Volunteer Utilization within Board Offices & Individual Agencies & Departments FY 2011/12

OC Board of Supervisors

6 interns contributed 888 hours valued at $19,349

Interns assist staff in the day-to-day operations within a District Office; answer inquiries by phone and through written communications; prepare letters, memos, certificates, resolutions, proclamations and reports; assist with research assignments and special projects; analyze policy issues; attend meetings and community events; and provide administrative support.

Office of the Auditor-Controller

22 volunteers and interns contributed 3,605 hours valued at $78,552

Interns performed compliance testing for Treasury investments; assisted with invoice auditing, price agreements and tax journal vouchers; processed medical billing claims and posted payments to Practice Expert; reconciled payment logs and audited Cal-Card statements; monitored parking revenues; reviewed cost studies and budget schedules; and assisted with the preparation and review of the County Wide Cost Allocation Plan (CWCAP). In addition, a recently retired County employee volunteered to cross train the new accounting office supervisor in accounts payable and job cost duties, and a graphic design intern prepared several illustrative layouts for the County's Comprehensive Annual Financial Report (CAFR) and OC Citizen's Report. Interns also reviewed, compiled and analyzed supporting documentation for the CAFR and OC Citizen's Report and worked with various departments and external/internal auditors to implement new Governmental Accounting Standard Board (GASB) pronouncements that affect CAFR. Interns researched and identified new non-resident County vendors to determine non-resident withholding status; prepared weekly workload measurement reports; invoiced JWA airlines/concessionaires; and investigated discrepancies in the Passenger Facility Quarterly Reports. Interns also utilized the Countywide Accounting Personnel System (CAPS) to reconcile encumbrance closures and research invoice payments.

Child Support Services

20 volunteers and interns contributed 2,976 hours valued at $65,680

Volunteers assigned to the Forms Workshop greet the public and assist customers with interpretation and completion of documents required to open cases, file legal motions and establish child support orders. Interns assist in developing research designs for new studies, performing data collection through surveys, and analyzing data using statistical software. They report findings to management and provide suggestions for program improvement based on the analysis of child support data.

Clerk of the Board of Supervisors
21 volunteers contributed 4,147 hours valued at $692,341

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

Office of the Clerk Recorder
2 interns contributed 792 hours valued at $17,257

Administrative interns assist staff in the day-to-day operations within the department; answer inquiries by phone and through written communications; prepare letters; assist with research assignments, special projects and public policy issues; and attend meetings and community events. Projects include interacting with other governmental agencies, organizations and businesses and collecting proposals and information from outside vendors.

County Counsel
36 interns and law clerks contributed 5,489 hours valued at $119,605

Interns and law clerks complete legal research assignments and discovery review, and they provide memorandum that are utilized in responding to and advising County agencies. In addition, they attend meetings with clients as well as board and commission hearings to further assist in providing legal advice through the researching of pertinent issues. In the Child Protection Appellate Unit, interns/law clerks write factual summaries and legal synopsis of issues on appeals. In the Child Protection Trials Unit, their duties include assisting attorneys with research and writing, observing dependency proceedings, participating/conducting hearings if certified, preparing discovery and crafting arguments. In the Lanterman-Petris-Short/Probate Unit, interns/law clerks assist in conducting investigative interviews, preparing and processing civil subpoenas and observing mental health and probate proceedings.

County Executive Office
6 interns contributed 640 hours valued at $13,945

- ***Budget and Finance***
  Interns provided administrative support; updated finance reports; created budget/finance binders; assisted with accounts payable and receivable activities; proofread statistical data; assisted with file organization; and provided staff support with fixed asset, petty cash and credit card activities.

- ***Information Technology***
  Interns updated Security Assessment Training modules, developed training quizzes and implemented them in Moodle system, and enhanced the division's website.

- ***Procurement Office***
  Policy interns research Environmentally Preferable Purchasing policy issues and assist with OC Green Fair planning tasks. Graphic art/design interns create OC Green Fair printed materials and graphics logos.

Dana Point Harbor

1 intern contributed 210 hours valued at $4,575

Intern provided administrative support and assisted with a special project by extensively researching the topic and creating a presentation for the department's director.

Office of the District Attorney

236 volunteers, interns, law clerks and professionals contributed 20,264 hours valued at $818,694

Trial Attorney Partnership (TAP) attorneys receive one week of intensive training on prosecutorial skills and then volunteer full time as temporary deputy district attorneys for eight weeks. The attorneys conduct misdemeanor and juvenile deputy duties, including case filing, pretrial conferences, motions, hearings and jury trials.

Law school students perform functions similar to an entry-level attorney, including research, brief writing and case presentation. They assist with organizing cases and in analyzing information contained in numerous documents involved in complex cases. They provide assistance with DNA-related issues and attend court proceedings. In addition, they write briefs and case chronologies, review police reports and prepare summaries.

Interns placed in legal units assist in the preparation of documents to be tendered to defense as Discovery, prepare trial binders, organize case files, conduct Internet and library research on non-legal issues, summarize transcripts, compare transcripts with audio media for accuracy and procure background information regarding defense experts.

Interns placed in Government & Community Relations provide staff support in researching community events, maintaining contact files, formatting/filing documents, updating the division's website and developing/coordinating community outreach that focuses on education.

Externs focus on job-shadowing experiences that provide them with a greater understanding of the department's role in vigorously enforcing civil and criminal laws.

Community outreach volunteers assist with special event set up and help disseminate information about the department and the criminal justice system to Orange County residents.

Health Care Agency

927 volunteers, interns and professionals contributed 121,301 hours valued at $2,643,148

- ***Orange County Medical Reserve Corps (OCMRC)***

  The OCMRC recruits medical and non-medical volunteers to assist the Health Care Agency (HCA) during a bioterrorism event or any major disaster. The volunteers are trained to work alongside HCA staff. The OCMRC medical volunteers consist of registered nurses, physicians, dentists, emergency medical technicians, nurse practitioners, and physician assistants who, when activated, will be assigned duties aligned with their specialties. Non-medical volunteers provide staff support with administrative duties such as scheduling and computer/systems related functions. Volunteer social workers and religious clergy partner to provide counseling services. In addition, OCMRC volunteers provide assistance at various public health immunization clinics and during the annual Point of Dispensing event.

- ***Volunteer Services***

  Consumer Support
  Interns provide follow-up services to mental health clients; link consumers to services in the community; conduct outreach to family members; perform evaluations to determine consumers' strengths, needs, and level of functioning in the community; and assist with health fairs.

  Environmental Health
  Interns collect food samples in the field for testing, conduct pH and water activity testing on food products, receive public complaints over the phone and input complaint information into the database, collect and enter specific data regarding the Rapid Advisory Notification System, conduct surveys on wade pools in the field, assist restaurant inspectors in the field and provide translation when applicable.

  General Volunteers
  General volunteers provide supportive functions for projects, read stories to children, comfort children waiting for physical therapy, perform research and analysis, conduct focus groups for HIV/AIDS clients and develop client satisfaction surveys.

  Graduate-Level Social Work Interns (MSW)
  Under supervision, MSW interns work directly or indirectly with clients; conduct research; participate in community organization, education and/or program development; and handle administrative assignments. They typically manage a small caseload of fewer than eight clients, and they are trained to perform clinical assessments, design treatment plans, provide individual counseling sessions, co-

facilitate group therapy sessions and participate in weekly case conferences on the clients' behalf.

Health Disaster Management

Interns participate in data acquisition and database development, assist with evaluation of data and presentation of research at local and national conferences, evaluate and assist in the refinement of program specific trainings, and assist in the development of plans to enhance the program's ability to respond to a public health emergency.

Health Education

Health education volunteers and interns assist with community outreach and materials preparation, collect data from community-based programs, staff coalition meetings and exhibits for community events and inform the public of new state laws.

Information Technology

Service desk analyst interns implement customer service skills to handle diverse situations and respond appropriately, collect correct data to enter into the call tracking system and resolve a high number of calls on initial contact. The information systems interns assist technicians in rolling out new personal computers (PCs), software installation and PC/software relocations.

Nursing Students

Interns assist with developmental screening of children for physical exams, perform sick calls and new intake admission assessments under supervision, conduct flu and cholesterol clinics and observe staff during home visits and in various departments. Some nursing interns provide physical assessments, educate patients, take vital signs and provide medications as directed by a physician.

Physical & Occupational Therapy

Interns provide assessment and treatment, assist with home and school programs and collaborate with family members/caregivers and school staff.

Psychology Interns

Under the direct supervision of a licensed psychologist, interns perform mental health screenings and assessments, psychological testing and crisis calls. They create treatment plans; perform implementation of interventions; undertake case management, chart reviews and self audits; consult with caretakers; collaborate with other clinicians; and participate in workshops and trainings.

Residents (Physicians)

Medical residents review and assess patient medical histories, examine patients, formulate plans for management, observe and perform procedures and attend rotations with the Child Abuse Services Team.

Psychiatry residents provide services for adults with Serious and Persistent Mental Illnesses.

Child psychiatry fellows provide services to minors in Probation programs, including the Mentally Ill Offender Crime Reduction program and the Youth and Family Resource program.

Human Resources Department

6 interns and 1 professional-level volunteer contributed 1,143 hours valued at $24,905

Interns assisted with numerous projects, including the following:

- Assisted Human Resources professionals in the development of a Pass Point & Score Group Setting Guide by recommending methodologies and development of a statistical evaluation tool for setting pass points and establishing score groups.
- Coordinated a comprehensive analysis of the County's newly initiated New Hire and Exit Surveys.
- Assisted the Recruiter Training Manual Team in developing the manual's Competitive Assessment section.
- Compiled sensitive/confidential data related to a performance management program.

A professional-level volunteer provided consultations and conducted investigations regarding Equal Employment Opportunity issues.

John Wayne Airport

103 volunteers and interns contributed 18,160 hours valued at $440,472

- ***Ambassador Program***
  Volunteers greet the public, answer questions, provide information and assist staff by quickly reporting incidents that may impact safety or security.

- ***Tour Program***
  Volunteers provide tours of the airport's terminal to elementary, high school and college students, senior groups, scout groups, at-risk students, and educators. Tours are also offered to Braille Institute students learning how to travel independently and to puppies training as service dogs. The tours offer age-appropriate information that includes an overview of Orange County's aviation history.

- ***Facilities***
  Intern assisted airport architect by following review processes that are now being used for various projects in the Capital Improvement Program, participating in discussions related to the review processes, and providing support with presentation graphics for meetings and agendas.

- ***Operations***
  Interns serve alongside an operations officer performing inspections and airfield patrol activities. They assist with weekly training activities and, while accompanied by staff or under direct supervision, respond to calls for service and provide assistance. They complete administrative assignments as needed.

- ***Public Affairs***
  Intern provided staff support with several community, public and media relations projects that focused on major construction of multiple airport facilities, including Terminal C and the launching of service to Canada and Mexico. Projects required drafting public relations materials such as news releases, media alerts and fact sheets; writing newsletter articles and items for the employee Intranet; reviewing and maintaining news clips/articles; developing and maintaining mailing lists; and coordinating and organizing photos for airport collateral projects/external requests.

OC Community Resources

32,577 volunteers, interns, reserves and professionals contributed 417,146 hours valued at $8,723,640

- ***Administrative Services/Occupational Health & Disaster***
  Interns provided administrative support by creating PowerPoint safety training presentations, preparing safety training agendas/sign-in sheets and documents for review, answering phones, and forwarding internal emails. In addition, they created safety training binders for recordkeeping documentation and recorded employee safety training information.

- ***Administrative Services/Organization Development***
  Interns provide administrative support to training managers by responding to employee inquiries, preparing documents for review, and creating PowerPoint presentations. Projects that interns assisted with include the Training and Development Competencies Needs Assessment, New Employee Orientation Program Development, Employee Handbook and department brochure.

- ***Commission to End Homelessness***

  Volunteers serving on the Commission to End Homelessness provide oversight and accountability for the implementation of the goals and strategies as defined in the County's Ten-Year Plan to End Homelessness.

- ***Community Investment Division***
  Volunteers serving on the OC Workforce Investment Board design and implement programs and services for businesses, community members and dislocated workers in accordance with its five-year Strategic Local Plan. The Strategic Plan

describes the Board's commitment to establishing a comprehensive workforce development system for Orange County.

- ***OC Animal Care***
  In-shelter volunteers assist at the center by exercising and socializing dogs, cats and rabbits; grooming dogs; answering questions from the public; cleaning, feeding and socializing animals in the nursery; and helping with clerical/administrative duties. Volunteers train and mentor new volunteers and help with off-site activities such as mobile adoptions, educational presentations and special events.

  Foster caretaker volunteers provide round-the-clock care for underage, under-socialized or injured animals in their homes. They feed, house, medicate and transport animals to and from the shelter until the animal is old enough or well enough to be placed for adoption.

- ***OC Animal Care – Explorer Post 538***
  Explorers between the ages of 14½ - 21 years of ages clean animal cages, assist with adoptions and help exercise and socialize animals. In addition, Explorers attend bi-monthly meetings that focus on animal care and participate in the ride-along program to gain knowledge and experience in the field.

- ***OC Parks – Adopt-A-Park Program***
  Volunteers maintain trails, participate in canyon and coastal area clean ups, plant native trees, remove non-native plants and install split-level fences. They assist park rangers on park patrol; staff interpretive nature centers, historical homes and museums; monitor equestrian trails; catalog artifacts; perform administrative tasks, fundraising activities and research assignments; conduct nature tours; provide visitor education; serve as docents at the Orange County Zoo; help with wetlands preservation; and participate in construction and maintenance projects. OC Fire Watch volunteers report smoke, fire and/or suspicious behavior during Red Flag alerts or high wind conditions.

- ***OC Parks – Design Division***
  Landscape architect and civil engineer interns assist staff with capital improvement and rehabilitation projects that include the following assignments: prepare e-files, computer aided design (AutoCAD) drawings, reports and project correspondence; produce project specifications and cost estimates; prepare reports, exhibits and maps for presentation; conduct project research; and assist in day-to-day project-related assignments. Recent accomplishments include assisting staff with permits, learning about the Americans with Disability Act standards and working with staff on projects such as the Erosion Damage Review, Interior Space Plans, Parking Survey, Landscape Maintenance Manual, Tree Inventory and Design Logo.

- ***OC Parks – Park Ranger Reserves***
  Reserves may take part in a support function such as directing traffic at the park entrance or a busy intersection or conducting environmental awareness programs for school children. They assist with special studies and events related to natural and cultural resources, help maintain park trails and participate in park patrols. In addition, they provide construction and park maintenance assistance and support staff during emergency situations. Other duties may include outreach presentations to public and private entities, guided hikes and tide pool discovery tours.

- ***OC Parks – Program Management***
  Interns assist with production of reports, letters and memos; develop one or more major marketing-related projects; prepare electronic files, spreadsheets, reports and paper documents; assist staff with day-to-day office operations; represent OC Parks at community events; and help manage OC Parks' social media presence.

- ***OC Public Libraries***
  Volunteers are involved in shelving books and other library materials; repairing books; answering phones; contacting patrons regarding reserved materials; and assisting with children's activities such as the Summer Reading Program, the after-school homework centers and Read-To-Me storytimes. They help customers with the Internet; facilitate book club discussions; create murals, craft projects and displays; and process new library materials. The Library Headquarters warehouse volunteers sort books and perform clerical duties. Friends of the Library groups operate used bookstores to generate revenues, which are donated to the library or used to purchase library materials and resources. Interns provide reference assistance and help with special projects related to their career and academic goals.

- ***OC Public Libraries – READ/OC***
  Volunteers in READ/OC's core program provide adults with direct one-to-one or small group tutoring in reading, writing and English skills. Families For Literacy volunteer tutors work with adult learners who have children under the age of five and their entire family at monthly Family Reading Times and other special events. Working for Inmate Literacy Now volunteers provide basic literacy services to inmates in several Orange County jail facilities. Volunteers with the English Language Civics Education program assist English as a second-language speakers through one-to-one or small group tutoring to meet individual goals that will enhance literacy skills at home, at work and within the community. READ Jr. teen tutors encourage adult learners and their school-aged children to work together in developing and improving their reading skills. The Friends of READ/OC enhance the program through resource development, public awareness campaigns and recognition activities. In addition, volunteers fill several administrative positions related to office support, assessment and literacy center site supervision, and assist with community outreach and public awareness campaigns.

- ***Office on Aging***
  Health education interns assist with a variety of activities including the Down with Falls Coalition, community outreach, regional event coordination and community education material development/revision. They also conduct research related to call center clients' health questions and provide staff support with special projects.

  Information and assistance interns support staff in the office's state-of-the-art call center by performing follow-up phone calls to clients seeking services, identifying new client requests, gathering customer service data, updating/entering data into the program's database, evaluating statistics, and generating customer service reports.

- ***Veterans Service Office***
  Veterans Advisory Council members investigate the validity of issues of importance to veterans and their dependents and make recommendations to the OC Board of Supervisors. The council serves as a liaison and also provides assistance to various groups that deal with issues related to the status of Orange County veterans. In addition, volunteers working in partnership with the Veterans Service Office present educational programs for the public and at local schools and for children attending the Civic Center's Walk of Honor program.

OC Public Works

62 interns contributed 10,337 hours valued at $225,243

- ***Administrative Services, Human Resources***
  Intern conducted training sessions and reviewed training evaluation forms; researched, developed and implemented a resource library; researched and developed a mentoring guide and a leader guide for Countywide training sessions; and assisted with a classification work study project.

- ***Administrative Services, Information Technology (IT)***
  Interns performed hardware/software installation and troubleshooting, maintained desktop equipment and hardware/software inventory, and assisted with the IT Help Desk phone coverage.

- ***OC Engineering/OC Flood***
  Interns developed a geographic information systems (GIS) database and atlases for stormdrain catchbasins; performed GIS analysis of drainage areas to support pollutant source investigations; built data in GIS for various reaches of flood facilities; inventoried the subregional flood control deficiency study; and collected, integrated, and evaluated operational and environmental data related to an urban runoff treatment facility. In addition, interns assisted with computer aided design (AutoCAD) drawings and manual drafting and partnered with staff to resolve engineering design and analysis problems.

- ***OC Engineering/OC Road***
  Interns working in an administrative capacity conducted Chrone File archiving, researched materials for As Built work and distributed door hangers in a local neighborhood announcing a community meeting to review a pending street pavement project. In addition, interns utilized computer aided design (AutoCAD) and drafting software to update plans and prepare design details for several projects; participated in project coordination meetings and field investigation; became familiar with reading design drawings, specifications and quantity estimates; conducted research for utility and survey maps; and prepared/updated Water Quality Management plans. Interns also conducted traffic safety investigations that included evaluating traffic and roadway conditions, analyzing traffic data, and providing traffic safety mitigation recommendations and implementation.

- ***OC Planning, Advance Planning and Sustainable Development***
  Intern conducted research, compiled data, maintained records, reviewed environmental documents, and prepared a professional-level report to support the implementation of sustainability guidelines for the County's General Plan.

- ***OC Planning, Community Development***
  Customer Care Special Projects interns analyzed current policies/procedures and prepared recommendations; created brochures/resource material to improve public information/customer service; assisted with research related to planning, building or grading for subject-matter expert staff; and assisted with community outreach events to increase public awareness of services.

  Neighborhood Preservation Interns assisted code enforcement staff with public information inquiries, conducted research of building permit and assessor records, assisted with field reconnaissance, and assisted with special projects such as community service events.

- ***OC Planning/OC Planned Communities***
  Interns provided staff support in planning-related research and routine preparation of planning studies, reports, and plan review. They assisted in researching, compiling and analyzing data required for planning studies; compiling cost-analysis data related to permit cost; and compiling/inputting information required to monitor the status of mitigation measures, conditions of approvals and development agreement milestones associated with the Tonner Hills Blackstone project. In addition, interns reviewed process workflow; created public information documents, including flowcharts and checklists used for public distribution; prepared presentations for OC Public Works and OC Planning directors' briefings; and assisted with the department's public counter and permit processing.

OC Watersheds
Interns assisted with an ongoing watershed report card project that produced data and graphics for a popular watershed-based report for public use; composed curricula for school children that focuses on stormwater and water pollution requirements and incorporates key elements of the California Education and Environment Initiative; conducted field monitoring and special studies of several watersheds and prepared reports to support water quality Best Management Practice Planning. They provided staff support with water quality sampling/monitoring and data analysis for the Big Canyon Wash Selenium Management Plan, Lower Peters Canyon Selenium Mass Balance Study and Newport Bay watershed study. In addition, interns entered historical hardcopy rainfall records from 20 rain gauges into an existing hydrologic information database; validated the accuracy of compiled data; created a geographic information systems (GIS) database for the entire network of active rain gauges maintained by OC Watersheds; and developed a model that can be implemented countywide for the bioavailability of dissolved copper using the Biotic Ligand Model.

OC Waste & Recycling
11 interns contributed 4,119 hours valued at $104,023

- ***Environmental Services***
  Interns reviewed and compiled data from the field and laboratory analysis to prepare regulatory reports, attended an Air Quality Management District workshop to generate annual emissions reports, and performed site visits to observe landfill gas collection and control systems.

- ***Government & Community Relations***
  Interns interviewed staff and wrote articles for the employee newsletter; edited newsletter articles and photographed special events; redesigned and updated the department's website; developed major marketing-related projects; prepared electronic files, reports, spreadsheets, and paper documents; represented the department during community events; assisted safety and training officer in building and refining new and existing programming; provided support with regulatory reporting and environmental services; and assisted staff with day-to-day office operations and with public communication and legislative efforts.

- ***Central Region Landfill***
  Engineering intern assisted with drainage and erosion control services; created maps and diagrams related to drainage, refuse and gas; and assisted with engineering calculations related to settlement, tonnage, volume and density.

- ***North Region Landfill***
  Engineering intern assisted with surveying, computer aided design (AutoCAD) drawings, document research, engineering calculations and provided administrative support.

- ***South Region Landfill***
  Engineering interns reviewed historical summary reports to gain background knowledge of department's landfills, attended regulatory meetings to evaluate and discuss ongoing landfill issues, performed groundwater monitoring/sampling and field surveying, reviewed regulatory reports, monitored work performed by on-site contractors and assisted site engineers/project managers with ongoing field and office projects.

Probation Department

500 volunteers, interns and professionals contributed 39,840 hours valued at $891,988

- ***Volunteers In Probation (VIP)***
  Typical duties for a VIP participant, including student interns, are as follows:
  - Serve as a case aide, to assist a deputy probation officer with a caseload of probationers by checking school attendance and assisting with administrative duties.
  - Serve as a "big brother" or "big sister" to a young probationer, by providing tutoring or teaching the young person a skill.
  - Provide translation for Spanish-speaking or Vietnamese-speaking probationers or family members.
  - Visit youths in juvenile institutions as a general visitor, to cut hair, coordinate recreational activities, facilitate arts-and-crafts projects or conduct programs.
  - Provide valuable resource information by serving as guest speakers for topics related to peer pressure, anger management, gangs and drug abuse and participating on panels including Alcoholics Anonymous, Narcotics Anonymous and Alanon.

- ***Volunteer Probation Officer (VPO)***
  Volunteer probation officers are professional-level volunteers who assist sworn personnel, facilitate programming and complete special projects. VPOs work with and under the supervision of deputy probation officers to perform the following duties: Investigation of adult and juvenile cases; field monitored caseloads; home, work and jail visits; telephonic compliance checks; victim contacts and collateral information; residence and employment verification; record check requests; bilingual services; and interaction with juveniles in drug treatment programs

- ***Volunteer Internship Academy (VIA)***
  VIA is a collaborative internship academy between the Orange County Probation Department and Santa Ana College that provides the opportunity for students, who are or may be interested in pursuing a career with the Orange County Probation Department, to obtain in-depth training, knowledge and experience from experts in the criminal justice/corrections field. The program includes 120

internship hours under the direct supervision of probation staff that exposes students to a variety of probation assignments.

Office of the Public Defender

167 interns and law clerks contributed 36,247 hours valued at $789,822

Student interns and law clerks are placed in the Public Defender, Alternate Defender and Associate Defender offices to assist attorneys in the areas listed below, depending upon the assignment and their knowledge and experience levels.

Student interns assist attorneys by conducting interviews and preparing statements of out-of-custody clients; utilizing bilingual skills for interpretation; providing administrative support; and researching/locating various programs such as drug/alcohol treatment centers, parenting classes and anger management classes.

Law clerks assist attorneys with legal research, preparation of motions, courtroom observation, document organization, preparation of courtroom visual aids and file organization.

Registrar of Voters

18 interns contributed 1,968 hours valued at $42,892

Community outreach interns proactively engage the public in conversations about voter registration, volunteering and elections during countywide events scheduled throughout the year. They assist the public in completing voter registration affidavits, recruit volunteers to serve as poll workers in upcoming elections and answer an array of election- and voter-related questions. In addition, interns plan, organize and coordinate outreach events and activities; guide voters through the office's Mobile Voting Unit; and participate in "street team" activities conducted at college campuses, concerts and sporting events.

Human resources interns assist with internal and external recruitments that may include gathering and reviewing applications for minimum qualifications, scheduling and preparing for interviews, and participating in interview panels. In addition, they support other aspects of the recruitment process by entering recruitment information in the division's database, tracking applicants, assisting with orientation and training of newly hired employees and providing administrative support.

Sheriff-Coroner

2,055 volunteers, interns, reserves and professionals contributed 153,595 hours valued at $5,740,913

- ***Correctional Programs***
  Volunteers provide inmate programs and/or services on a regularly scheduled basis in the following areas: religious worship services, Bible studies, pastoral counseling and self-help substance abuse recovery programs (Alcoholics

Anonymous and Narcotics Anonymous). Additional volunteer programs are listed below:

The "Mothers of Pre-Schoolers" program volunteers conduct classes for female inmates housed at the James A. Musick Facility. Classes focus on developing parenting skills and building confidence and self-esteem.

Through the "Renewed Living" program, volunteers offer a mentoring and a faith-based parenting class at the Intake Release Center for female inmates housed at the facility.

The "Working for Inmate Literacy Now" program identifies and assesses inmate literacy levels, and trained literacy volunteers are available to offer individual tutoring to male and female inmates who are unable to read or write.

- ***OC Crime Lab***
  Student interns typically provide staff support with one or more of the following assignments:
  - Identify and compare trace evidence such as hair, fibers, paint, glass, fire debris, explosives and gunshot residue.
  - Analyze breath and/or blood alcohol.
  - Detect, identify and quantify active component drugs in contraband and blood and tissue samples.
  - Screen for biological evidence and DNA typing.
  - Catalog ammunition and enter data related to firearm, bullet and casing characteristics.
  - Assist with new method and instrument validations.

- ***Drug Use Is Life Abuse***
  Volunteers assist with fundraising programs that support the educational activities of Drug Use Is Life Abuse and community-oriented events such as the Orange County Fair. Students involved in the high school organization, IMPACT, assist with the House Beautification Project and the Patience Project. In the House Beautification Project, students clean, paint, landscape and refurbish the home of a community member in need. In the Patience Project, student volunteers help coordinate a holiday party for children of mothers experiencing drug addiction. The party includes arts and crafts projects, a visit from Santa Claus, face painting, refreshments and event set up/clean up.

- ***Emergency Management***
  Interns provide technical and/or administrative assistance in emergency preparedness and planning projects. Projects may involve exercise design and development, geographic information systems (GIS) and technology management, and public information and outreach. Duties may also include assisting staff in the day-to-day operations within the Emergency Management

Bureau by preparing documents and reports, attending meetings or community events, and working on research assignments and special projects.

- ***Explorer Post 449***
  Volunteers between the ages of 14 ½ - 21 years of age assist Sheriff personnel with traffic and crowd control at Sheriff's Academy graduations, parades, carnivals, building dedications, safety fairs, grand openings, emergency roadblocks, DUI checkpoints, fun runs and weapon and evidence searches. The Explorer Post supports deputies during road closures caused by natural disasters such as mudslides, floods and forest fires. They complete search missions where either missing persons or evidence is sought and are involved in protecting crime scene perimeters. In addition, they assist with public education, child identification and crime awareness. During Bicycle Rodeo Events, Explorers demonstrate to children how to properly size and wear bicycle helmets. The Post's Color Guard presents the flag at civic and community events.

- ***Radio Amateur Civil Emergency Services (OCRACES)***
  OCRACES members provide communications support to government agencies. Operations typically involve messages between critical locations such as Emergency Operations Centers, hospitals, emergency services, emergency shelters and any other location where communications is needed. The primary mode of communication provided by OCRACES is voice over amateur radio frequencies, but also includes other modes such as amateur TV and WinLink (e-mail over amateur radio).

- ***Reserve Bureau***
  The Reserve Division is comprised of sworn Reserve Deputies, Professional Services Responders (PSR), Explorers and Sheriff Chaplains. Sworn Reserves assist the Sheriff's department with its general law enforcement needs. They also assist other law enforcement agencies at local, State and Federal levels with mutual aid in emergency situations and with specialty assignments. PSRs dedicate their professional skills, expertise and time at no cost to internal departmental needs. Sheriff Chaplains provide comfort, counseling and religious intervention to department personnel and citizens in times of crisis or family trauma.

Social Services Agency

1,133 volunteers, interns and professionals contributed 42,759 hours valued at $931,729

- ***Adult Protective Services***
  Under supervision, graduate-level social work interns worked directly or indirectly with clients, investigated elder and dependent adult abuse reports, participated in community partnerships, and handled administrative assignments. They typically managed a caseload of no more than four clients at a time and were trained to perform abuse assessments, provide community resources and

participate in weekly forensic consultations and monthly financial-abuse consultations.

- ***Child Abuse Services Team***
  Volunteer/intern advocates interact with and supervise children who come to the Child Abuse Services Team location for investigation of allegations of sexual abuse or because they have observed serious crimes such as homicide, domestic violence or kidnapping. Advocates play with the children or accompany them as they play games; engage the children in craft activities; and serve the children snacks and lunches before and after they undergo the forensic interview, medical exam and/or therapy. Volunteers/interns report pertinent information learned while spending time with the children directly to staff and also spend time with parents as they attempt to cope with an extremely stressful situation.

- ***Children and Family Services – Healthy Tomorrows***
  Interns completing a Master's degree in Counseling/Marriage and Family provide individual and group counseling, as well as education related to parenting, substance abuse, domestic violence and child abuse prevention at 13 elementary schools in the Santa Ana Unified School District. The schools have been identified as having high incidents of child abuse reports and in need of education and prevention services to prevent child abuse and enhance supportive family services.

- ***Children and Family Services – Parent Engagement Unit***
  Reunified parent volunteers serve in various capacities with the goal of representing the "parent voice" or the "parent personal perspective/story." Duties include attending monthly parent meetings and Family to Family Strategy meetings, participating on the Parent Leadership Task Force, and co-facilitating presentations to Social Services Agency staff, foster parents and CFS management.

  Community volunteers assist with special events such as the Family Celebration and provide translation services when needed.

- ***Children and Family Services – Master in Social Work Interns***
  Interns placed in Children and Family Services (CFS) are primarily graduate-level students who are working towards the attainment of their Master's degree in Social Work. Interns are assigned to one of 13 CFS programs to assist senior social workers in a variety of assignments, including investigation of child abuse, case management and documentation, preparation of court reports, coordination of resources, supervision of visitation, youth mentoring, caregiver support and crisis management. Each year a few interns participate in administrative and/or research projects.

- ***Family Self-Sufficiency – CalWORKS***
  Interns assisted clients by carrying out full-safety assessments and case plans and by serving as a link to community resources that help reduce the impact of domestic violence in the home.

- ***Human Resources***
  Interns provided administrative support such as scanning documents and data entry.

- ***Orangewood Children and Family Center***
  Volunteers work with children in individual cottages to provide a positive adult role model. They interact with the youth on a group and/or a one-to-one basis. Volunteer activities include games, arts and crafts, sports, picnics and special events such as carnivals and dances. Volunteers participate in the Creative Pride arts program, assist in the on-site library, provide staff support in the pre-school classroom, serve on the volunteer committee and help with off-site activities such as fieldtrips. In addition, volunteers supervise visits between family members and youth in foster care through the newly implemented visitation program.

- ***Strategic Planning & Public Relations***
  Volunteers with Operation Santa Claus (OSC) perform a variety of duties throughout the holiday season, and some volunteers continue with the program on a year-round basis. In the OSC warehouse, volunteers assist shoppers at the electronics and jewelry counters, restock shelves, sort toys into gender- and age-specific boxes, sort clothing by gender and size, unload truckloads of toys, assemble bicycles and other boxed toys and keep kids occupied with coloring books and stuffed animals while their parents shop for the perfect gift.