

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Chief Executive Office

BOARD AGENDA # B-7

Urgent Routine

AGENDA DATE February 28, 2012

CEO Concur with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Accept the County Volunteer Program Annual Report for Calendar Year 2011

STAFF RECOMMENDATIONS:

Accept the County Volunteer Program Annual Report for Calendar Year 2011.

FISCAL IMPACT:

Volunteering is one of the greatest forms of civic engagement and we appreciate the volunteers who donate their time without compensation. The County Volunteer Program plays a vital role in the enhancement of public services. The significance of the program is indicated by the fact that County volunteers provide thousands of hours of service each year in various County departments at no cost to the County.

(Continued on Page Two)

BOARD ACTION AS FOLLOWS:

No. 2012-086

On motion of Supervisor Chiesa, Seconded by Supervisor Monteith
and approved by the following vote,

Ayes: Supervisors: Chiesa, Withrow, Monteith, De Martini and Chairman O'Brien

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: Chairman O'Brien

1) X Approved as recommended

2) _____ Denied

3) _____ Approved as amended

4) _____ Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

FISCAL IMPACT:

In Fiscal Year 2009-2010, the County paid \$74,391.00 to an outside vendor to administer the Volunteer Program. Beginning in January 2011, when the County resumed administration of the Volunteer program, the cost was reduced to an estimated \$8,070.00 annually which includes approximately 260 hours of staff time in the Chief Executive Office and \$48.00 which is the annual cost of the subscription to Volunteer Match for the Community Leader account. The Community Leader account provides the County with recruiting tools through the online network, the ability to post unlimited volunteer opportunity listings, reposting privileges, online referral management, tracking and reporting tools, and enhanced listings on our website. With the support of Department Heads and Department Volunteer Coordinators, the County has a successful Volunteer Program that has saved the County over \$66,000 in the last year.

Volunteers provide many intangible benefits, making it difficult to quantify the value of a volunteer program. However, with over 1,000 volunteers providing 60,802 hours of service to the County, it is clear there is a significant value to having a robust volunteer program.

The chart on the following page shows a breakdown of the number of volunteer hours by participating department:

Stanislaus County Volunteer Program Annual Report January 1, 2011 through December 31, 2011		
Department Name	Number of Volunteers	Number of Volunteer Hours
Animal Services**	95	2,011.10
Area Agency on Aging/Veterans Services	42	1,706.70
Behavioral Health and Recovery Services	34	9,717.10
Community Services Agency	1	454.75
Cooperative Extension**	527	16,984.25
District Attorney	8	1,440.40
Health Services Agency	84	10,846.10
Library	253	8,465.00
Parks and Recreation**	7	7,268.10
Planning and Community Development	1	108.00
Public Works	6	573.75
Regional 911 Emergency Dispatch	1	20.75
Treasurer-Tax Collector	4	1,206.39
GRAND TOTAL	1,063	60,802.39
*Alliance Worknet, Child Support Services, Clerk-Recorder, Chief Executive Office, CEO-Office of Emergency Services, Environmental Resources, and Probation also participated in the Volunteer Program but did not have any volunteers in 2011.		
** Animal Services, Cooperative Extension, and Parks and Recreation have one time event hours included in the total hours.		

DISCUSSION:

From July 1, 1997 to December 31, 2010, Stanislaus County United Way administered the Volunteer Program for the County. As part of the overall budget cost cutting strategy, the County resumed administration of the Volunteer Program effective January 1, 2011. The Chief Executive Office—Human Resources Division is responsible for coordinating the overall Volunteer Program with the assistance of Department Volunteer Coordinators identified by participating departments. The Auditor-Controller's Office and CEO-Risk Management worked collaboratively with the Chief Executive Office to help launch the Volunteer Program and continue to provide assistance. Administration of the County's Volunteer Program is decentralized with departmental volunteer programs varying considerably in size, scope, services, complexity, and practice. Departments participate in the program at the discretion of the Department Head.

Value of Volunteer Program

Stanislaus County has a long and proud history of volunteer service. Currently the County has approximately 1,063 volunteers serving 13 departments. The County believes this is an increase in the number of volunteers and volunteer hours over previous years. However, the number of volunteers and their hours may not have been accurately reported in the past, so a side-by-side comparison is difficult.

Volunteers are actively working to meet the needs of various County departments with services ranging from assisting patients at Health Services Agency, acting as translators, bringing homebound individuals library materials and taking care of abandoned animals at the Animal Shelter. Volunteers also provide much needed support to those citizens needing math, computer, and GED tutoring.

Departments with active volunteer programs readily acknowledge that their service to the public would suffer without the time, effort, and special contributions of their volunteers. The use of volunteers allows for the enhancement of services to the Community by providing services and completing tasks which departments may not be able to otherwise provide. Considering the difficult fiscal constraints facing County departments, the use of volunteers is an excellent way to use a valuable resource which already exists in the community.

Given the current economic environment in Stanislaus County and the State of California, this is an optimum time to have a robust Volunteer Program. Many highly educated and skilled individuals are currently unemployed and are seeking new employment experiences. Volunteer positions can help provide the training and on-the-job experience these individuals are seeking.

The Volunteer Program is also an excellent way to connect people with opportunities to serve County Departments and form meaningful partnerships. Through their participation, volunteers can develop and share with members of the community a greater understanding of the functions and services provided by County government and develop an appreciation for the kinds of challenges it faces.

The County is truly fortunate to have so many community members who are willing to participate in the Volunteer Program.

Special Volunteer Program Achievements for 2011

- Area Agency on Aging/Friendly Visitor volunteers published their first newsletter which spotlighted both the volunteers and some of the seniors who participated in the programs.
- Behavioral Health and Recovery Services (BHRS) had several volunteers either working toward or completing their counseling certification.
- Cooperative Extension made a significant contribution to the Volunteer Program. The County 4-H program is the second largest 4-H program in the State with almost 1,500 youths. Although the program is administered by the University of California, it is run out of the local County Cooperative Extension office, is supported by a County paid Administrative Clerk, and directly benefits the residents of Stanislaus County. Last year 526 adults volunteered 16,842 hours in support of the Stanislaus County 4-H program. Activities included working at the Stanislaus County Fair, 4-H summer camp, working on newsletters in the UC Cooperative Extension office and serving on various councils, committees and boards to support the activities of 26 4-H clubs. 4-H clubs do more than raise animals; they are also involved in science literacy, entomology, geology, sports, nutrition, construction and building, engineering, GIS and GPS, small engines, sign language, citizenship, community service, public speaking and leadership development, among other things.
- Health Services Agency, the Volunteer Board initiated a scholarship fund for Modesto Junior College (MJC) students who were accepted into the first year of the Nursing Program. Two scholarships of \$500 each were awarded to exceptional students in Stanislaus County.
- Library volunteers participated in the Read to a Dog Program. This program is designed to allow children the opportunity to read to a non-judgmental listener which helps them to relax and have fun while reading and to think of themselves as good readers.
- Library volunteers also participated in the El Dia De Los Ninos, El Dia De Los

Libros (Day of the Kids, Day of the Books) celebration that highlights linking all children with books, languages, and cultures.

- Parks and Recreation volunteer achievements included campground monitoring for safer and cleaner facilities, reduction in theft and vandalism, and assistance with maintenance and repair projects. Volunteers provided education to the community regarding the County's parks, nature and wildlife. Volunteers also provided visitors with information on the Department's rules, regulations and fees, and maintained databases for more efficient tracking of inventory, labor, and expenses.
- A Public Works Transit Division volunteer completed the conversion of old computer files to current software formats. Transit staff had wanted to do this for several years but did not have staff time. This conversion allowed the Transit Division to put old data into a more usable format that can now be collated, merged, and manipulated more easily.
- Treasurer Tax-Collector Revenue Recovery Division volunteers provided assistance in the initial cleanup of the database to identify deceased individuals which ultimately resulted in cost savings by stopping collection efforts on these accounts.

Volunteer Fund Raising

Health Services Agency Volunteer Services runs a gift shop, hosts book fairs and receives scholarship donations. Proceeds are donated in the form of equipment purchases for clinics, stickers for minor patients in all clinics, and monies for the Health Services Agency Adopt-A-Family Program. In 2011, donations equaled \$4,895.52. In 2012, Health Services Agency Volunteer Services will celebrate 48 years of service and a total donation of monies equaling \$323,691.76.

Program Goals

The County plans to enhance the number of departments participating in the program next year by having additional departments, such as the Sheriff's Department, join the program. It is important to encourage and assist departments to expand their use of volunteers and to be creative in developing new volunteer opportunities.

Chief Executive Office—Human Resource Division will continue to administer the program and meet quarterly with Departmental Volunteer Coordinators to learn from each other's experiences. Meeting quarterly will help to open the lines of communication between departments and encourage them to share ideas and information about volunteer opportunities in their respective departments and ways to improve the program.

The Volunteer Program will be presenting information at the pre-retirement meetings sponsored by StanCERA which will be a good way to capture the interest of County employees who are planning to retire.

Volunteer Opportunities Website

The County's website has a new link on the homepage next to "Job Opportunities" that says "Volunteer Opportunities." This link takes prospective volunteers to a newly created website page. Features of the website include: links set up for current Stanislaus County Government Volunteer Opportunities through Volunteer Match, names of Department Volunteer Coordinators, volunteer forms, and program resources such as the new Policies and Procedures Manual. Volunteers can readily see volunteer opportunity postings as well as download and print an application form. The County Volunteer Match Community Leader account has had 25,901 page views, referred 920 volunteers, and posted 42 new volunteer opportunities between January 1, 2011 and December 31, 2011. There are currently 28 volunteer opportunities available. Information on these volunteer opportunities can be found at: <http://www.stancounty.com/volunteer/>

Tracking Volunteer Hours Using PeopleSoft

PeopleSoft is the human resource management system (HRMS) software provided through Oracle Corporation that the County currently uses to enter time and labor for paid employees. The County received permission from PeopleSoft to use this reporting software to track volunteer hours. Each volunteer is set up as a person in the "Volunteer Company," created in PeopleSoft to track volunteers and their time. The "Volunteer Company" is completely separate from all paid County employees and Volunteer Coordinators must receive special security clearance from the Auditor-Controller's Office to access the system. Departments are able to track volunteer hours by program, function, and/or location. For example, Area Agency on Aging/Veterans Services tracks the Friendly Visitor and Peer Counseling Programs. Health Services Agency tracks volunteer hours at the McHenry, Paradise, Ceres, and Turlock Medical Offices, and also by function such as pediatrics, pharmacy, rehabilitation, public health, gift shop, and human resources. The library is able to track volunteer hours at each of the 13 branch libraries.

Volunteer Hours are entered into PeopleSoft on a monthly basis. This professional method of tracking hours enhances the credibility of the County Volunteer Program by accurately reflecting the hours volunteers work without compensation. Each department must maintain a record of hours worked by each volunteer. Smaller departments generally have the Volunteer Coordinator enter volunteer hours, while a larger department may have a volunteer enter the volunteer hours. Volunteer hours were not tracked in PeopleSoft when the

Stanislaus County United Way administered the program.

President's Volunteer Service Awards Program

Stanislaus County has recently been approved as an Official Certifying Organization for the President's Volunteer Service Awards Program. As a Certifying Organization, the County verifies each individual's volunteer hours and distributes the Award to those who meet the award criteria. Established in 2003, this award honors individuals who have demonstrated a sustained commitment to volunteer service over the course of 12 months. The President's Volunteer Service Award is issued by the President's Council on Service and Civic Participation on behalf of the President of the United States to recognize the best in the American spirit and to encourage all Americans to improve their communities through volunteer service and civic participation.

To be eligible to receive the President's Volunteer Service Award, the applicant's service hours must be confirmed by a registered Certifying Organization. There are three levels of the Award varying by hours of service completed within a 12 month period. The County would like to recognize and celebrate ordinary people doing extraordinary things to improve Stanislaus County. The awards are as follows:

PRESIDENT'S VOLUNTEER SERVICE AWARD CRITERIA

AWARD LEVEL	ADULTS
Bronze	100 to 249 hours
Silver	250 to 499 hours
Gold	500 hours or more
Lifetime	4,000 hours

BRONZE AWARD LEVEL RECIPIENTS

DEPARTMENT NAME	NAME OF VOLUNTEER	HOURS
Animal Services	Price, Dawn	148.1
Aging & Vet- Friendly Visitor	Beasley, Randi	134.25
Aging & Vet- Peer Counseling	Carnemolla, Sam	155.75
Aging & Vet- Peer Counseling	Crenshaw, Luanne	178.25
BHRS Stanislaus Recovery Center	Belsito, Debra	214.5
BHRS Stanislaus Recovery Center	De Nardi, Maria	244.5
BHRS Stanislaus Recovery Center	Galeazzi, Jerry	224
BHRS Stanislaus Recovery Center	Hu, Michelle	101.5
BHRS Stanislaus Recovery Center	Mendoza, Maricella	201.5
BHRS Turlock Regional Services	Scott, Ransome	241.6

Approval to Accept the County Volunteer Program Annual Report for Calendar
Year 2011

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DEPARTMENT NAME	NAME OF VOLUNTEER	HOURS
BHRS Wellness Recovery Center	Anderson, Michael	109.5
BHRS Wellness Recovery Center	Kelly, Donegan	233
BHRS Wellness Recovery Center	Rodriguez, Stella	211
BHRS Youth & Family Services	Lowe, Lynette	215.5
Cooperative Extension	Stanek, Karen	142.25
District Attorney's Office	Hogan, Shelby Rose	167
District Attorney's Office	Taylor, Pamela	131
District Attorney's Office	Vroege, Judy Ann	233
HSA Board & Chairpersons	King, Michael	180
HSA Gift Shop	Ford, Abrelia	218
HSA Gift Shop	Horton, Loren	154
HSA Gift Shop	Norbeck, Laura	148.75
HSA Gift Shop	Rose, Brenda	205.25
HSA Human Resources	Meyer, Jene	129
HSA Information Room	Carman, Patty	216.25
HSA Information Room	Katz, Lucille	193
HSA Information Room	Partridge, Virginia	181.75
HSA McHenry Medical Office	Chadwick, Debra	128.5
HSA McHenry Medical Office	Dunbar, Stephanie	171.5
HSA McHenry Medical Office	Fletcher, Lauren	210.1
HSA McHenry Medical Office	Garcia, Luis	126
HAS Paradise Medical Office	Bowmar, Joyce	172.5
HSA Pediatrics	Navarro, Iliana	178.25
HSA Pharmacy	Carlson, Dierdre	223.5
HSA Pharmacy	Chikrallah, Rita	129
HSA Pharmacy	David, Dina	118.75
HSA Pharmacy	Dunn, Scott	109.75
HSA Pharmacy	Enad, Marie Ellen	229
HSA Pharmacy	Lizotte, Andrea	176
HSA Pharmacy	Pauley, Michael	113.25
HSA Pharmacy	Thai, Nancy	170.25
HSA Pharmacy	Van Denburg, Karen	184.75
HSA Pharmacy	Vera, Martha	117.5
HSA Rehabilitation	Ewald, Cortney	168
HSA Rehabilitation	Palacios, Maribel	128
HSA Specialty Clinic	Petrechko, Oksana	176.75
HSA Specialty Clinic	Vigil, Claudia	121
LIBRARY Ceres	Hathorn, Ruth	114
LIBRARY Home Delivery Program	Fermo, Eugene	193.75

Approval to Accept the County Volunteer Program Annual Report for Calendar Year 2011

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DEPARTMENT NAME	NAME OF VOLUNTEER	HOURS
LIBRARY Modesto	Arpoika, Sharon	118.5
LIBRARY Modesto	Britton, Anne	161.5
LIBRARY Modesto	Herrmann, Sean	112.5
LIBRARY Modesto	LaMance, Andrew	197.5
LIBRARY Modesto	McKnight, Ronald	152
LIBRARY Modesto	Morris, Deborah A	213.25
LIBRARY Modesto	Neira, Becky	150
LIBRARY Modesto	Phelan, Patricia	143.25
LIBRARY Modesto	Tinajero, Vanessa	112.25
LIBRARY Modesto	Walden, Linda	193.5
LIBRARY Patterson	Sheetz, Rebecca	195
LIBRARY Salida	Dilloway, Barbara	130.75
LIBRARY Salida	Murphree, Sally	145.75
LIBRARY Turlock	Oyer, Jacquely	213.75
LIBRARY Turlock	Vergara, Antonio	173.5
Planning/Community Development	Ballard, Jeremy L	108
Parks- County Centers	Belo, Elmiro O	128
Public Works Administration	Brasuell, Eileen	186.75
Public Works Administration	McDavid, Robin	123
Public Works Administration	Sorritelli, Susete P	131
Stanislaus County Treasury	Alvarez, Patricia	189.92

SILVER AWARD LEVEL RECIPIENTS

DEPARTMENT NAME	NAME OF VOLUNTEER	HOURS
BHRS Stanislaus Recovery Center	Benavidez, Nirla	254.5
BHRS Stanislaus Recovery Center	Freitas, Sarah	339.75
BHRS Stanislaus Recovery Center	Gonzalez, Jessica A	317.15
BHRS Stanislaus Recovery Center	Lomeli-Gil, Lilia	287
BHRS Stanislaus Recovery Center	Mustain, Cory	287.5
BHRS Stanislaus Recovery Center	Yarnall, James	353
CSA Child/Family Services	Loeser, Leslie	454.75
HSA Administration	King, Rose Silva	363.75
HSA Board & Chairpersons	Radcliffe, Betty	292.5
HSA Gift Shop	Andrews, Theresia	434
HSA Gift Shop	Carl, Rosilyn	296
HSA Ceres/Paradise Medical Offices	Lazzara, Jane	330
HSA Gift Shop	Whitmer, Margaret	340.75
HSA Human Resources	Hawk, Maria-Teresa	283.75

HSA Information Room	Edwards, John	252.5
HSA Information Room	Webb, Marian	319.25
HSA Pharmacy	Bermudez, Diway	261.5
HSA Pharmacy	Vanhille, Scott	357
HSA Public Health	Nazari, Sabrina	275.25
HSA Rehabilitation	Razo, Maria	285.5
Parks Modesto Reservoir	Howser, Nancy J	253
Stanislaus County Treasury	Moody, Georgia	347.40

GOLD AWARD LEVEL RECIPIENTS

DEPARTMENT NAME	NAME OF VOLUNTEER	HOURS
BHRS Stanislaus Recovery Center	Benavidez, Mario	1064.7
BHRS Stanislaus Recovery Center	Escobar, Theresa	1146.5
BHRS Stanislaus Recovery Center	Limburg, Randy	1028.5
BHRS Stanislaus Recovery Center	Selby, Jennifer	527.5
BHRS Stanislaus Recovery Center	Taylor, Evangelist	1482
District Attorney's Office	Belyeu, Douglas	659.3
HSA Information Room	Thomas, Karen	567.75
LIBRARY Modesto	Pedro, Ann	631.25
Parks Modesto Reservoir	Shelton, Robert	904
Parks Modesto Reservoir	Starr, Neda Janean	702
Parks Woodward Reservoir	Hoeflich, Paul Leonard	1022
Parks- Frank Raines Regional Park	Blickensderfer, Richard Paul	1335
Stanislaus County Treasury	Semberino, Ermy	621.65

LIFETIME AWARD LEVEL RECIPIENTS

DEPARTMENT NAME	NAME OF VOLUNTEER	HOURS
Parks and Recreation	Wenstrom, Terri	8233
Health Services Agency	Horton, Loren	9105
Health Services Agency	Radcliffe, Betty	7983.75
Health Services Agency	Thomas, Karen	8275.25

VOLUNTEER COORDINATORS

The County would also like to thank the Departmental Volunteer Coordinators for their valuable contributions to the program.

NAME OF DEPARTMENT	VOLUNTEER COORDINATOR
Aging & Veterans Services	Linda Lowe
Alliance Worknet	Steve Hopkins
Animal Services	Mike Corcel
Behavioral Health & Recovery Services	Jim Hurley
Chief Executive Office	Marnie Ardis
CEO—Office of Emergency Services	Deborah Thrasher
Child Support Services	Mary Merrell
Community Services Agency	Karen Dow
Cooperative Extension	Veronica Torres
Clerk-Recorder	Jeremy Howell
District Attorney	Carol Rothschild
Environmental Resources	Tom Wolfe
Health Services Agency	Leslie Duarte
Library	Donna Witt
Parks & Recreation Department	Mae Song
Planning and Community Development	Marianne Rucker
Probation Department	Lindsey Pimentel
Public Works	Sylvia Jones
Regional 911 - Emergency Dispatch	Scott Nickerson
Treasurer-Tax Collector	Angie Valdez

POLICY ISSUE:

Recognizing the benefits to County departments provided by our County volunteers addresses the Board's priority of Efficient Delivery of Public Services.

STAFFING IMPACT:

Existing staff from the Chief Executive Office along with the Department Volunteer Coordinators are responsible for the Volunteer Program. There are no additional staffing impacts associated with the Board of Supervisors' acceptance of the County Volunteer Program Annual Report for Calendar Year 2011.

CONTACT PERSON:

Nancy Bronstein, Deputy Executive Officer. 525-6333.

Stanislaus County Volunteer Program Annual Report to the Board



www.stancounty.com/volunteer/



Volunteer Program Overview

- The County Volunteer Program has a long history of enhancing County services
- On January 1, 2011, the County resumed responsibility for the Volunteer Program from the United Way



Volunteer Program Factors to Success

- The County's ability to use *Volunteer Match*, a website that allows organizations to promote their local volunteer opportunities
- Ability to easily track volunteer hours using the PeopleSoft payroll system
- Engaged Department Volunteer Coordinators representing 13 County departments



Volunteer Program Factors to Success

- More people looking for opportunities
- Supervisor Monteith's 2011 State of the County address recognizing the importance of volunteering which resulted in the County's Volunteer program being highlighted in the Modesto Bee
- Further recognition of the Program by Chairman O'Brien in his 2012 State of the County address



Volunteer Program Results

- In 2011, 60,802 hours of volunteer time performed by 1,063 volunteers
- A total of 109 volunteers receiving the Presidents Volunteer Service Award in 2011
 - 70 volunteers receiving the Bronze Award for 100 hours or more of service
 - 22 volunteers receiving the Silver Award for over 250 hours of service
 - 13 volunteers receiving the Gold Award for 500 hours or more of service
 - 4 volunteers receiving Lifetime Award for over 4,000 hours volunteer service



Volunteer Program

Department Head Experience

- **Gordon Ford – Treasurer/Tax Collector**
- **Mary Ann Lee – Managing Director Health Services Agency**



Volunteer Program Recommendations

- Accept the County Volunteer Program Annual Report for Calendar Year 2011



Bring reading to lives -- teach an adult to read

SHARE THIS    

Stanislaus County Library - Modesto Library

★★★★★ 1 REVIEWS

You can help an adult in your community be able to fill out a job application or read a book to their child by becoming a volunteer tutor. You'll be asked to meet with your adult learner in a public place such as the library twice a week for about 90 minutes.



Ed Smith (right) helped Frankie Brown improve his reading and he graduated with honors from truck driving school and is able to get a job after being laid off when the Hershey plant closed.

Sponsored by



Tell Your Leaders That Gulf Coast Restoration Matters to You!

author: National Audubon Society

signatures: 41,450

[sign petition](#)

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Opportunities with Stanislaus County Library - Modesto Library

Bring reading to lives -- teach...

Computer tutor

Help adults understand math and...

Get Involved
Make a Difference
www.stancounty.com/volunteer/

