County of Orange

VOLUNTEER UTILIZATION

ANNUAL REPORT
FISCAL YEAR 2011/12

"Every day, volunteers of all ages are giving their time and talents to solve problems and make our country stronger. Whether tutoring at-risk students or providing job training to veterans or responding to natural disasters, ordinary Americans are doing extraordinary things to improve the long-term health and vitality of the nation."

Robert Velasco II, Chief Executive Officer
Corporation for National and Community Service

Information contained in this report has been gathered from 79 survey responses submitted by County Agencies and Departments and several Board Offices. The surveys provide detailed information regarding volunteer, student intern and reserve utilization within a variety of County programs during Fiscal Year 2011/12 *(sample Volunteer Utilization Survey attached).*

FY 2011/12 Volunteer Contributions

In FY 2011/12, 37,910 individuals (volunteers, interns & reserves) contributed 885,416 hours of service within 19 County Agencies and Departments and several Board Offices. The value for their service is an estimated $22 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	**35,720**	**1,328**	**599**	**263**
Total Hours	**546,210**	**225,430**	**37,877**	**75,899**

**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.

Comparison of FY 2011/12 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. Volunteer hours and the value of volunteer service have remained consistent from year-to-year. The decline in the number of volunteers is attributable to a reduction of court-referred volunteers over the past two years due to Workers Compensation regulations. It's important to note that even though fewer court-referred volunteers were utilized, other volunteer categories increased in number by five percent.

	FY 2009/10	FY 2010/11	FY 2011/12
Number of Volunteers	**44,366**	**42,312**	**37,910**
Volunteer Hours	**882,680**	**894,054**	**885,416**
Estimated Avoided Cost for County Government	**$22,935,578**	**$22,962,987**	**$22,384,167**
Utilization of Volunteers, Students Interns or Reserves	**18 Agencies & Departments & several Board Offices**	**19 Agencies & Departments & several Board Offices**	**19 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:

Volunteer Category	Hourly Value of Service
Student Intern	**$21.67**
Adopt-A-Park Volunteer	**$22.36**
JWA Tour Guide	**$29**
Radio Amateur Civil Emergency Service Volunteer	**$28**
Volunteer Probation Officer	**$25.77**
Literacy Tutor	**$17.97**
Sheriff Reserve	**$62.15**

The value of professional-level volunteer service ranged from $21.79 to $166.95 per hour with an average hourly rate of $45.40. 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	**21**	**43**	**82**
Volunteer Hours	**4,147**	**682**	**725**
Estimated Avoided Cost for County Government	**$692,341**	**$14,860**	**$54,375**

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 2011/12:

Auditor-Controller's Office
Child Support Services
Clerk of the Board
Clerk-Recorder's Office
County Counsel
County Executive Office
District Attorney's Office
Health Care Agency
Human Resources
John Wayne Airport
OC Community Resources
OC Dana Point Harbor
OC Public Works
OC Waste & Recycling
Probation Department
Public Defender's Office
Registrar of Voters
Sheriff's Department
Social Services Agency

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, computer science 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, technical and professional support
- 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

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.

- Operation Santa Claus and Adopt-A-Park volunteers can dedicate a few hours once a year to help improve their community.
- READ/Orange County literacy tutors complete 23 hours of training, schedule two or more 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, and Volunteers In Probation are offered a more flexible schedule of just four or more hours per month.
- John Wayne Airport tour guides conduct two tours per month for a minimum of one year.
- College students completing internships typically schedule eight - 20 hours per week for three to 12 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 continue with programs far beyond the initially agreed upon commitment level.

What's New in FY 2011/12?

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

County Counsel
The State of California allows law students serving as interns to become certified with attorney oversight. Upon certification, an intern assisted County Counsel with an OC Animal Care Barking Dog hearing. The student successfully conducted the hearing, winning on behalf of the County.

Health Care Agency, OC Medical Reserve Corps (OCMRC)
All OCMRC members are now required to register on the California Emergency Medical Services Authority (EMSA) Disaster Healthcare Volunteer website. OCMRC volunteers must input training, education, background information and license verification to the site.

During a disaster, the OCMRC coordinator can access the site to determine what health professionals are needed, search the database for available volunteers and send alerts to selected qualified members.

Health Care Agency, Pulmonary Disease Services
A Pulmonary Disease Services (PDS) volunteer researched QuantiFERON® TB Gold In-Tube (QFT-GIT) data and compared the data with Tuberculin Skin Test (TST) results for detecting latent TB infection (LTBI) in immigrants with a Class B TB waiver and refugees arriving in Orange County. The volunteer also performed a QFT-GIT and TST cost-effectiveness analysis. Based on the findings, PDS will consider discontinuing TSTs on the target populations and perform only the QFT-GIT, resulting in a potential savings to the program.

John Wayne Airport, Public Affairs
A Public Affairs intern was an essential part of the successful launch of a new airline service by WestJet, a Canadian carrier, and the Terminal C opening celebrations. She was instrumental in obtaining photography and assisting with selection of photos for inclusion in press releases related to the events.

OC Community Resources, OC Public Libraries
The Tustin Branch Library created the Teen Tellers program to increase library attendance without heavily impacting staff. The Teen Tellers volunteers coordinate craft projects for children that enhance their library experience. As a result of the program, attendance has increased significantly over the past year.

OC Public Works, OC Planning
In working with student interns, the division was able to tap into their knowledge of current technology to update the OC Planned Communities Internet and Intranet Sharepoint websites. Staff and external clients utilize the sites to expedite plan check reviews.

OC Public Works, OC Watershed
An intern 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 (EEI). The curriculum provides subject matter for teachers to discuss Orange County's water quality with their students and promote environmental stewardship.

OC Waste & Recycling, Government & Community Relations
An Intern suggested replacing the three-inch notebooks submitted to the Board of Supervisors' offices with a thumb drive containing the fully searchable contents of the resource material. This single suggestion is environmentally friendly and significantly more efficient.

Sheriff's Department, OC Radio Amateur Civil Emergency Services (OCRACES)
OCRACES initiated a relationship with the Sheriff's Search & Rescue program to provide communications support for drills and actual callouts. OCRACES volunteers supplied critical radio communications support for the annual multi-county search & rescue exercise and during a day-long search for evidence along the U.S./Mexico border.

Sheriff's Department, Reserve Bureau
Over the past year, Professional Services Responders have been assigned to additional divisions within the department to assist with background investigations and the Deputy Sheriff Trainee oral boards.

Social Services Agency, Children and Families Services
A Children and Families Services Masters in Social Work intern created a video featuring Orangewood Children and Family Center for children to view as they are admitted to the facility. The student's efforts have helped ease the children's anxiety as they are transitioned into the County's emergency shelter.

Key Findings for FY 2011/12

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.

Child Support Services
Volunteer interpreters assisted 2,801 customers over the past year by translating information needed to complete child support and family law forms.

Clerk of the Board
During FY 2011/12, Assessment Appeal Board Members and Hearing Officers who sit as the County's Board of Equalization and conduct semi-judicial hearings on disputes of Assessor's enrolled property valuations heard 23,971 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 2011/12 alone, 19 TAP attorneys completed 33 jury trials; three court trials; 261 preliminary hearings, and 95 motions.

Health Care Agency, OC Medical Reserve Corps (OCMRC)
Forty-one OCMRC volunteers assisted in administering state mandated Tetanus, Diphtheria, and Pertussis (Tdap) vaccinations for seventh through twelfth grade students. They provided more than 800 volunteer hours and administered approximately 2,850 vaccines.

Health Care Agency, Tobacco Use Prevention Program
Tobacco Use Prevention interns compiled data from more than 1,000 surveys and entered the information into the program's databases, collected 200 opinion surveys and 100 follow-up surveys, completed compliance checks at 50 tobacco retail establishments and conducted 27 observational surveys at coffeehouses and businesses.

John Wayne Airport, Ambassadors & Tour Guides
During FY 2011/12, volunteer tour guides provided tours for approximately 3,000 local community members, and airport ambassadors were available to assist more than 87,000 passengers.

OC Community Resources, OC Animal Care
Over the past year, in-shelter volunteers participated in 41 community events, and foster caretakers provided around-the-clock care for 485 underage, orphaned or injured animals.

OC Community Resources, READ/Orange County
Over the past year, volunteer literacy tutors assisted 24 learners gain employment, three learners pass their General Education Development (GED) test, nine learners enroll in college courses, 12 learners pass a major exam or certification for school or work and 40 learners participate in the education of their children.

OC Community Resources, Office on Aging
The office's health education intern assisted in the implementation of a chronic disease program that served 68 elderly residents over a three-month period of time.

OC Community Resources, Workforce Investment Board
Workforce Investment Board 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.

OC Public Works, OC Watersheds
An intern responsible for conducting field monitoring and special studies supportive of dry weather storm drain outfall for permit compliance generated 3,000 data points for the dry weather water quality database. A second intern collected water quality samples and related environmental data at more than 100 monitoring sites.

OC Waste & Recycling, Government & Community Relations
Interns created a digital archive of historical news articles, updated a waste disposal services directory covering each city within Orange County, wrote and edited a news release related

to the opening of a local museum's major recycling exhibit, and created an attractive new layout for the department's newsletter.

OC Waste & Recycling, Engineering
Interns created instructional videos for future reference on how to perform various engineering calculations, completed the department's 2011 semi-annual ground water well sampling of the County's central region, wrote a computer program to automate extraction of data from laboratory reports, and inserted information into regulatory reports submitted to the South Coast Air Quality Management District

Probation Department
Volunteers and interns were frequently matched with assignments that directly correspond to their professional expertise and/or personal talents. For example, a retired teacher assisted in development of the department's institutional study hall program, and a volunteer with research experience provided statistical and research support.

Public Defender's Office
An intern with a background in psychology provided an analysis of an extensive client interview by an expert psychologist. In addition, interns with Korean and Mandarin bilingual skills assisted with translation, which reduced the need for paid interpreters.

Registrar of Voters
Community outreach interns assisted with seven recruitments in which 217 extra-help employees were hired to work the June 5, 2012 Presidential Primary. In addition, interns with expertise in job analysis were able to analyze several employment positions and update the recruitment process, which resulted in a pool of highly qualified candidates.

Sheriff's Department, Emergency Management
The Emergency Management intern's contributions were vital in producing the division's annual report and in supporting staff with various Geographic Information Systems (GIS) projects.

Sheriff's Department, OC Radio Amateur Civil Emergency Services (OCRACES)
In September 2011, OCRACES volunteers were activated and responded to the Emergency Operations Center (EOC) for a widespread power outage affecting San Diego and Southern Orange County. In November 2011, they were activated again to assist with an event at the San Onofre Nuclear Generating Station.

Sheriff's Department, Inmate Services Correction Programs
Over the past year, 876 volunteers positively impacted the lives of thousands of male and female inmates incarcerated in five jail facilities by offering religious services, 12 step recovery panels, literacy tutoring and various classes. Their volunteer involvement assisted inmates in achieving successful re-entry into the community once released from jail.

Social Services Agency, Operation Santa Claus
During the 2011 holiday season, 426 Operation Santa Claus volunteers assisted in the distribution of more than 42,600 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 events and cultural arts performances.

Successful Utilization of Volunteer Resources

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.

Child Support Services
An intern dedicated more than 500 hours to the Barriers Project, which surveyed the non-custodial parent population to determine major barriers preventing child support payments. In completing the project, the student helped design the questionnaire and research model, placed more than 100 phone calls to the survey population, analyzed the data, and summarized the findings. Through the internship, the student expanded her knowledge of survey research and learned data analysis techniques such as pivot tables, data mining, multiple regression and decision trees. She summarized major findings in the field and provided valuable research insight for the project.

Health Care Agency, Family Health
A volunteer, who recently graduated from college and plans to attend medical school, worked with pediatric nurse practitioners and was instrumental in helping to develop an obesity prevention and education program for children and families. Through motivational interviewing and nutritional counseling, the volunteer has positively impacted the health of participating children. In addition, parents benefited from the individual attention and professional support. The health education material that the volunteer developed has empowered children and families to change their eating habits and start exercising for a healthier lifestyle.

John Wayne Airport, Facilities
Through direct interface with the John Wayne Airport architect and others in the facilities division, interns gained insight into potential career paths in architecture and engineering. The "hands-on" experience achieved by the airport's summer internship program proved invaluable as a life-experience for future goal-setting achievements.

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 Public Works, OC Planning
Five interns successfully transitioned to paid positions within the department. The internship program is an important introduction for students to career paths within County government and has proven to be a valuable tool for succession planning. While interning, students experience a professional work environment; gain knowledge of County codes, ordinances, policies and procedures; and enhance their skills in working with the public.

OC Public Works, OC Watersheds
Interns carried out two critical studies that would have been difficult to accomplish due to limited staff resources. Both studies were essential to the Nitrogen and Selenium Management Program (NSMP), which for many years has been one of the most significant and challenging environmental projects in Orange County. The results of the studies continue to provide critical guidance for management and to Watershed stakeholders that include cities, regulatory agencies, water districts, developers and interested parties.

OC Public Works, Stormwater Program
Interns responsible for the development of the stormdrain catchbasin Geographic Information Systems (GIS) database enabled OC Road to submit a successful application for grant funding for a catchbasin retrofit project through Tier 1 of the Orange County Transportation Authority’s (OCTA) Measure M2 Environmental Cleanup Program.

Probation Department
A volunteer assisted adult probationers with job searches and employment resources. She attended job fairs to determine which companies were "felon friendly" so that clients could be referred appropriately. Through her encouragement and support, clients were more likely to experience success in the job market.

Public Defender’s Office
A law student provided valuable assistance at trial through his insights and observations during the legal proceedings. His experience with the office contributed to his success in obtaining an attorney position.

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
The 217 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 in their field of expertise and a consistent response time.

Social Services Agency, Family Self-Sufficiency
A Family Self-Sufficiency intern placed in the Domestic Abuse Services Unit for the academic school year was assigned approximately eight cases. The intern carried out full safety-assessments and completed approximately 30 case plans, linking clients to numerous community resources that address the impact of domestic violence within the home.

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 2011/12:

NATIONAL RECOGNITION

National Association of Counties (NACo) 2012 Achievement Award
Award granted for the implementation of an innovative county government program.

- OC Community Resources, OC Public Libraries, READ/Orange County Blended Tutor Training Program

President's Volunteer Service Award
More than 175 award recipients representing the following Agencies/Departments were recognized for outstanding service:

- Auditor-Controller's Office
- County Executive Office
- Internal Audit
- 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
- Health Care Agency
- OC Public Works
- OC Waste & Recycling
- Registrar of Voters
- Social Services Agency

BOSTON UNIVERSITY

A Social Services Agency, Adult Protective Services, Master of Social Work intern was recognized by Boston University and featured in one of the college's publications as the nation's first intern who participated in a Hoarding Task Force.

STATE OF CALIFORNIA RECOGNITION

State Senator Lou Correa
Seniors Making a Difference Award

- Sheriff's Department, Inmate Services Correctional Programs
  Bruce Jonson, Dorothy Jonson, Mary Polychrome, Rick Cryder, Gretchen Hoad, Patricia Milligan & Aloha Saxon

COUNTY OF ORANGE

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

- OC Community Resources, OC Animal Care
  Judith Briggs & Alan Miller
- OC Community Resources, OC Public Libraries
  Barbara Christian, Alan Suding, Pam Talarico & Akshay Verma
- Probation Department, Volunteers In Probation
  Janette Thomas

Health Care Agency
Intern Appreciation Recognition

- Clinical Evaluation Guidance Unit, Orangewood
  Mari Kawai, Jessica Lowe, Jessica Mitchell, Ashlin Phillips & Lindsay Voyles
- Clinical Evaluation Guidance Unit, Youth Guidance Center
  Brenda Brazier, Karla Marchbanks & Robyn Miles
- Children & Youth Services, East
  Alma Bradford & Erika Hanaumi
- Family Health
  Ken Kitayama

John Wayne Airport
Award of Excellence
A public affairs intern was recognized for her participation in the planning and implementation of events in support of the airport's Terminal C opening.

OC Community Resources, OC Animal Care
Exceptional Volunteer Award
Five award recipients were honored during the department's annual recognition.

- Amanda Evans, Linda Pflaster, Nicholas Winters, Stacey Winters & Michelle Twisselmann

Orange County Leadership Academy
Nominee for the 2012 David Kurtz Servant Leadership Award

- Human Resources Department
  Bart Bartlett

Probation Department
Outstanding Volunteer Award
Two Volunteer Probation Officers and seven Volunteers In Probation were honored during the department's annual volunteer recognition.

LOCAL RECOGNITION

Youth Explorer Program/Learning for Life
Young American Award

- Sheriff's Department, Explorer Post 449
  Jacob Wiggs, Explorer of the Year & Josh Wiggs, Leadership of the Year

OneOC's Spirit of Volunteerism Award
Seventeen individuals and two groups 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 Fire Watch & OC Zoo
- OC Community Resources, OC Public Libraries, READ/Orange County
- Sheriff's Department, Angels of Love
- Sheriff's Department, Explorer Post 449
- Social Services Agency, Orangewood Children & Family Center Volunteers

Orange County Register
OC Community Resources, OC Public Libraries, READ/Orange County volunteers and learners were featured in a May 16, 2012 article by Elysse James.

Tustin Community Foundation Award

- OC Community Resources, OC Public Libraries, READ/Orange County Richard Scott

Western State University College of Law
A campus newsletter featured law student Kathy Fazli for her work as a law clerk with the Public Defender's Office.

Conclusion

Results gathered through the Countywide survey provide a general picture of volunteer participation during FY 2011/12 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 2011/12, 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