

County of Marin
Civic Center Volunteers
Impact Report
Fiscal Year 2015 - 2016

Serving Marin County since 1979

Mary Hao, Human Resources Director

Anne Starr, Coordinator of Volunteers

Joy Fossett, Student Internships Coordinator

Human Resources Department, Civic Center Volunteers

3501 Civic Center Drive, Suite 415, San Rafael CA 94903

Department	2015-16 Fiscal Year Volunteers	2014-15 Fiscal Year Volunteers	2015-16 Fiscal Year Volunteer Hours	2014-15 Fiscal Year Volunteer Hours
Agriculture/Weights & Measures	0	0	0	0
Assessor/Recorder/County Clerk	4	3	580	617
Board of Supervisors	4	3	254	171
Community Development Agency	10	11	1,076	2,376
County Administrator's Office	2	2	327	1,234
County Counsel's Office	7	11	181	823
Cultural Services Totals:	734	871	14,142	16,348
Administration	5	13	559	543
County Fair	*605	*690	*5,772	*5,895
Docents	11	12	287	294
Maintenance	0	2	0	320
Marin Center Ushers	113	154	7,524	9,296
Department of Child Support Services	1	1	449	653
Department of Finance – Treasurer/Tax Collector	1	1	417	417
District Attorney's Office	65	65	8,702	12,270
Fire Department	71	63	3,739	4,494
Health & Human Services Totals:	669	737	51,335	55,343
Behavioral Health & Recovery Services	92	76	26,983	32,738
Community Health & Prevention	91	167	3,920	5,904
Planning and Administration	7	5	737	243
Public Health	54	45	7,064	6,277
Marin Medical Reserve Corps	332	357	4,896	4,614
Social Services	93	87	7,735	5,567
Housing Authority	0	0	0	0
Human Resources	81	79	3,969	1,988
Information Services Technology	1	2	76	346
Law Library	4	8	436	675
Library Totals:	231	240	11,904	10,795
Bolinas	4	4	63	69
California Room	10	11	1,161	1,095
Civic Center	19	13	606	834
Corte Madera	14	22	716	606
Fairfax	21	21	1,762	1,584
Inverness	5	4	142	138
Marin City	6	3	1,665	238
Novato	91	101	3,702	4,353
Point Reyes	1	1	43	40

Department	2015-16 Fiscal Year Volunteers	2014-15 Fiscal Year Volunteers	2015-16 Fiscal Year Volunteer Hours	2014-15 Fiscal Year Volunteer Hours
South Novato	2	1	121	4
Stinson Beach	7	7	556	595
Electronic Services	0	1	0	84
Library Beyond Walls	19	21	564	497
Court-Mandated Volunteers	32	30	803	658
Marin County Parks Totals:	4,190	4,067	19,010	18,503
Administration	1	3	205	510
Parks	2,615	2,152	10,541	8,915
Open Space	1,574	1,912	8,264	9,078
Probation	15	13	1,177	1,029
Public Defender's Office	41	46	12,663	10,678
Public Works Totals:	652	624	1,640	1,736
Engineering & Office Assignments	9	5	1,158	791
Storm Water Program	643	619	482	945
Retirement	0	0	0	0
Registrar of Voters	0	1	0	181
Sheriff's Office Totals:	274	274	41,886	40,523
Administration	3	2	241	392
Air Patrol	23	36	1,169	1,395
Cadet Program & Youth Academy	32	29	4,770	4,567
Coroner	3	5	423	995
Office of Emergency Services	4	3	1,372	962
Investigations	5	3	1,766	1,243
Marine Patrol	0	2	0	0
Mounted Posse	22	22	172	694
RACES/ACS	73	76	**5,300	**6,375
Search & Rescue	109	96	26,673	23,900
All-Departmental Subtotal:	7,057	7,122	173,963	181,200
Farm Advisor & UC Extension	574	485	61,030	66,205
Marin Advocates for Children (CASA)	61	75	4,728	5,390
GRAND TOTAL:	7,692	7,682	239,721	252,795

Calculations do not include volunteer hours by those serving on boards and commissions.

* 2016 Marin County Fair hours to be included in Fiscal Year 2016 - 2017 impact report

** Estimated hours

Notes: Although there were fluctuations, a notable change was the Marin Superior Courts separation from CCV because the courts now have their own insurance.

General Information on Marin County's Civic Center Volunteers Program

12-Month Overview

In fiscal year 2015-2016, some 7,692 participants in the Civic Center Volunteer and Student Intern Program (CCV) contributed 239,721 hours of service to the County. The efforts of volunteers augment and extend the work of Marin County employees especially in their contribution toward special projects.

CCV is a valuable community link, bringing Marin County government close to its residents by involving them in local government activities. Many volunteers and interns become unofficial ambassadors, helping to make local government more 'us' and less 'them.'

As a part of the Human Resources Department, CCV staff support volunteer opportunities and internships in all County departments. Staff members recruit, screen, place, track, and recognize the volunteer force. The CCV team is dedicated to supporting successful service experiences for people of all skill levels and abilities.

2015-2016 Outstanding Volunteer, Student Intern, and Supervisor of Volunteers of the Year

At the Board of Supervisors' April 19, 2016 meeting, the County recognized three individuals for their service as outstanding volunteer, student intern and supervisor of volunteers of the year.

Volunteer of the Year **Stephen Sarhad** applies his technical skills and creativity in four departments: Health and Human Services, Human Resources, Information Services and Technology, and the Sheriff's Office. He works on database and web development projects and takes photos at events. As a ham radio operator, he helps keep the Sheriff's Office ready to communicate during emergencies and disasters.

Student Intern of the Year **Spencer Robert** has updated a handbook, reworked auxiliary communications protocols, and created a new insignia for the Marin County Sheriff's Office Emergency Operations Center. Inspired by his internship experience, this graduate student is planning a career in emergency management.

County staff members, who supervise volunteers and interns, are essential to CCV's success. This year's Outstanding Supervisor of Volunteers is Deputy Public Defender **Pedro Oliveros**. He has introduced scores of

County interns to the legal profession. A hallmark of his style as a mentor is his warm encouragement for interns to build habits of integrity, rationality, and patience.

Highlights

In January 1979, the Board of Supervisors launched the County's Civic Center Volunteers, which was one of the first centralized county volunteer programs in the United States. Since its inception, County volunteers have supplemented the crucial services the County provides to Marin residents.

A few highlights of how CCV volunteers have contributed to County initiatives include:

- 1982: Volunteer docents helped keep open the California History Room at the Civic Center Library when the Library faced reductions in service
- 1985: A new volunteer team helped expand services in the Consumer Mediation Unit of the District Attorney's Office
- 1991: The CCV internships program began
- 1991: Volunteers served as fire lookouts on Mt. Tamalpais following the Oakland Hills Fire
- 2005: CCV teamed with Marin's Center for Volunteer and Nonprofit Leadership to help engage older adults in their communities
- 2009: CCV Volunteers worked in collaboration with the Marin County Superior County by staffing the Real DUI Court in Schools Program
- 2014: CCV implemented special career-focused Fire Department and Sheriff's Office internships
- 2016: CCV supported new Career Explorer internships in cooperation with the Marin Employment Connection and the Probation Department.

Honors

Over its 37-year history, CCV has received local, state, and national recognition, including:

- National Association of Counties Acts of Caring Award
- CBS Network's *The Charles Osgood File*
- California Department of Rehabilitation Excellence in Diversability Award
- Points of Light Foundation Service Enterprise designation, a certification earned by fewer than 15% of volunteer programs