



County of Orange

## VOLUNTEER UTILIZATION

### 2007 ANNUAL REPORT

*“Volunteer organizations and the efforts of the volunteers who power them have played an important role in meeting the needs of urban and rural communities since our Nation was founded. Americans who are volunteering today are part of a long tradition of volunteer service that is part of the fabric of the history of the United States. The work of volunteers safeguards our communities, provides clean and accessible parks and open spaces, and helps children, the elderly, the hungry, the homeless and others at risk or in need.”*

John Bridgeland, Founding Director  
USA Freedom Corps

Information contained in this report has been gathered from 49 survey responses submitted by County agencies and departments. The surveys provide detailed information regarding volunteer, student intern and reserve utilization within a variety of County programs during calendar year 2006 (*sample Volunteer Utilization Survey attached*).

#### **2006 Volunteer Contributions**

In 2006, 21,306 individuals contributed 923,689 hours as volunteers, unpaid student interns or Sheriff/Park Ranger Reserves within 17 County agencies and departments and several Board offices. The value for this service is estimated at \$23,626,760 in avoided costs for County government.

#### **Comparison of 2006 Volunteer Contributions with Previous Years**

Overall, volunteer involvement in County programs has remained consistent with a slight decrease in the number of volunteers during 2006. The statistical information listed below compares data submitted for the past three years.

	2004	2005	2006
Number of Volunteers	19,223	24,433	21,306
Volunteer Hours	984,000	1,005,156	923,689
Estimated Avoided Cost for County Government	\$23,360,132	\$23,895,046	\$23, 626,760
Utilization of Volunteers, Students Interns or Reserves	18 agencies & departments & several Board offices	18 agencies & departments & several Board offices	17 agencies & departments & several Board offices

#### **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>\$17.63</b>
<b>Mentor for At-Risk Youth</b>	<b>\$18.04</b>
<b>JWA Tour Guide</b>	<b>\$20</b>
<b>Radio Amateur Civil Emergency Service Volunteer</b>	<b>\$22</b>
<b>Volunteer Probation Officer</b>	<b>\$23.27</b>
<b>Literacy Tutor</b>	<b>\$35</b>
<b>Sheriff Reserve</b>	<b>\$62.15</b>

Professional-level volunteers were listed with an average hourly value of \$55.72. This volunteer category combines professional expertise with volunteer activities. For example, a dentist volunteers each month at a dental clinic, a lawyer provides legal services on a voluntary basis or a graphic designer volunteers his/her time to create a brochure or newsletter.

**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, by the Probation Department for the Probation Community Action Association, and by the Housing and Community Services Department for the Orange County Workforce Investment Board and Comprehensive Economic Development Strategy Board illustrate the level of service provided by these organizations.

	<b>Assessment Appeals Board</b>	<b>PCAA</b>	<b>OCWIB/CEDS</b>
<b>Members Serving in a Voluntary Capacity</b>	<b>17</b>	<b>40</b>	<b>33</b>
<b>Volunteer Hours</b>	<b>3,308</b>	<b>3,152</b>	<b>1,182</b>
<b>Estimated Avoided Cost for County Government</b>	<b>\$436,060</b>	<b>\$126,080</b>	<b>\$53,190</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 calendar year 2006:

- |   |   |
|---|---|
| <b>Auditor-Controller</b>               | <b>Human Resources Department</b>             |
| <b>Child Support Services</b>           | <b>John Wayne Airport</b>                     |
| <b>Clerk of the Board</b>               | <b>Probation Department</b>                   |
| <b>Clerk Recorder’s Office</b>          | <b>Public Defender’s Office</b>               |
| <b>County Counsel</b>                   | <b>Orange County Public Library</b>           |
| <b>County Executive Office</b>          | <b>Resources &amp; Development Management</b> |
| <b>District Attorney’s Office</b>       | <b>Sheriff-Coroner Department</b>             |
| <b>Health Care Agency</b>               | <b>Social Services Agency</b>                 |
| <b>Housing &amp; Community Services</b> |   |

### **Volunteer Duties and Responsibilities**

Volunteers working within County agencies and departments participate in a full range of activities, from policy formulation and advice to program delivery. General duties and responsibilities are listed below, and specific duties identified by each agency and department are described at the end of this report.

County of Orange Volunteers:

- Serve on boards, committees and commissions
- Supplement law enforcement programs
- 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
- Provide medical, dental and legal services
- Act as conflict mediators
- Stock and maintain libraries and mend books
- Tutor adults in reading and writing skills
- Provide support with research and analysis
- Interact with youth in recreational 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

### **Expected Commitment Level for Volunteers**

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.

Some activities require a one-day commitment of just a few hours such as sorting toys at Social Services Agency's Operation Santa Claus. A more intense commitment is required by Health Care Agency's CYS – Project Together, which asks volunteers to work two to four hours per week for a minimum of six months. Volunteer Probation Officers are required to serve a minimum of one year. John Wayne Airport Tour Guides are asked to conduct two to four tours per month. College students completing internships are expected to work ten to twenty hours per week from three to twelve months. According

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

One final example further illustrates the varying levels of commitment that County volunteers fulfill. The Sheriff's Communications Radio Amateur Civil Emergency Service (RACES) program requires volunteers to participate in one classroom training per month. There are also quarterly field exercises, weekly radio nets, ongoing projects and County-sponsored drills and exercises. RACES volunteers are on call 24 hours a day, seven days a week for emergency response.

### **Impact of Volunteer Service within County Offices and within the Community**

Survey responses identified several very positive and unique impacts resulting from volunteer involvement. In general, volunteer, intern and/or reserve support freed 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. A few of the more specific impact statements are listed below:

Child Support Service – Volunteers and interns assisted clients who required help with interpretation and completion of documents.

County Counsel – Interns with prior or current legal training provided assistance in reviewing case histories and researching legal issues, thus allowing attorneys to work on assignments with critical deadlines.

Health Care Agency/Regulatory Health – Animal Care Services volunteers fostered 600 underage kittens and puppies.

Health Care Agency/Behavioral Health – Interns provided multi-cultural, multi-lingual mental health services to more than 120 clients.

Health Care Agency/Community Nursing – Interns participated in client assessments, education and case management. They participated in community projects and helped facilitate positive health changes within the community.

Health Care Agency/Nutrition Services – Interns created educational pamphlets and presentations, focusing on teen nutrition for distribution to WIC clients and to other programs such as Orangewood Children's Home.

Housing & Community Services/Housing & Development Administrative Services – Intern assisted with report that focused on Orange County low-income housing tax credit allocations and County job classifications that paid low and moderate wages.

Housing & Community Services/Community Investment Division – Interns monitored contractors for compliance, analyzed Workforce Investment Act and Domestic Violence legislation and created a Workforce Champions reference document.

Orange County Public Library – Library volunteers are part of the library’s circle of influence. They improve, enrich, and support the library system and help promote library services and programs within the community.

Orange County Public Library/READ/OC – Literacy tutors assisted adult learners in gaining skills to read a newspaper, fill out applications without assistance, register to vote and read the instructions on a medicine bottle.

Probation/Volunteers in Probation (VIP) – Volunteers and interns placed in Drug Court, DUI Court, Non-Custody and Custody Intake, DNA Units and Juvenile Hall Units positively impacted juvenile probationers’ adjustment to custody and re-socialization.

Public Defender’s Office – Student interns increase the quality of service provided to clients and to the public.

Resources & Development Management/Administration/Special Services – Intern assisted with the production of the department’s monthly newsletter and United Way campaign.

Sheriff-Coroner/OCRACES – Members provided around-the-clock communications support to the Operational Area Emergency Operations Center during the Sierra Fire that burned more than 10,000 acres in the Cleveland National Forest.

Sheriff-Coroner/Correctional Programs – Inmates attended the following programs offered by volunteers: 3,159 religious services, 1,682 Bible study sessions, 991 twelve-step recovery meetings and 124 literacy tutoring sessions.

Social Services Agency/Children & Family Services – Utilization of interns as case managers allows the agency to play an important role in the development of the next generation of helping professionals.

### **Factors Impacting Volunteer Participation**

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

Several factors that impact and often limit the level of volunteer utilization within agencies and departments are listed below:

- Availability of workstations for volunteers and access to computers;
- Restrictions on volunteer placement related to client confidentiality and bilingual skills;

- Transportation challenges for those wishing to volunteer, especially for youth under the age of 16, senior citizens and those living long distances from placement sites;
- Lengthy screening process for new volunteers;
- Limited timeframes in which volunteer hours can be scheduled at County offices that often exclude weekend and evening hours;
- Limited awareness on part of employees, regarding the role/impact of volunteers and interns within the County workforce;
- Consistent availability of projects, assignments and activities for volunteers/interns once they are placed;
- Staff time required for training and ongoing supervision of volunteers, especially short-term volunteers;
- Substantial commitment required to supervise interns that includes coordination of college agreements and student evaluations, creation of suitable projects/assignments, weekly review and feedback; and
- Limited recognition and/or department support for staff who take on the added responsibility of supervising volunteers/interns.

### **Conclusion**

Results gathered through the Countywide survey provide a general picture of volunteer participation during calendar year 2006 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 impact volunteer utilization. Overall, volunteers have a very positive impact on County government. While they do not replace employees, volunteers supplement the County's wide range of technical and professional services and meet needs that would otherwise remain unmet.

In conclusion, the County of Orange continues its long-standing commitment to partner with local residents in meeting community needs through volunteer involvement.

During 2006, County of Orange volunteer programs:

- Promoted citizen involvement in local government;
- Created a sense of participatory democracy;
- 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; and
- Nurtured positive community relations.

## **Volunteer Utilization Within Individual Agencies and Departments**

### **Auditor-Controller**

Interns assist with the preparation of accounting reports and schedules and with the development of financial documents. They gather information and research support documents and project data. Other duties include computer assistance and administrative support.

### **Child Support Services**

Interns serving as junior law clerks conduct research and brief writing in support of law and motion; assist in the preparation of files and documentation for hearings; review referrals for civil contempt and criminal prosecution related to the non-payment of child support; and perform other duties in support of the general activities of the department's Legal Unit. Qualified applicants may be assigned court hearing and law motion projects when certified with the State Bar.

Volunteers who are assigned to customer contact greet the public and assist customers with interpretation and completion of documents required to open cases, file legal motions and establish child support orders.

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

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

### **Clerk Recorder**

Interns assist staff in the day-to-day operations within the department; answer inquiries by phone and through written communications; prepare letters; draft press releases; assist with research assignments, special projects and public policy issues; and attend meetings and community events.

### **County Counsel**

Interns assist attorneys within Litigation by reviewing and summarizing documents, contacting witnesses and verifying contents of files. Interns with law school training may be assigned additional duties to assist attorneys working on probate, elder law, conservatorship and guardianship matters, and to review and summarize case law. In addition, interns assist in compiling information that attorneys use to prepare for mental health writ hearings and capacity hearings. They contact mental health facilities to determine the current mental health status of patients with pending hearings and

summarize the information. Interns may also be assigned to contact and interview potential witnesses for mental health jury trials, summarizing their findings for attorneys.

### **County Executive Office**

Interns working with CEO/Information Technology division update Web pages for Board offices and develop Web pages for the County of Orange Technology Authority (COTA), a site that lists current IT policies.

### **Office of the District Attorney**

- ***Economic Crimes Unit***  
Interns assist with legal research in organizing cases and in analyzing information contained in numerous documents involved in complex cases.
- ***Environmental Unit***  
Interns summarize legal documents, prepare legal memos and analysis tables and conduct research.
- ***Felony Projects Unit***  
Interns and/or law clerks conduct legal research, organize case files, provide assistance with DNA-related issues and attend court proceedings. In addition, they write briefs and case chronologies, review police reports and prepare summaries.
- ***Government and Community Relations Unit***  
Interns and volunteers assist with unit projects and community outreach events, workshops and educational programs. They participate in research assignments and help disseminate information about the department and the criminal justice system to the community.
- ***Harbor/Newport Beach Justice Center***  
Law students perform legal research and appear in court as certified students.
- ***Homicide Unit***  
Second- and third-year law students assist attorneys with research of legal and technical issues and with the handling of motions and writs. They prepare legal memoranda and briefs and assist with trial preparation.
- ***Juvenile Justice Center***  
Law students serving as law clerks conduct research, prepare legal briefs, respond to defense briefs, investigate cases and occasionally present evidence in court.
- ***Sexual Assault Unit***  
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.

- ***Trial Attorney Partnership (TAP)***

TAP provides trial attorneys the unique opportunity to prosecute crimes on a volunteer basis. TAP volunteers receive one week of intensive training on prosecutorial skills and then work 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.

- ***Target/Gang Unit***

Interns are trained to handle Discovery, summarize police reports and prepare trial notebooks. Law students are involved in legal research on specific issues requested by attorneys.

- ***West Justice Center***

Law students assist attorneys by researching case law, writing legal memos and briefs, and preparing responses to legal motions. When certified through the State Bar, law clerks appear in court with a qualified attorney and participate in hearings.

## **Health Care Agency**

- ***Animal Care Center***

Volunteers greet visitors, answer general inquiries from the public, assist with center tours and special events within the community, and help with administrative/reception duties and data entry. In addition, they answer questions regarding adoption procedures, help process adoption applications and contact new pet owners.

Volunteers groom, feed and walk animals and help keep cages and kennels clean. They are involved in socializing animals and in teaching basic dog obedience. Trained volunteers participating in the center's foster care program provide round-the-clock care in their homes for newborn kittens and puppies that are too young for adoption.

The center serves as a training site for the Regional Occupational Program (ROP). ROP student interns receive hands-on training in the animal care industry. While most students are placed in the veterinary and surgery clinics, they may also receive training from kennel attendants and animal control officers.

- ***Animal Care Center Explorer Post 538***

Volunteers between the ages of 14 ½ – 21 years of age assist staff with customer service, exercise of animals and adoption activities. They assist with community events such as low-cost vaccination clinics, dog shows, career fairs and mobile

adoptions. Through their volunteer endeavors, they learn animal control procedures and basic law enforcement practices.

- ***CYS – Project Together***  
Volunteers serve in two capacities – mentors and community service volunteers. As mentors, volunteers are matched with youth in treatment through Children and Youth Services (CYS). They work to form trusting, caring relationships with the young person in an effort to enhance treatment, increase self-esteem as well as familial, social and academic functioning. Mentors serve for 6 to 12 months and spend 2 to 4 hours per week with their mentees.
- ***Medical Reserve Corps Orange County (MRC)***  
The MRC recruits medical and non-medical volunteers to support a database of “on call” community volunteers who are activated during a bioterrorism event or any major disaster.
- ***Volunteer Services***  
General duties performed by volunteers and interns include reception assistance, administrative tasks, clinic support, data entry, counseling, nursing, physical therapy, occupational therapy, front and back medical office assistance, field nursing, case management, field visits, social work, health promotion and direct dental care.

## **Housing and Community Services**

- ***Budget and Support Services***  
Intern assisted with computer projects and administrative duties such as answering phones, filing and processing orders.
- ***Community Investment Division***  
The Orange County Workforce Investment Board (OCWIB) member volunteers are business leaders appointed by the Board of Supervisors to provide oversight of the One-Stop System. They coordinate workforce investment activities and economic development strategies; make recommendations of One-Stop operators and youth providers; develop employer linkages; negotiate local performance measures with the State; identify eligible providers of training services; connect with One-Stops to assist employers with hiring needs; and develop Memoranda of Understanding with One-Stop partners.

The Comprehensive Economic Development Strategy (CEDS) member volunteers are appointed by the Board of Supervisors. They provide recommendations to the Board on potential economic development opportunities through selection of feasible projects and implementation of required procedural actions. The CEDS committee works to develop and seek the adoption of policies to affect favorable economic development, to interface with other organizations or projects with similar goals and to facilitate the research for future direction. The

organization forges partnerships with public and private sectors to provide long-term, stable employment opportunities that improve Orange County's economy.

Student interns monitor contractors for compliance, analyze Workforce Investment Act and Domestic Violence legislation, create a Workforce Champions reference document, complete contract forms, provide sub-committee support, conduct grant research and update a grant matrix. In addition, they assist with grant writing, editing/proofreading of documents and creating databases.

- ***Housing Development & Administrative Services***

Interns analyzed data from the Tax Credit Allocation Committee to produce a report on Orange County's historical allocations through this funding source. In addition, they worked on quantifying the number of County job classifications that earn a low-income wage.

- ***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. 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. Volunteers and interns research information, compile data and prepare reports.

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

- ***Office on Aging***

Senior Citizens Advisory Council (SCAC) – Community volunteers conduct monthly Council and subcommittee meetings that focus on transportation, health, nutrition, legislation and housing. SCAC members serve as liaisons between the Office on Aging and senior centers, community organizations and legislators in advocating for older adults.

Information and Assistance – Volunteers/interns provide follow-up phone calls, update program database, assist Info Van staff with community outreach and assist with training.

- ***Veterans Service Office***

Volunteers design military displays for presentations during Memorial Day and Veterans Day ceremonies and help restore historical military vehicles for museum displays. They inventory military artifacts received from the public that are used in displays. In addition, they present educational programs for the public and at

local schools and for children attending the Civic Center's Walk of Honor Program.

### **Human Resources Department**

Interns provided administrative and staff support with Web page maintenance and with the Office Services Survey. The survey project required contact of other counties and cities regarding salary range for entry level classification.

### **John Wayne Airport**

- ***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**

- ***Probation Community Action Association (PCAA)***

The PCAA Board of Directors consists of community volunteers and leaders who donate their time and money in support of several programs that serve the needy and focus on juvenile crime prevention/intervention. The Board meets monthly throughout the year.

Volunteers assist by reading to underprivileged children living in County Islands (unincorporated Orange County communities surrounded by cities). During each story session, the volunteer reads and then distributes donated copies of the book to each child for their personal use. The "Giving From the Heart" program encourages businesses and individuals to "adopt" families for the holidays by providing gifts and food. PCAA provides scholarships and assistance with trade school expenses through funds raised during an annual golf tournament.

- ***Volunteers in Probation (VIP)***

Typical duties for a Volunteers in Probation include the following:

1. Serving as a case aide, to assist a deputy probation officer with a caseload of probationers by checking school attendance, helping with clerical duties, and other activities under staff supervision.
2. Being a "big brother" or "big sister" to a young probationer, by providing tutoring or teaching the young person a skill.

3. Providing translation for Spanish-speaking or Vietnamese-speaking probationers or family members (and, to a lesser degree, translations in other Asian languages).
4. Visiting youths in juvenile institutions as a religious volunteer, or to cut hair, coordinate recreational activities and conduct arts-and-crafts projects.
5. Providing valuable resource information through service panels such as Alcoholics and Narcotics Anonymous and Alanon and as guest speakers providing presentations on peer pressure, anger management, gangs, and drug abuse.

- ***Volunteer Probation Officer (VPO)***

Volunteers perform a variety of duties within institutional and community settings. They interview offenders and their families; assist probation officers in the office, in the field, in schools, in jails and during home visits; and serve as court officers for Peer Courts conducted in local high schools. In addition, volunteers work in juvenile institutions mentoring youth, organizing field trips and coordinating other volunteers. They assist with the POSSE, Domestic Violence caseloads and holiday programs.

Specific duties include assisting probation officers with field monitoring and administrative caseloads; telephone compliance checks; investigation of adult and juvenile cases; community resource assessment and monitoring; residence and employment verification; victim contacts and victim collateral information; verification of school attendance; and collection of information to assist probation officers with caseload reviews and in warrant cases.

## **Orange County Public Library**

- ***Branch Libraries***

Volunteers are involved in shelving books and other library materials; repairing books; answering phones; contacting patrons regarding reserved materials; assisting with children's activities such as the Summer Reading Program and the after-school homework centers; helping customers with the Internet; providing library resources to the homebound; and processing new library materials. Friends of the Library groups operate used bookstores to generate revenues donated to the library.

- ***READ/Orange County***

Volunteers in READ/Orange County's core program provide adults with direct one-to-one or small group tutoring in reading and writing. Families for Literacy volunteers tutor adults who have children under five years of age, using specific methods to incorporate children's material into the tutoring session. Volunteers in the WIN (Working for Inmate Literacy Now) program provide basic literacy services to inmates in the five Orange County jail facilities. Volunteers with the English Language Civics Education program assist English as a second-language speakers through small group tutoring so that they can access health care, find

jobs and help their children with schoolwork. In addition, volunteers fill several administrative positions related to office support, assessment and literacy center site supervision.

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

Volunteers and student interns are placed in the Public Defender and Alternate Defender offices and are utilized in the areas listed below, depending upon the assignment and their job knowledge and area of study. They conduct interviews; interpret and prepare statements for out-of-custody clients; help with legal research; work with attorneys in preparing motions; observe and assist attorneys in the courtroom with document organization; prepare courtroom visual aides; create informational databases; help with file organization and perform administrative duties.

### **Resources and Development Management Department**

- ***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 and research assignments; conduct nature tours; serve as docents at the Orange County Zoo; clear flood control channels of debris; help with wetlands preservation and with construction and maintenance projects.
- ***Human Resources***  
Student interns provide administrative support for staff. In addition, a bilingual intern taught several Park Rangers basic conversational Spanish-language skills to enhance their efforts in assisting Spanish speakers who visit County parks and other recreational sites.
- ***Park Ranger Reserves***  
Reserves serve in a para-professional capacity. Under supervision and in a volunteer capacity, they perform duties as assigned in County parks, recreation facilities, historical sites and at County sponsored events. Generally, duties may be associated with park operations, including, but not limit to, safety and code advisement, interpretation, resource management, public relations, traffic control, patrol, first aid and search and rescue.
- ***Public Information Office***  
Intern assisted with press release preparation and dissemination, media relations activities and administrative tasks. In addition, the intern wrote articles for department newsletter, researched/verified newsletter content and provided staff support with the United Way campaign.

- ***Public Works/Engineering & Permit Services/Regulatory Permits Section***  
Intern gathered and incorporated project data into regulatory permit applications and updated and maintained regulatory permit project files. In addition, the intern maintained a database for an environmental project management software application that tracks regulatory permit processing and mitigation monitoring and reporting for public works capital improvement programs.
- ***Public Works/Road/Traffic Engineering***  
Volunteer assisted engineering technician in compiling traffic counts and speed surveys. In addition, the volunteer entered data into accident database, performed warrant analysis using count and accident information and created electronic forms for warrant and count analysis. The volunteer conducted safety related field investigations, developed alternative solutions, provided recommendations and prepared improvement plans.
- ***Watershed and Coastal Resources Division***  
Interns assist with sample collections and field measurements in the NPDES Dry-Weather Reconnaissance Program and help with automatic sampler maintenance in the NPDES Stormwater Mass Emissions Monitoring Program. They assist watershed planners and engineers with project management duties and perform data entry, database management and report preparation.

## **Sheriff-Coroner**

- ***Community Programs***  
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, student interns 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, self-help substance abuse recovery programs (Alcoholics Anonymous, Narcotics Anonymous and Al-Anon), Friends Outside (in-custody and post-release services to inmates and their families) and literacy tutors. Additional volunteer programs are listed below:

“Sew Much Comfort” volunteers provide sewing instruction to female inmates. As inmates learn to sew, they create clothing for troops returning from Iraq and Afghanistan with orthopedic injuries.

The “Angels of Love” volunteers provide instruction to male and female inmates in the art of producing stained glass angels that are given to the families of terminally ill children and to those who have lost a U.S. Armed Forces family member in the line of duty.

The “Father Reunification” program volunteers provide an eight week “relationship building” seminar for male inmates housed at the James A. Musick Facility.

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.

- ***Emergency Management Bureau***  
Intern provided administrative support, assisted with data entry, generated minutes from conference calls and meetings, organized programmatic information and transferred training videos into digital library.
- ***Explorer Post 449***  
Volunteers between the ages of 14 ½ - 20 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. During Bicycle Rodeo Events, Explorers demonstrate to children how to properly size and wear bicycle helmets. They offer children identification and crime awareness. The Post’s Color Guard presents the flag at civic and community events.
- ***Forensic Science Services Division***  
Student intern duties vary, depending upon current project needs. They may provide support with analysis of controlled substances and clandestine laboratory materials; identification and comparison of trace evidence such as hair, fibers, paint, glass, fire debris, explosives and gunshot residues; examination of body fluids for DNA analysis; analysis of breath or blood alcohol; and detection, identification and quantification of drugs and toxic materials in blood and tissue samples.
- ***Radio Amateur Civil Emergency Services (OCRACES)***  
OCRACES members provide communications support to government agencies. These operations typically involve messages between critical locations such as hospitals, emergency services, emergency shelters, and any other locations where communications are needed. The primary mode of communication provided by RACES is voice over amateur radio frequencies, but also includes other modes

such as amateur TV and WinLink (e-mail over amateur radio). OCRACES members are expected to attend at least 75% of all drills, exercises, simulated disasters and other training sessions and to check in to at least 75% of all OCRACES radio nets during the year. Members must keep their equipment in a state of readiness and be prepared for unscheduled call-up by OCSD/Communications when needed.

- ***Research and Development Division***

Intern scanned existing construction plans and input data into the AutoCad database that is maintained by the department for all Sheriff's facilities.

- ***Reserve Division***

The Reserve Division is comprised of sworn Reserve Deputies, Professional Service Reserves and Sheriff's 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. Professional Service Reserves dedicate their professional skills, expertise and time at no cost to internal departmental needs. Sheriff's Chaplains provide comfort, counseling and religious intervention to department personnel and citizens in times of crisis or family trauma.

- ***South County Operation Division***

Senior citizen volunteers participating in the programs listed below provide support for Sheriff personnel in one or more of the following areas: vacation home checks, child fingerprinting, parking enforcement, unauthorized sign removal, Business and Neighborhood Watch, traffic and crowd control, van and bicycle patrols, special events, general office and administrative duties, visits to homebound and elderly, bicycle registration, graffiti removal and/or radar trailer placement.

Associated Senior Action Program – San Juan Capistrano

Police Auxiliary Citizens Team – Laguna Niguel

Senior Community Activity Team – Mission Viejo

Sheriff's Team of Active Retired Seniors – Lake Forest

Retired Senior Volunteer Program – San Clemente

Volunteers in Police Support – Dana Point

## **Social Services Agency**

- ***Adult Protective Services***

Student interns work directly with experienced field SSWs, meeting with clients who are dependent adults or elderly and their care providers, usually within the client's home. Interns interview and assess clients based on allegations of abuse, neglect or self-abuse. They set up resources and referrals for clients, prepare case notes and monitor clients on a regular basis.

- ***Child Abuse Services Team***

Volunteer advocates interact with and supervise children who come to the Child Abuse Services Team (CAST) location for investigation of allegations of sexual abuse. In addition, they participate in a speaker's bureau; assist with fundraising; provide support with the children's medical exams and case review meetings; and serve as liaisons between parents and CAST staff. Volunteers provide support for the children as they undergo 6 – 8 weeks of crisis counseling.

Volunteers also assist with administrative duties such as: compiling statistical information; preparing training material, letters and ID cards; helping with volunteer recognition; and updating volunteer manuals.

- ***Children and Family Services***

Master of Social Work Intern – Concentration in Public Child Welfare

- Provide case management services to court dependent children in foster homes and relative placements.
- Investigate child abuse allegations.
- Provide pre-placement preventative services to non-court dependent children living in the care of their parents.
- Interface with professionals in the community to ensure appropriate service delivery to clients.

Master of Social Work Intern – Concentration in Community, Organization, Planning and Administration

- Gather statistical data and evaluate the effectiveness of special projects within the agency.
- Conduct studies on special projects and submit written reports on findings.
- Attend designated management meetings.

Master of Science in Counseling – Counselor Trainee

- Provide direct counseling services to students in the Santa Ana Unified School District.
- Practice counseling behaviors.
- Contribute to the well being of the children via assessments, evaluations, crisis intervention, community services linkage and consultations with principals, teachers and parents.

Bachelor of Science in Human Services & Bachelor of Arts in Social Work Intern

- Shadow bachelor- and master-level senior social workers to gain work experience and skills required in the social work profession.
- Work with clients, foster parents and other professionals outside of the agency while learning investigative interviewing skills, case assessment skills and skills in recognizing and assessing risks to children.

Health Tomorrows School Program Interns and Community Volunteers

- Assist with teaching parenting education to parents of at-risk children in the Santa Ana Unified School District.
- Maintain contact with parents and encourage their participation.
  
- ***Orangewood Children's Home***  
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. Volunteers serve as teachers' aids at the William Lyons School. Volunteers also assist with the Independent Living Program, help sort gifts during the holiday season, participate in the Creative Pride arts program, serve on the volunteer committee, edit a volunteer newsletter and provide support with the La Casa on-site fundraising activities.
  
- ***Strategic Planning & Public Relations***  
Volunteers with Operation Santa Claus perform a variety of duties throughout the holiday season, and some volunteers continue with the program on a year-round basis. They sort, pack and shelve donated items; assemble bicycles; help with initial set up and ongoing maintenance of the facility; coordinate inventory control; answer phones; and assist with mailings and administrative tasks.



## County of Orange Volunteer Utilization Survey

### REPORTING PERIOD

January 1, 2005 – December 31, 2005

Thank you for responding to this survey. Your feedback will assist in compiling information for the Annual Report on County Volunteerism that will be submitted to the Board of Supervisors in June 2006. Please consider this your opportunity to share with the Board the contributions made by volunteers, unpaid student interns and/or reserves working within your Agency/Department.

Surveys must be returned by **January 27, 2006**. For additional information or to obtain an electronic version of this form, please call 714/834-7440 or e-mail your request to [Jane.Dawson@ocgov.com](mailto:Jane.Dawson@ocgov.com).

#### 1. Agency/Department Information

Agency/Department: \_\_\_\_\_  
Division/Unit: \_\_\_\_\_  
Program: \_\_\_\_\_

#### 2. Information Regarding Person Responding To This Survey

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Agency/Department: \_\_\_\_\_  
Division/Unit/Program: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**Questions listed below pertain to volunteer utilization from January 1 through December 31, 2005. If information requested is not available or applicable, please note that in your response. Thank you.**

### 3. Statistical Information

Several volunteer categories are listed below. Please enter statistical information for the category (or categories) that best represents your program. The Independent Sector's most recent calculation for the hourly value of volunteer time is **\$17.55**. This figure may or may not apply to your program. Please use your discretion.

\*\*\* [To calculate total value, right click under "Total Value" and select "Update Field."](#)

**Unpaid Student Interns:**

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

**Unpaid Law Clerks:**

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

**Sheriff Reserves:**

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

**Park Ranger Reserves:**

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

**Professional-Level Volunteers:** *Individuals who volunteer their professional expertise.*

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

**Court-Referred Volunteers:**

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

**Board/Committee/Council Members:**

Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00

\*\*\* [To calculate total value, right click under "Total Value" and select "Update Field."](#)

**General, Community or Other Types of Volunteers Not Listed Above:**

<b>Enter Position Title or Type:</b>						
Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00
<b>Enter Position Title or Type:</b>						
Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00
<b>Enter Position Title or Type:</b>						
Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00
<b>Enter Position Title or Type:</b>						
Total Number		Total Hours	x	Hourly Value	=	Total Value
			x		=	\$ 0.00



10. Please identify challenges that you encounter in working with volunteers.
11. Please share suggestions/ideas that would enhance your efforts (or the efforts of other managers/staff) in working with volunteers.
12. Is there additional information that you would like to include in the 2006 report and/or are there issues related to volunteer utilization that have not been adequately addressed in this survey?

**Please Return Your Survey Response by January 27, 2006 to:**

Jane Dawson, Manager/Volunteer & Intern Resources  
Orange County Human Resources  
10 Civic Center Plaza, #104, Santa Ana, CA 92701  
Phone: (714) 834-7440      Pony: HOA/Building #10/Room #104  
Fax: (714) 834-7601      E-mail: [Jane.Dawson@ocgov.com](mailto:Jane.Dawson@ocgov.com)