

## **Volunteer Utilization within Board Offices & Individual Agencies & Departments FY 2010/11**

### **OC Board of Supervisors**

**10 interns contributed 2,672 hours valued at \$59,745**

Interns assist staff in the day-to-day operations within a District Office; answer inquiries by phone and through written communications; prepare letters, memos, certificates, resolutions, proclamations and reports; assist with research assignments and special projects; analyze policy issues; attend meetings and community events; and provide administrative support.

### **Office of the Auditor-Controller**

**23 volunteers/interns contributed 4,548 hours valued at \$101,693**

Interns assist with the preparation of accounting reports and schedules, development of financial documents, and cross-referencing of the Comprehensive Annual Financial Report (CAFR) electronic and hard copy files. They review, compile and analyze supporting documentation for the Orange County Citizen's Report and CAFR and work with various departments and external and internal auditors to implement new Governmental Accounting Standard Board (GASB) pronouncements that affect CAFR. Interns also audit, reconcile and correct 1099 reportable data for previous years and assist with year-end journal entries and lease commitment reports. They review lease contract files; complete the annual lease schedule update for CAFR; and extract, compile and input information into Microsoft Outlook to be used in making business-related decisions to support the Countywide Accounting Personnel System (CAPS) and HR/Payroll Upgrade project. They help prepare and review work papers for the annual Countywide Cost Allocation Plan and gather documents for public records requests. Other duties include computer assistance, administrative support, special event planning and graphic design projects related to several publications including CAFR and the OC Citizens' Report. A professional-level volunteer served in an advisory capacity in implementing revisions to retirement rates '1.62' and developing interfaces with the Orange County Employee Retirement System (OCERS).

### **Child Support Services**

**10 volunteers/interns contributed 842 hours valued at \$15,037**

Volunteers assigned to the Forms Clinic greet the public and assist customers with interpretation and completion of documents required to open cases, file legal motions and establish child support orders. Paralegal interns receive and review cases that have been approved for Civil Contempt and research the legal authority that applies to the contempt; prepare Judicial Council forms; review Appeals Notices and documents that pertain to appeals; and maintain and monitor the Probation log to determine if a probation violation

must be filed. Law Clerks assist with Law and Motion Responses, prepare briefs/legal memorandum, analyze new appellate cases, and assist attorneys with legal research and during courtroom sessions.

### **Clerk of the Board of Supervisors**

**24 volunteers contributed 3,588 hours valued at \$617,781**

Assessment Appeals Board Members and Hearing Officers sit as the County's Board of Equalization and conduct semi-judicial hearings on disputes of Assessor's enrolled property valuations. As qualified professionals, they preserve the integrity of the County's enrolled property tax assessments.

### **Office of the Clerk Recorder**

**4 interns contributed 495 hours valued at \$11,068**

Administrative intern assists staff in the day-to-day operations within the department; answers inquiries by phone and through written communications; prepares letters; assists with research assignments, special projects and public policy issues; and attends meetings and community events. Projects include interacting with other governmental agencies, organizations and businesses and collecting proposals and information from outside vendors.

Archive interns assist with the production of Finding Aids that are specific archival description tools used throughout the United States, which must conform to precise parameters and generally are uploaded into archival software or onto the Online Archive of California. Interns also assist with data input and archive preservation.

### **OC Community Resources**

**36,519 volunteers/interns/reserves/professionals contributed 451,072 hours valued at \$9,468,498**

- ***Administrative Services***  
Organizational development interns provide administrative support to training managers by responding to employee inquiries, preparing documents for review, and creating PowerPoint presentations. They update and/or create training resource material such as newsletters and catalogs. They conduct research and analysis and draft reports and/or findings.
- ***OC Animal Care***  
Volunteers assist at the center by exercising and socializing dogs, cats and rabbits; grooming dogs; answering questions from the public; cleaning, feeding and socializing animals in the nursery; and helping with clerical/administrative duties. Volunteers train and mentor new volunteers and help with off-site activities such as mobile adoptions, educational presentations and special events. In addition, volunteers foster underage animals by providing round-the-clock care in their homes for newborn kittens and puppies that are too young for adoption.

- ***OC Animal Care – Explorer Post 538***

Volunteers between the ages of 14 ½ – 21 years of age assist staff with customer service, exercise and socialization of animals and adoption activities. They provide staff support during community events such as mobile adoptions and educational programs. Through their volunteer endeavors, they learn about animal control as well as kennel and shelter operations.

- ***OC Human Relations***

Volunteers support the mission of the Orange County Human Relations Commission in dealing with inter-group tensions and fostering mutual respect and understanding among residents. Volunteers assist professional staff in a variety of projects, ranging from court mediations to administrative support that includes research, data compilation and report preparation. Dispute resolution volunteers serve as mediators in a court-based office, handling a variety of disputes (landlord/tenant, neighbor/neighbor, consumer/merchant, employer/employee, etc.). In addition, they assist with mediation trainings, educational presentations, community outreach and volunteer recruitment.

Board members and commissioners attend monthly meetings to discuss current human relations issues and concerns. They also attend a variety of community events throughout the year as representatives of the organization.

- ***OC Parks – Adopt-A-Park Program***

Volunteers maintain trails, participate in canyon and coastal area clean ups, plant native trees, remove non-native plants and install split-level fences. They assist park rangers on park patrol; staff interpretive nature centers, historical homes and museums; monitor equestrian trails; catalog artifacts; perform administrative tasks, fundraising activities and research assignments; assist in video production; conduct nature tours; provide visitor education; serve as docents at the Orange County Zoo; help with wetlands preservation; and participate in construction and maintenance projects. OC Fire Watch volunteers report smoke, fire and/or suspicious behavior during Red Flag alerts or high wind conditions.

- ***OC Parks – Design Division***

Landscape architect and civil engineer interns assist staff with capital improvement and rehabilitation projects that include the following assignments: prepare e-files, computer aided design (AutoCAD) drawings, reports and project correspondence; produce project specifications and cost estimates; prepare reports, exhibits and maps for presentation; conduct project research; and assist in day-to-day project-related assignments. Recent accomplishments include erosion damage review, landscape maintenance manual development and interior space planning.

- ***OC Parks – Park Ranger Reserves***

Reserves may take part in a support function such as directing traffic at the park entrance or a busy intersection or conducting environmental awareness programs

for school children. They assist with special studies and events related to natural and cultural resources, help maintain park trails and participate in park patrols. In addition, they provide construction and park maintenance assistance and support staff during emergency situations. Other duties may include outreach presentations to public and private entities, guided hikes and tide pool discovery tours.

- ***OC Parks – Program Management***

Asset Management

Interns assist staff with production of reports, letters, memos, spreadsheets and specifications; develop summary reports for inventory control of lands held in fee or easement; organize and pack background data in electronic form; interpret Geographic Information Systems (GIS) maps for consistency with recorded documents; and accompany staff during on-site visits to evaluate encroachments, boundary disputes and proposed acquisitions.

Communications

Interns assist with production of reports, letters and memos; develop one or more major marketing-related projects; prepare electronic files, spreadsheets, reports and paper documents; assist staff with day-to-day office operations; represent OC Parks at community events; and help manage OC Parks' social media presence.

Executive/Administrative

Interns help develop and implement various administrative and executive projects and programs, collect data and prepare reports, assist with copy editing and proofreading, perform organizational tasks, and assist administrative and executive staff in day-to-day office assignments.

Graphic Design

Interns assist with the production of images, logos, advertisements, flyers, web design, manuals, posters, maps and other materials; finalize existing files for executive and marketing purposes; create new electronic files; and assist staff with day-to-day office operations.

Geographic Information Systems (GIS)

Interns assist in implementing a new geo-database to serve 200 operations employees and support public-use GIS information products; create required maps, assemble map data, and enter Global Positioning System (GPS) data using aerials to support new data; interpret GIS maps for consistency with recorded documents; and prepare electronic files, spreadsheets, reports and paper documents.

Marketing/Communications

Interns assist with production of reports, letters and memos; develop one or more major marketing-related projects; prepare electronic files, spreadsheets, reports

and paper documents; assist staff with day-to-day office operations; represent OC Parks at community events; and help manage OC Parks' social media presence.

#### Budget/Finance

Interns assist with data gathering, compilation, and presentation that are utilized in reporting budget/finance information; help develop and implement several budget/finance programs, projects and tasks; prepare electronic files, spreadsheets, reports and paper documents; and provide ongoing administrative support.

- ***OC Public Libraries***

Volunteers are involved in shelving books and other library materials; repairing books; answering phones; contacting patrons regarding reserved materials; and assisting with children's activities such as the Summer Reading Program, the after-school homework centers and Read-To-Me storytimes. They help customers with the Internet; facilitate book club discussions; provide library resources to the homebound; create murals, crafts and displays; and process new library materials. Friends of the Library groups operate used bookstores to generate revenues, which are donated to the library or used to purchase library materials and resources.

- ***OC Public Libraries – READ/OC***

Volunteers in READ/OC's core program provide adults with direct one-to-one or small group tutoring in reading, writing and English skills. Families For Literacy volunteer tutors work with adult learners who have children under the age of five and their entire family at monthly Family Reading Times and other special events. Volunteers in the WIN (Working for Inmate Literacy Now) program provide basic literacy services to inmates in several Orange County jail facilities. Volunteers with the English Language Civics Education program assist English as a Second-Language speakers through one-to-one or small group tutoring to meet individual goals that will enhance literacy skills at home, at work and within the community. READ Jr. teen tutors encourage adult learners and their school-aged children to work together in developing and improving their reading skills. The Friends of READ/OC enhance the program through resource development, public awareness campaigns and recognition activities. In addition, volunteers fill several administrative positions related to office support, assessment and literacy center site supervision, and assist with community outreach and public awareness campaigns.

- ***Office on Aging***

Health education interns assist the health educator with community health fairs; draft articles for dissemination to senior networks; distribute Fall Prevention information to older adults; support staff with projects related to the Down with Falls Coalition; and provide administrative support with day-to-day activities and special projects.

Senior Summit volunteers assist with various tasks during the Central and South Orange County Senior Summits such as registration, event set up and take down and crowd control.

- ***Veterans Service Office***

Veterans Advisory Council members investigate the validity of issues of importance to veterans and their dependents and make recommendations to the OC Board of Supervisors. The council serves as a liaison and also provides assistance to various groups that deal with issues related to the status of Orange County veterans. In addition, volunteers working in partnership with the Veterans Service Office present educational programs for the public and at local schools and for children attending the Civic Center's Walk of Honor Program.

### **County Counsel**

**29 interns/law clerks contributed 5,459 hours valued at \$122,063**

Interns and law clerks complete legal research assignments and discovery review, and they provide memorandum that are utilized in responding to and advising County agencies. In addition, they attend meetings with clients as well as board and commission hearings to further assist in providing legal advice through the researching of pertinent issues. In the Child Protection Appellate Unit, interns/law clerks write factual summaries and legal synopsis of issues on appeals. In the Child Protection Trials Unit, their duties include assisting attorneys with research and writing, observing dependency proceedings, participating/conducting hearings if certified, preparing discovery and crafting arguments. In the Lanterman-Petris-Short (LPS)/Probate Unit, interns/law clerks assist in conducting investigative interviews, preparing and processing civil subpoenas and observing mental health and probate proceedings.

### **County Executive Office**

**7 interns contributed 456 hours valued at \$9,375**

- ***Community-Media Relations***

Administrative support intern performed routine clerical duties, organized office supplies, processed mail, responded to Internet inquiries, refilled brochure racks, responded to various requests, and reviewed daily newspaper clippings and blog posts.

- ***Procurement Office***

Policy interns research Environmentally Preferable Purchasing policy issues and assist with OC Green Fair planning tasks. Graphic art/design interns create OC Green Fair printed materials and graphics logos.

## **Dana Point Harbor**

**142 volunteers contributed 8,638 hours valued at \$69,104**

Volunteers assisted with maintenance duties around the OC Sailing & Event Center, Baby Beach and Puerto Place park area. Tasks involved sweeping, cleaning windows, raking and litter removal.

## **Office of the District Attorney**

**259 volunteers/interns/law clerks/professionals contributed 22,400 hours valued at \$917,040**

Law school students perform functions similar to an entry-level attorney, including research, brief writing and case presentation. They assist with organizing cases and in analyzing information contained in numerous documents involved in complex cases. They provide assistance with DNA-related issues and attend court proceedings. In addition, they write briefs and case chronologies, review police reports and prepare summaries.

Interns assist in the preparation of documents to be tendered to defense as Discovery, prepare trial binders, organize case files, conduct Internet and library research on non-legal issues, summarize transcripts, compare transcripts with audio media for accuracy and procure background information regarding defense experts.

Community outreach volunteers assist with special event set up and help disseminate information about the department and the criminal justice system to Orange County residents. Interns provide administrative support in researching community events, maintaining contact files, formatting documents and updating the department's website.

Trial Attorney Partnership (TAP) attorneys receive one week of intensive training on prosecutorial skills and then volunteer full time as temporary deputy district attorneys for eight weeks. The attorneys conduct misdemeanor and juvenile deputy duties, including case filing, pretrial conferences, motions, hearings and jury trials.

## **Health Care Agency**

**888 volunteers/interns/professionals contributed 99,820 hours valued at \$2,247,722**

- *Orange County Medical Reserve Corps (MRC)*

The MRC recruits medical and non-medical volunteers to assist the County of Orange Health Care Agency (HCA) during a bioterrorism event or any major disaster. The volunteers are trained to work alongside HCA staff. The MRC medical volunteers consist of registered nurses, physicians, dentists, emergency medical technicians (EMT), nurse practitioners, and physician assistants who, when activated, will be assigned duties aligned with their specialties. Non-medical volunteers provide staff support with administrative duties such as scheduling and serve as computer experts focusing on response needs related to

systems. Volunteer social workers and religious clergy partner to provide counseling services. In addition, MRC volunteers provide assistance at various public health immunization clinics and during the annual Point of Dispensing (POD) event.

- ***Volunteer Services***

Consumer Support

Interns provide follow-up services to mental health clients; link consumers to services in the community; conduct outreach to family members; perform evaluations to determine consumers' strengths, needs, and level of functioning in the community; and assist with health fairs.

Environmental Health

Interns collect food samples in the field for testing, conduct pH and water activity testing on food products, receive public complaints over the phone and input complaint information into the database, collect and enter specific data regarding the Rapid Advisory Notification System (RANS), conduct surveys on wade pools in the field, assist restaurant inspectors in the field and provide translation when applicable.

General Volunteers

General volunteers provide supportive functions for projects, read stories to children, comfort children waiting for physical therapy, perform research and analysis, conduct focus groups for HIV/AIDS clients and develop client satisfaction surveys.

Health Disaster Management

Interns participate in data acquisition and database development, assist with evaluation of data and presentation of research at local and national conferences, evaluate and assist in the refinement of program specific trainings, and assist in the development of plans to enhance the program's ability to respond to a public health emergency.

Health Education

Health education volunteers and interns assist with community outreach and materials preparation, collect data from community-based programs, staff coalition meetings and exhibits for community events and inform the public of new state laws.

Information Technology

Service desk analyst interns implement customer service skills to handle diverse situations and respond appropriately, collect correct data to enter into the call tracking system and resolve a high number of calls on initial contact. The information systems interns assist technicians in rolling out new PCs, software installation and PC/software relocations.

### Graduate-Level Social Work Interns (MSW)

Under supervision, MSW interns work directly or indirectly with clients; conduct research; participate in community organization, education and/or program development; and handle administrative assignments. They typically manage a small caseload of fewer than eight clients, and they are trained to perform clinical assessments, design treatment plans, provide individual counseling sessions, co-facilitate group therapy sessions and participate in weekly case conferences on the clients' behalf.

### Nursing Students

Interns assist with developmental screening of children for physical exams, perform sick calls and new intake admission assessments under supervision, conduct flu and cholesterol clinics and observe staff during home visits and in various departments. Some nursing interns provide physical assessments, educate patients, take vital signs and provide medications as directed by a physician.

### Physical & Occupational Therapy

Interns provide assessment and treatment, assist with home and school programs and collaborate with family members/caregivers and school staff.

### Psychology Interns

Under the direct supervision of a licensed psychologist, interns perform mental health screenings and assessments, psychological testing and crisis calls. They create treatment plans; perform implementation of interventions; undertake case management, chart reviews and self audits; consult with caretakers; collaborate with other clinicians; and participate in workshops and trainings.

### Residents (Physicians)

Medical residents review and assess patient medical histories, examine patients, formulate plans for management, observe and perform procedures and attend rotations with the Child Abuse Services Team.

Psychiatry residents provide services for adults with Serious and Persistent Mental Illnesses (SPMI).

Child psychiatry fellows provide services to minors in Probation programs, including the Mentally Ill Offender Crime Reduction (MIOCR) program and the Youth and Family Resource program.

## **Human Resources Department**

**1 intern & 1 professional-level volunteer contributed 1,115 hours valued at \$44,491**

Intern assisted with numerous projects, including the following:

1. Assisted Human Resources professionals in the development of a Pass Point & Score Group Setting Guide by recommending

methodologies and development of a statistical evaluation tool for setting pass points and establishing score groups.

2. Evaluated the effectiveness of advertising in relation to County recruitment success by performing statistical analysis of the recruitment data for more than 40 job classifications.

Professional-level volunteer provides consultations and conducts investigations regarding Equal Employment Opportunity (EEO) matters.

### **John Wayne Airport (JWA)**

**88 volunteers contributed 14,272 hours valued at \$317,056**

- ***Ambassador Program***  
Volunteers greet the public, answer questions and provide information. They assist staff by quickly reporting incidents that may impact safety or security.
- ***Tour Program***  
Volunteers provide tours of the JWA Terminal to elementary, high school and college students, senior groups, scout groups, foreign visitors, at-risk students, and educators. Tours include an overview of aviation and its history in Orange County, focusing on age-appropriate information geared for specific groups visiting the Terminal.

### **Probation Department**

**476 volunteers/interns/professionals contributed 42,772 hours valued at \$983,334**

- ***Volunteers In Probation (VIP)***  
Typical duties for a VIP participant, including student interns, are as follows:
  1. Serve as a case aide, to assist a deputy probation officer with a caseload of probationers by checking school attendance and assisting with administrative duties.
  2. Serve as a "big brother" or "big sister" to a young probationer, by providing tutoring or teaching the young person a skill.
  3. Provide translation for Spanish-speaking or Vietnamese-speaking probationers or family members.
  4. Visit youths in juvenile institutions as a religious volunteer or to cut hair, coordinate recreational activities or facilitate arts programs.
  5. Provide valuable resource information through service panels such as Alcoholics and Narcotics Anonymous and Alanon or as guest speakers focusing on peer pressure, anger management, gangs and drug abuse.
- ***Volunteer Probation Officer (VPO)***  
Volunteer probation officers work with and under the supervision of deputy probation officers. VPOs receive 36 hours of classroom training, two on-site visits to the Orange County Probation Juvenile Institutions and 24 hours of on-the-job

training. VPOs perform duties similar to those of the department's deputy probation officer, including the following:

1. Investigation of adult and juvenile cases
2. Field monitored caseloads
3. Home, work and jail visits
4. Telephonic compliance checks
5. Victim contacts and collateral information
6. Residence and employment verification
7. Record check requests
8. Bilingual services
9. Interaction with juveniles in drug treatment programs

- ***Volunteer Internship Academy (VIA)***

VIA is a collaborative internship academy between the Orange County Probation Department and Santa Ana College (SAC) that provides the opportunity for students, who are or may be interested in pursuing a career with the Orange County Probation Department, to obtain in-depth training, knowledge and experience from experts in the criminal justice/corrections field. The program includes 120 internship hours under the direct supervision of probation staff that exposes students to a variety of probation assignments.

### **Office of the Public Defender**

**132 interns/law clerks contributed 29,126 hours valued at \$651,257**

Student interns and law clerks are placed in the Public Defender, Alternate Defender and Associate Defender offices to assist attorneys in the areas listed below, depending upon the assignment and their knowledge and experience levels.

Student interns assist attorneys by conducting interviews and preparing statements of out-of-custody clients; utilizing bilingual skills for interpretation; providing administrative support; and researching/locating various programs such as drug/alcohol treatment centers, parenting classes and anger management classes.

Law clerks assist attorneys with legal research, preparation of motions, courtroom observation, document organization, preparation of courtroom visual aids and file organization.

### **OC Public Works**

**179 volunteers contributed 6,474 hours valued at \$144,769**

- ***Administration***

Human Resources interns research, draft and present findings on current projects/initiatives such as the Intern and Mentoring Programs; evaluate various processes and/or data from other employers; analyze, summarize and prepare written recommendations relative to information gathered; prepare documents and

reports that include graphs, charts and PowerPoint presentations; and communicate with other private/public jurisdictions.

- ***OC Engineering/OC Flood***  
Interns assist with computer aided design (AutoCAD) drawings and manual drafting, partner with staff to resolve engineering design and analysis problems, prepare flood facility inventory studies, and work with mapping technician to revise flood facility maps.
- ***OC Engineering/Project Management/Utilities***  
Interns assist in issuing notifications, reviewing plans and specifications for utility conflicts, preparing agreements with utility companies and researching legal documentation to confirm prior rights needed to determine cost responsibility for utility relocation projects. In addition, interns assist with plan and specifications review, field reconnaissance, and documentation of existing site conditions.
- ***OC Engineering/OC Road/Capital Projects***  
Interns utilize computer aided design (AutoCAD) drawings to prepare details for the Ethelbee Storm Drain bio-filtration project and Katella Smart Street storm drain project. They participate in project coordination meetings and field investigations of road and bridge projects. They become familiar with reading design drawings, specifications and quantity estimates, and conduct research for utility and survey maps.
- ***OC Planning Community Development***  
Interns review/update department web site; analyze current policies/procedures and prepare revisions; create brochures/resource material to improve public information/customer service; assist with research related to planning, building, grading or neighborhood preservation for subject-matter expert staff; and assist with community outreach events to increase public awareness.
- ***OC Planning/OC Planned Communities/Land Use Planning***  
Interns create flow charts/checklists for development applications, conduct cost analysis and fee comparison for permit costs associated with projects, review permit applications for minor project modifications, and conduct comparative research and analysis of parking standards and other jurisdictions.
- ***OC Planning/OC Watersheds***  
Interns conduct field monitoring and special studies of the Newport Bay watershed and prepare reports, memos and management plans. They enter historical hardcopy rainfall records from 20 rain gauges into an existing hydrologic information database, validate the accuracy of compiled data from each gauge, and create a Geographic Information Systems (GIS) database for the entire network of active rain gauges maintained by OC Watersheds. They research and conduct studies to evaluate the effect of geologic metals on surface water quality, research and compile data for entry into the new web-based data

management system known as CBI/MS4, and support the lake monitoring program. Interns initiated development of a water quality report card for the Coyote Creek watershed and provide administrative support with day-to-day activities.

- ***Public Information***

Communications interns interview staff and write articles for the employee monthly newsletter, edit newsletter articles and photograph special events, help build a following on social media sites such as Twitter and Facebook, and redesign and update Facebook to include current department information and photos.

## **Registrar of Voters**

**14 interns contributed 720 hours valued at \$16,104**

Community outreach interns proactively engage the public in conversations about voter registration, volunteering and elections during countywide events scheduled throughout the year. They assist the public in completing voter registration affidavits, recruit volunteers to serve as poll workers in upcoming elections and answer an array of election and voter-related questions. In addition, interns plan, organize and coordinate outreach events and activities.

Human Resources interns assist with internal and external recruitments that may include gathering and reviewing applications for minimum qualifications, scheduling and preparing for interviews, and participating in interview panels. In addition, they support other aspects of the recruitment process by tracking applicants, assisting with orientation and training of newly hired employees and providing administrative support.

## **Sheriff-Coroner**

**2,254 volunteers/interns/reserves/professionals contributed 157,882 hours valued at \$6,223,164**

- ***Drug Use Is Life Abuse***

Volunteers assist with fundraising programs that support the educational activities of Drug Use Is Life Abuse and community-oriented events such as the Orange County Fair. Students involved in the high school organization, IMPACT, assist with the House Beautification Project and the Patience Project. In the House Beautification Project, students clean, paint, re-landscape and refurbish the home of a community member in need. In the Patience Project, student volunteers help coordinate a holiday party for children of mothers experiencing drug addiction. The party includes arts and crafts projects, a visit from Santa Claus, face painting, refreshments and event set up/clean up.

- ***Correctional Programs***

Volunteers provide inmate programs and/or services on a regularly scheduled basis in the following areas: religious worship services, Bible studies, pastoral

counseling and self-help substance abuse recovery programs (Alcoholics Anonymous and Narcotics Anonymous). Additional volunteer programs are listed below:

“Sew Much Comfort” volunteers provide sewing instruction to female inmates. As inmates learn to sew, they create specially-tailored clothing, pillows and knapsacks for the Orangewood Children and Family Center.

The “Angels of Love” volunteers provide instruction to female inmates in the art of producing stained glass angels that are given to the families of terminally ill children and fallen firefighters, law enforcement officers and U.S. Armed Forces.

The “Mothers of Pre-Schoolers” program volunteers conduct classes for female inmates housed at the James A. Musick Facility. Classes focus on developing parenting skills and building confidence and self-esteem.

Through the “Renewed Living” program, volunteers offer a mentoring and a faith-based parenting class at the Intake Release Center for female inmates housed at the facility.

The “Working for Inmate Literacy Now” program identifies and assesses inmate literacy levels, and trained literacy volunteers are available to offer individual tutoring to male and female inmates who are unable to read or write.

- ***OC Crime Lab***

Student interns typically provide staff support with one or more of the following assignments:

1. Identify and compare trace evidence such as hair, fibers, paint, glass, fire debris, explosives and gunshot residue.
2. Analyze breath and/or blood alcohol.
3. Detect, identify and quantify active component drugs in contraband and blood and tissue samples.
4. Screen for biological evidence and DNA typing.
5. Catalog ammunition and enter data related to firearm, bullet and casing characteristics.

- ***Emergency Management Bureau***

Interns provide technical and/or administrative assistance in emergency preparedness and planning projects. Projects may involve exercise design and development, Geographic Information Services (GIS) and technology management, and public information and outreach. Duties may also include assisting staff in the day-to-day operations within the Emergency Management Bureau office.

- ***Explorer Post 449***  
Volunteers between the ages of 14 ½ - 21 years of age assist Sheriff personnel with traffic and crowd control at Sheriff's Academy graduations, parades, carnivals, building dedications, safety fairs, grand openings, emergency roadblocks, DUI checkpoints, fun runs and weapon and evidence searches. The Explorer Post supports deputies during road closures caused by natural disasters such as mudslides, floods and forest fires. They complete search missions where either missing persons or evidence is sought and are involved in protecting crime scene perimeters. In addition, they assist with public education, child identification and crime awareness. During Bicycle Rodeo Events, Explorers demonstrate to children how to properly size and wear bicycle helmets. The Post's Color Guard presents the flag at civic and community events.
- ***Radio Amateur Civil Emergency Services (OCRACES)***  
OCRACES members provide communications support to government agencies. Operations typically involve messages between critical locations such as Emergency Operations Centers, hospitals, emergency services, emergency shelters and any other location where communications is needed. The primary mode of communication provided by OCRACES is voice over amateur radio frequencies, but also includes other modes such as amateur TV and WinLink (e-mail over amateur radio).
- ***Reserve Bureau***  
The Reserve Division is comprised of sworn Reserve Deputies, Professional Services Responders (PSR), Explorers and Sheriff Chaplains. Sworn Reserves assist the Sheriff's department with its general law enforcement needs. They also assist other law enforcement agencies at local, State and Federal levels with mutual aid in emergency situations and with specialty assignments. PSRs dedicate their professional skills, expertise and time at no cost to internal departmental needs. Sheriff Chaplains provide comfort, counseling and religious intervention to department personnel and citizens in times of crisis or family trauma.

### **Social Services Agency**

**1,244 volunteers/interns/professionals contributed 39,717 hours valued at \$887,267**

- ***Administrative Services – Contracts***  
Professional-level volunteer assisted managers in reviewing and preparing department contracts.
- ***Child Abuse Services Team***  
Volunteer/intern advocates interact with and supervise children who come to the Child Abuse Services Team (CAST) location for investigation of allegations of sexual abuse or because they have observed serious crimes such as homicide, domestic violence or kidnapping. Advocates play with the children or accompany them as they play games; engage the children in craft activities; and serve the children snacks and lunches before and after they undergo the forensic interview,

medical exam and/or therapy. Volunteers/interns report pertinent information learned while spending time with the children directly to staff.

- ***Children and Family Services – Healthy Tomorrows***

This parenting program offers a variety of volunteer opportunities, including parent group lead facilitator, child care lead, child care provider, teenage specialist, elementary school age specialist, pre-school facilitator, couples lead/educator, community liaison, curriculum specialist and administrative assistant. Duties include delivering educational modules, preparing classes and materials for youth programs, participating in community outreach, recruiting parents for classes, responding to family emergencies and providing support and guidance for families.

- ***Children and Family Services – Parent Engagement Unit***

Reunified parent volunteers serve in various capacities with the goal of representing the “parent voice” or the “parent personal perspective/story.” Duties include attending monthly parent meetings and Family to Family strategy meetings, participating in panel presentations for new staff and foster parents, and co-facilitating trainings or presentations for CalWORKS and Children and Family Services (CFS) social worker staff/management. Volunteers also participate in Parents Taking Action, which is a CFS Parent Advisory Group.

Mariners Church volunteers host two quarterly Celebrating Families events at the church. Volunteers assist with set up/clean up, greet participants, serve refreshments and coordinate children’s activities.

Certified interpreter volunteers assist with Spanish-language translation during the quarterly Celebrating Families program and parent volunteer trainings.

- ***Children and Family Services – Quality Assurance***

Social work interns placed in Children and Family Services (CFS) are primarily graduate-level students who are working towards the attainment of either a Masters Degree in Social Work or Counseling. Interns assist CFS Senior Social Workers in a variety of assignments, including investigation of child abuse, case management and documentation, preparation of court reports, coordination of resources, supervision of visitation, youth mentoring, caregiver support and crisis management. Interns located at Healthy Tomorrows sites provide individual and group counseling, as well as education related to parenting, substance abuse, domestic violence and child abuse prevention.

- ***Family Self-Sufficiency – CalWORKS***

Volunteers provide administrative support such as assembling application packets.

- ***Orangewood Children and Family Center***  
Volunteers work with children in individual cottages to provide a positive adult role model. They interact with the youth on a group and/or a one-to-one basis. Volunteer activities include games, arts and crafts, sports, picnics and special events such as carnivals and dances. Volunteers participate in the Creative Pride arts program, assist in the on-site library, provide staff support in the pre-school classroom, serve on the volunteer committee and help with off-site activities such as fieldtrips. In addition, volunteers supervise visits between family members and youth in foster care through the newly implemented visitation program.
- ***Strategic Planning & Public Relations***  
Volunteers with Operation Santa Claus (OSC) perform a variety of duties throughout the holiday season, and some volunteers continue with the program on a year-round basis. In the OSC warehouse, volunteers assist shoppers at the electronics and jewelry counters, restock shelves, sort toys into gender and age specific boxes, sort clothing by gender and size, unload truckloads of toys, assemble bicycles and other boxed toys and keep kids occupied with coloring books and stuffed animals while their parents shop for the perfect gift.

## **OC Waste & Recycling**

**8 interns contributed 1,984 hours valued at \$56,411**

- ***Central Region Environmental Services***  
Engineering interns design computer programs, assist with surveying and perform data entry.
- ***North Region Landfills***  
Engineering interns assist with surveying, computer aided design (AutoCAD) drawings, document research and engineering calculations. They also provide administrative support.
- ***South Region Biological Resources***  
Interns research causes and solutions to potential water quality pollutants in order to build a stronger case for regulatory permit applications for future landfill development. They assist with fieldwork/monitoring for safety, ease of data collection and improved contractor oversight. They support staff in creating training materials that focus on biological resource-related topics.
- ***South Region Landfills***  
Engineering interns review historical summary reports to gain background knowledge of department's landfills, attend regulatory meetings to evaluate and discuss ongoing landfill issues, perform groundwater monitoring/sampling and field surveying, review regulatory reports, and monitor work performed by on-site contractors.