County of Orange

VOLUNTEER & INTERN UTILIZATION

ANNUAL REPORT
FISCAL YEAR 2012/13

"For decades, presidents of both parties have invested in national service as a cost-effective way to tap the ingenuity and can-do spirit of the American people. They have recognized that service is an enduring American value, that our nation is stronger when people serve, and that government has a key role to play in asking citizens to serve and creating opportunities for those who answer the call."

Corporation for National and Community Service

Information contained in this report has been gathered from 71 survey responses submitted by County Agencies and Departments and several Board Offices. The surveys provide detailed information regarding volunteer, intern and reserve utilization within a variety of County programs during Fiscal Year 2012/13 *(sample Volunteer Utilization Survey attached).*

FY 2012/13 Countywide Volunteer Contributions

In FY 2012/13, 37,379 individuals (volunteers, interns & reserves) contributed 791,545 hours of service within 18 County Agencies and Departments and several Board Offices. The value for their service is an estimated $21 million dollars in avoided costs for County government.

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

	Volunteers	Interns	Professional Level*	Reserves
Total Number	**34,559**	**1,211**	**1,357**	**252**
Total Hours	**452,501**	**212,456**	**59,561**	**67,027**

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

County of Orange volunteerism is aligned with national projections. The Corporation for National and Community Service hosts the most comprehensive collection of information on volunteering in the United States. A key finding in the corporation's annual report states that despite the challenges of a tough economic situation, the number of Americans volunteering in their communities and hours served has remained approximately the same over the past few years. According to the report, previous research would suggest that volunteering should drop during an economic downturn, because volunteer rates are higher among job holders and homeowners. Counter to these findings, volunteer participation at both national and County levels remains strong, despite the economic uncertainties that many Americans face.

Agency and Department Volunteer Utilization

In addition to several Board Offices, the following County Agencies and Departments utilized volunteers, unpaid student interns or reserves during FY 2012/13:

Agency/Department	Total Number of Volunteers	Total Volunteer Hours
Auditor-Controller	12	2,201
Child Support Services	22	1,764
Clerk of the Board	24	4,196
County Counsel	37	6,154
County Executive Office	4	720
District Attorney's Office	211	14,680
Health Care Agency	677	108,361
Human Resource Services	6	1,915
John Wayne Airport	104	12,046
OC Community Resources	32,625	371,992
OC Dana Point Harbor	1	12
OC Public Works	52	8,371
OC Waste & Recycling	9	995
Probation Department	343	25,968
Public Defender's Office	172	38,898
Registrar of Voters	11	1,025
Sheriff-Coroner Department	1,913	143,496
Social Services Agency	1,141	46,605

Comparison of FY 2012/13 Volunteer Contributions with Previous Years

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

The statistical information listed below compares data submitted by Agencies/Department over the past three years. The decline in the number of volunteers over the past two years is attributable to a reduction of court-referred volunteers due to Workers' Compensation regulations and liability issues. It's important to note that even though fewer court-referred volunteers were utilized, other volunteer categories remained consistent from year-to-year.

	FY 2010/11	FY 2011/12	FY 2012/13
Number of Volunteers	42,312	37,910	37,379
Volunteer Hours	894,054	885,416	791,545
Estimated Avoided Cost for County Government	$22,962,987	$22,384,167	$20,899,489
Utilization of Volunteers, Student Interns or Reserves	19 Agencies & Departments & several Board Offices	19 Agencies & Departments & several Board Offices	18 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:

Sample Volunteer Categories	Hourly Value of Service
Student Intern	**$22.18**
Youth Explorer Volunteer (Animal Care & OCSD)	**$18.57**
JWA Tour Guide	**$25**
Radio Amateur Civil Emergency Service Volunteer	**$25**
Volunteer Probation Officer	**$22.14**
Read/OC Literacy Tutor	**$24.75**
Sheriff Reserve	**$62.15**

The value of professional-level volunteer service ranged from $22.14 to $125.30 per hour with an average hourly rate of $43.26. This volunteer category combines professional expertise with volunteer activities. For example, nurses and doctors volunteer with the Medical Reserve Corps, attorneys provide pro-bono legal services, graphic designers volunteer their time to create brochures or newsletters, an Equal Employment Opportunity professional serves as an EEO consultant and the Professional Services Responders volunteer their professional/technical skills in areas related to emerging technologies, communications, international protocol, governmental relations and emergency-response resources.

Volunteer Involvement on County Boards, Committees and Commissions

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

	Assessment Appeals Board	OC Workforce Investment Board	DUILA
Members Serving in a Voluntary Capacity	**24**	**43**	**82**
Volunteer Hours	**4,196**	**682**	**789**
Estimated Avoided Cost for County Government	**$525,758**	**$15,099**	**$59,175**

Volunteers Meet Crucial Needs within the Community

"Volunteering creates a national character in which the community and the nation take on a spirit of compassion, comradeship and confidence." Brian O'Conell

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

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

County of Orange Volunteers:

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

Expected Commitment Level for Volunteers

"Volunteers do not necessarily have the time; they just have the heart." Elizabeth Andrew

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

- A professional-level volunteer working with Human Resource Services dedicates more than 30 hours per week to address Equal Employment Opportunity issues.
- Operation Santa Claus and Adopt-A-Park volunteers dedicate a few hours once or twice a year to help improve their community.
- READ/Orange County literacy tutors complete 15 hours of pre-service training, schedule two hours of instruction with their adult learners each week for a minimum of 50 hours, and prepare lesson plans and monthly reports.
- Volunteer Probation Officers serve 20 hours per month for at least one year.
- John Wayne Airport Tour Guides conduct two, three-hour tours per month and Ambassadors schedule two, four-hour shifts per month.
- College students completing internships typically schedule eight - 20 hours per week for three to six months.
- Law students often commit to a 40-hour week for eight – 10 weeks over the summer months.
- Each year, between 3,000 – 4,000 teens volunteer an estimated 40,000 hours over the summer months with the OC Public Libraries' Summer Reading Program.
- The District Attorney's Trial Attorney Partnership (TAP) volunteer attorneys receive one week of intensive training on prosecutorial skills and then work full time as temporary Deputy District Attorneys for eight weeks.
- OC Radio Amateur Civil Emergency Services volunteers are on call 24 hours a day, seven days a week for emergency response.

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

What's New in FY 2012/13?

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

County Executive Office, Community-Media Relations
An intern with a communications/journalism background wrote articles for several editions of the County Connection, a publication that is distributed to more than 17,000 employees and viewed by the public on the County's website.

What's New in FY 2012/13? *(Continued)*

Health Care Agency (HCA), OC Medical Reserve Corps (OCMRC)
OCMRC partnered with HCA Environmental Health to create a Radiological Emergency Support Team (RAD Team). The RAD Team is a sub-group of MRC members and HCA staff that is trained to assist during a radiological event or emergency.

Health Care Agency, Risk Reduction and Education and Community Health
Two interns attended a comprehensive four-day training to become risk assessment counselors for HIV testing. As a result of their training, they provide staff support with HIV testing of high-risk substance users.

Human Resource Services
Four industrial/organizational psychology graduate students developed and implemented a training module specific to Pass Point and Score Group Setting for County recruiters. The module provides recruiters with specific instruction in setting cut scores using the County's Pass Point and Score Group Setting Guide. The guide is an important component in ensuring Orange County's compliance with Local Agency Personnel Standards.

OC Community Resources, OC Parks, Design Division
Division managers have implemented two procedures that enhance internship placement. First, students are asked to complete a questionnaire prior to placement to better align their talents, skills and interests with available projects. Second, interns complete a program evaluation at the end of their internships, which provides managers with feedback that helps improve the internship experience for future applicants.

OC Community Resources, OC Public Libraries
Dana Point Branch Library staff tapped into the literacy expertise of a retired, first-grade English/language-arts teacher to facilitate a fun, interactive book club for seven- and eight-year-old library patrons.

OC Dana Point Harbor
An intern initiated development of a composting program that will utilize food scraps and biodegradable waste from the Harbor's retail and restaurant area. Compost will be incorporated into the Harbor's landscaping and surrounding park area to divert compostable materials from the waste stream.

OC Public Works, OC Watershed, Management Section
An intern with a library science background cataloged an estimated 1,000 books, reports, and documents generated and/or utilized by the division into the OC Public Works library. The intern worked closely with the department's librarian to design a Dewey Decimal-based system, cataloging each book, complete with bar coding, into the database. Employees now have access to a searchable database that lists available resources and document locations.

What's New in FY 2012/13? *(Continued)*

OC Waste & Recycling, Government & Community Relations
A communications intern added a creative touch to the OC Eco Challenge Facebook page and helped launch the site, which grew from zero to 300 likes in just a few weeks.

OC Waste & Recycling, South Regional Landfill
A bird survey volunteer assisted in finding nesting locations for sensitive bird species at the South Regional Landfill, which helped the department comply with its resource agency permits. The volunteer gained survey experience for permitting under the County and the Fish and Wildlife Service while offsetting billable hours that the department would incur in hiring a consultant.

Probation Department
The department implemented a unique program referred to as "Storytellers" that utilizes volunteers with various backgrounds and levels of expertise to deliver programs for juvenile probationers that focus on topics such as victim awareness, juvenile justice, conflict resolution, effective decision making and positive parenting skills.

Public Defender's Office
The department partnered with California State University, Fullerton's Human Services fieldwork program to recruit interns with academic backgrounds related to social work in an effort to provide resources for clients such as drug/alcohol treatment centers, parenting classes and anger management programs.

Registrar of Voters
Interns expanded outreach efforts to increase community engagement by enhancing the department's social media presence on platforms such as Twitter and Facebook.

Sheriff's Department, Inmate Services, Correctional Programs
Volunteers who do not feel comfortable entering a jail facility or have a previous criminal record that excludes them from entering the jails may now assist in the Correctional Program's new Re-Entry Office. The volunteers serve on 12-step recovery panels or assist with referrals to community organizations and resources.

Sheriff's Department, OC Radio Amateur Civil Emergency Services (OCRACES)
OCRACES members are currently implementing a system that will allow emails to be sent via amateur radio rather than through the Internet. Once applied, the system will be a valuable resource during times of disaster or system failures.

Social Services Agency, Children and Families Services
Graduate-level social work interns worked with children at Orangewood Children and Family Center to create a sustainable community garden, developed a brochure for emancipating foster youth and provided supportive services to relative caregivers, ensuring placement stability for children who are dependents of Orange County.

What's New in FY 2012/13? *(Continued)*

Social Services Agency, Summer Work Experience Program for Teens
The teen volunteer program was implemented in the summer of 2012 to provide youth between the ages of 16 – 19 an opportunity to improve their community by enhancing services for the public while gaining work experience within an office environment. More than 50 teens were placed in various Social Services Agency programs during the summer months, and they contributed 3,283 volunteer hours.

Key Findings for FY 2012/13

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

Auditor-Controller's Office
Interns played a vital role in supporting staff with the preparation of the County's Comprehensive Annual Financial Report (CAFR). They assisted accountants in completing CAFR projects and meeting crucial deadlines. In supervising the interns, accountants were able to enhance their mentoring and leadership skills.

Board of Supervisors
Legislative aide interns are offered an opportunity to see local government at work in the context of County policy/projects/impacts at the local level and in coordination with state and federal agencies.

Child Support Services
Volunteer interpreters assisted 3,104 customers over the past year by translating information needed to complete child support and family law forms. The volunteers were successful in providing customer service and informing families of community resources.

Clerk of the Board
During FY 2012/13, Assessment Appeal Board Members and Hearing Officers who sit as the County's Board of Equalization and conduct semi-judicial hearings on disputes of the Assessor's enrolled property valuations heard a total of 33,371 appeals.

District Attorney's Office
Since its inception in 2003, Trial Attorney Partnership (TAP) prosecutors have contributed more than $2.5 million in services to the County and have increased the District Attorney's ability to better protect the public. During FY 2012/13 alone, five TAP attorneys completed 11 jury trials, one court trial, 26 preliminary hearings and seven motions.

Key Findings for FY 2012/13 ***(Continued)***

Health Care Agency, Correctional Health Services
Nursing students assisted staff in administering more than 4,000 influenza vaccinations to the inmate population, as well as County employees assigned to correctional facilities.

Health Care Agency, Tobacco Use Prevention Program
Tobacco Use Prevention interns compiled data from more than 4,000 surveys and entered information into the program's databases pertaining to 2,000 community surveys, 2,000 "Tobacco and Hollywood" pre-and post-surveys and 400 cessation satisfaction surveys.

John Wayne Airport, Ambassador & Tour Guide Programs
During FY 2012/13, volunteer tour guides provided tours for approximately 3,000 local community members, and airport ambassadors were available to assist more than 200,000 passengers/visitors.

OC Community Resources, OC Community Services, Homeless Prevention
Commission to End Homelessness members were instrumental in leading the 2013 Point in Time Count of the homeless, utilizing their positions within the community to gain the critical support needed for a successful count.

OC Community Resources, OC Animal Care
During FY 2012/13, in-shelter volunteers participated in 42 community events, which contributed to the successful adoption of 8,000 animals. In addition, foster caretakers provided around-the-clock care for 479 underage, orphaned or injured animals.

OC Community Resources, OC Public Libraries
Heritage Park Library volunteers offer Chinese and Korean storytimes that reach out to community members whose native language is not English, introducing young children and their families to the public library and its many services and resources.

OC Community Resources, OC Public Libraries, READ/Orange County
During FY 2012/13, volunteer literacy tutors assisted four learners in achieving their U.S. citizenship, two learners in passing their General Education Development test, six learners in transitioning to higher education and 18 learners in participating in the education of their children.

OC Community Resources, Workforce Investment Board
Workforce Investment Board (OCWIB) members dedicated more than 680 hours of their time to oversee workforce and educational programs throughout the County, affecting more than 100,000 community members. In addition, the OCWIB hosted several job fairs in collaboration with the Board of Supervisors.

Key Findings for FY 2012/13 ***(Continued)***

OC Public Works, OC Engineering
Interns coordinated special studies that generated critical information for several capital projects, including an $8.8 million dollar water quality improvement project in the Newport Bay watershed.

OC Public Works, OC Planning
The division's internship program is a valuable tool for succession planning within the department and provides students with the foundation for a successful career path within County government. Interns develop a rapport with staff; working knowledge of County codes, ordinances, policies and procedures; and a professional relationship with the public.

OC Public Works, OC Watershed, Environmental Monitoring
Interns created curriculum for elementary and junior high school students that focused on stormwater and water pollution requirements, met California content standards, and incorporated the California Education and Environment Initiative. The curriculum provides subject matter for teachers to discuss Orange County's water quality with their students in an effort to promote environmental stewardship.

OC Public Works, Strategic Planning & Communications
A communications intern helped increase the department's social media presence and contributed to the department's newsletter redesign.

OC Waste & Recycling, Central Region
Several interns with engineering backgrounds assisted with various assignments related to project management. As a result of the experience gained through their County positions, the interns were able to secure full-time employment in private industry.

Public Defender's Office
Intern and law clerk support allows attorneys to work more efficiently by focusing their efforts on the preparation of cases for trial and court appearances. In addition, interns and law clerks often provide valuable insight to attorneys through their courtroom observations.

Sheriff's Department, Emergency Management
Intern contributions are vital in supporting staff with Geographic Information Systems projects, technology management, and public information and outreach.

Sheriff's Department, OC Crime Lab
Staff members encourage interns to accomplish project goals independently, and as a result of this process, the students are very creative and self-sufficient, developing skills that will be useful to them throughout their careers in forensic science. At times, an intern's project can be applied to his/her Master's thesis.

Key Findings for FY 2012/13 *(Continued)*

Sheriff's Department, Inmate Services, Correctional Programs
Over the past year, 791 volunteers positively impacted the lives of 121,783 male and female inmates incarcerated in the Orange County jail system by offering religious services, 12-step recovery panels, literacy tutoring and various classes. Activities led by volunteers assisted inmates in achieving successful re-entry into the community once released from jail.

Sheriff's Department, OC Radio Amateur Civil Emergency Services (OCRACES)
On November 6, 2012, the OCRACES members provided communications support for the Presidential Election Night ballot-collection staff.

Sheriff's Department, Reserve Bureau
During the OC Fair, Reserve deputies, Professional Service Responders and Explorers combined their efforts to volunteer more than 3,795 hours, providing coverage for 548 shifts. In addition, during Fourth of July events, members of the Reserve Bureau volunteered 1,667 hours at various venues scheduled throughout Orange County.

Social Services Agency, Adult Protective Services
During FY 2012/13, graduate-level social work interns were assigned 60 elder and dependent adult abuse reports to investigate over a six-month period of time.

Social Services Agency, Children and Family Services
The Healthy Tomorrows program graduate-level social work interns help meet Santa Ana Unified School District's need for student counseling, intervention and support services. Intern involvement is especially critical during challenging economic times in assisting at-risk students and their families.

Social Services Agency, Operation Santa Claus
During the 2012 holiday season, 352 Operation Santa Claus volunteers assisted in the distribution of more than 42,800 donated gifts to foster children, relative caregivers and impoverished children living throughout Orange County.

Social Services Agency, Orangewood Children and Family Center
Orangewood Children and Family Center volunteers draw upon a wide variety of personal and professional skills in offering children and teens recreational programs that focus on art, music, dance, fitness, yoga, gardening and cooking. In addition, religious congregations, community groups, auxiliaries and college students sponsor fieldtrips to sporting and community events and cultural arts performances.

Successful Utilization of Volunteer Resources

"Any definition of a successful life includes service to others." George H.W. Bush
41st President of the United States

Success stories afford the opportunity to step back and celebrate achievements both big and small. Successful volunteer engagement was reported by dozens of Agencies/Departments and several examples are listed below.

County Counsel
Writs and Appeals law clerks/interns assisted with several briefs filed with the Court of Appeal and copied/reviewed more than 4,700 pages of medical/court records and correspondence in order to compile timeline charts of relevant facts.

Health Care Agency, Risk Reduction and Education and Community Health
Volunteers successfully co-facilitated two educational series using the Healthy Relationships evidence-based curriculum to teach and assist individuals living with HIV in disclosing their status to family members and friends.

Health Care Agency, Tobacco Use Prevention Program
Interns researched and developed cessation campaign ads that assisted staff in providing a wider and more effective community outreach. The campaign ads resulted in an increase in the number of people contacting the program for cessation services.

Human Resource Services
One of the Orange County Leadership Lessons' volunteer facilitators previously served as the director of the Orange County Child Support Services and California Department of Child Support Services. As a volunteer facilitator, he shares insight gained throughout his career with County staff and contributes to the development of future leaders within the County workforce.

John Wayne Airport, Airport Operations
Interns provided valuable assistance in completing repetitive and time-consuming tasks, helped division staff meet selected goals and timelines, and offered expertise gained through educational experiences.

OC Community Resources, OC Animal Care
In an effort to enhance training, several veteran volunteers who exhibited mastery in their positions were designated "lead" volunteers and were given the responsibility of training new recruits. Their efforts have increased teamwork and freed up staff time for higher-level program development.

OC Community Resources, OC Parks, Central Project Office, Construction
Four project management interns assisted staff in completing 15 different repair/refurbishment and capital improvement projects.

Successful Utilization of Volunteer Resources *(Continued)*

OC Community Resources, OC Parks, Program Management, Communications Unit
A communications intern assisted with the Mars and Stars series by working closely with the Jet Propulsion Laboratory to organize the program and locating a local astronomy group willing to set up telescopes throughout the series for public use.

OC Community Resources, Office on Aging
Workshops offered through the office's Chronic Disease Self-Management Program are led by trained volunteers. One workshop participant wrote, "The Healthy Life with Chronic Conditions workshop was extremely beneficial, and I consider the insight and awareness that I gained from the class important lessons for life**."**

OC Community Resources, OC Public Libraries
The Libraries Summer Reading Program achieves success year-after-year due to the involvement of teen volunteers who register children for the program, update reading logs and issue prizes to young readers who achieve their summer reading goals.

OC Public Works, OC Engineering
An intern conducted field monitoring and special studies supportive of dry weather storm drain outfall in South Orange County for National Pollutant Discharge Elimination System permit compliance. As part of the project, the intern generated 3,000 data points for a dry weather water quality database.

OC Public Works, Stormwater Program
An intern with an academic background in Geographic Information Systems (GIS) created a routing system using the ArcGIS explorer. The routing system calculates the miles and time required for specialists to visit channels and catch basins within areas of interest. It will enable site specialists to plan their daily activities and schedules.

Probation Department
Eight college film students created an orientation video that will be viewed by juveniles as they transition into several juvenile facilities. The students provided filming equipment, assisted in development of scripts and blocking for each scene, acted in some of the scenes and edited the material. One of the students provided narration.

Registrar of Voters
Interns were involved in 65 outreach events throughout Orange County to promote voter registration. Events included festivals, concerts and voter registration days on college campuses.

Successful Utilization of Volunteer Resources *(Continued)*

Sheriff's Department, Inmate Services, Correctional Programs
"Collars - Canine Offering Life Lessons and Rewards" is a volunteer pilot project recently implemented at the James A. Musick Facility. Inmates selected to participate in the program underwent four weeks of classroom instruction that focused on the care, feeding, grooming and training of dogs. Once training was completed, the inmates applied their skills in working directly with two abandoned dogs provided by OC Animal Care. The program positively impacted the inmate trainers as well as other inmates housed in the barracks. The canine handlers gained skills in caring for and training dogs that can be utilized upon their release. In addition, the animals were successfully adopted by local families.

Sheriff's Department, OC Crime Lab
Several forensic science interns have been offered full-time employment as forensic scientists or criminalists in California crime labs as a result of the experience they gained through internships with the OC Crime Lab.

Sheriff's Department, Reserve Bureau
Over the past year, the 204 sworn Reserve Deputies took time away from their own careers to fill the department's need for auxiliary staffing. Members train throughout the year to stay on the cutting edge of modern technology, maintaining a high level of competency and a consistent response time.

Sheriff's Department, Reserve Bureau, Explorer Post 449
Former Explorers are successfully graduating out of the department's Basic Academy in greater numbers each year to become Sheriff Deputies.

Social Services Agency, Child Abuse Services Team (CAST)
CAST coordinates on-site services that enable social services, law enforcement, deputy district attorneys, medical providers and therapists to collaborate on investigations. Volunteer advocates help children feel comfortable during their visit to CAST by playing games, initiating creative activities, and offering companionship.

Social Services Agency, Children and Family Services
Reunified parent volunteers serve in various capacities with the goal of representing the "parent voice" or the "parent personal perspective/story." Volunteers serve on the Parent Leadership Task Force and co-facilitate presentations to Social Services Agency managers/staff and foster parents.

Social Services Agency, Family Self-Sufficiency
An intern placed in the division's Domestic Abuse Services Unit for the academic school year was assigned approximately eight cases. The intern carried out full safety assessments and linked clients to numerous community resources that address the impact of domestic violence within the home.

Successful Utilization of Volunteer Resources *(Continued)*

Social Services Agency, Operation Santa Claus
Two years ago, a retired fire captain signed up to volunteer during the holiday season. He arrived each morning throughout the month of December and quickly learned all of the day-to-day program operations. In 2012, he assumed the role of volunteer "warehouse manager" and now serves year-round.

Volunteer Recognition and Awards

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

According to survey respondents, County of Orange volunteers, student interns and reserves are recognized throughout the year for their outstanding service. There is a general consensus that formal and/or informal recognition is an excellent opportunity to showcase the positive impact of volunteer involvement and to inspire others to get involved.

County volunteers are primarily recognized at an Agency/Department level on an ongoing basis and during annual events such as luncheons, receptions, family picnics, etc. Certificates and letters of appreciation are often presented to volunteers to acknowledge their efforts and celebrate their accomplishments.

VolunteerMatch, an innovative volunteer management organization, emphasizes that one of the best ways to demonstrate to volunteers that their involvement is valued is to provide resources and programming that allows them to make a positive impact within the community. Survey responses confirm that County of Orange volunteer, intern and reserve programs consistently align with this recommendation.

In addition to the recognition practices mentioned above, County of Orange volunteers and volunteer programs were honored with the following awards during FY 2012/13:

NATIONAL RECOGNITION

National Association of Counties, City Health Officials Award
The OC Medical Reserve Corps was recognized with a capacity-based monetary award of $4,000.

President's Volunteer Service Award
More than 60 award recipients representing the following Agencies/Departments were recognized for outstanding service:

- Auditor-Controller's Office
- Health Care Agency
- OC Community Resources, OC Animal Care
- OC Public Works

- Social Services Agency

STATE OF CALIFORNIA RECOGNITION

California State University, Fullerton
Community Engagement Report
County of Orange internship programs were recognized in the university's annual Community Engagement Report, and interns and employees representing the following departments were featured in the publication: Health Care Agency; Human Resource Services; OC Community Resources, OC Animal Care; OC Waste & Recycling; Public Defender's Office and Orange County Sheriff's Department.

California State University, Fullerton
Center for Internships & Community Engagement
Most Committed Partner Award
The university's Center for Internships & Community Engagement recognized 12 County Agencies/Departments with the 2013 Most Committed Partner Award. Interns and employees representing the following departments were featured in a video created for the recognition ceremony: Health Care Agency, Human Resource Services, OC Waste & Recycling and Public Defender's Office.

University of California, Irvine
The university's Social Ecology Field Study Program recognized a student intern assigned to the Public Defender's Office during its annual awards ceremony.

COUNTY OF ORANGE

Board of Supervisors
Excellence in Volunteerism Award
Eleven award recipients representing the following Agencies/Departments were recognized for outstanding service:

- Health Care Agency
  Lori Martinez
- OC Community Resources, Adopt-A-Park
  Allie Eckert, Laguna Canyon Foundation & Russell Onkka
- OC Community Resources, OC Animal Care
  Pat Highfill & Lynda Weisman
- OC Community Resources, OC Public Libraries
  Connie "Buffy" Buffkin, Phillip Mansour & Patricia McFall
- Probation Department, Volunteers In Probation
  Nancy & Garth Meade

Health Care Agency
Intern Appreciation Recognition
The following interns were recognized at various Health Care Agency facilities for outstanding service.

- Clinical Evaluation Guidance Unit, Orangewood
  Catherine McHugh, Katirina Crenshaw, Carolyn Schoombee Mascia, Stephanie Dao, Jeffrey Heidner, Aaron Montgomery, Lori Anne Page, Christine Pirruccello & Lindsay Voyles
- Children & Youth Services, East Region
  Dahiana Guadarrama
- Public Health, Nutrition Services
  Natalie Bishop

John Wayne Airport
Ambassador & Tour Guide Programs
Three Ambassadors were recognized for 15 years of service, and three Tour Guides were recognized for 23 years of service.

OC Community Resources, OC Animal Care
Exceptional Volunteer Award
Two award recipients were honored during the department's annual recognition, and eight volunteers were recognized with the Volunteer of the Month Award.

Probation Department
Outstanding Volunteer Award
Three Volunteers In Probation were honored during the department's annual volunteer recognition.

Orange County Sheriff's Department
Medal of Merit Award
Reserve Deputy Jay Wasserman of the Harbor Patrol Reserve Unit was recognized with the Medal of Merit award during the 25th Medal of Valor luncheon for his coordination of two Newport Harbor yacht cruises for terminally ill and severely disabled children through the Make-A-Wish Foundation.

LOCAL RECOGNITION

American Legion of Laguna Woods
Orange County Sheriff's Department Reserve Sergeant Mike Friedland was recognized for his efforts in establishing the Elder Services Detail.

Gleaners, Inc.
Orange County Sheriff's Department, Inmate Services, Correction Programs volunteers Bruce and Dorothy Johnson were recognized for more than 49 years of service.

OneOC's Spirit of Volunteerism Award
More than 50 volunteers representing the following Agencies/Departments were recognized for outstanding service:

- OC Community Resources, OC Animal Care
- OC Community Resources, OC Parks – Adopt-A-Park
- OC Community Resources, OC Public Libraries
- OC Community Resources, OC Public Libraries, READ/Orange County
- OC District Attorney's Office

Orange County Register
Orange County Sheriff's Search and Rescue Reserve Unit members were featured in a November 16, 2012 article by David Whiting.

Placentia Head Start and Women's Addiction Services Leadership Institute
Social Services Agency reunified parent volunteers were recognized by these two organizations for their outstanding efforts.

Youth Explorer Program/Learning for Life
2012 Spurgeon Award
Jacob and Josh Wiggs, two members of the Sheriff's Department, Explorer Post 449, were recognized with the prestigious Spurgeon Award for their exceptional commitment to service.

Conclusion

Results gathered through the Countywide survey provide a general picture of volunteer participation during FY 2012/13 and demonstrate the array of options available for citizen involvement. The information serves as a baseline in considering the development of new opportunities or the expansion of existing programs. The data also assists in identifying issues that influence volunteer utilization.

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

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

In conclusion, during FY 2012/13, County of Orange volunteer, intern and reserve programs achieved the following outcomes:

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

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

President Barack Obama
44th President of the United States