

Appendices

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City of Las Vegas Volunteering Policy

POLICIES & PROCEDURES FOR VOLUNTEER WORKERS FOR THE CITY OF LAS VEGAS

INTRODUCTION:

The use of volunteer workers within the City of Las Vegas can be a cost effective venture benefiting the City, the volunteer, and the general public. However, as the City's main objective is to provide for the public safety and well-being, special consideration must be observed when utilizing volunteer workers.

POLICY:

Whenever an individual wants to provide services to the City of Las Vegas as a volunteer worker, a few basic factors must be reviewed prior to acceptance of that individual's offer. Areas to be considered are:

- The adaptability of the job to volunteer services,
- The acceptability of the individual to perform those volunteer services,
- The legal requirements that must be met before the volunteer's services can begin, and
- The physical condition of the volunteer.

ADAPTABILITY:

A basic consideration is how adaptable the function is for the volunteer. Your analysis should include the following items:

- Is there a need for the worker in the function? Will the worker help (as opposed to hindering) the work and services being provided?
- Is there space for the volunteer worker within the existing operation? Will space have to be created? If so, will this cause a disruption of services or morale problems among the permanent workers?
- Can the volunteer work within the existing organization without unnecessary displacement of existing regular workers? Will the department develop dependence on the volunteer services? If dependence on the volunteer's services may become so great the function cannot do without those services, the advisability of starting to provide those services should be questioned.

ACCEPTABILITY:

With regard to acceptability of the individual to perform the volunteer services, several factors must be considered:

- Does the individual have the knowledge to do the volunteer work proposed without an inordinate amount of training? In other words, is the person ready to do the work now?
- Has the volunteer worker acknowledged his/her volunteer status in the City and shown a willingness to accept direction from those who are working within the department?

LEGAL:

Since the City is self-insured, particular attention must be paid to the type of work the volunteer will be doing. In addition, the volunteer worker's injury and liability status must be established. To accomplish both of these objectives, the VOLUNTEER'S APPLICATION must be completed and sent to the Insurance Services Division prior to the volunteer commencing any volunteer services.

The volunteer must be a minimum of 18 years old to be accepted for any program with the City of Las Vegas. The only exception to this age requirement will be summer volunteer employment will be 16

years old. No volunteer will be allowed to drive a private of City vehicle on behalf of the City of Las Vegas.

PHYSICAL CONDITION:

With regard to the physical condition of the volunteer, the work and activities that will be performed must be considered. The volunteer must be made aware of the physical requirements of the job, using the Medical Standards of the City of Las Vegas, adopted January, 1983 as a guide.

PROCEDURES:

- All volunteers will complete a VOLUNTEER'S APPLICATION and forward it to Human Resources, Insurance Services Division.
- The Insurance Services Division, upon receipt of the volunteer application form, will add the volunteer to the approved Volunteer Roster for each Department, and notify the sponsoring Department, in writing, of acceptance of the volunteer. No volunteer services will be performed prior to departmental receipt of this written approval.
- The sponsoring Department must report the names of all volunteers to the Insurance Services Division no later than the 5th day of the following month.
- When a volunteer has not worked for a 120 day period, they will be dropped from the Department's Active Volunteer Roster and must reapply to become an active volunteer in any program.

NOTE: The attached volunteer application form and volunteer information form should be reproduced within the department as needed.

City of Las Vegas Volunteer's Application

(Please Type or Print in Ink)

1. Name of sponsoring department _____
2. Name of volunteer applicant _____ (Age) _____
3. Address _____ Phone _____
4. Program volunteer is applying for _____
5. Describe the work and activities that will be performed _____
6. Where will this work be performed? _____
7. When will this work: Begin? _____ End? _____
8. Have you previously worked or volunteered for the City of Las Vegas? Yes _____ No _____
If yes, give dates _____ Department _____
9. Have you ever been convicted of any offense other than a minor traffic violation? Yes _____ No _____
If yes, explain _____
10. Do you have any disability, injury or illness which will prevent you from doing the duties of this volunteer position? Yes _____ No _____ If yes, explain _____

11. Are you presently employed? Yes _____ No _____ If yes, Name of employer _____

12. If you are accepted as a volunteer worker for the City of Las Vegas do you understand that you are not to drive a private or City vehicle on behalf of the City of Las Vegas in connection with your volunteer activities? Yes

I hereby certify that the above statements are true and accurate and that I will inform the City of any change in this information.

Signature _____ Date _____

The Department is required to furnish each month the Insurance Services Division a roster of active volunteers. Name the individual responsible for preparing and maintaining this roster in your Department.

NAME _____ TITLE _____ DATE _____

DEPARTMENT DIRECTOR _____ DATE _____

City Manager Information Report 10/7/2005

City of Las Vegas

CMIR No.:

023.05

CITY MANAGER INFORMATION REPORT 10/07/2005

DEPARTMENT: Human ResourcesNAME: F. Claudette Enus, DirectorSUBJECT: Background Check Program Expansion – City of Las Vegas Volunteers and Community Schools/Safekey

In an effort to strengthen security of our worksites and the safety of our employees and involved citizens, the Human Resources Department (HR) has expanded its current background check program to include all City of Las Vegas volunteers and Community Schools and Safekey employees.

Volunteers: All city officials and departments have provided Human Resources staff with a complete list of current volunteers. Starting with those who work with children and the elderly, HR will schedule all individuals for fingerprint criminal background and hair drug tests. For those under the age of 18, only a urine drug test will be required. Those not passing one or both of these background processes will be personally contacted and removed from our volunteer listing. If they wish to, once again, be considered for volunteer work, they may return in one year to be re-tested in order to enter that program.

Departments will be responsible for notifying HR of new volunteer prospects in order for them to be contacted and asked to complete the background process before beginning any volunteer assignment. The volunteer application they will need to submit has been revised to ensure the conviction question and sign off areas are consistent with the City's employment application.

The City has approximately 250 volunteers at this time with over 200 of these in Leisure Services.

Community Schools/Safekey: Even though employees of these two groups are not city employees, supervisors from Leisure Services have been providing their leadership. A cursory background fingerprint check program was instituted there a few years ago.

That program has now been expanded to include a more in-depth look at the background reports and a hair drug test requirement. Individuals not passing one or both of these elements will be separated from employment.

As with our volunteer program, the Community School/Safekey employment applications have been revised to make them consistent with the City of Las Vegas employment application conviction question and sign off areas.

These two organizations hire approximately 300+ new employees at the beginning of each school year. Many of these individuals leave at the end of the school year and may or may not return for the next school year. If they are away for more than three months, a new hair drug test will be required. A new

fingerprint background check is required after an absence of one year. The year round employee total is expected to be approximately 600-700.

Douglas A. Selby

City Manager

List of Cities Contacted

City	Did they respond			Do they have a city policy		
	Yes	No		Yes	No	Not Clear
County/City						
City of Chandler, AZ	1				1	
City of Flagstaff, AZ		1		1		
City of Glendale, AZ	1			1		
City of Mesa, AZ	1			1		
City of Phoenix, AZ	1					1
City of Tempe, AZ	1			1		
City of Tucson, AZ	1					1
National Association of Volunteer Programs in Local Government	1				1	
Douglas County , CO open spaces properties		1				1
Douglas County Parks in Castle Rock, CO		1				1
Carlsbad, CA	1					1
Marin, CA	1					1
City of Bloomington, IN Volunteer Network	1					1
City of Sugar Land, TX- Serve Sugar Land	1					1
Roanoke, VA- Municipal Volunteer Program	1			1		
Volunteer Arlington, VA	1			1		
City of Ashland, OR		1				1
Clackamas County, OR		1			1	
City of Eugene, OR	1					1
Department of Human Services, State of OR	1					1
Portland, OR	1				1	
Seattle, WA	1				1	
City of Bellevue, WA	1				1	
Vancouver, WA		1			1	
City of Kent, WA		1			1	
Department of Social & Health Services, WA		1				1
Lee County, Ft. Myers FL	1			1		
Boulder City, NV	1			1		
City of Henderson, NV	1			1		
City of Sacramento, CA	1			1		
City of Monterey, CA		1		1		
City of Santa Monica, CA	1			1		
City of Stockton, CA		1				1
City of San Jose, CA		1		1		
San Rafeal, CA		1		1		
San Diego, CA	1			1		
Totals	24	12		15	8	13
	67%	33%		42%	22%	36%

City of Las Vegas Departments Contacted

	Did they respond			Were they aware of the policy				Did they adhere to the policy		
	Yes	No		Yes	No	Not Clear		Yes	No	Not Clear
LV City Departments										
Mayor's office	1				1				1	
Office of the City Council	1				1				1	
City Attorney		1				1	1			
Detention and Enforcement Department		1				1			1	
Fire and Rescue Department	1			1				1		
Administrative Services	1				1			1		
Neighborhood Services Department	1			1				1		
Human Resources Department	1			1			1			
Leisure Services Department	1			1			1			
Planning and Development Department	1				1				1	
Municipal Court Department		1				1			1	
Public Works Department	1			1			1			
City Auditor										
City Clerk										
Communications										
Building and Safety Department										
Office of Business Development										
Field Operations Department										
Finance and Business Services Department										
Information Technologies Department										
Total	9	3		5	4	3		4	3	5
	45%	15%		25%	20%	15%		20%	15%	25%

Sample Questionnaire to Cities/Counties Outside of Las Vegas

1. Does your city currently have a policy on volunteer programs?
2. Is it possible to get a copy of this stated policy?
3. What departments are involved in the policy management (HR, administration, etc)?
4. Does this policy have in influence on tracking and reporting (number of volunteers, hours served, etc)?
5. Do have any reference to share (eg. How did you develop your program, best practices, benchmarks, examples of other programs, what did has not worked/challenges)

Follow up question (researched by our group member and sought assistance from contact at city if needed):

1. What is the cities current organizational structure- who do they report the numbers to?
2. What are the departments that participate- centralized or decentralized
3. Definition of volunteers- categories and define the volunteer
4. How they calculate the dollar value of volunteers (is there a difference in level of service, expertise of worker)
5. Policy- specific policy- (is there a breakdown of departments or a city as a whole)
6. Demographics – background
7. Application- required background check for all, application for all, etc.

Sample Questions to the City of Las Vegas Departments

1. Does your department utilize *volunteers? If yes,
 - a. What capacity do you utilize them? (example: filing, litter clean up, etc)
 - b. Does your department track the hours they serve?
 - c. How do you track your volunteers? (spreadsheet, files, H.R., etc.)
 - d. Do you determine a dollar amount to the volunteer hours?
 - e. Are volunteers incorporated into your budget?
2. Are you are aware of any City policies that have to do with volunteerism?
 - a. If you are aware of any volunteer policies, does your department follow them?
 - b. If you are aware of a volunteer policy, but do not follow it, why? Or what changes would you suggest to make the process easier?
 - c. If you are NOT aware of any volunteer policies, would you follow a policy if it were implemented?
3. Would it be easier for your department to recruit/manage/track volunteers:
 - a. A). As an individual department
B). Through a collaborative effort of the city
C). Out sourcing (nonprofit or other option)
 - b. Why?

*A volunteer is someone who is willingly giving their time to provide service. This can also be a student or boy scout who is looking for community service hours for the completion of a project.

Volunteer Protection Act of 1997
PUBLIC LAW 105–19—JUNE 18, 1997
VOLUNTEER PROTECTION ACT OF 1997

111 STAT. 218 PUBLIC LAW 105–19—JUNE 18, 1997

Public Law 105–19 105th Congress An Act To provide certain protections to volunteers, nonprofit organizations, and governmental entities in lawsuits based on the activities of volunteers.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE. This Act may be cited as the “Volunteer Protection Act of 1997”.

SEC. 4. LIMITATION ON LIABILITY FOR VOLUNTEERS. (a) LIABILITY PROTECTION FOR VOLUNTEERS.—Except as provided in subsections (b) and (d), no volunteer of a nonprofit organization or governmental entity shall be liable for harm caused by an act or omission of the volunteer on behalf of the organization or entity if— (1) the volunteer was acting within the scope of the volunteer’s responsibilities in the nonprofit organization or governmental entity at the time of the act or omission; (2) if appropriate or required, the volunteer was properly licensed, certified, or authorized by the appropriate authorities for the activities or practice in the State in which the harm occurred, where the activities were or practice was undertaken within the scope of the volunteer’s responsibilities in the nonprofit organization or governmental entity; (3) the harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer; and (4) the harm was not caused by the volunteer operating a motor vehicle, vessel, aircraft, or other vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to— (A) possess an operator’s license; or (B) maintain insurance. (b) CONCERNING RESPONSIBILITY OF VOLUNTEERS TO ORGANIZATIONS AND ENTITIES.—Nothing in this section shall be construed to affect any civil action brought by any nonprofit organization or any governmental entity against any volunteer of such organization or entity. (c) NO EFFECT ON LIABILITY OF ORGANIZATION OR ENTITY.— Nothing in this section shall be construed to affect the liability of any nonprofit organization or governmental entity with respect to harm caused to any person. (d) EXCEPTIONS TO VOLUNTEER LIABILITY PROTECTION.—If the laws of a State limit volunteer liability subject to one or more of the following conditions, such conditions shall not be construed as inconsistent with this section: (1) A State law that requires a nonprofit organization or governmental entity to adhere to risk management procedures, including mandatory training of volunteers. (2) A State law that makes the organization or entity liable for the acts or omissions of its volunteers to the same extent as an employer is liable for the acts or omissions of its employees. (3) A State law that makes a limitation of liability inapplicable if the civil action was brought by an officer of a State or local government pursuant to State or local law. (4) A State law that makes a limitation of liability applicable only if the nonprofit organization or governmental entity provides a financially secure source of recovery for individuals who suffer harm as a result of actions taken by a volunteer on behalf of the organization or entity.

Approved June 18, 1997.

State Volunteer Protection Statues

Nevada

Charitable Immunity

Immunity abolished by statute. Nev. Rev. Stat. § 41.480 (Michie).

Volunteer Protection Statutes

A volunteer for a charitable organization is immune from civil liability. A volunteer firefighter and a voluntary school crossing guard are considered employees of the state or political subdivision. A person who donates food for free distribution, and a charitable organization that accepts and distributes the food has is not subject to civil liability. Various Good Samaritans, including lay persons, are not liable for civil damages for emergency aid rendered to a person in need. A volunteer medical dispatcher is immune from civil liability. An emergency management volunteer is not liable for death, injury or damage. An officer, director, member or volunteer of a fraternal benefit society is not liable for damages resulting from an exercise of discretion.

Nev. Rev. Stat. § 41.485, Charitable organization volunteers

A volunteer of a charitable organization is immune from liability for civil damages as a result of an act or omission of an agent of the organization, and for services that are not supervisory in nature and not part of official duties.

Exceptions: an intentional, willful, wanton or malicious act.

Nev. Rev. Stat. § 41.0309, Volunteer fire fighter

A volunteer for a public fire-fighting agency is deemed an employee of the state or political subdivision.

Nev. Rev. Stat. § 41.0308, School volunteer crossing guard

A voluntary school crossing guard for a school district is deemed to be an employee of the subdivision if they have completed safety training.

Nev. Rev. Stat. § 41.491, Food donor

No civil action for injury or illness which results from the consumption or use of food that is fit human use may be brought against:

- a person who in good faith donates the food to a charitable organization for free distribution,
- a non-profit charitable organization which accepts and distributes the food,
- a person who harvests food and donates it to a charitable organization, or
- a person who has received the donated food and serves it to a member of the immediate family.

Exceptions: injury or illness directly resulted from gross negligence or willful misconduct of the donor, donee, organization or employee.

Nev. Rev. Stat. § 41.500, Good Samaritan volunteers

Any person who renders emergency care without compensation and in good faith is not liable for civil damages as a result of an act or omission not amounting to gross negligence in rendering the care or arranging or failing to arrange for future care.

Generally, members of search and rescue organizations including volunteer firefighters, properly certified persons rendering CPR or using defibrillators, persons giving emergency care on a school playground or through public school activities, persons who provide training in the use of defibrillators, and places of businesses that keep defibrillators on the premises are not liable for civil damages as a result of an act or omission that does not amount to gross negligence in rendering emergency care.

Nev. Rev. Stat. § 41.507, Volunteer medical dispatcher

In a county whose population is less than 100,000, a volunteer medical dispatcher is immune from civil liability for damages sustained as a result of an act or omission by him in the use of a medical dispatch system. This applies if the volunteer in good faith followed approved protocol and the act or omission does not amount to gross negligence.

Nev. Rev. Stat. § 414.110, Emergency management volunteers

An emergency management volunteer who is complying or attempting to comply with proper rules and measures is not liable for death or injury to persons or damage to property as a result of official activity.

Nev. Ann. Stat. § 695A.475, Fraternal benefit society

A director, officer, employee, member or volunteer of a fraternal benefit society who serves without compensation is not liable, and no cause may be brought against them for damages resulting from an exercise of judgment in carrying out duties.

Exception: the act or omission involved willful or wanton misconduct.

Data Collected from Cities Contacted

Nevada

City of Boulder City

- According the United State Census Bureau of 2000, there were 14,966 people, 6,385 households, and 4277 families residing in city. The population density is 28.5 km².
- The median household income in the city was 50,523, and the median income for a family was 60,641.
- According the United State Census Bureau, Boulder City has a total area of 549.9 km² (202.7mi²)

The city of Boulder City does currently have a city wide volunteer program in place, and has established policies and procedures for departments to follow. The overall program was established to engage the community, and provide cost-effectives measure via the volunteers' knowledge and skills. Some of the programs goals were as follows (Boulder City, 2007):

- Building public awareness of the operation of government
- Develop and strengthen ties to the community we serve
- Produce innovative and non-traditional volunteer experiences that will challenge and provide personal growth and social interaction
- Creating a flexible atmosphere to assist in making volunteering more accessible

The city of Boulder City does keep track of volunteers hours, however this is done only to measure the programs popularity not really for measuring the cost effectives that the program has had on the city. Also, volunteers must complete a volunteer application, as well as pass a background check and must be fingerprinted. If a volunteer is going to work with children, a criminal background check must be done. A personal file is kept for every volunteer, and volunteers are a deemed inactive once they do not show up for more than 90 days.

The city gives departments some broad guidelines to follow in order to start the process of having a volunteer program. Departments are responsible for developing their own volunteer program, and providing information to the Human Resource department, i.e. volunteer hours, job activities, so forth. Departments that are currently involved in using volunteers have already submitted a "plan", which is required in order to establish a volunteer program. The "plan" must include:

- A needs assessment and a statement outlining how volunteers will be used to meet these needs;
- Job assignment descriptions for each volunteer;
- A statement describing how and by whom volunteers are overseen;
- A budget for any personnel costs, operating costs, and direct and indirect costs;
- (Optional) A program to recognize and reward volunteer services.

City of Boulder City's volunteer program seems to be hybrid of centralized and decentralized system. In other words, departments must follow some guidelines established by the organization; however they are able to customize the program as they see fit.

City of Henderson

- According the United State Census Bureau of 2000 estimates, there were 175,381 people, 66,331 households, and 47,095 families residing in city. The population density is 2,200.8 people per square mile (849.7/km²).
- The median household income in the city was 55,949, and the median income for a family was 61,176.
- According the United State Census Bureau, City of Henderson has a total area of 79.7 square miles (206.4 km²)

The City of Henderson seems to have a volunteer program in place (Volunteer Connection); however I was only able to obtain information from the department of Neighborhood Services. It seems that volunteers must complete a volunteer application, and also contact the interested department to see if they have opening for volunteers. A standard background check is done, as well as a criminal history for volunteers.

Neighborhood Services recently launched the Volunteer Partnership Program (VPP). The vision of the partnership program is to build a bridge between those who need help and those who can provide it" (City of Henderson). VPP allows for organization to recruit, and place volunteers. The online service helps to match volunteers and groups/organizations. The only caveat is that the services must benefit the residents of Henderson. This is only at the department level, and the only measured statistics is the amount of "hits" the online service receives within the month. No reporting is done on specific activities volunteers do, nor what departments use volunteers.

Arizona

The following is a summary of the cities surveyed in Arizona:

- 1.2 million volunteers
- Ranked 44th among the 50 states and Washington D.C.
- 24.0 % of residence volunteer, provided 168.5 million hours of service (Volunteering In America).

Tempe

- As of the 2006 census estimate, there were 169,712 people, 63,602 households, and 33,645 families residing in the city. The population density was 3,959.4 people per square mile (1,528.8/km²).
- The median income for a household in the city was \$42,361, and the median income for a family was \$55,237.
- A landlocked city has a total area of 40.2 square miles (104.1 km²)

The city of Tempe does have a volunteer coordinator that oversees a majority of the volunteers. In few emails with Mary Anna Bastin, The overall program was described as an active engagement with the community. There is a detailed Policies and Procedures manual that volunteers and those individuals who oversee them. In the manual it is indicated that the mission of the volunteer program is to place volunteers in Tempe City government offices and

facilities and in City-run programs in order to expand and enhance the services the City provides to the community, while providing a satisfying service experience for volunteers (City of Tempe, 2006). Bastin indicates that the policies and procedures manual were reviewed by the Human Resources Department, City Attorney's Office, and Risk Management Office. Tempe indicates also that the volunteer program seeks to:

- provide opportunities for volunteers to actively participate in and make a meaningful contribution to the operations of the City of Tempe
- provide volunteers with a positive, safe service experience
- build public awareness of the operation of City government
- develop closer ties to the community served
- increase effectiveness of paid staff (Tempe, 2006)

Currently the City of Tempe requires an annual report of volunteer hours for the Mayor and City Council. According Bastin, she does not report impacts, just hours and the dollar versus manpower equivalent. Bastin also states that the city of Tempe has a broad range of programs and getting everyone to report how many how many books were shelved, how many disabled children were helped, how many artifacts were cataloged, etc. is difficult. As with the current situation and as also stated for the city of Las Vegas it is difficult to get each department to report their volunteer numbers on a monthly basis.

Mesa

- Population, June 2008 462,823 Growth 1990-2008 58.2%

The city of Mesa responded with considerable amount of information and literature on their volunteer management program. Katie Brown, the volunteer coordinator for the City of Mesa. Both in emails and a phone interview the sense of commitment to the volunteer program is evident.

Similar to Tempe, having a specific volunteer coordinator to oversee operations appears to be beneficial for a city to engage its citizens. This is both in the community oriented projects and programs, and when volunteers are looking for specific jobs within city government.

There is more oversight in Mesa on the performance measures recorded for its volunteer program. Performance measures are in place in which the Human Resource Department coordinates by having all city departments report to them. Katie Brown indicates that the National Independent Sector rate is used for calculating potential cost of salaries saved. When the question was posed on the pros and cons of the Phoenix Model versus in-house volunteer coordinator. Katie Brown indicated that the outsource model is limited to the scope of the contract with a city, whereas the in-house volunteer coordinator has more flexibility in adapting to specific community needs. Katie Brown also indicated that background checks dependent on which city department they were utilized in, but if a person was used on a regular basis, background checks were normally performed.

Chandler

- Growing Population - 9,531 in 1960 to 254,413 in June 2010
- Housing Units - 95,305 in June 2010
- Average Household Income - \$71,456 in 2004
- Incorporated Area - 70 square miles

The City of Chandler has an internal coordinator for its Community Services Department. Angela Lillie oversees the volunteers used for community and cultural facilities and programs. The Chandler Police Department appears to have a standalone volunteer management program for its community based programs.

One aspect in which Chandler differs from others in the Metro Phoenix area is that they have specific performance measures adopted within their budget to reflect the overall benefit of volunteers for Community Service's Programs.

Glendale

- 2008 Estimated Population 243,259

Waiting for response

Phoenix

The City of Phoenix has not responded to request for information on their volunteer program. This is probably do to their partnership with an outside agency and may be indicative of a "hands-off" position relative to volunteers. The City of Phoenix provides grant funding to Hands-On of Greater Phoenix to oversee the management of volunteer programs. In reviewing the website and the programs offered to community volunteers, this organization appears to be the same as the Southern Nevada Volunteer Center's orientation. This orientation towards community focuses events and programs, versus that of being a gateway for persons to volunteer for specific functions within the government of the city of Phoenix.

Tucson

Tucson, similar to Phoenix, utilizes an outside organization to coordinate its volunteer initiatives. The Volunteer Center of Southern Arizona. A city employee for Tucson was contacted on possibly discussing the policy of volunteer management and the cities relationship with the Volunteer Center of Southern Nevada. After a day that city employee was unable to find someone in charge.

In conclusion when reviewing the state of Arizon the cities of Glendale, Mesa, and Tempe have in-house volunteer coordinators. These coordinators act as the central point of contact for most of the city departments in their respective cities. In contrast, the cities of Phoenix and Tucson, and the County of Maricopa, rely upon outside organizations to coordinate community volunteers. In seeking the most efficient and effective model for the City of Las Vegas a number of items were examined. This items included the overall ability of the model to efficient manage and evaluate the citizen engagement of the community. This can be hard to measure, but through program evaluation and the rate of volunteerism, the community's level of engagement can derived. The policy aspect of this paper was to develop a policy or make recommendations to the existing policy to help the city of Las Vegas find a better method of helping volunteers interact with the city, measure the impact of their efforts, help the city better deliver services to the community.

California

- 6.8 million volunteers
- Ranked 41st among the 50 states and Washington D.C.
- 24.2 % of residence volunteer, provided 935 million hours of service (Volunteering In America).

City of Sacramento

- According the United State Census Bureau of 2000 estimates, there were 407,018 people, 154,581 households, and 91,202 families residing in city. The population density is 4,189.2 people per square mile (1,617.4/km²).
- The median household income in the city was 37,049, and the median income for a family was 42,051.
- According the United State Census Bureau, City of Sacramento has a total area of 99.2 square miles (257.0 km²)

The City of Sacramento does have an established volunteer program for the city, and has policy and procedures for the department to follow. The volunteer program provides a broad source of expertise, talent, and manpower for City programs as well as an avenue for citizens to participate in their local government. (City of Sacramento website). The city has a Volunteer Coordinator on staff, to help administer the program city-wide. Mary Lynn Perry is currently the Volunteer Coordinator for the City of Sacramento, and was my contact person. She is in charge of developing and disseminating any information pertaining to the volunteer program city-wide. She is also tasked to develop quarterly reports, which are made up of the following volunteer activity, departments, number of volunteers, number of volunteer hours, and project cash value. The city uses a third party website, Independent Sector to value the volunteer's labor. Annual reports are also compiled for the organization to see what types of volunteer activities were done throughout the fiscal year. It seems that departments are ranked by the number of hours' volunteer serve.

In order for department to use volunteers, city departments are tasked to appoint a departmental volunteer contact, which is the volunteer coordinators contact for any questions regarding the department, and also complete the following:

- tasks to be performed
- number of hours requested and proposed schedule
- necessary skills
- required training to be provided
- anticipated duration of the assignment

Departmental volunteer contacts must attend volunteer meetings which are administered by the volunteer coordinator. Furthermore, they are in charge of addressing the volunteer need(s) for their respective department. The city of Sacramento has set definitions for the different types of volunteers, moreover, from youth to professional volunteers. This is the first time I have come across a set definition for volunteers. This eliminates any ambiguity amongst department of what exactly a volunteer is.

City of Monterey

Waiting for a response

City of Santa Monica

- According the United State Census Bureau of 2000 estimates, there were 84,084 people, 44,497 households, and 16,783 families residing in city. The population density is 3,930.4/ km² (10,178.7/mi²).
- The median household income in the city was 50,714, and the median income for a family was 75,989.

- According the United State Census Bureau, City of Santa Monica has a total area of 15.9 square miles (41.2 km²)

The city of Santa Monica has an established volunteer program. They have a volunteer coordinator that helps to administer the program city wide. Julie Schatz, was the contact person for the city. She acknowledged that she was new to system at the city, however has been in volunteer administration at a prior employment. Their volunteer program is a hybrid of a centralized/decentralized system. At the department level, they are in charge of managing volunteers, and accounting for their duties and tracking hours. At the top level, it important to measure their effectiveness of the program, as well as aligning volunteer's skills to city needs. Volunteer's hours are recorded, and are valued at the independent sector rate for the appropriate state. Volunteers must be fingerprinted and a background check is required prior to the placement in any Santa Monica programs.

City of Stockton

Waiting for a response

City of San Jose

Waiting for a response

City San Rafael

Waiting for a response

San Diego County

- According the United State Census Bureau of 2000 estimates, there were 2,813,833 people, 994,677 households, and 663,170 families residing in city. The population density was 670/km² (259/mi²).
- The median household income in the city was 47,067, and the median income for a family was 53,438.
- According the United State Census Bureau, San Diego County has a total area of 4,526 square miles (11,722.3 km²)

The County of San Diego has a volunteer program established. Grace Andoh, was my contact person, and currently is tasked to produce the reports for the Clerk of the Board as well as the recognition for any outstanding volunteers. The volunteer program is departmental based, and managed. The Clerk of the Board oversees the county-wide function of the volunteer program. They are responsible for recognition, communication and reporting. An annual volunteer report is submitted to the Clerk of Board, as well as monthly reports are produced for performance measure.

Once a department has determined that volunteers will help to reach the department's objective or mission, a volunteer coordinator should be identified, and serve as a point of contact for the departments volunteer program. Volunteer coordinators are responsible for administering the volunteer program. The Clerk of the Board has outlined some necessary requirements that the department must satisfy, and coordinates a monthly meeting for all department volunteer coordinator to align resources within the county.

City of Las Vegas Mission & Vision Statements, Values and Priorities

Vision

A world-class, vibrant, affordable, economically and ethnically diverse, progressive city where citizens feel safe, enjoy their neighborhoods and access their city government.

Mission

To provide residents, visitors and the business community with the highest quality municipal services in an efficient, courteous manner and to enhance the quality of life through planning and visionary leadership.

Values

- Commitment to personal and fiscal integrity
- Honesty in all our actions
- Innovation in meeting the present and future needs of the city
- Respect for, and belief in, individual difference and the worth of every person
- Pride in our work, in our dedication to public service, and in being the best we can be

Priorities

- Sustainable, Livable Neighborhoods
- Vibrant Urban Fabric
- Fiscally Sound Government
- Pro-Business Environment
- Safe City
- Citizen Engagement

Factors that Influence Volunteer Rates

Las Vegas

Greater Attachment to the Community Encourages Volunteering

Indicators such as homeownership and the number of multiunit dwellings, help determine whether residents have a long-term commitment and attachment to their communities. Data show that as the rate of homeownership increases the volunteer rate also tends to increase. Nationally, 66.6% of individuals own their home. In Las Vegas, 58.2% own their home. Conversely, communities with a large percentage of multi-unit housing, such as apartment buildings and condominiums, have lower volunteer rates. Nationally, 32.4% of individuals live in multi-unit housing, while Las Vegas has a rate of 35.8%.

Long Commutes Can Curtail Opportunities to Volunteer

Long commutes can be expected to reduce the time and opportunity individuals have to connect to organizations in their communities, thus reducing average volunteer rates. Nationally, commuters travel on average just over 25 minutes to work. In Las Vegas, commuters travel on average 25 minutes to work.

Volunteering Rises with Education

For states and large metropolitan areas, as the education level increases, the likelihood of volunteering also rises. At a national level, 85.0% have a high school diploma or GED equivalent and 27.7% have a college degree. In Las Vegas, 83.2% have a high school diploma or GED equivalent and 21.9% have a college degree.

Volunteering is Less Common in High Poverty Areas

Poverty is another socioeconomic characteristic that tends to be strongly associated with lower volunteer rates. However, it is difficult to determine whether high poverty rates reduce the overall propensity to volunteer, whether high volunteering in a community leads to a reduction in poverty, or if both effects occur. At a National level, the poverty rate is 13.2 percent. Las Vegas has a poverty rate of 10.8%.

Higher State Unemployment Related to Lower Volunteering

As shown in the Volunteering in America 2010 Issue Brief, states with high rates of unemployment usually have low volunteer rates. While theorists have ideas as to the basis of this relationship, more research is needed to determine a cause. In 2009, the national unemployment rate was 8.5%. In Las Vegas, the unemployment rate was 10.8%.

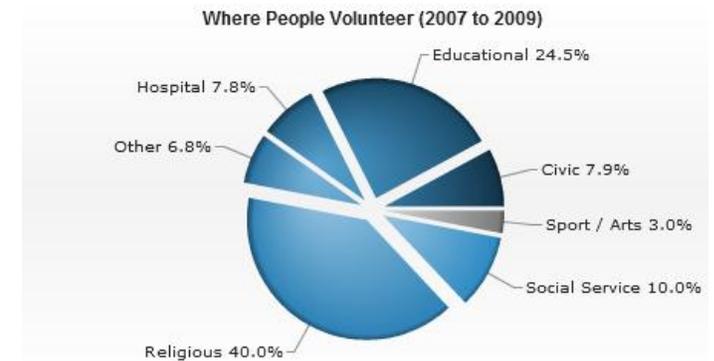
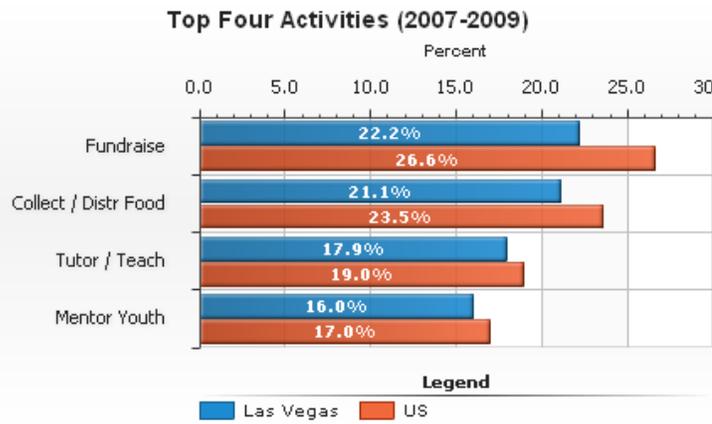
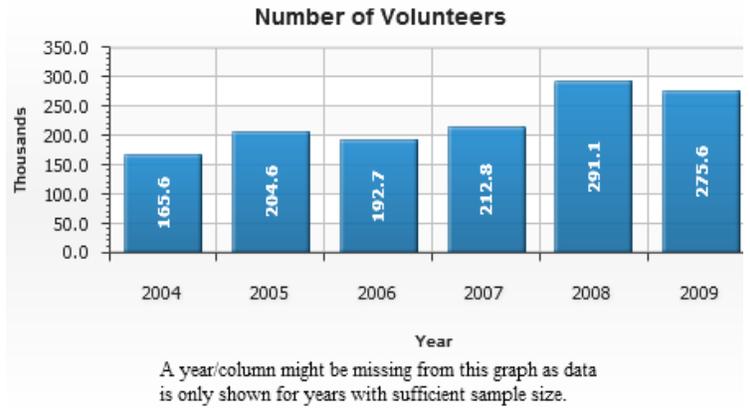
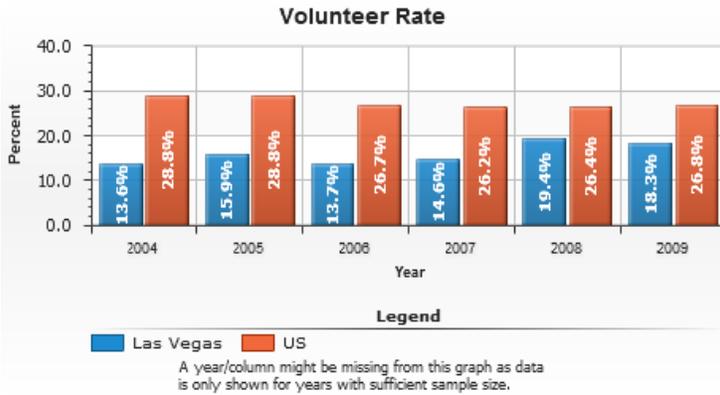
Volunteer Rates Lower in Cities with High Foreclosures

In general, higher foreclosure rates are expected to have an impact on volunteering rates; that is, it would not be unexpected if higher foreclosure rates in a city corresponded with lower volunteer rates. In 2009, we see the evidence. Cities with high foreclosure rates tend to have a corresponding lower volunteering rate. For more information, see the Volunteering in America 2010 Issue Brief. In Las Vegas, the foreclosure rate changed by 2.8 percentage points between 2008 and 2009 (Foreclosure data used for this analysis was provided by RealtyTrac).

The Capacity of a Community's Associations Impacts Volunteer Rates

Communities with higher nonprofits per capita are likely to have higher volunteer rates. As the number of nonprofits per 1,000 city residents increases, the volunteering rate also increases. At a national level, there are an average of 4.45 nonprofit organizations per 1,000 residents. Las Vegas has, on average, 1.94 nonprofits per 1,000 city residents.

City of Las Vegas Volunteer Rate



*Volunteering In America



Procedure:
Volunteer Coordination

Related Policies

Volunteer Coordination

Procedure Number: **PR-3101-01**

Policy it Applies to: **AP-3101**

Version: 2.0

Effective: *June, 2009*

Last Updated: *August 2004*

Responsible Department/Division:

*Department of Human
Resources/Administration*

Procedure

Once the determination has been made to use a volunteer(s) the department must identify the necessary components and forward the information to the Volunteer Coordinator in Human Resources for review, as follows:

1. tasks to be performed
2. number of hours requested and proposed schedule
3. necessary skills
4. required training to be provided
5. anticipated duration of the assignment

Departments wishing to include a professional volunteer as part of their staffing are required to complete the Professional Volunteer Assignment Description form (linked) detailing the duties, roles and assignments of professional volunteers. A defined term of service shall be included as part of the Volunteer Agreement for professional volunteers.

The Volunteer Coordinator will review the requested assignment for appropriate use and conformance to the Volunteer Coordination Policy.

Recruitment

The Volunteer Coordinator will develop and disseminate a Volunteer Program Manual (linked), maintain a Citywide Volunteer Web Page (www.cityofsacramento.org/volunteers), staff and publish a City Volunteer Information and Referral Line, and establish linkages among targeted volunteer markets in the community and interested City Departments.

City Departments will design and implement their own supplemental recruitment strategies to meet department volunteer needs. City Departments are also expected to submit web page content updates and volunteer opportunities to the Human Resources Department on as needed basis.

Application

The Volunteer Coordinator will develop and disseminate a Citywide Volunteer Application and Agreement form (linked). Departments may use their own forms as long as all required information is collected.

City Departments, using their own form or the Citywide Volunteer Application and Agreement form, will solicit applications from prospective volunteers and maintain these records at the department level for a period of 3 years past the date of separation.

Selection

The Volunteer Coordinator will develop and disseminate a Volunteer Program Manual (linked) that includes guidelines for selecting volunteers.

City Departments will conduct their own selection activities in accordance with City guidelines and department requirements and maintain such documentation at the department level for a period of 3 years past the date of separation.

Registration

The Volunteer Coordinator will maintain a list of active City volunteers that includes volunteer name, department, work site, and supervisor as provided by Departments.

City Departments are required to maintain a list of active volunteers, work site and supervisor to be provided to the Volunteer Coordinator upon request.

Training

The Volunteer Coordinator will develop and disseminate a Citywide Volunteer Orientation Handbook (linked) that can be tailored and delivered by departments and provide technical support to assist department volunteer contacts in designing a volunteer program in accordance with this policy.

City Departments are responsible for assuring that all professional volunteers who meet the criteria under the Political Reform Act for “consultant” file a Form 700 Statement of Economic Interest. Professional volunteers are subject to disqualification from participation in decisions in which the volunteer has an economic interest. Additionally, professional volunteers must receive conflict of interest information and training through the City Attorney’s Office as well as attend a mandatory volunteer orientation by the Department of Human Resources.

City Departments will be responsible for training volunteers to perform their specific volunteer duties. The Human Resources Department is available to provide technical assistance as needed.

Supervision

The Volunteer Coordinator will develop and disseminate guidelines for supervising volunteers, Volunteer Program Manual (linked).

City Departments will be responsible for supervising volunteers, including recognition and discontinuation of service.

ID Badges: Volunteers may receive City ID badges at the request of their supervisors. The volunteer can be issued a badge on the City card stock in a color matching the City department that they are associated with. Where the “City of Sacramento” usually appears at the top of the badge, the title “Volunteer”, “Intern” or “Student Assistant” will be printed. The individual’s name and the department that they are associated with will be printed in the same spaces used on employee badges. ID badges grant access only to those areas specified by their supervisor as necessary to their work. The approval of the City manager or designee must be obtained to allow volunteers access to any additional areas in City Hall. Short-term volunteers will not be issued a City badge.

Communications

Volunteers and professional volunteers must complete the API#30 (linked) agreement form allowing usage of the City computers and communications equipment if electronic communication is part of their duties.

Reporting

The Volunteer Coordinator will produce a quarterly report of volunteer activity including departments, number of volunteers, number of volunteer hours, and projected cash value.

City Departments will track volunteer hours and submit them to the Human Resources Department on a monthly basis.

Program Administration and Evaluation

The Volunteer Coordinator convenes Citywide Volunteer Coordinators Meetings to coordinate and refine department roles and program activities and share resources.

City Departments that are interested in utilizing volunteers will appoint a departmental volunteer contact to coordinate departmental activities described herein.

Policy that applies

- Policy AP-3101 - Volunteer Coordination

Forms/Instructions that apply

- Form # - Professional Volunteer Assignment Description
- Form # - Volunteer Agreement
- Form # - Citywide Volunteer Application

Contacts

Department of Human Resources/Administration

Definitions

A **volunteer** is defined as a non-compensated individual who offers services to a city department or affiliated non-profit agency.

Terms of Service

- **On-going** – this volunteer is helping on a regular, scheduled basis and may continue providing service over many months or years.
- **Short-term** – this volunteer may assist with a special event or project and/or may be on-call. Service hours and length of service will vary. Often the volunteer will assist for 25 hours or less within a calendar year.

Special Categories of Volunteers

- **Youth** – an individual who is under 18. Parental consent is required for the youth to participate. In practice, volunteer opportunities start at age 12 and may require a parent or guardian to volunteer with the youth.
 - **Student Intern** – an individual attending high school or college who receives academic credit for their volunteer service, but is not paid by the City.
 - **Corporate Volunteers** – often provide assistance for short-term activities and may want to create an opportunity for team building.
 - **Employees** of the City of Sacramento and its non-profit affiliates – employees volunteer for activities outside their regular job classification and their volunteer service is separate from any paid work responsibility.
 - **Work Experience** – an individual interested in gaining or increasing experience in a particular field. May be referred through a local school or work study program such as R.O.P. or Sacramento Job Corps or an adult re-entry program such as AARP. May receive pay from the referring agency, but not from the City.
 - **National Service** – an individual from a federal program such as AmeriCorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.
 - **Court Referral** – an individual who has been referred by a local agency and has been sentenced by a court to provide volunteer service in the community.
 - **Community Service** – an individual, club, troop, or group as part of an assignment or program needs to complete volunteer service, often a short-term project.
 - **Service-learning** – a term used by educators to highlight that community involvement by students should be combined with an educational component. Often there is a “reflective” process and service and learning are balanced.
 - **Advisory Boards and Committees** – community members provide policy direction, and help provide resources and services to programs.
 - **Professional volunteers** – are unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.
-

Appendices:

- Volunteer Program Manual
 - Volunteer Orientation Handbook
-

Frequently Asked Questions

Does the City have volunteer opportunities?

Yes, there are a wide variety of opportunities for both short-term activities and on-going support.

Where do I find out about opportunities?

The City maintains volunteer web pages which list the current opportunities. Visit:

www.cityofsacramento.org/volunteers or www.sacvolunteers.org

How do I apply?

Contact the City's Volunteer Coordinator or the department or program coordinator listed in the description.

Are there opportunities for youth?

Yes the City offers a variety of opportunities for youth and teens. Contact the City's Volunteer Coordinator for a list of programs accepting youth and also for a list of short-term activities available for youth to participate in.

Can groups, clubs or employees of a business volunteer?

Yes, the City offers a number of group opportunities and in some cases an opportunity can be developed for groups to participate in.

Are student interns volunteers?

Unpaid student interns are subject to the same policies, procedures and rules as volunteers and their hours should be counted towards the program or department's monthly total.

Are City employees allowed to volunteer?

Yes they can provided that they are volunteering in a capacity unrelated to their regular job and are volunteering outside their normal work schedule.

Reference Information

- 1997 Volunteer Protection Act

- City of Sacramento Volunteer Web Pages: (www.cityofsacramento.org/volunteers or www.sacvolunteers.org)

Procedure Document History

Amended: June 2009

Supersedes: API# 41 – Volunteer Coordination

Effective: August 2004

Keywords:

Volunteer, community service, intern, professional volunteer, AmeriCorps, court referral.