

COUNTY OF ORANGE

VOLUNTEER AND INTERN UTILIZATION REPORT

2020–2021



PRESENTED BY:

HUMAN RESOURCE SERVICES

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A Message from HRS



The impact the County's volunteer and intern programs experienced due to the ongoing public health crisis was monumental. Between County offices remaining closed to the public since the start of the pandemic in March of 2020, and employees telecommuting, many of the County's volunteer and intern programs were unable to restart or resume during the last 12 months. As a result, the number of volunteers and interns and their hours of service declined significantly compared to recent years.

However, in the last 12 months the County was able to continue working and focusing on providing the high level of service the public has come to expect from us. Last year HRS was able to update the 2007 Standards for Utilization of Volunteers document and created a Master Agreement template that the County can use to enter into internship placement agreements with colleges and universities.

In addition, Agencies and Departments continued to look at ways to provide volunteer opportunities to individuals. Whether it was through remote internship opportunities, using video conference software to perform work, or altering volunteer duties to adhere to the public health guidelines, the resiliency and outside the box thinking was on full display these last 12 months.

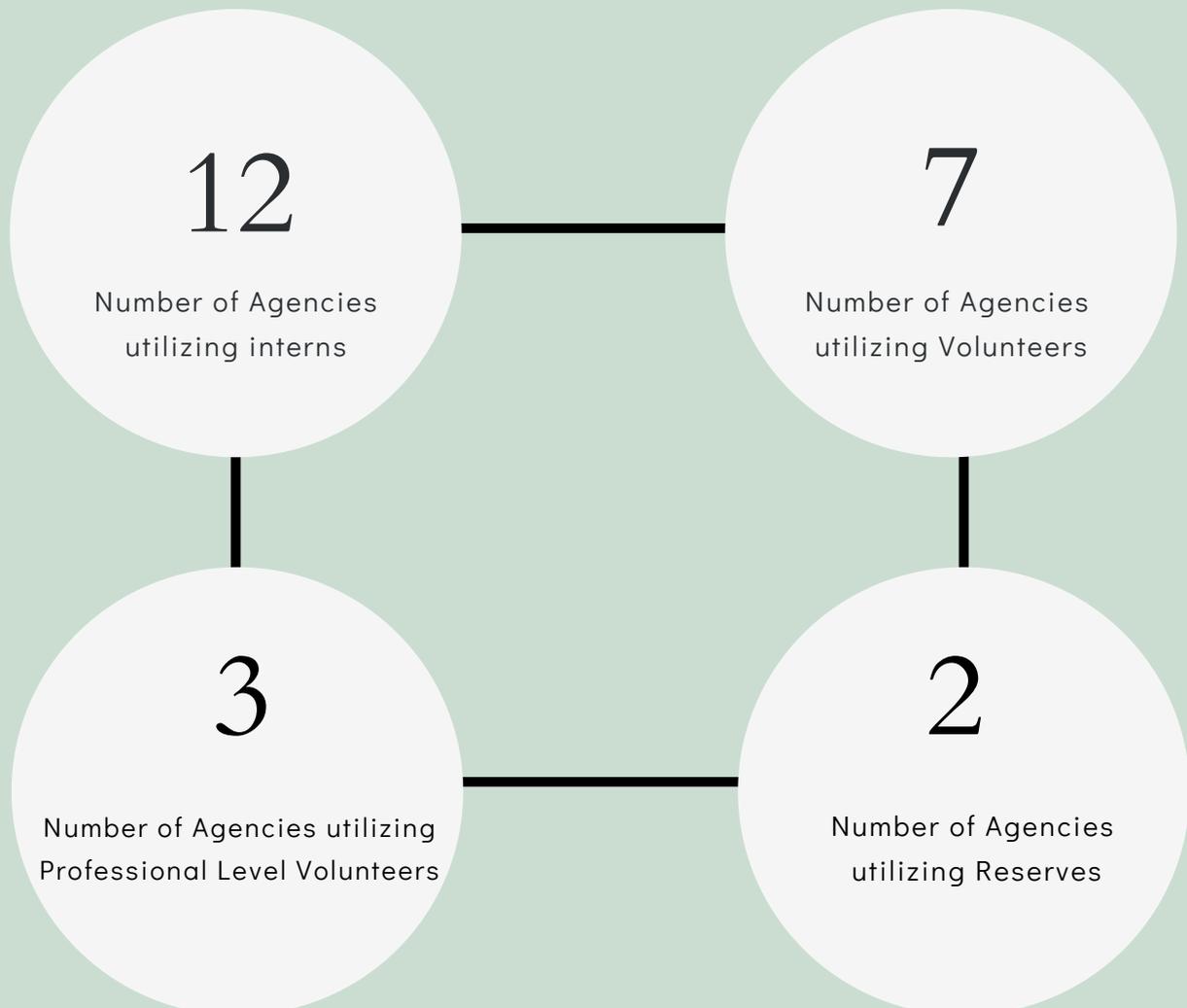
Lastly, despite the continued challenges the County faced, the quality of work our volunteers, paid and unpaid interns, and reserves performed did not diminish. The following report highlights just a few of the many achievements accomplished by our volunteers, interns, and reserves as well as summarize the total number of volunteers and their hours.

BY THE NUMBERS

The data and information provided in this report is comprised of over 30 surveys collected by HRS at the end of the fiscal year.

HRS would like to thank everyone within the County of Orange who manages, trains, supervises, and/or encourages the continued utilization of volunteers and interns within their department.

Your willingness and patience help volunteers and interns grow, and you are providing opportunities to the community and enhancing the reputation of the County's volunteer and intern programs.



ACHIEVEMENTS



HRS updated "The Standards" document and created a Master Internship Agreement template



OC Probation volunteers utilized webcams to provide services to youth since in person volunteer activities were not possible



OC Library volunteers were able to provide tutoring services through Zoom



Cybersecurity Interns in OCIT were able to use their internship experience to land cybersecurity jobs with various Fortune 500 companies



Public Defender Law Interns were able to participate in court proceedings through the use of Webex



OC Waste & Recycling Interns created a social media campaign to promote the departments "drive-thru" hazardous waste recycle program



OC Public Works Adopt-a-Channel volunteers removed 3,000 pounds of trash from the Santa Ana River bed before it could reach the ocean



Health Care Agency provided, where possible, alternative internship education with off site activities to ensure interns received academic credit

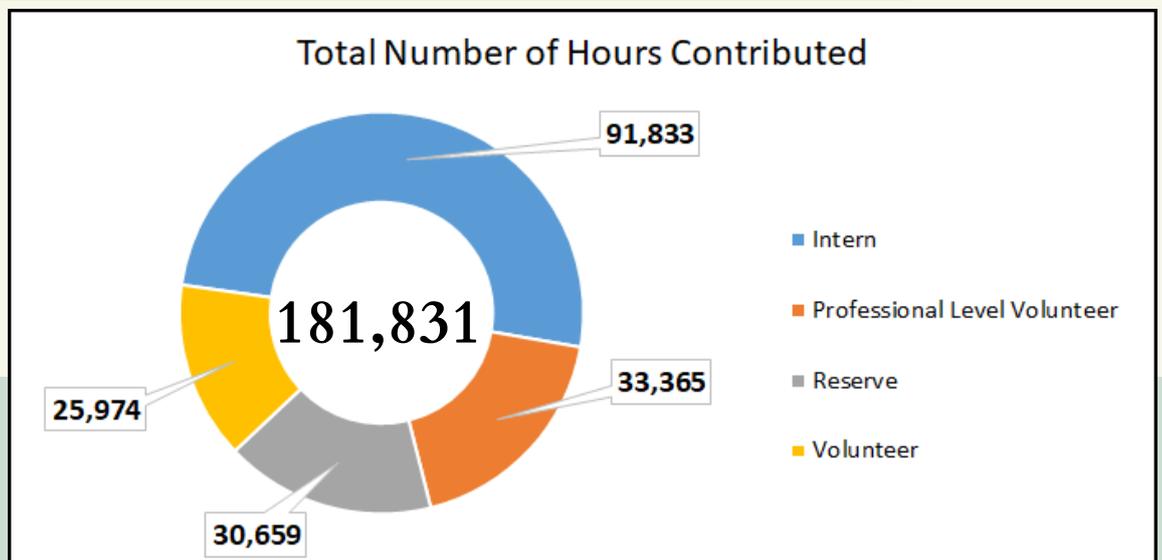
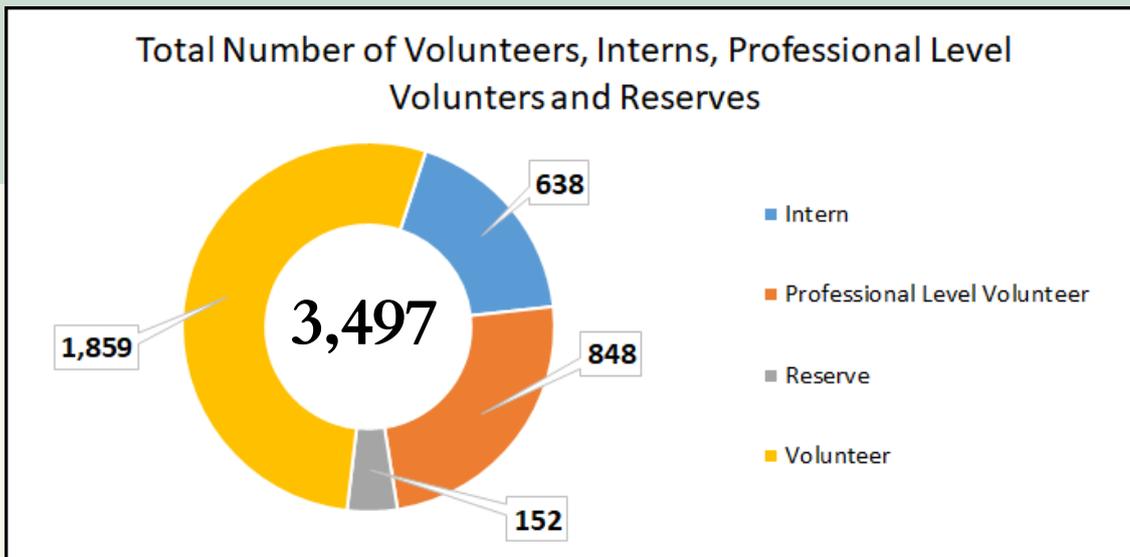


Forensic Science interns will present their research findings at professional conferences in 2021



Interns from County Counsel, the District Attorney's and Public Defender's Office were able to secure jobs at the County after completing their internship

COUNTYWIDE CONTRIBUTIONS



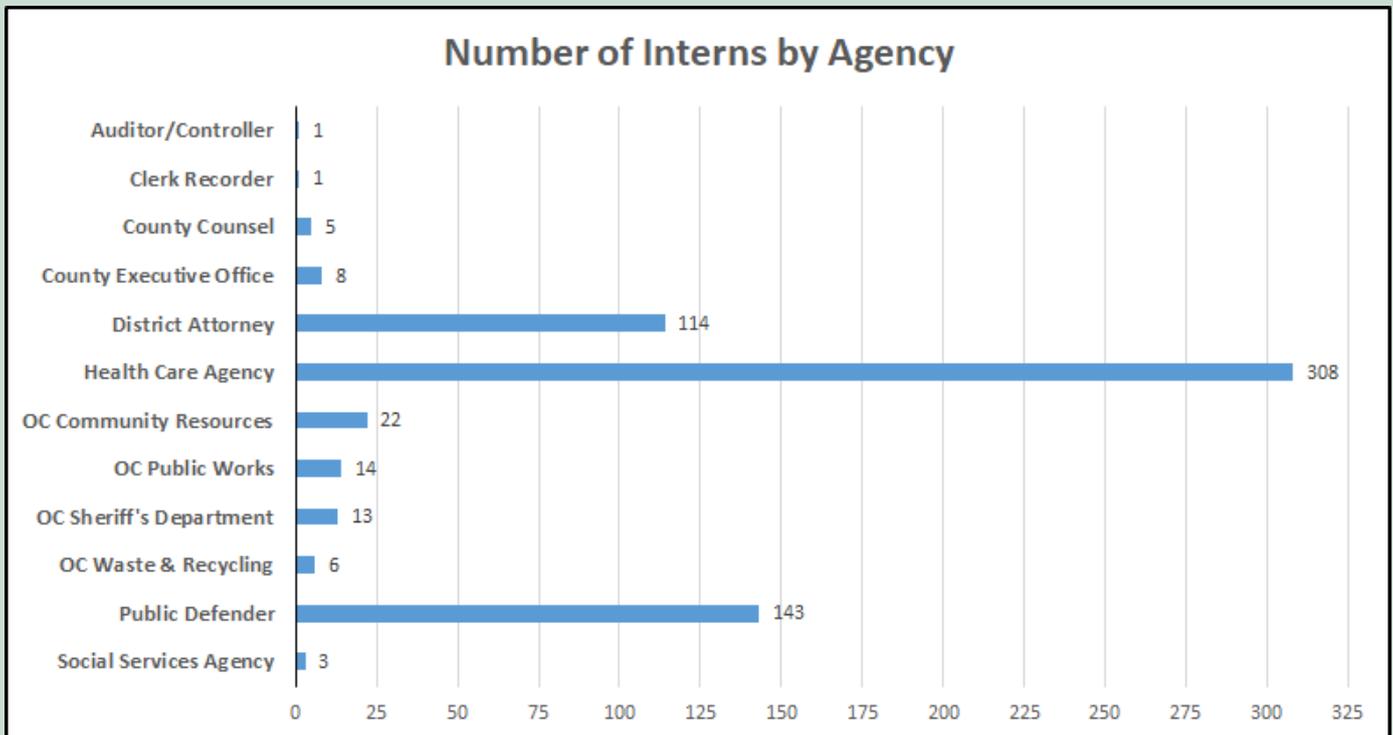
Fiscal Year 2020–2021 saw just under 3,500 individuals dedicate over 180,000 hours to the County of Orange. For comparison, in 2019–2020 there were over 13,000 individuals contributing over 414,000 hours.

Overall, every volunteer category declined from the previous year. In addition, hours contributed in every volunteer category declined as well. Compared to last year, the number of total individuals fell over 74 percent, and the number of hours contributed fell around 56 percent.

Statistical information that breaks down the above four categories, the estimated cost savings to the County, as well as information on the type of duties and assignments individuals perform at the County of Orange, is located on the following pages.



CONTRIBUTIONS OF INTERNS

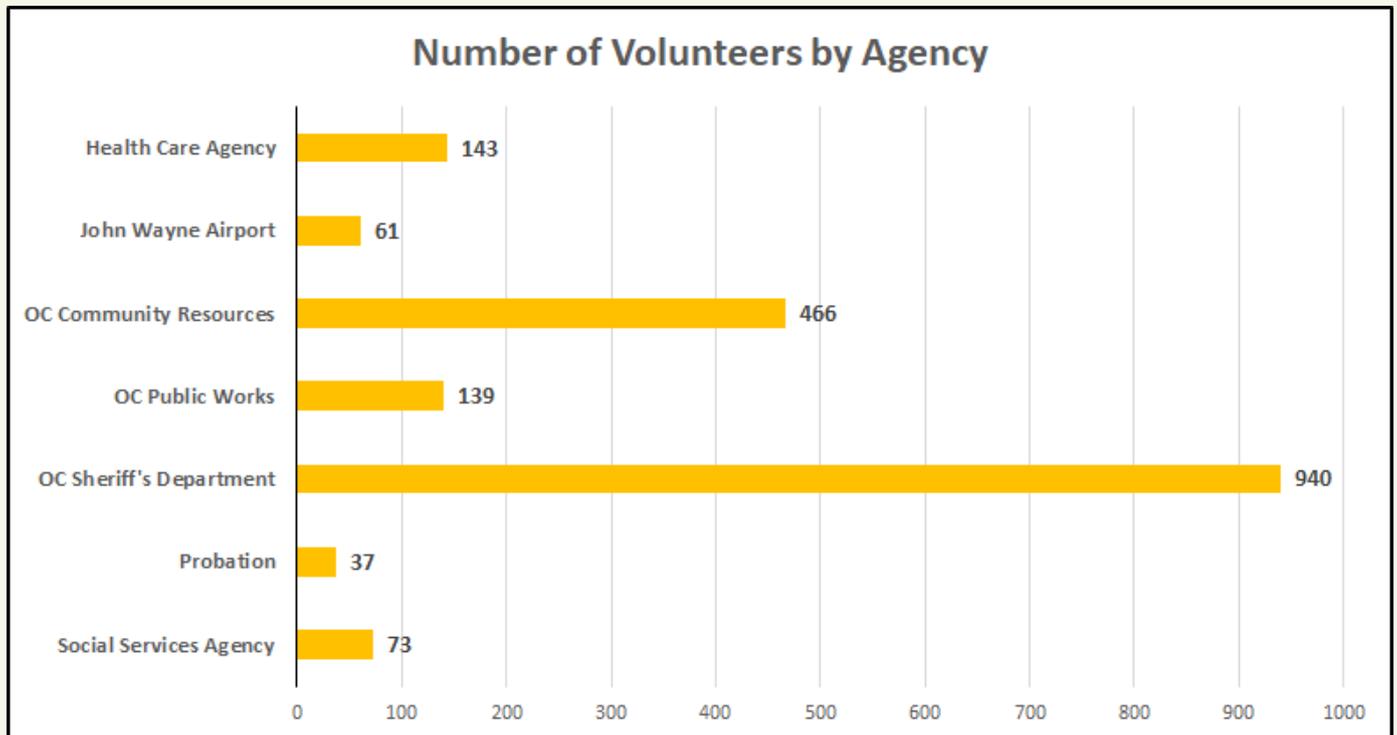


Interns provide staff support with special projects, long-term assignments and day-to-day activities. They enhance services for the public, participate in community outreach and education and work directly with at-risk populations. Interns bring a fresh perspective, new talent and increased diversity to the County of Orange workforce.

Internships with the County of Orange offer students and recent graduates an opportunity to collaborate with one of the premier employers in the region as they explore career options and apply their academic skills and knowledge to the workplace.



CONTRIBUTIONS OF VOLUNTEERS

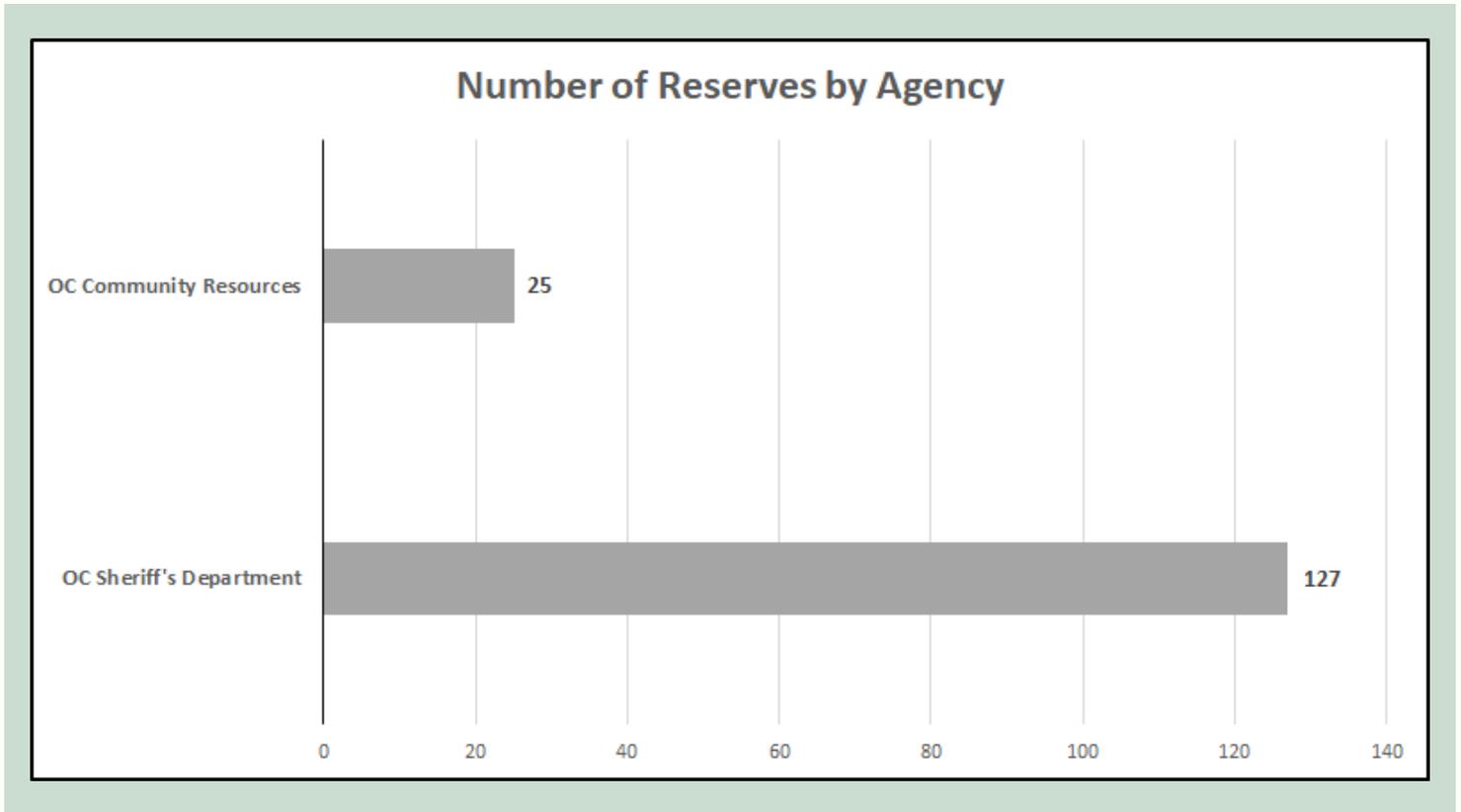


Volunteers working within County departments participate in a full range of activities and perform the following duties:

- Help maintain and preserve County parks, facilities and historical sites
- Groom, exercise and provide foster care for abandoned pets
- Provide administrative office support and customer service
- Counsel, mentor and advocate for at risk populations
- Lend artistic, musical and theatrical talents
- Serve as bilingual interpreters
- And more!



CONTRIBUTIONS OF RESERVES



OC Community Resources/OC Parks

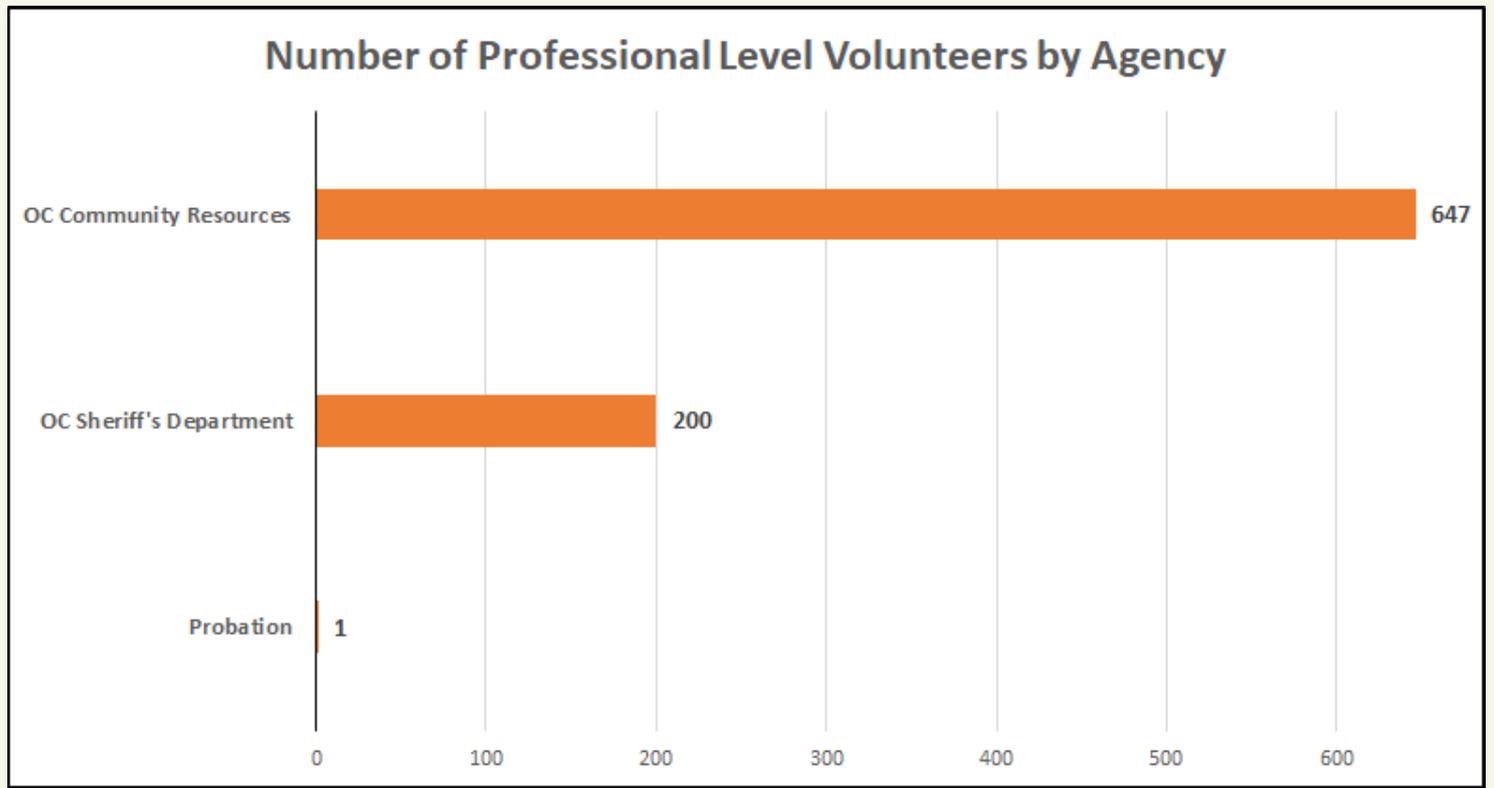
OC Park Ranger Reserves perform professional, recreational and technical duties in OC Parks facilities and at park-sponsored events. Duties may be associated with park operations, resource management, administration, interpretation, and/or visitor services.

The Orange County Sheriff's Department

The Orange County Sheriff's Department has different levels of Reserve service, each with different levels of authority and responsibility. Sheriff's Reserves are all sworn peace officers and must complete Peace Officer Standards and Training (P.O.S.T.) certification in accordance with California State legislation and Orange County Sheriff Department hiring policies.

CONTRIBUTIONS OF PROFESSIONAL LEVEL VOLUNTEERS

Professional Level Volunteers are individuals who volunteer their professional expertise to the County of Orange. These individuals perform duties at a higher caliber than the duties of a general volunteer and are a vital resource to the agencies who utilize these volunteers.



OC COMMUNITY RESOURCES/OC PARKS

OC Parks Professional Level Volunteers include volunteers working under the Fire Watch Program; providing habitat restoration; animal and zookeeper duties; and assisting with landscape maintenance.

THE ORANGE COUNTY SHERIFF'S DEPARTMENT

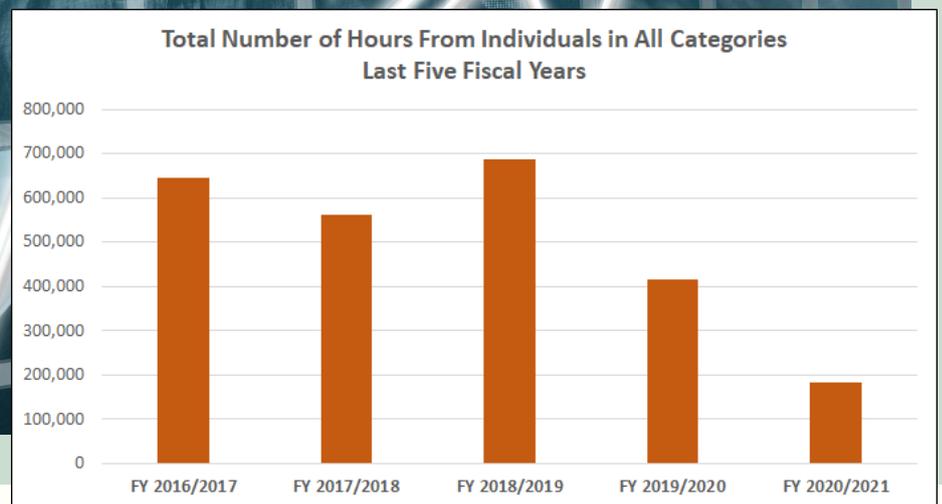
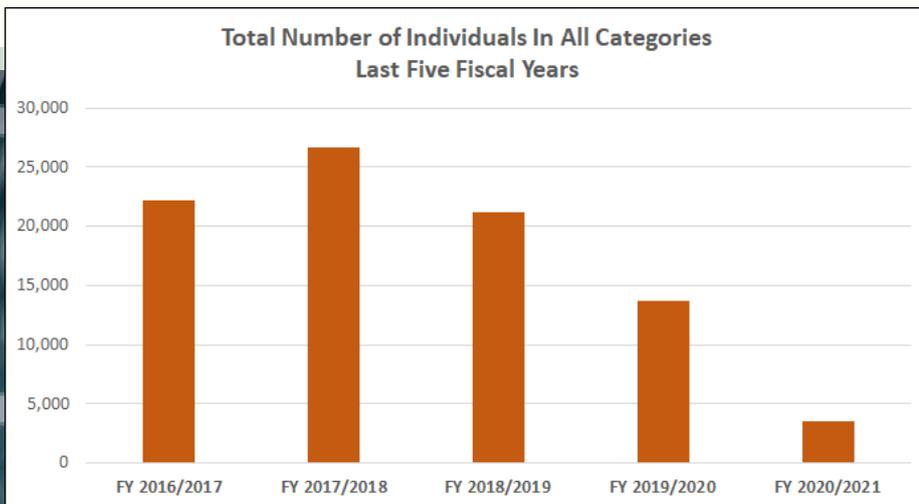
Under the Professional Service Responder (PSR) Program, volunteers provide administrative and leadership support in the areas of: emerging technologies, communications, industrial relations, graphic arts, healthcare, legal and accounting services, and emergency response resources.

ORANGE COUNTY PROBATION DEPARTMENT

Volunteer Probation Officers assist full time Deputy Probation Officers with their caseloads and work between the Courts and the Probation Officers' office.



HISTORICAL DATA



Putting the Data into Context

Fiscal Year 2020–2021 saw a significant decline in both the number of volunteers and the number of hours contributed. This is directly due to the continued public health crisis that resulted in many of our volunteer and intern programs continuing to be on hold for the entire fiscal year.

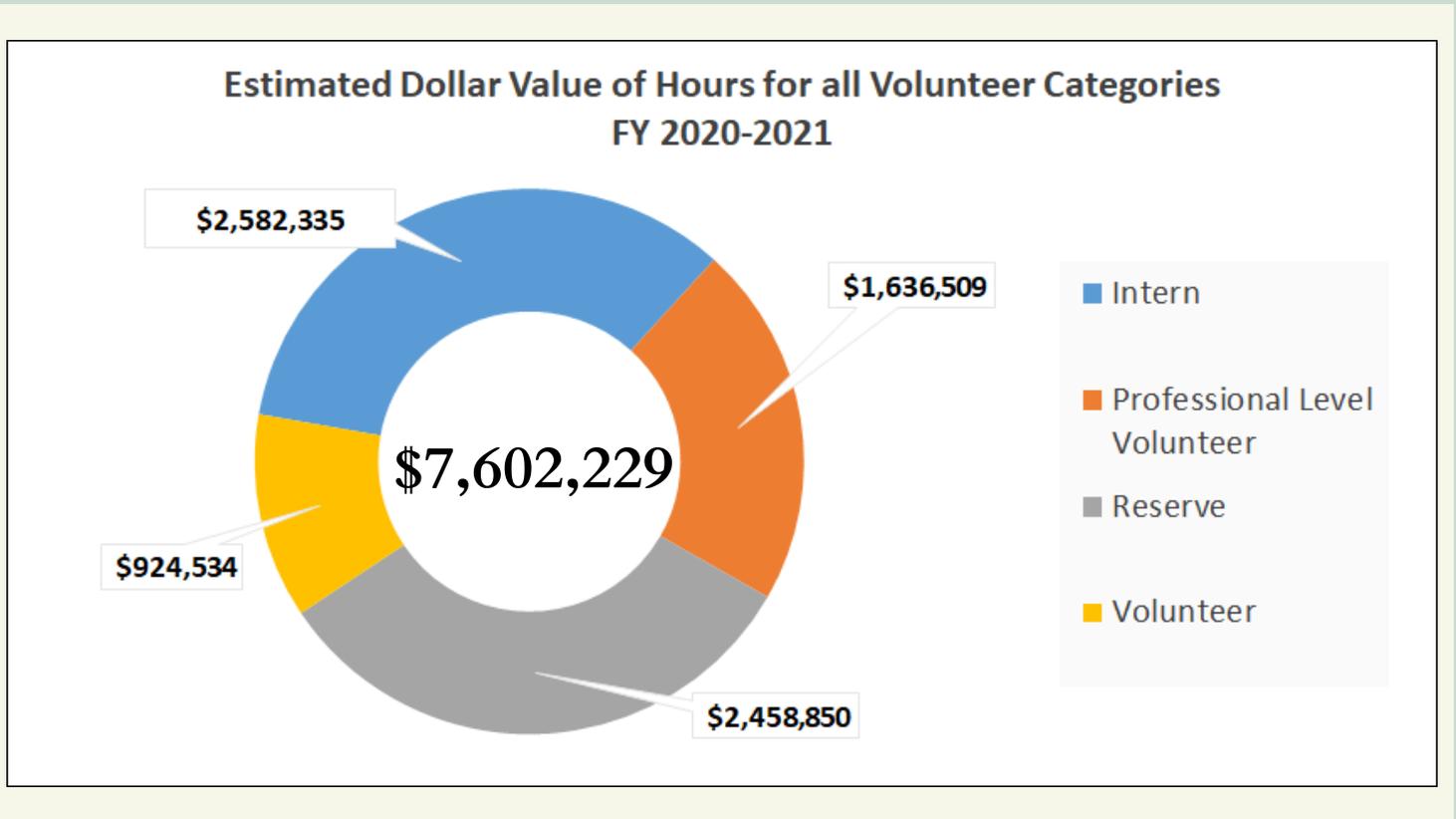
Many County departments had to put their programs on hold in March of 2020 and still have not resumed after 15 months. The results of not being able to bring in volunteers or interns is easily seen in the data as there is a steep drop off in both number of individuals and hours from Fiscal Year 2019–2020.

While the early effects of the state's stay-at-home orders resulted in a gradual decline from Fiscal Year 2018–2019 to 2019–2020, the continuation of the stay-at-home order and social distancing guidelines had a major effect on the County's volunteer and intern programs in Fiscal Year 2020–2021.

Unfortunately, the data is unable to illustrate the level of interest in volunteering with the County. Despite the large drop off in numbers, interest from the public looking to volunteer or intern with the County has not diminished. Looking ahead, the County is optimistic that volunteers and the number of hours they perform will increase as programs begin to accept volunteers again.



LASTING IMPACT



How the Dollar Amount is Calculated

For this report, agencies were provided with the option of calculating the compensation of volunteer, intern, and reserve hours using data from Independent Sector, using California's 2021 minimum wage, or using the hourly wage of a County employee that performs similar duties. As a result, the County did not adhere to one standard hourly wage for volunteers across the board.

These same guidelines were put in place with last year's report and allows a more accurate dollar amount as the value of volunteers more closely reflects the duties they perform.

The majority of departments used Independent Sector's hourly wage when calculating the compensation of their volunteers or interns. For more information on Independent Sector and how they calculate the hourly wage of a volunteer you can visit their website at <https://independentsector.org/value-of-volunteer-time-2021/>



AGENCY RECOGNITION

OC ANIMAL CARE VOLUNTEERS OF THE MONTH

Each month OC Animal Care recognizes one of their volunteers as the Volunteer of the Month. Volunteers who receive this award are highlighted on OC Animal Care's website that includes their picture. Pictured Right: Various Animal Care Volunteers participating in a pack walk.

Photo credit: @ocanimalcare Instagram



OC PARKS EXCELLENCE IN VOLUNTEERISM AWARD

OC Parks awarded 17 volunteers with the OC Parks Excellence in Volunteerism Award.

The OC Parks Excellence in Volunteerism Award is presented every fall to a select few volunteers who have demonstrated outstanding work in preserving the County's parks, beaches, and trails. Receiving this award is the highest honor for volunteers at OC Parks.

Photo Credit: @OCParks Instagram



ORANGE COUNTY SHERIFF'S DEPARTMENT

Each year the Orange County Sheriff's Department recognize volunteers for their outstanding commitment to the community and to the Sheriff's Department.

Below are the names and the award they received for 2020:

- Reserve Deputy of the Year: Reserve Deputy Robert Pope
- Explorer of the Year: Christopher Palacios
- Professional Service Responder of the Year: Julie London
- Chaplains of the Year: Mike Maiolo & Patrick Thayer

Pictured Right: A Reserve Deputy assigned to the Technical Rescue Squad Reserve Unit
Photo credit: OC Sheriff's Department.





In closing, we would like to thank every volunteer, intern, reserve, and professional level volunteer who has dedicated their time, energy, and skills in helping the County fulfill its mission and vision. The last year has been a challenge for our volunteer and intern programs, so we appreciate your enthusiasm, flexibility, and willingness to adapt during these last 12 months.

The achievements highlighted in this report are just a small fraction of the work County of Orange Volunteers do day in and day out. Please know your hard work, commitment, and ideas do not go unnoticed. The work our volunteers do today not only has an immediate impact to the County, but their work has a positive, long-term impact that will be felt throughout the community.



Contact the Author
Jeff Hentzen, Volunteer and Intern Program Manager
Phone: (714) 834-2892
Email: Jeffrey.Hentzen@ocgov.com