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

DEPT: Chef Executive Office	BOARD AGENDA # *B-2
Urgent Routine	AGENDA DATE April 16, 2013
CEO Concurs with Recommendation YES NO (Information Attached)	4/5 Vote Required YES ☐ NO ■
SUBJECT:	
Approval to Accept the County Volunteer Program Annual I the Week of April 21, 2013 to April 27, 2013 as Stanislaus National Volunteer Week	•
STAFF RECOMMENDATIONS:	
Accept the County Volunteer Program Annual Report for	Calendar Year 2012.
2. Approve the week of April 21, 2013 to April 27, 2013 as S	Stanislaus County Volunteer Week.
Volunteering is one of the greatest forms of civic engagement donate their time without compensation. The County Volunte enhancement of public services. The significance of the provolunteers provide thousands of hours of service each year to the County. Departments hosting volunteer recognition ever Week, are using existing budget appropriations and/or donates.	eer Program plays a vital role in the ogram is indicated by the fact that County ar in various County departments at no cost vents as part of Stanislaus County Volunteer
BOARD ACTION AS FOLLOWS:	No. 2013-143
On motion of Supervisor Monteith, Second and approved by the following vote,  Ayes: Supervisors: O'Brien, Withrow, Monteith, De Martini and Chairm	
Noes: Supervisors: None  Excused or Absent: Supervisors: None	
Abstaining: Supervisor: None  1) X Approved as recommended	
2) Denied	
3) Approved as amended	
4) Other: MOTION:	

CHRISTINE FERRARO TALLMAN, Clerk

ATTEST:

#### **FISCAL IMPACT:**

Beginning in January 2011, the County resumed administration of the Volunteer Program. In Fiscal Year 2009-2010, the County paid \$74,391.00 to an outside vendor to administer the Volunteer Program. The cost to the County in 2011 and 2012 has been 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 following chart shows a breakdown of the number of volunteer hours by participating department:

Stanislaus County Volunteer Program 2012 Annual Report January 1, 2012 through December 31, 2012			
Department Name	Number of Volunteers	Number of Volunteer Hours	
Animal Services*	142	7,317.97	
Area Agency on Aging/Veterans Services	60	2,223.25	
Auditor-Controller	3	429.75	
Behavioral Health and Recovery Services	62	11,518.75	
Clerk-Recorder	1	12.30	
Community Services Agency	1	607.50	
Cooperative Extension*	4	392.25	
District Attorney	17	2,532.56	
Environmental Resources	2	490.00	
Health Services Agency	82	13,967.95	
Library	271	8,288.20	
Parks and Recreation*	15	8,985.09	
Probation	10	1,359.01	
Public Works	7	725.75	
Regional 911 Emergency Dispatch	1	6.25	
Sheriff's	58	11,404.00	
Treasurer-Tax Collector	2	126.97	
GRAND TOTAL	738	70,387.55	

\* Animal Services, Cooperative Extension, and Parks and Recreation have one time event hours included in the total hours.

#### **DISCUSSION:**

Volunteers can make all the difference in helping a county improve the local community, whether it's caring for pets awaiting adoption, helping homebound seniors, providing peer support, teaching an adult to read, providing customer service at the information desk, or assisting with seasonal maintenance in County parks. In Stanislaus County, the Board of Supervisors is honoring the efforts of more than 738 volunteers during the year 2012 because local members of the community donated 70,388 hours of service to the County. The 2012 Volunteer Annual Report is presented to the Board, to recognize the efforts and dedication of these volunteers.

The Stanislaus County Chief Executive Office is asking the Board of Supervisors to approve the week of April 21, 2013 to April 27, 2013 as National Volunteer Week for all Stanislaus County departments. National Volunteer Week is also the time to celebrate people doing extraordinary things through service. Established in 1974, National Volunteer Week focuses national attention on the impact and power of volunteerism and service as an integral aspect of our civic leadership. The week draws the support and endorsement of the president and Congress, governors, mayors and municipal leaders, as well as corporate and community groups across the country. Through programs such as the *President's Volunteer Service Award*, we recognize volunteers and the tremendous impact they are making on our county's most critical challenges year-round.

We value our volunteers at every level and thank them for the work they perform helping the County deliver quality services. Volunteering has a positive, meaningful impact on the community and is an excellent way for residents to share their expertise and knowledge. We're pleased to honor all the volunteers today and every day.

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 continue to work collaboratively with the Chief Executive Office 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 over 700 volunteers serving 17 departments. Volunteers are actively working to meet the needs of various County departments.

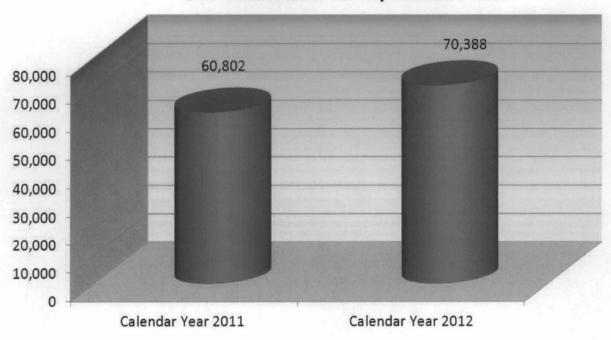
Departments with active volunteer programs readily acknowledge that their service to the public would suffer without the time, effort, and special contributions of their

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. The use of volunteers is an excellent way to use a valuable resource which already exists in the community.

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 chart below shows a comparison of total volunteer hours by calendar year for the first two years of the County Volunteer Program. The total hours for 2012 reflect an increase of 15.76% over 2011.

# Stanislaus County Volunteer Program Total Volunteer Hours by Calendar Year



# Special Volunteer Program Achievements for 2012

Health Services Agency volunteers created a new website through IT to showcase the 49 year program history, accomplishments and recruitment needs and also worked with the Chief Executive Office to showcase the Gift Shop under the Special Features section of the County's website.

Health Services Agency Information Desk volunteers completed a project of calling every resource in the 71 page Family Resource Guide to verify and update phone numbers and addresses. They also answered a staggering 7,120 questions, ran 212 errands, stuffed 8,576 packets, opened 9,600 band aids, and assisted 119 patients with wheelchairs.

Public Health, recruited, trained and utilized volunteers in a new role acting as medical interpreters.

The Chief Executive Office, Volunteer Program Coordinator, presented at the StanCERA Pre-Retirement Seminar to acquaint prospective new volunteers of the benefits of our program.

At Parks and Recreation, volunteers were campground hosts and provided campground monitoring for safer and cleaner facilities. This significantly reduced theft and vandalism throughout County facilities and parks. After implementing the Volunteer Camp host position, statistics showed an 85% reduction in vandalism and graffiti cost since 2009. Volunteers also assisted with the youth archery activity program at Modesto Reservoir and have been instrumental in the Off-Highway Vehicle trail maintenance and restoration project. Landscaping volunteers assisted with mowing and maintenance in the Salida area.

At Public Works, volunteers helped scan documents and compiled and filed road deeds. In Transit, volunteers have been tabulating responses from the survey conducted on the fixed route and demand response buses. The survey assists the division in its efforts to improve transit service in the County.

The Auditor-Controller's Office was able to provide a volunteer with the community service hours necessary for her High School graduation requirement. Two volunteers were able to keep up their accounting skills while actively job hunting.

At Behavioral Health and Recovery Service/Stanislaus Recovery Center, volunteers provided peer-to-peer support; clothes closet distribution and two of their volunteers were hired full-time by the County.

At Environmental Resources, volunteers were instrumental in establishing the initial contact with the Tattoo artist community following the implementation of the Safe Body Art Act in July 2012.

#### 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. The Volunteer Services Executive Board operates on a fiscal year. The 2011-2012 donations equaled \$4,895.52 and the 2012-2013 estimated donations are \$5,500.00.

### **Volunteer Opportunities Website**

The County's website has a link on the homepage next to "Job Opportunities" that says "Volunteer Opportunities." This link takes prospective volunteers to the volunteer 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 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 44,349 page views in 2012 an increase of 71.22% from the 25,901 page views in 2011. There are currently 28 volunteer opportunities available. Information on these volunteer opportunities can be found at: http://www.stancounty.com/volunteer/

Volunteer Match Community Leader Account	2011	2012
Page Views	25,901	44,349
Referrals	920	1,111

## **President's Volunteer Service Awards Program**

Stanislaus County is 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—100 to 249 Hours**

DEPARTMENT NAME	NAME OF VOLUNTEER	VOLUNTEER HOURS 2012
Auditor-Controller	Dara Sidavong	231.05
Auditor-Controller	Kenneth Franklin	180.5
Animal Services	Beatriz Velasquez	145.45
Animal Services	Kalie Pindel	131.3
Animal Services	Mari Amezcua	170.8
Animal Services	Paula Gresch	126.8
Aging & Vet- Friendly Visitor	C.J. "Neil" Hamilton	129.5
Aging & Vet- Friendly Visitor	Randi Beasley	169.75
Aging & Vet- Friendly Visitor	Thomas Watson	132.25
Aging & Vet- Peer Counseling	Luanne Crenshaw	151
Aging & Vet- Peer Counseling	Mary Borg	106
BHRS Family Partnership Center	Lee Ann Glatt	153.5
BHRS Genesis Program	Jerry Galeazzi	147.25
BHRS Senior Access/Treatment	Robert Silva	118
BHRS Stanislaus Recovery Ctr	Mario Benavidez	108.5
BHRS Stanislaus Recovery Ctr	Sarah Freitas	124.5
BHRS Stanislaus Recovery Ctr	Stephanie Macias	170
BHRS Wellness Recovery Center	Jerry Madrigal	103
BHRS Wellness Recovery Center	Lois Carter	155
BHRS Workforce Education	Ruby Williams	182
District Attorney's Office	Anna Goularte	102.25
District Attorney's Office	Cameron Menezes	209.7
District Attorney's Office	Jim Logsdon	173
District Attorney's Office	Lynelle-Joy Solomon	112.5
District Attorney's Office	Reyna Lopez-Garcia	130
Environmental Resources	Diana Billack	228.5
HSA Administration	Bernadette Rosa	176
HSA Board & Chairpersons	Michael King	195
HSA Human Resources	Jene Meyer	110.75

DEPARTMENT NAME	NAME OF VOLUNTEER	VOLUNTEER HOURS 2012
HSA Human Resources	Karina Avila	168
HSA Human Resources	Linda Gutierrez	140.25
HSA Information Room	Barbara Love	145.5
HSA Information Room	Jackie Forbes	151
HSA Information Room	Lucille Katz	212
HSA Information Room	Patty Carman	163.25
HSA Information Room	Virginia Partridge	205.5
HSA McHenry Medical Office	Kurt Obispo	243.75
HSA Pharmacy	Aiko Flores	119.75
HSA Pharmacy	Alisa Kong	183.5
HSA Pharmacy	Diway Bermudez	224.25
HSA Pharmacy	Gabriella Pimentel	131.5
HSA Public Health	Adlin Davod	194
HSA Public Health	Diana Herrera	101.25
HSA Public Health	Eunice Guzman Quiroz	136.75
HSA Public Health	Hans Boggs	248.25
HSA Public Health	Margarita Vasquez	179
HSA Public Health	Melinda Ferreira	133
HSA Rehabilitation	Cortney Ewald	182.5
HSA Rehabilitation	Vanessa Ladson	156.25
LIBRARY Ceres	Ruth Hathorn	123.5
LIBRARY Modesto	Amanda Yocham	128.25
LIBRARY Modesto	Andrew Lamance	199
LIBRARY Modesto	Ann Pedro	187.5
LIBRARY Modesto	Anne Britton	127
LIBRARY Modesto	Becky Neira	144
LIBRARY Modesto	Deborah Morris	222.5
LIBRARY Modesto	Dia De Los Libros	133.25
LIBRARY Modesto	Eric Liu	113.25
LIBRARY Modesto	Erin Rager	114
LIBRARY Modesto	Haley Dale	139.5
LIBRARY Modesto	Kelly Carter	122
LIBRARY Modesto	Salvador Rodriguez	121
LIBRARY Modesto	Sharon Arpoika	107.25
LIBRARY Modesto	Toua Vue	123.75
LIBRARY Salida	Alexandra Gonzalez	104.25
LIBRARY Salida	Barbara Dilloway	121.5
LIBRARY Salida	John Curry	212.5

DEPARTMENT NAME	NAME OF VOLUNTEER	VOLUNTEER HOURS 2012
LIBRARY Salida	Keith Berringer	151.75
LIBRARY Turlock	Carmen Ingols	146
Probation- Adult	Alicia O'Brien	107.5
Probation- Adult	Anjelica Perez	117.99
Probation- Adult	Isabel Avina	102.5
Probation- Juvenile	Stephanie Trussler	120
Parks Woodward Reservoir	Eugene Day	118.5
Public Works Administration	Eileen Brasuell	243.75
Public Works Engineering	Marisa Hultgren	100.5
Public Works Engineering	Mek Inthavong	215
SO Explorers	Angelique Padilla	188
SO Explorers	Colby Hester	155.25
SO Explorers	Denise Stobb	130
SO Explorers	Earl Gaarde	109
SO Explorers	Ismael Ruiz	165
SO Explorers	Job Skylar	119.75
SO Explorers	Justin Wall	154
SO Explorers	Samantha Velazquez	177.5
SO Stars	Barbara Balbach	247
SO Stars	Bill Alexander	223
SO Stars	David Woods	116
SO Stars	Davie Landers	200
SO Stars	Harlan Brock	119
SO Stars	Jack Faria	124
SO Stars	James Lutz	103
SO Stars	James Mulrooney	167
SO Stars	Joanne Porter	119
SO Stars	John Dinan	198
SO Stars	John Price	122
SO Stars	Jonadene Azlin	104.5
SO Stars	Kimberly Toyama	178
SO Stars	Sandra Blagg	137.5
SO Stars	Wilbur Wasson	151.5

# SILVER AWARD LEVEL RECIPIENTS—250 to 499 Hours

DEPARTMENT NAME	NAME OF VOLUNTEER	VOLUNTEER HOURS 2012
Animal Services	Beverly Fikse	357.12
Animal Services	Craig Boyer	397.49
Animal Services	Sue Sandretto	340.05
BHRS Josie's Place	Brittany Farrell	404.5
BHRS Josie's Place	Nathan Watkins Woolbright	263.5
BHRS Josie's Place	Ryan Johnson	387
BHRS PEI	Kim Saing	315
BHRS Turlock Regional Services	Ransome Scott	317
BHRS Wellness Recovery Center	Debra Belsito	480
BHRS Wellness Recovery Center	Lynda Lobdell	389.5
BHRS Workforce Education	Marian Ratliff	343
District Attorney's Office	Brianne Sparkman	263
District Attorney's Office	Eric Nielsen	281
District Attorney's Office	Judy Vroege	253
District Attorney's Office	Michael Karimi	407.5
Environmental Resources	Waleed Yosif	261.5
HSA Administration	Rose King	360.75
HSA Board & Chairpersons	Betty Radcliffe	350
HSA Gift Shop	Abrelia Ford	291
HSA Gift Shop	Brenda Rose	263.5
HSA Gift Shop	Deborah Phillips	403.7
HSA Gift Shop	Dovie Wilson	253
HSA Gift Shop	Jane Lazzara	318
HSA Gift Shop	Margaret Whitmer	300
HSA Gift Shop	Rosilyn Carl	410
HSA Information Room	John Edwards	428.5
HSA Information Room	Karen Thomas	487.5
HSA Information Room	Marian Webb	307.5
HSA McHenry Medical Office	Lauren Fletcher	319
HSA Pharmacy	Karen Van Denburg	336.5
HSA Pharmacy	Michael Pauley	477.25
HSA Pharmacy	Steve Shaffer	294
HSA Rehabilitation	Linda Guerrero	300.75
LIBRARY Turlock	Jacquely Oyer	383
Parks Modesto Reservoir	Terry Rucker	385.75
Parks Modesto Reservoir	Yahi Bowmen	467

DEPARTMENT NAME	NAME OF VOLUNTEER	VOLUNTEER HOURS 2012
Parks Woodward Reservoir	Juno Hoeflich	280.5
Parks- County Centers	Elmiro Belo	473
SO Explorers	Chad Lewis	465
SO Explorers	David Lloyd	493.5
SO Explorers	Erykah Magana	411
SO Explorers	Jared Fish	407
SO Stars	Carolyn Johnson	279
SO Stars	Dorothy Bomgardner	251.5
SO Stars	Joan Faria	299
SO Stars	John Balbach	355.5
SO Stars	Lorretto Nicklas	293.5
SO Stars	Lyndall Frantz	343.5
SO Stars	Nancy Yotsuya	494.5

# **GOLD AWARD LEVEL RECIPIENTS—500 Hours or More**

DEPARTMENT NAME	NAME OF VOLUNTEER	<b>VOLUNTEER HOURS 2012</b>
Animal Services	Sara Nano	2051.35
Animal Services	Valley Caps	1115.45
BHRS Josie's Place	Jessica Van Tuinen	551.5
BHRS Stanislaus Recovery Ctr	Cory Mustain	1085
BHRS Stanislaus Recovery Ctr	Eugene Del Franco	563.5
BHRS Stanislaus Recovery Ctr	Evanglist Taylor lii	1003
BHRS Stanislaus Recovery Ctr	Jessica Gonzalez	623.5
BHRS Stanislaus Recovery Ctr	Maricella Mendoza	982.25
BHRS Stanislaus Recovery Ctr	Nirla Benavidez	734.25
BHRS Turlock Regional Services	George Brown	1141.5
CSA Child/Family Services	Leslie Loeser	607.5
HSA Gift Shop	Joyce Steffer	570
HSA Gift Shop	Theresia Andrews	515
HSA Pharmacy	Scott Vanhille	599.25
Health Services Agency	Achoia White	501.25
Health Services Agency	Jamie Cumberland	538.75
Probation- Adult	Juanita Alvarez	624
Parks Modesto Reservoir	Bert Andrews	871.5
Parks Modesto Reservoir	John Adrian	1135.5
Parks Modesto Reservoir	Neda Starr	855.5
Parks Woodward Reservoir	Paul Hoeflich	970.5

DEPARTMENT NAME	NAME OF VOLUNTEER	VOLUNTEER HOURS 2012
Parks- Community Parks	Terri Wenstrom	1431
Parks- Frank Raines Regnl Park	Richard Blickensderfer	1191
SO Stars	Mary Alpers	699.5
SO Stars	Rodney Caetano	757
SO Stars	Verlon Blagg	1385

# LIFETIME AWARD LEVEL RECIPIENTS-4,000 Hours

DEPARTMENT NAME	NAME OF VOLUNTEER	LIFETIME AWARD HOURS
Health Services Agency	Theresia Andrews	4420

## **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
Auditor-Controller	Jan Ingold
Behavioral Health & Recovery Services	Chong Yang
Chief Executive Office	Marnie Ardis
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
Probation Department	Delilah Vasquez
Public Works	Sylvia Jones
Regional 911 - Emergency Dispatch	Scott Nickerson
Sheriff's Department—Explorers	Detective Jose Perez
Sheriff's Department—STARS	Reserve Deputy Gary Del Nero
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 2012.

#### **CONTACT PERSON:**

Nancy Bronstein, Deputy Executive Officer. 525-6333.

# THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS STATE OF CALIFORNIA

-	
Date: April 16, 2013	No. 2013-143
On motion of Supervisor <u>Monteith</u> and approved by the following vote,	Seconded by Supervisor Withrow
Ayes: Supervisors: O'Brien, Withrow, Monteith Noes: Supervisors: None	, De Martini, and Chairman Chiesa
THE FOLLOWING RESOLUTION WAS ADOPTE	
	COUNTY BOARD OF SUPERVISORS TO PROCLAIM RIL 27, 2013 AS STANISLAUS COUNTY VOLUNTEER NAL VOLUNTEER WEEK
WHEREAS, Stanislaus County is dedicate	ed to the efforts provided by our Volunteers; and,
WHEREAS, the entire community can efforting or small; and,	ect positive change with any volunteer action no matter how
WHEREAS, during this week, volunteers and,	will be recognized for their commitment to public service;
WHEREAS, Stanislaus County departments have organized activities and displays acknowledging the commitment of our County volunteers to our community; and,	
WHEREAS, Stanislaus County Volunteers provide countless hours providing services to enhance the Board of Supervisor's priority of Efficient Delivery of Public Services; and,	
WHEREAS, our County's volunteer workf	orce of over 738 is a great treasure; and,
WHEREAS, National Volunteer Week beg	gins the early celebration of our County volunteers; and,
·	that the Stanislaus County Board of Supervisors does f April 21, 2013 through April 27, 2013 as National Volunteer

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk Stanislaus County Board of Supervisors, State of California

Musture Tensaro

File No.