**Volunteers Meet Crucial Needs within the Community**

*“Volunteering creates a national character in which the community and the nation take on a spirit of compassion, comradeship and confidence.”* Brian O’Conell

Volunteers working within County Agencies and Departments participate in a full range of activities, from policy formulation and advice to program delivery. They are resolute in their commitment to serving within their neighborhoods and throughout Orange County.

General duties and responsibilities are listed below, and specific duties identified by each Agency and Department are described at the end of this report (*Program Profile Attachment*).

County of Orange Volunteers:

- Serve on boards, committees and commissions
- Supplement law enforcement programs
- Provide administrative support and customer service
- Support professional or para-professional personnel
- Help maintain and preserve County parks, facilities and historical sites
- Groom, exercise and provide foster care for abandoned pets
- Perform routine chemical analysis and process laboratory samples
- Counsel, mentor and advocate for the elderly, disabled adults, at-risk youth, the homeless and families in crises
- Lend artistic, musical and theatrical talents
- Provide health care, counseling, case management and legal services
- Act as conflict mediators and interpreters
- Apply skills and experience related to engineering, landscape architecture, computer science and construction management
- Stock and maintain libraries and mend books
- Tutor adults in reading and writing skills
- Provide support with research and analysis
- Interact with troubled youth in recreational and educational activities
- Conduct surveys and revise and summarize documents
- Offer computer, technical and professional support
- Provide public safety assistance and disaster service support
- Conduct educational lectures and tours
- Greet the public and provide information
- Staff special events and assist with fund raising
- Serve as zoo docents and animal keepers
- Provide veterans and their families with resources and assistance

**Expected Commitment Level for Volunteers**

*“Volunteers do not necessarily have the time; they just have the heart.”*

Elizabeth Andrew

Individuals, families or groups volunteering with the County are offered opportunities of varying commitment levels. Whether someone is busy raising a family, involved in a career, attending school or retired, the County has volunteer opportunities that fit most any schedule from half-day special events to weekly commitments of several hours.

- Operation Santa Claus and Adopt-a-Park volunteers can dedicate a few hours once a year to help improve their community.
- READ/OC literacy tutors complete 23 hours of training, schedule 2 or more hours of instruction with their adult learners each week for a minimum of 50 hours, and prepare lesson plans and monthly reports.

- Volunteer Probation Officers serve 20 hours per month for the first year, and Volunteers In Probation are offered a more flexible schedule of one or more hours per week.
- John Wayne Airport Tour Guides conduct 2 tours per month for a minimum of 1 year.
- College students completing internships typically schedule 8 - 20 hours per week for 3 to 12 months.
- More than 4,384 teens volunteer 2 hours per week for 8 – 10 weeks with the OC Public Libraries’ Summer Reading Program.
- The District Attorney’s Trial Attorney Partnership (TAP) volunteer attorneys receive one week of intensive training on prosecutorial skills and then work full time as temporary Deputy District Attorneys for 8 weeks.
- OC RACES volunteers are on call 24 hours a day, seven days a week for emergency response.

According to survey respondents, many volunteers continue with programs far beyond the initially agreed upon commitment level.

### **What’s New in FY 2010/11?**

Agencies/Departments reported an array of first-time accomplishments and activities related to volunteer involvement, including the following examples:

#### **Clerk-Recorder’s Office**

Three San Jose State University Library Science graduate students served as archive interns. They assisted with production of Finding Aids, which are specific archival description tools used throughout the United States; data input; and preservation, allowing the department’s Archives and Outreach division to process additional resources for public use.

#### **OCCR OC Animal Care**

Volunteers from 19 animal shelters across the country were surveyed using North Carolina University’s Volunteer Program Assessment. OC Animal Care Center volunteers ranked higher than most other organizations on the volunteer satisfaction scale.

#### **OCCR OC Parks Program Management**

A student intern served as project manager for the Camino de Esperanza project, a collaborative effort involving OC Parks and the Probation Department. In 2011, the project was recognized with the following awards: National Association of Counties (NACo) Achievement Award, National Association of County Park and Recreation (NACPRO) Parks and Recreation Program Award and California State Association of Counties (CSAC) Challenge Award.

### **OC Planning Community Development**

A student intern led the department's nomination project for the 2011 American Planning Association's Leadership Award. OC Planning received the award based largely on the intern's efforts in preparing the nomination material.

### **Probation Department**

Over the past year, Volunteer Probation Officers (VPO) were assigned to the department's Global Positioning System (GPS) Monitoring Center to utilize advanced technology to help monitor high-risk adult and juvenile offenders. In addition, Volunteers In Probation (VIP) were trained to facilitate an education anger management program in a high security unit at Juvenile Hall.

### **Public Defender's Office**

For the first time, the office utilized Skype to assist with interviewing intern and law clerk applicants attending schools outside the Southern California area. This process reduced travel expenses for dozens of students wishing to return to Orange County for their intern/law clerk placement.

### **Sheriff-Coroner Department**

OC Radio Amateur Civil Emergency Services (RACES) volunteers were responsible for implementation and training associated with the Urban Area Security Initiative (UASI) grant funded Winlink data system project (email over amateur radio), which was provided to city RACES groups throughout Orange County.

### **Social Services Agency**

Orangewood Children and Family Center volunteers may now participate in a visitation program in which they supervise visits between family members and youth in foster care.

### **Key Findings for FY 2010/11**

Significant milestones such as those listed below were reported by dozens of Agencies/Departments further emphasizing the importance of volunteer involvement within County government.

### **Auditor-Controller's Office**

During the past four years, the office has steadily increased the number of interns from 1 student completing 43 hours in FY 2007/08 to 22 students completing 4,428 in FY 2010/11. Projects include high-level assignments related to accounting, finance, audits, reconciliation, graphic design and event coordination.

### **District Attorney's Office**

Since its inception in 2003, Trial Attorney Partnership (TAP) prosecutors have contributed more than \$2.5 million in services to the County and have increased the District Attorney's ability to better protect the public. As of March 2011, TAP attorneys have conducted 165

jury trials; 29 court trials; 759 preliminary hearings, 356 motions, and many other court hearings.

### **Health Care Agency**

Over the past year, the Medical Reserve Corps volunteers administered more than 4,000 seasonal vaccines to the general public of older adults and children. Volunteers also participated in the Health Disaster Management Division's Annual Point of Dispensing at three locations in Orange County and administered 2,000 doses of seasonal flu vaccine in one day of a mass vaccination exercise.

### **OCCR OC Public Libraries**

A growing number of volunteers have been recruited to provide programs in multiple languages such as Korean story time, Farsi book clubs and computer training for Spanish speakers.

### **OCCR OC READ/Orange County**

READ/Orange County's Families for Literacy (FFL) component works with parents and children to break the intergenerational cycle of illiteracy. The program promotes literacy skills in the parents and reading readiness in children under five. Through the efforts of FFL volunteer tutors, family participation increased by 79% over the past year.

### **Registrar of Voters**

Community outreach interns were instrumental in reaching more than 50,000 people during 40 community events in FY 2010/11. This would have been a difficult feat to accomplish without the help of dedicated volunteers.

### **Sheriff-Coroner Department**

During 2011, four OC Crime Lab interns worked collaboratively to create a database of tissue drug levels from coroner's cases over the past ten years. Project findings were presented to professionals and are scheduled for publication.

### **Sheriff-Coroner Department**

Over the past year, the Inmate Services Correctional Programs volunteers increased the number of enrichment activities for inmates by 1,307. Their involvement assists inmates in achieving successful re-entry into the community once released from jail.

### **Volunteer Recognition and Awards**

*"Volunteerism is the voice of people put into action. These actions shape and mold the present into a future of which we can all be proud."*

Helen Dyer

County of Orange volunteers, student interns and reserves were recognized throughout the year for their outstanding service. Most volunteers are recognized at an Agency/Department level on an ongoing basis and during annual events such as luncheons, receptions, family

picnics, etc. Certificates and letters of appreciation are often presented to volunteers in recognition of their efforts.

In addition to Agency/Department recognition, County of Orange volunteers and volunteer programs were honored with the following national, state and local awards during FY 2010/11:

## **NATIONAL RECOGNITION**

### **National Association of Counties (NACo) 2011 Achievement Award**

~ For the implementation of innovative county government programs ~

- OC Community Resources, OC Parks  
Second Sundays Habitat Restoration Program
- OC Community Resources, OC Public Libraries, READ/Orange County  
Intergenerational Literacy Program

### **President's Volunteer Service Award**

~ More than 325 award recipients representing the following Agencies/Departments were recognized for outstanding service ~

- Auditor-Controller's Office
- OC Community Resources, OC Animal Care
- OC Community Resources, OC Parks, Adopt-A-Park
- OC Community Resources, OC Public Libraries, READ/Orange County
- Health Care Agency
- Public Defender's Office
- OC Public Works, Planning Division
- Registrar of Voters
- Social Services Agency, Orangewood Children & Family Center

## **STATE OF CALIFORNIA RECOGNITION**

### **California State Association of Counties (CSAC) Innovation & Challenge Awards**

~ For the implementation of creative and cost-effective county programs ~

- District Attorney's Office  
Trial Attorney Partnership Program

### **California State Association of Counties (CSAC) Merit Award**

~ For the implementation of creative and cost-effective county programs ~

- OC Community Resources, OC Public Libraries, READ/Orange County  
Families Literacy Partnership

### **California Library Literacy Network Advanced Writer Award**

- READ/Orange County  
Hun Lien Lau

**State Senator Lou Correa's Seniors Making a Difference Award**

- Sheriff-Coroner's Department Inmate Services Correctional Programs  
Bruce & Dorothy Jonson, Mary Polychrome, Rick Cryder, Gretchen Hoad,  
Patricia Milligan & Aloha Saxon

**Recognition by State Senator Lou Correa**

- Veterans Service Office volunteers Lee Dorman & Jack Isaacson

**COUNTY OF ORANGE BOARD OF SUPERVISORS RECOGNITION**

**Excellence in Volunteerism Award**

~ Fourteen award recipients representing the following Agencies/Departments were recognized for outstanding service ~

- OC Community Resources, OC Animal Care
- OC Community Resources, OC Parks, Adopt-A-Park
- OC Community Resources, OC Public Libraries
- Probation Department, Volunteers In Probation

**ORANGE COUNTY SHERIFF-CORONER'S DEPARTMENT**

**Medal of Merit Award**

~ For contributions to the department's Highway Interdiction Team ~

- Reserve Deputy Scott Klapenback with K-9 Roan

**LOCAL RECOGNITION**

**City of Brea Mayor's Youth Award**

- OC Community Resources, OC Public Libraries, Brea Branch Library  
Awarded to 19 high school students

**Tustin Community Foundation Award**

- OC Community Resources, OC Public Libraries, Tustin Branch Library  
Marcia Divona

**OneOC's Spirit of Volunteerism Award**

~ Forty-three award recipients representing the following Agencies/Departments were recognized for outstanding service ~

- OC Community Resources, OC Animal Care
- OC Community Resources, OC Parks, Adopt-A-Park
- OC Community Resources, OC Public Libraries, READ/Orange County

## Conclusion

Results gathered through the Countywide survey provide a general picture of volunteer participation during FY 2010/11 and demonstrate the array of options available for citizen involvement. The information serves as a baseline in considering the development of new opportunities or the expansion of existing programs. The data also assists in identifying issues that influence volunteer utilization.

Overall, volunteers have a very positive impact within County government. While they do not replace employees, volunteers supplement the County's wide range of technical, professional, social and administrative services and meet needs that would otherwise remain unmet. Volunteer support often frees up time for managers and staff to concentrate their efforts on higher-level projects and assignments, resulting in a reduction of time spent by employees on routine tasks.

Survey respondents note that volunteer participation is enhanced when staff is assigned to develop volunteer positions, recruit candidates, train and supervise volunteers and monitor outcomes. They also indicate that recognition of employee efforts in managing volunteers is an important component in maintaining successful programs and expanding volunteer involvement.

In conclusion, during FY 2010/11, County of Orange volunteer, intern and reserve programs achieved the following outcomes:

- Promoted citizen involvement in local government
- Created a sense of participatory democracy
- Offered opportunities for career growth and personal development
- Built connections and partnerships within the community
- Prepared high school and college students for higher education and future careers
- Enhanced the quality of life and extended services for local residents
- Provided opportunities for community stewardship
- Nurtured positive community relations
- Encouraged a higher-level of civic engagement

*"In the end, when it comes to the challenges we face, the need for action always exceeds the limits of government. While there's plenty that government can do and must do to keep our families safe, and our planet clean, and our markets free and fair, there's a lot that government can't – and shouldn't – do. And that's where active, engaged citizens come in. That's the purpose of service in this nation."*

President Barack Obama  
44<sup>th</sup> President of the United States