



**County of Orange**



# VOLUNTEER AND INTERN UTILIZATION REPORT

Presented by: Human Resource Services

**2023**

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# NATIONWIDE TRENDS



## Did you know?

- Nationwide retirees make almost half of volunteer population
- Making a positive impact in their community is the #1 motivation for volunteering
- Over 1 billion people volunteer worldwide
- 1 in 4 Americans volunteer
- Women are more likely to volunteer
- The top causes for volunteering nationwide are hunger and homelessness, health and wellness, faith and spirituality

**The County of Orange offers robust intern and volunteer programs. We will continue to offer new and innovative programs along with new marketing strategies to bring awareness to our diverse opportunities to volunteer and intern.**

# A MESSAGE FROM



Throughout 2023 Human Resource Services(HRS) continued to support the County volunteer and intern programs. HRS staff screen applications for internships and respond to inquiries regarding volunteer opportunities. HRS staff also work with universities to establish Master Internship Agreements, in 2023 a new agreement was signed with Vanguard University.

To further promote our internship and volunteer programs HRS staff attend career fairs and hiring events at local universities. We provide the public with information and answer questions from other career opportunities at the County of Orange.

HRS staff are available to support the programs and the volunteers. The following report provides information regarding the programs agencies and departments offer across the county.



# BY THE NUMBERS

## Numbers of Agencies Utilizing:

Interns

**15**

Reserves

**5**

Volunteers

**7**

Professional Level  
Volunteers

**2**

The volunteer and intern utilization report is a partnership between HRS and the county agencies that utilize volunteers and interns. Data will now be collected on a calendar year basis 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.

# OC ACHIEVEMENTS



**ORANGE COUNTY**  
PUBLIC DEFENDER

The department provides a mentoring program which helps interns on their future career path. Many interns successfully completed their field study for university credit.



**ORANGE COUNTY**  
DISTRICT ATTORNEY

Two paid Human Resource Undergraduate Interns graduated during 2023 and were hired into HR Office Assistant positions.



**OC Animal Care**

Volunteers stepped up to ease shelter crowding by fostering dogs. This was especially important during the Tustin hangar fire.

**OC Public Works**

Volunteers collected hundreds of pounds of trash from flood control channels, thereby preventing trash from entering the ocean.

**OC parks**

OC Parks launched a new lecture series for volunteers and their guests. Lectures are held every other month with a subject matter expert.

**OC Social Services Agency**  
COUNTY OF ORANGE CALIFORNIA  
*Our Community. Our Commitment*

SSA Operation Santa Claus Volunteers counted, sorted, restocked, and organized donations. They also provided great customer service to caregivers and foster parents.

# CONTRIBUTIONS

## THE COUNTY OF ORANGE UTILIZED 4 TYPES OF VOLUNTEERS:

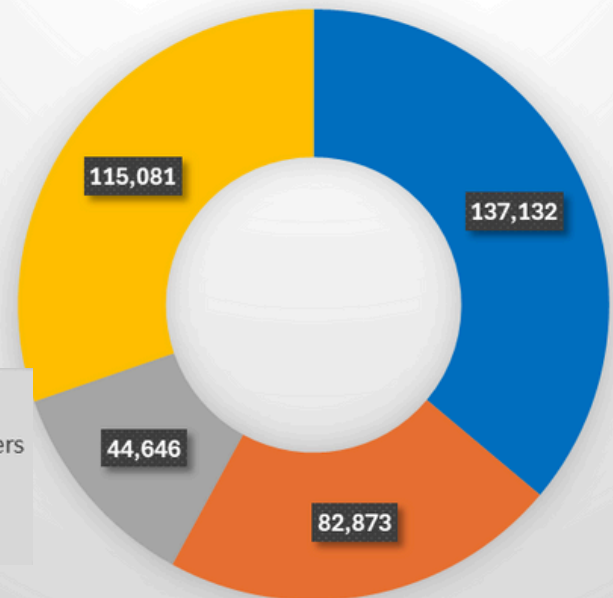
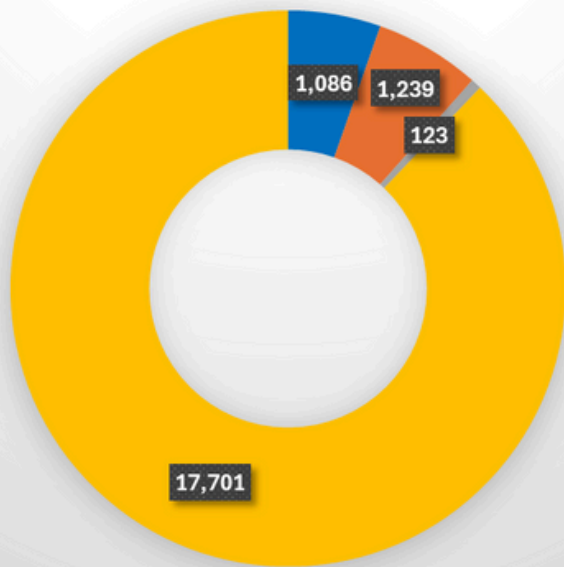
- Interns
- Volunteers
- Reserves
- Professional Level Volunteers



# COUNTYWIDE

## Total Number of Volunteers

**20,149**



## Total Hours Contributed

**379,732**

The County of Orange continues to see its volunteer and intern programs grow. There has been an increased interest in returning to in-person volunteering and interning since the the peak of the global health crisis. This has spurred departments to create new opportunities for the community to learn and participate.

There has also been a push to increase awareness of the county as a top employer and this has led to additional intern opportunities and outreach. Involving the community helps spread awareness about the county mission, the services the county provides and the plethora of opportunities available.

As volunteers and interns continue to dedicate hours to the county, several agencies have also included new ways to educate newer volunteers. John Wayne Airport implemented a mentorship program for newer volunteers to receive guidance from long time volunteers. OC Parks started a lecture series for their volunteers.



# INTERNS BY AGENCY

**602**

Health Care

**123**

Social Services

**121**

District Attorney

**110**

Public Defender

**45**

OC Community Resources

**21**

- Auditor/Controller
- Board of Supervisors
- Clerk Recorder

**20**

Sheriff/Coroner

**17**

Probation

**11**

OC Public Works

**6**

County Counsel

**5**

County Executive Office

**4**

OC Waste & Recycling

**1**

John Wayne Aiport

=

**1086**

Total Interns Across the County

# INTERNS

Interning for the County of Orange provides students and recent graduates with an opportunity to gain work experience and explore new career paths while also increasing their professional network. Interns enhance their resume while also bringing a fresh perspective, knowledge, and experience to the County agencies.

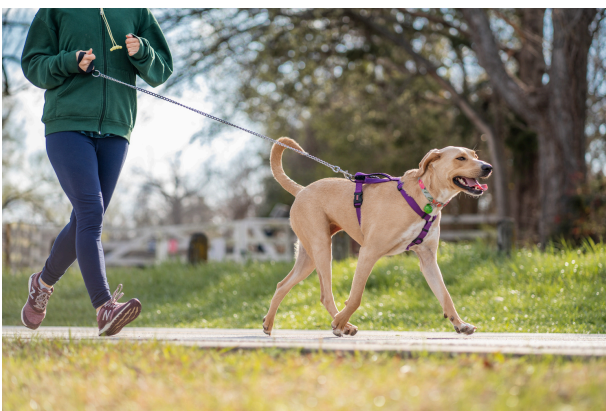
The County offers both paid and unpaid internships. In 2023 alone 1,086 interns contributed over 137,000 hours County wide. The County offered internships in a wide variety of fields, which reflects the wide variety of career opportunities available at the different agencies. Some of the internships offered included accounting, real estate, forensic science, engineering, marketing, and public affairs.

The internship program continues to grow and offer valuable hands-on experience and growth opportunities for students while also increasing the County's reputation as a premier employer in the region. The program familiarizes students with the vast array of opportunities and career choices available in county employment.



# VOLUNTEERS

## Volunteers By Agency



Year 2023 saw over 17,000 individuals volunteer over 115,000 hours of their time to various county initiatives. **Out of the 11,017 volunteers OC Community Resources had, 2,112 were short term or one day volunteers.**

### Programs include:

- Volunteer Ambassadors at John Wayne Airport who answer guest questions and collect statistical information.
- Adopt a Channel Volunteers who collect trash from flood channels.
- Animal Shelter Volunteers who participate in the care and enrichment of shelter animals.
- Library Volunteers who shelve materials, prepare displays and assist staff.

The County has many caring individuals who volunteer their time to make their community a better place to live, work and play.

# RESERVES

## Reserves by Agency

101

Sheriff/Coroner

22

OC Community Resources

### **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.

### **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.



Photo Courtesy of OC Sheriff Department Reserves Bureau

# PROFESSIONAL LEVEL VOLUNTEERS

## Professional-Level Volunteers By Agency



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

### OC Sheriff

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.

### OC Probation

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

### OC Health Care Agency

Medical Resident Correctional Health Services Volunteers and Nursing Volunteers assist both in correctional facilities and may accompany providers on home visits or community events.

### OC Public Defender

Volunteer attorney assists with misdemeanor cases.



# VOLUNTEER RECOGNITION



Photo courtesy of OC Parks Instagram

## OC Parks

Volunteers Rob Brown and Renee Ippoliti, seen here with OC Parks staff Melanie Goss, are two of the many volunteers who were honored at the 9th Annual OC Parks Volunteer Celebration. The celebration was held at the historical Irvine Ranch Park. Photo credit OC Parks Instagram

## OC Health Care Agency (HCA)

Amy Nguyen is a UCI graduate student who has been interning with HCA since June of 2023. Her internship focuses on initiatives to reduce tobacco related disparities. Amy also helped to craft presentations requested by community members regarding pregnancy and tobacco use.



Photo courtesy of Health Care Agency



Photo courtesy of Health Care Agency

## OC Health Care Agency (HCA)

Nicole Tieu completed her Master of Social Work internship in 2023 and was hired on as a Mental Health Specialist with the HCA Program for Assertive Community Treatment.





Thank  
you

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 our mission and vision. 2023 was a year of new opportunities both for volunteers and for the agencies they support. The program strengthens ties between local government and the community that we serve.

This report highlights just a small fraction of the volunteers and interns who contribute to the county. The county will continue to offer programs for volunteers that benefit the community.

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Designed by Amanda Koba

**HUMAN RESOURCE SERVICES**  
**COUNTY OF ORANGE**

