



COUNTY OF ORANGE

VOLUNTEER AND INTERN UTILIZATION REPORT

2021-2022



PRESENTED BY:

HUMAN RESOURCE SERVICES

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A Message from Human Resource Services



During the 2021 - 2022 fiscal year the County of Orange began to rebuild its robust volunteer programs. The public health crisis had greatly reduced the number of volunteers and their service hours. As the County resumed in person work, public agencies reopened their doors and were able to begin the process of rebuilding their volunteer programs and increasing service hours.

Human Resource Services continued to offer support for these agencies as they began onboarding new volunteers to their programs and offered new internships and opportunities.

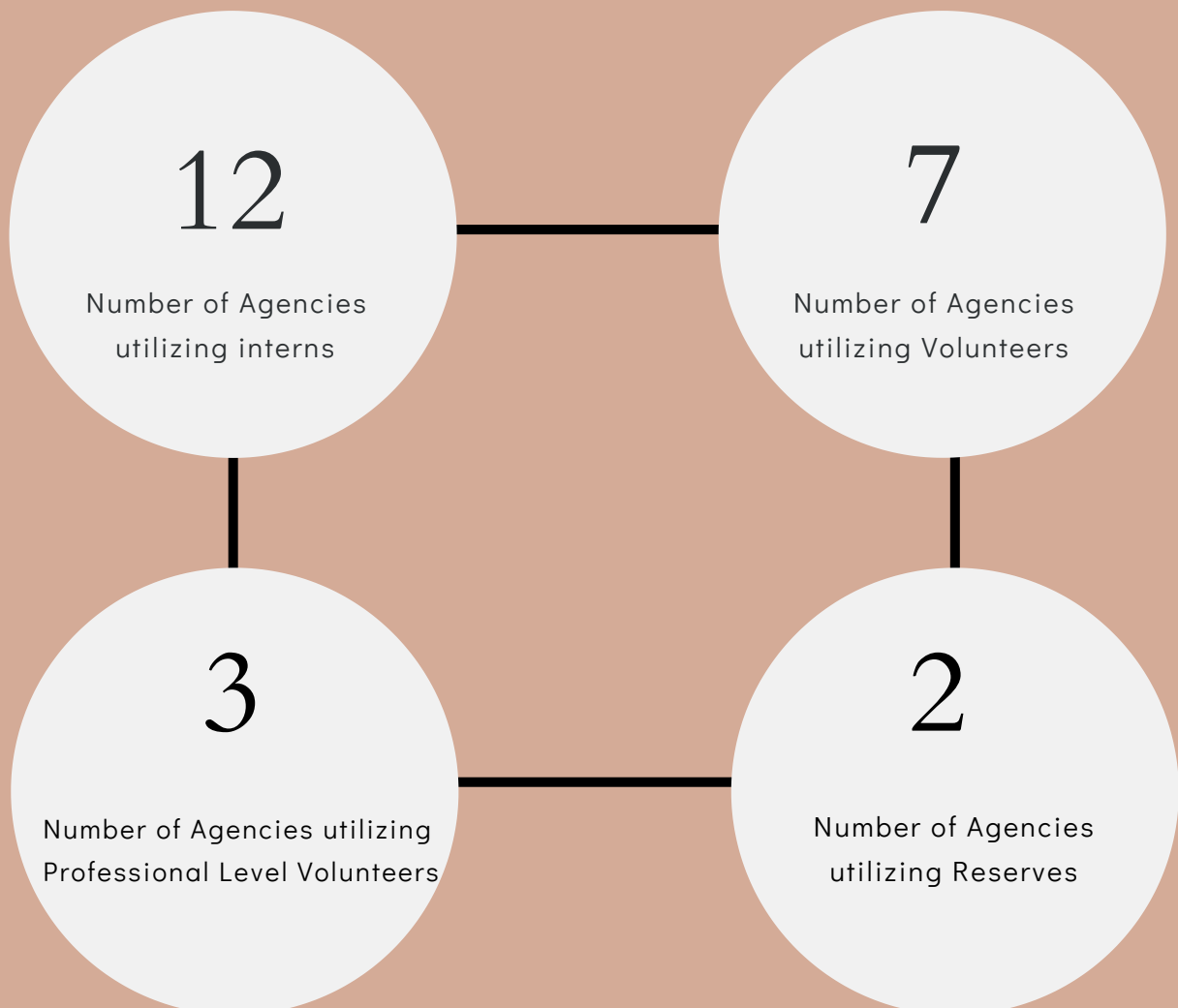
The County of Orange continues to offer a range of volunteer and intern opportunities for individuals to give back to the community while gaining valuable experience in the public sector.

The following report highlights some of the achievements, recognition, and opportunities that took place during the 2021-2022 fiscal year. The report also includes statistical information in regards to the different volunteer groups and their service hours from the 2021-2022 fiscal year.

BY THE NUMBERS

The volunteer and intern utilization report is a partnership between Human Resource Services and the county agencies that utilize volunteers and interns. Human Resource Services collects data from the agencies that utilize volunteers and interns at the end of every fiscal year.

This data is used to create this report and enables us to track the utilization of volunteers and interns each year. Looking at the numbers can help us see where volunteers and interns contribute the most and how important these programs are to the county as a whole.



ACHIEVEMENTS



HRS continued to advertise and maintain internship job postings and volunteer opportunities on the County website.



OC Probation had nine new volunteers in their Juvenile Correction Officer Core Class.



OC Library volunteers provided adult learners with services through Microsoft Teams and went above and beyond to continue to provide services.



An intern from the Sheriff Department was able to use her experience to obtain employment with the Las Vegas Police Department.



Clerk Recorder Interns play an important role in researching and fostering relationships with entities to which they provide services.



OC Animal Care worked to rebuild their volunteer team after they were unable to onboard new volunteers due to COVID.



OC Waste and Recycling interns have continued to grow and learn new skills and an intern was offered a position with a landfill siting and design company.



An intern from the District Attorney's Office was able to promote into a full time position and get accepted into a master's program using her intern experience.



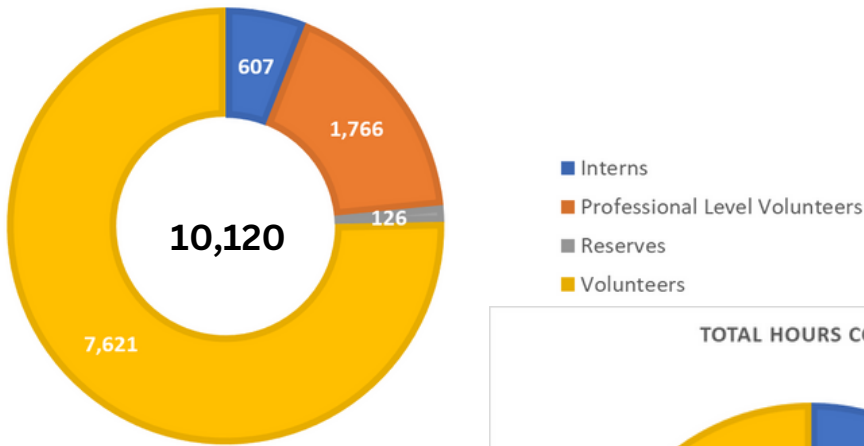
Forensic Science interns helped create and maintain libraries for trace evidence.



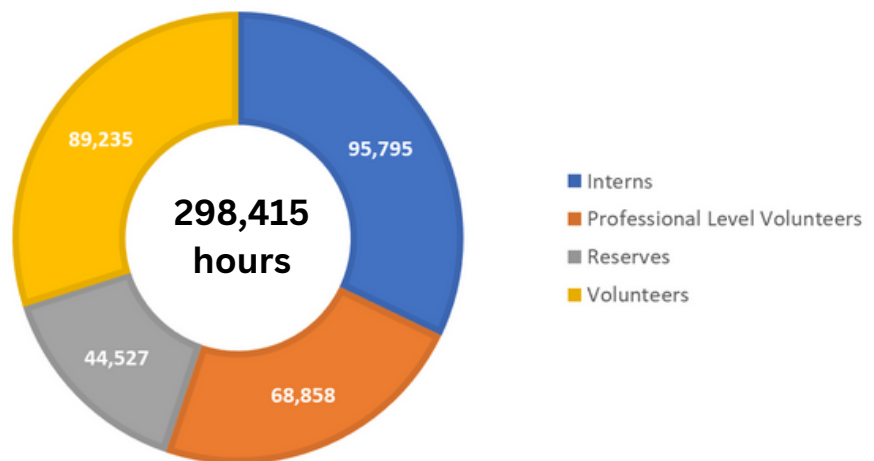
The Public Defender's Office had many interns successfully complete their field studies and receive credit at their university.

COUNTYWIDE CONTRIBUTIONS

TOTAL NUMBER OF VOLUNTEERS, INTERNS, PROFESSIONAL LEVEL VOLUNTEERS AND RESERVES FOR FISCAL YEAR 21-22



TOTAL HOURS CONTRIBUTED FOR FISCAL YEAR 21-22



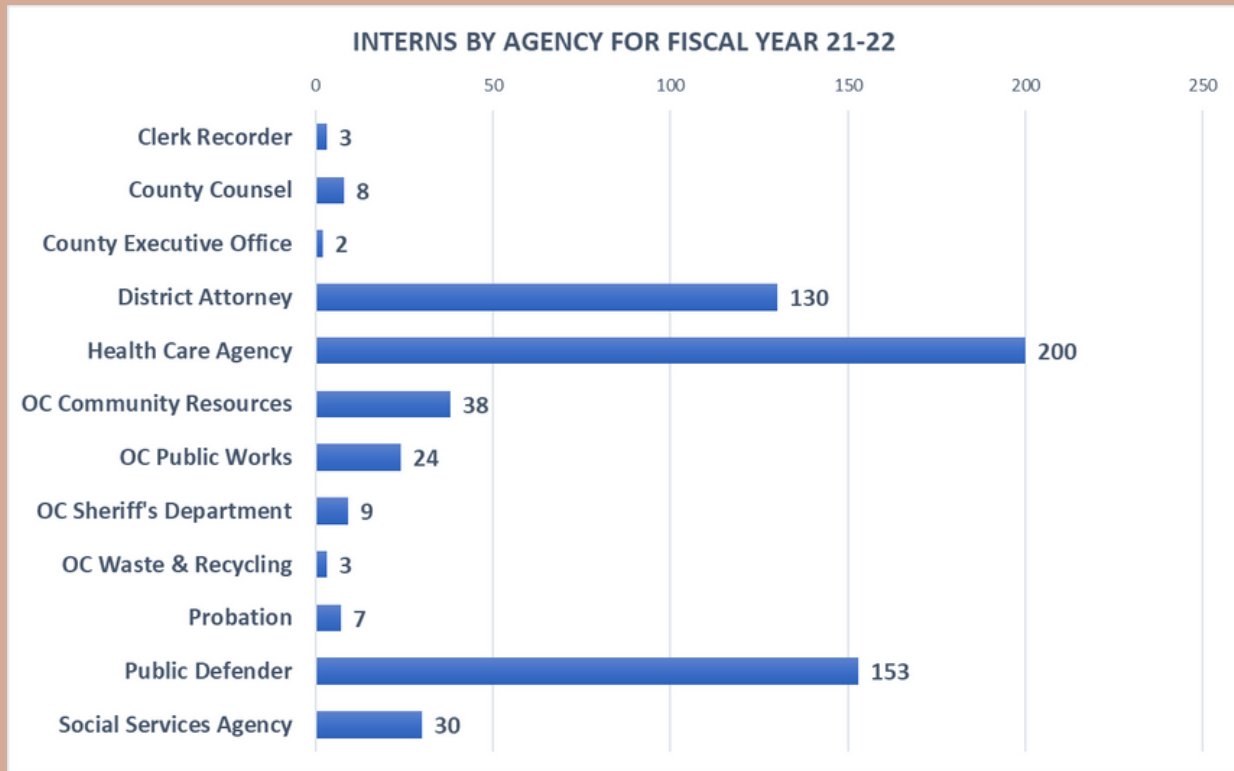
Fiscal Year 2021–2022 saw just over 10,000 individuals dedicate over 298,000 hours to the County of Orange. For comparison, in 2020–2021 there were less than 3,500 individuals contributing approximately 181,000 hours. We can see the stark difference in numbers as programs continue to rebuild after the public health crisis.

Overall, volunteer and professional level volunteer participants increased while intern and reserve participants decreased slightly. The hours contributed for every group rose during the 2021–2022 fiscal year.

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

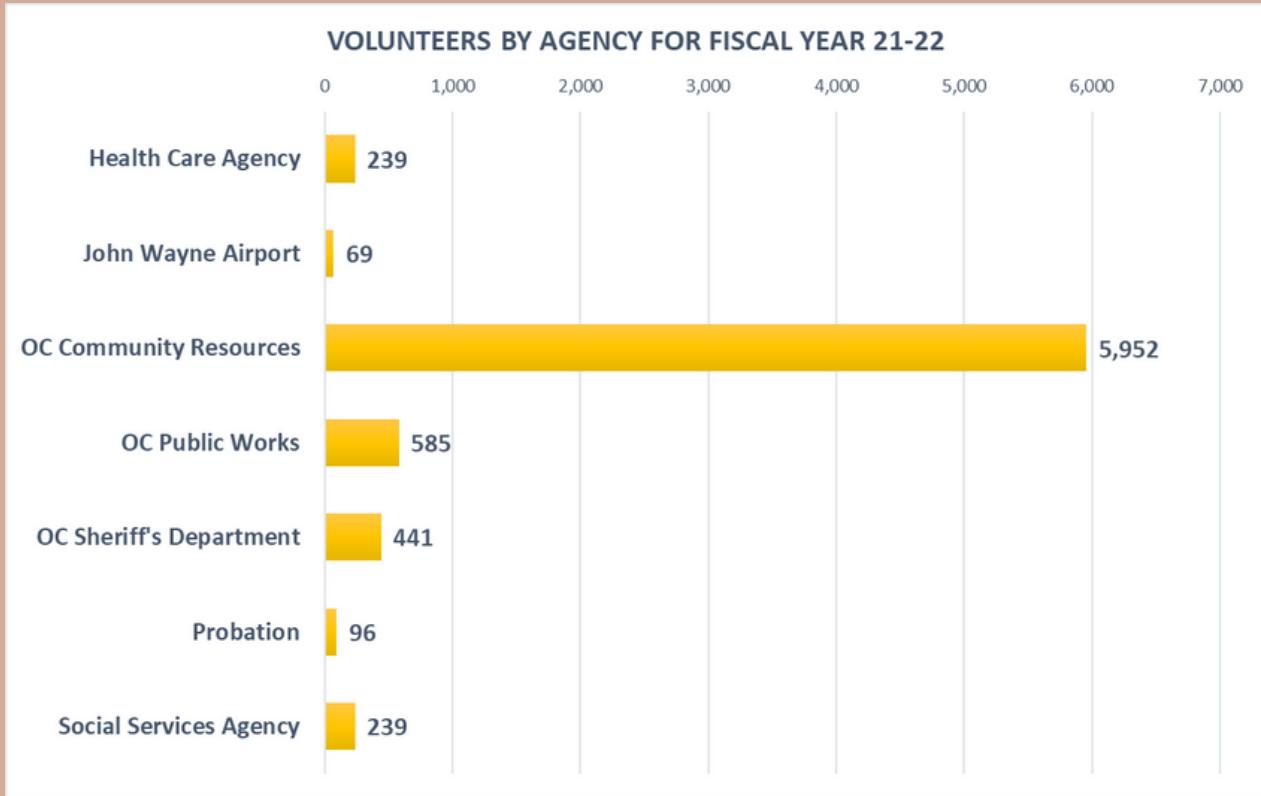


Interns provide staff support with special projects, long-term assignments and day-to-day activities. They enhance services for the public, participate in community outreach and education and work directly with at-risk populations. Interns bring a fresh perspective, new talent and increased diversity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

The County of Orange offers both paid and unpaid internships that enable students and recent graduates to gain valuable work experience and professional networking. Some of the paid internships offered in the 21/22 fiscal year included Construction Management Intern, Financial Data Analyst Intern and Human Resources Support Intern. A wide variety of unpaid internships were also available ranging from accounting to video editing.



CONTRIBUTIONS OF VOLUNTEERS



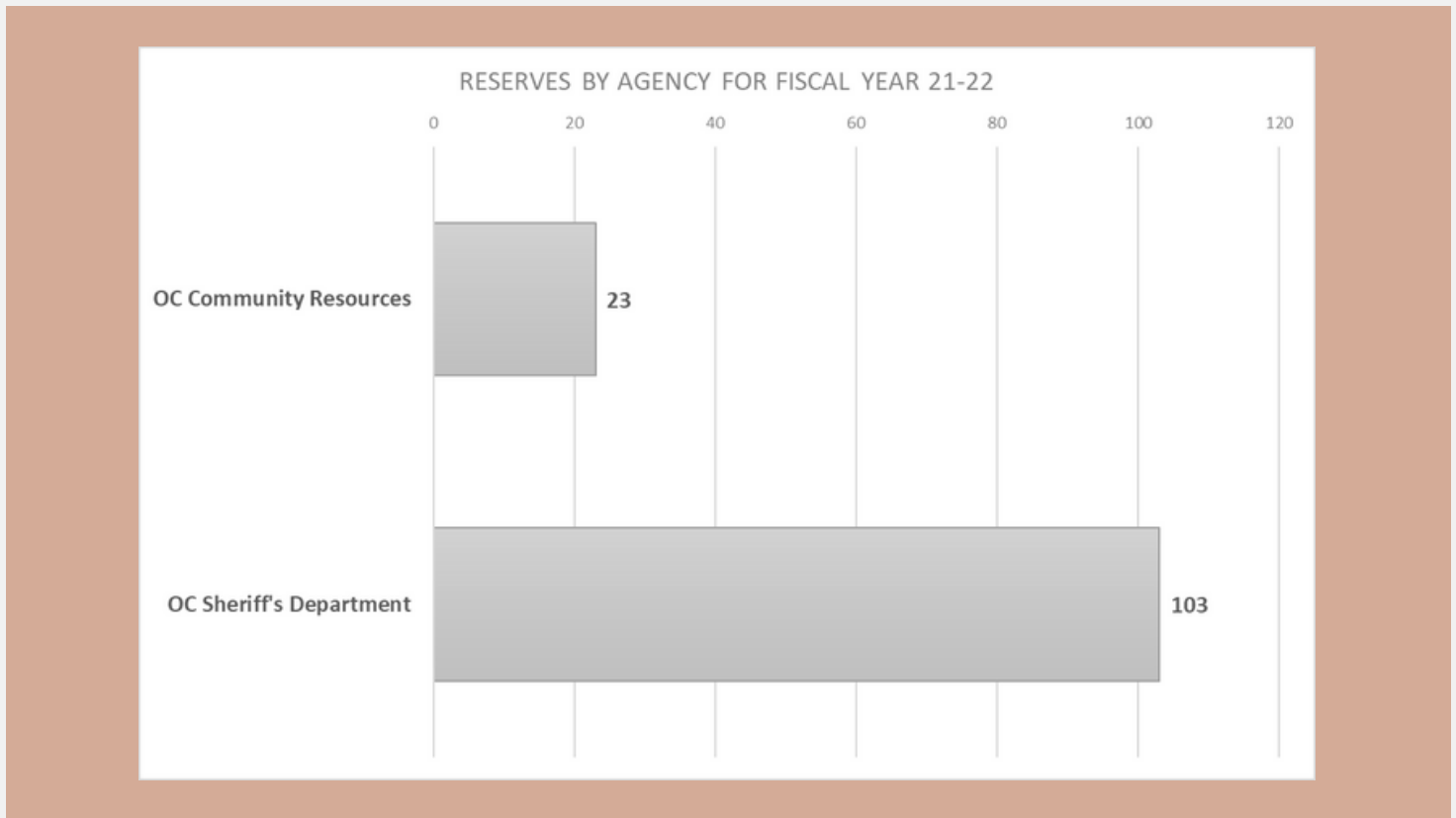
Volunteers working within County departments participate in a full range of activities. Volunteers can contribute on a short term or long term basis depending on their availability and perform the following duties:

- 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
- Participate in literacy programs
- And more!



County employees and volunteers work together on Operation Santa Claus
Photo credit: OC Social Services

CONTRIBUTIONS OF RESERVES



OC Community Resources/OC Parks

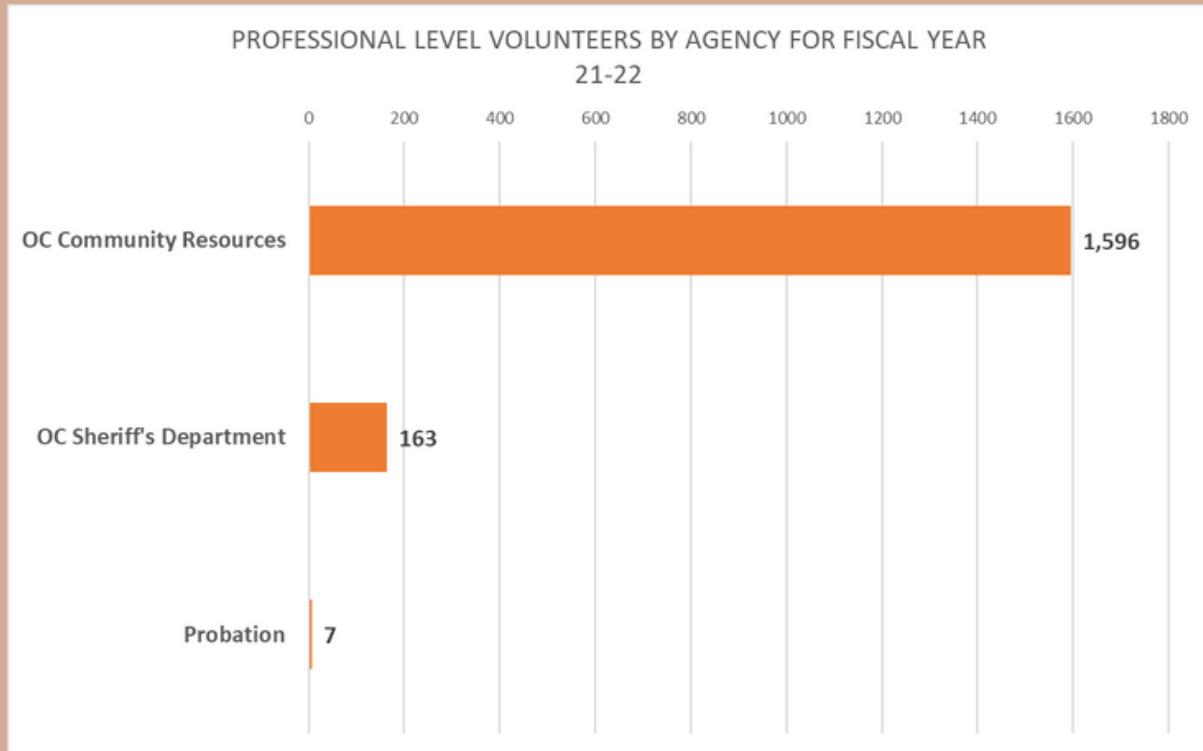
OC Park Ranger Reserves perform professional, recreational and technical duties in OC Parks facilities and at park-sponsored events. Duties may be associated with park operations, resource management, administration, interpretation, and/or visitor services.

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 State of California 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 handling 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.

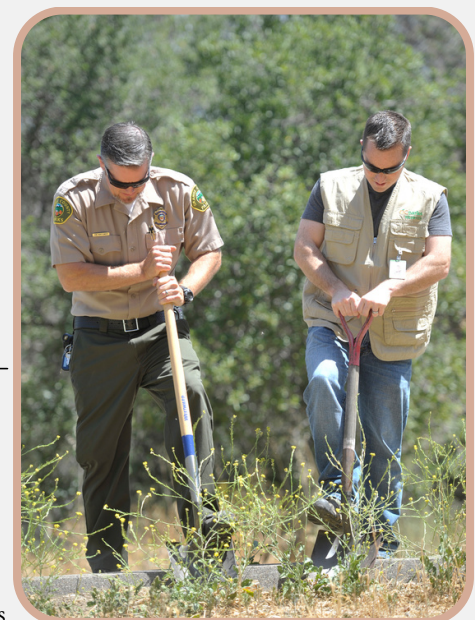
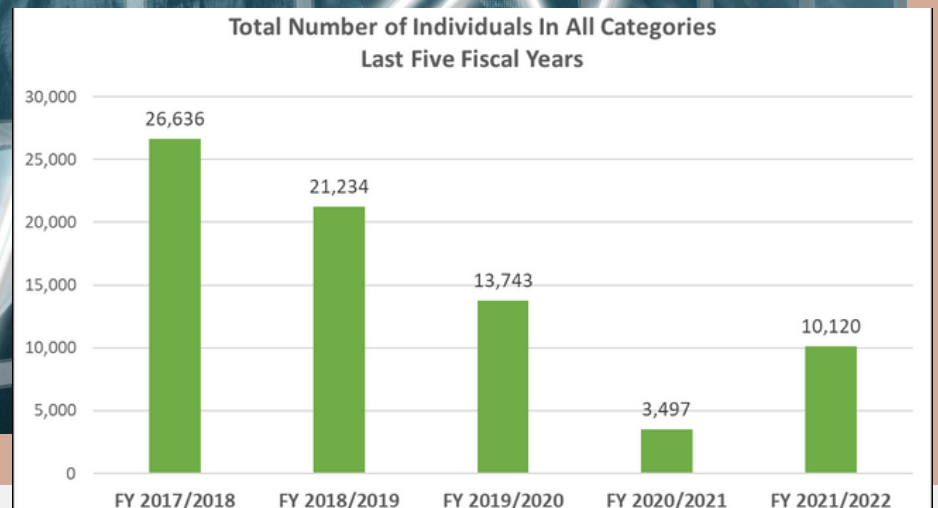
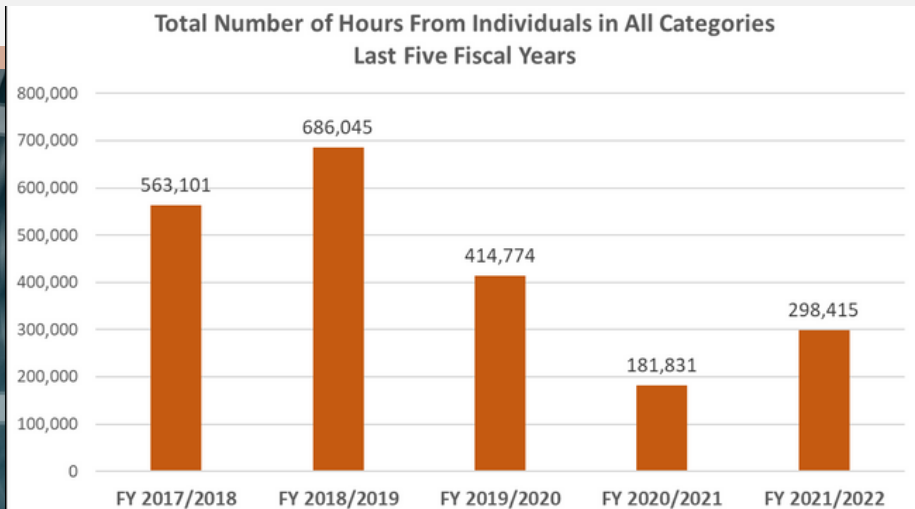


Photo credit: OC Parks

HISTORICAL DATA



Putting the Data into Context

Fiscal Year 2021–2022 saw a significant increase in both the number of volunteers and the number of hours contributed. This positive trend is due to a rebuilding of volunteer programs after the public health crisis. Agencies were able to start onboarding new volunteers and adding to their programs after a year of significant decline in the 2019–2020 fiscal year.

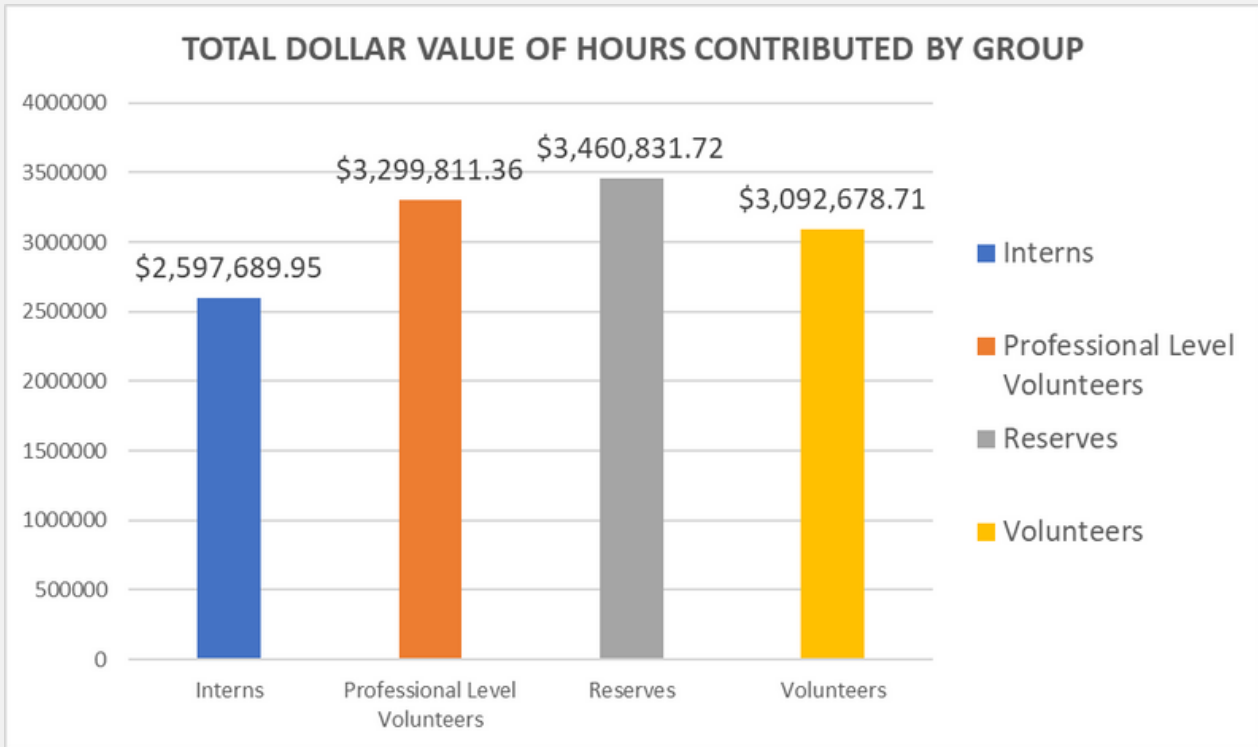
Many County departments had to put their programs on hold in March of 2020 and had just started to offer participation in their programs again in the 2021–2022 fiscal year.

Although there were some declines in the intern and reserve participation, interest in the area of volunteering for the County continues to grow and it is not hard to imagine that in future years we will return to pre-pandemic numbers.



A John Wayne Airport volunteer directs a passenger Photo Credit: JWA

FISCAL IMPACT



How the Dollar Amount is Calculated

For this report, agencies were provided with the option of calculating the value 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.

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 at right Volunteer Robin Rogers and adoptable dog Gretta.

Photo credit: OC Animal Care



OC PARKS EXCELLENCE IN VOLUNTEERISM AWARD



Joshua Pierce was awarded the Excellence in Volunteerism Award for the life saving measures he took when his supervisor Rick Schaffer was bit by a rattlesnake. Joshua was able to remain calm and follow Rick's instructions on protocols for rattlesnake bites. Joshua received his award at the OC Parks Volunteer celebration event. Pictured at left Joshua Pierce(center) with Pam Passow Interim Director of OC Parks and Rick Schaffer Resource Specialist.

Photo Credit: OC Parks

ORANGE COUNTY SHERIFF'S DEPARTMENT

Those looking to participate in Orange County Sheriff's Department Reserve Deputies program must take and pass a written exam and a physical agility test. A background check is conducted and the candidate then participate in a Reserve Academy, which provides 11 weeks of instruction. Reserve Deputies work throughout the department in areas such as Harbor Patrol, Search and Rescue, and K9 Operations.

Photo credit: OC Sheriff 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 2021-2022 fiscal year was a year of growth and an exciting time to be part of any of the opportunities the County of Orange has to offer its volunteers. We look forward to the continued benefits that our programs offer both our volunteers and the community.

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.



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