



# ✓ 2010 Volunteer





## Ramsey County



www.co.ramsey.mn.us

Citizen Involvement for a Stronger Community

---

April 2011

During preparation of the annual Report on Volunteerism in Ramsey County, the Ramsey County Volunteer Program Network (RCVPN) observed several trends in volunteerism within Ramsey County that are consistent with the findings of a recent survey of volunteer administrators by the Minnesota Association for Volunteer Administration (MAVA):

- **Volunteer interest is still high.**
  - *Ramsey County has experienced a County-wide increase of 148% in the total number of hours of volunteer service since 2005 (see chart on next page).*
  - The number of inquiries from potential volunteers has increased.
- **Volunteers have a real impact in tough times.**
  - Volunteers have helped preserve organizational services.
- **Volunteering plays an important role for the unemployed.**
  - The increase in volunteerism has been significantly influenced by the unemployment rate.
  - Job seekers report gaining references, skills, contacts and other benefits through volunteering.
- **Volunteerism practices are being updated.**
  - Volunteers are requesting to use their professional or workplace skills (example: leadership, project management.)

The RCVPN looks forward to meeting the changing needs of Ramsey County and its volunteers, and takes pride in reporting their accomplishments.

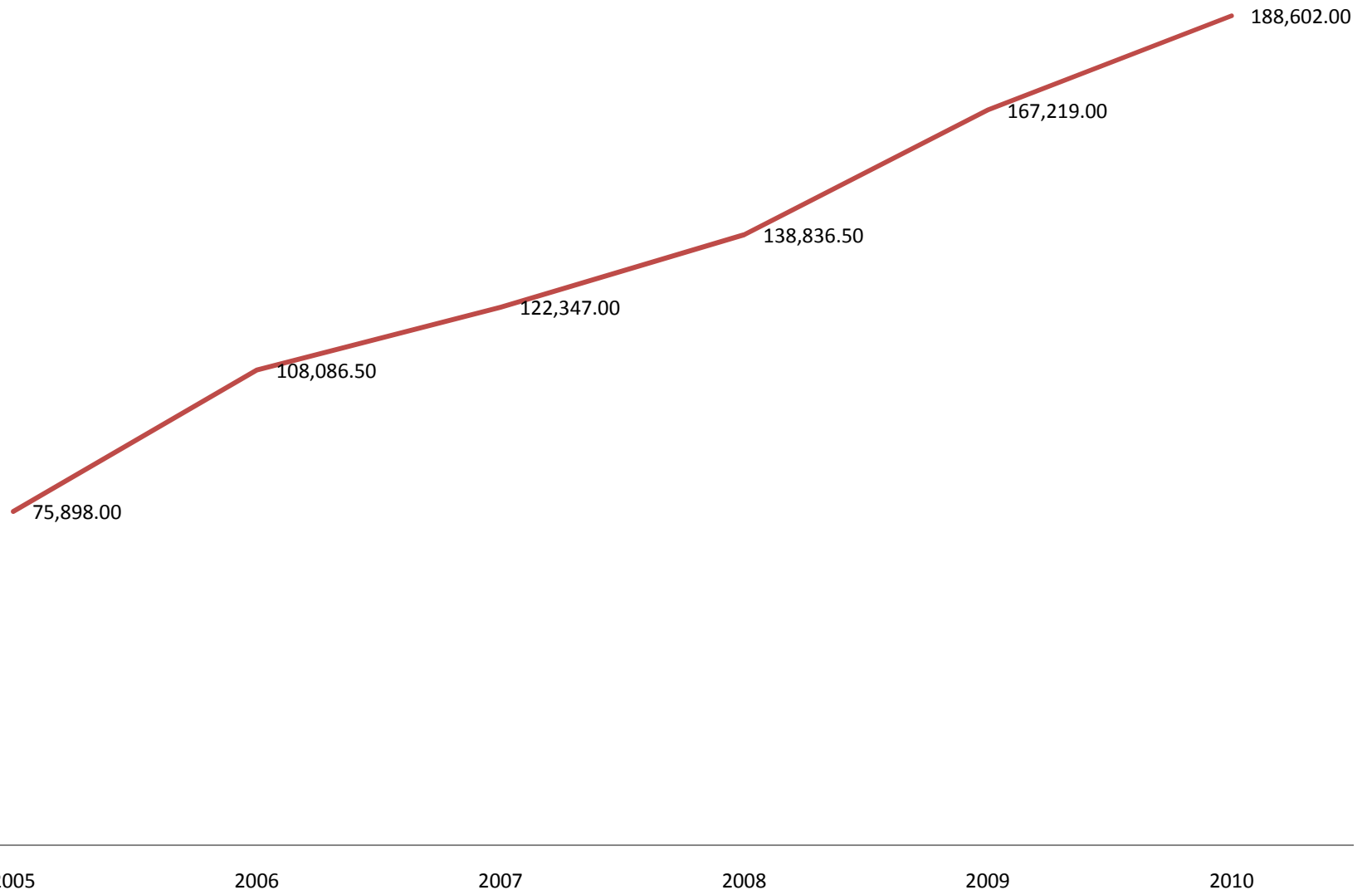
### Ramsey County Volunteer Program Network

Maria Wetherall, Veteran's Services  
Mary Capuzzi, Community Human Services  
Kim Bauer, Parks & Recreation  
Phil Chelstrom, Sheriff's Department  
Art Coulson, County Manager's Office  
Debbie Erickson, County Manager's Office  
Kris Haider, Lake Owasso Residence  
Heidi Holland, Ramsey County Libraries

William Hughes, Emergency Management  
Kristen Jackelen, Community Human Services  
Bonnie Jackelen, County Manager's Office  
Angela Mens-Eastman, Parks & Recreation  
Tammy Nodland, Community Corrections  
Beth Porter, Ramsey County Care Center  
Richard Ragan, Public Health  
Cathy Siegel, Public Health

# Hours of Service County-wide

Hours of Service



A Brief History of the Ramsey County Volunteer Program Network  
(Formerly the Volunteer Coordinating Council)

Ramsey County government utilizes volunteers across departments in a variety of capacities. This partnering between citizens and Ramsey County contributes to the building of a stronger community. The Ramsey County Volunteer Coordinating Council (VCC), comprised of staff who coordinate or manage volunteer programs within Ramsey County government, was formed in 2000 at the request of Commissioner Raphael Ortega. This council continues to meet semimonthly, addressing concerns regarding volunteerism in Ramsey County Government.

Milestones—

2011—The Volgistics project was implemented with a projected completion date of August 31.

Participated in a survey conducted by the County Manager's Office on risk management and liability issues of volunteer programs.

Worked with the Human Resources Department, County Manager's and County Attorney's Offices to identify topics appropriate for inclusion in a volunteer orientation manual for County-wide use.

2010—Participated for the fifth consecutive year in HandsOn Twin Cities' 5<sup>th</sup> Annual Volunteer Expo at the Mall of America, with more than 130 people visiting our booth.

Secured a volunteer consultant to assist with the implementation of Volgistics, a web-based volunteer information management system with an on-line application, for enterprise-wide use.

2009—Enlisted the assistance of the County Manager to identify and name a new Senior Management Liaison.

Worked with Information Services to submit a request for 2010 Application Funds and gather business requirements for a web-based volunteer information management system for enterprise-wide use.

2008—Developed a business plan and budget.

2007—"Ramsey County Volunteers" logo designed.

First meeting with the group's Hennepin County counterpart.

The first County-wide volunteer promotional item (post it notes) was designed and purchased.

The Volunteer Coordinating Council changes its name to the *Ramsey County Volunteer Program Network* (RCVPN).

2006—VCC participates in Hand On Twin Cities' first Volunteer Expo at the Mall of America.

The first County-wide volunteer recruitment tool, the "Ramsey County Volunteer Contact" buck slip was created.

In cooperation with the Ramsey County Human Resources Department, the volunteer web page was redesigned to include a section devoted to internships.

Ramsey County enters into a contract with the McDowell Agency to conduct background studies on potential volunteers.

2005—In cooperation with the County Attorney's Office, a statement on insurance and related issues was drafted for inclusion in all volunteer orientations.

Ramsey County Volunteer Services webpage created.

Ramsey County Volunteer Services' tagline, *Citizen Involvement for a Stronger Community*, was created.

2004— A County-wide definition of a volunteer was established.

First "Ramsey County Volunteer Services" information booth at the Ramsey County Fair.

2001—The first annual report on volunteerism in Ramsey County is presented to the Ramsey County Board of Commissioners.

2000—The Ramsey County Volunteer Coordinating Council is established.

## 2010 REPORT ON VOLUNTEERISM IN RAMSEY COUNTY

### 2010 Ramsey County Volunteer Statistics

	<u>Volunteers</u>	<u>Hours</u>	<u>FTEs</u>
Committees and Boards	150	4,068	1.98
Community Corrections	261	25,011	12.02
Community Human Services	924	55,041	26.47
Courthouse Tours	6	54	0.26
Emergency Management Homeland Security	33	3,734	1.80
Libraries	300	40,219	19.35
Parks & Recreation	1,506	11,964	9.66
Public Health	336	12,512	6.02
Sheriff's Department	647	36,000	20.43
Total Reported	<u>4,163</u>	<u>188,602.00</u>	<u>97.99</u>

2010 per hour dollar value of volunteering

\$21.36

\$4,028,538.72

The hourly value is based on the average hourly earnings for private nonagricultural workers as determined by the U.S. Bureau of Labor Statistics. This figure is then increased by 12 percent to estimate fringe benefits.

Source: INDEPENDENT SECTOR, [www.independentsector.org](http://www.independentsector.org) (3/26/11).

In Ramsey County, volunteers serve in the following ways:

- In religious services and pastoral support
- As Office Assistants
- As Earth Day Clean-up members
- As Bluebird Monitors
- As Commission and Council Members
- As Leisure Activity Assistants
- As Victim Advocates
- As Drivers
- As Library Assistants
- As Child Care/Nursery Assistants
- As Dog Park Guardians
- As Photographers
- As Interpreters
- As Greeters
- As Gardeners
- As Community Affairs Officers
- In emergency response efforts
- As Tour Guides
- As Group Facilitators

While the above list is far from inclusive, it demonstrates the diversity of services that citizen volunteers contribute to the workings of Ramsey County. Volunteers serve to extend the ability and the time available for staff to perform their duties, and Volunteer involvement can enhance the level of attention that clients receive.

## 2010 Ramsey County Volunteer Statistics

n/a = not available

Department/Program	Volunteers	Hours FTEs	
<b>Committees and Boards</b>			
Capital Improvement Program Citizens Advisory Committee	8	124	
Community Action Program	3	144	
Community Health Services Advisory Committee	23	390	
Corrections Advisory Committee	12	112	
Extension Committee	6	72	
Homeless Advisory Committee	30	1,020	
Library Board	7	252	
Parks and Recreation Commission	9	300	
Personnel Review Board	6	13	
Small Business Enterprise Advisory Committee	17	185	
Veterans Rest Camp Board	2	48	
Workforce Investment Board	16	880	
Workforce Investment Board Youth Council	11	528	
<i>Departmental Total</i>	150	4,068	1.96
<hr/>			
<b>Community Corrections</b>	261	25,011	12.02
<hr/>			
<b>Community Human Services</b>			
Human Services Proper--Volunteers	74	20,134	9.68
--Unpaid Interns	84	27,702	13.32
--Holiday Sponsors	566	282	0.14
Human Services Proper Total	724	48,118	23.14
Citizen's Advisory Councils	78	1,438	0.69
Lake Owasso Residence	n/a	n/a	n/a
Ramsey County Care Center	122	5,486	2.64
<i>Departmental Total</i>	924	55,041	26.47
<hr/>			
<b>Courthouse Tour Guides</b>	6	54	0.26
<hr/>			
<b>Emergency Management Homeland Security</b>	33	3,734	1.80
<hr/>			
<b>Libraries</b>			
Library Volunteer Program	300	32,620	15.68
Friends of the Library	n/a	7,599	3.65
<i>Departmental Total</i>	300	40,219	19.33

**Parks and Recreation**

Active Living Ramsey Communities	398	4,719	2.27
Tamarack Nature Center	219	5,850	2.81
Earth Day/Spring Clean Up	475	1,425	0.69
Golf Courses/Bluebird Monitoring	4	132	0.06
Planning and Natural Resources	219	5,850	2.81
Dog Park Guardians	15	1,400	0.67
Trail Groomers	10	227	0.11
Parks and Trails	100	200	0.10
Mighty Kids Program	66	319	0.15
<i>Departmental Total</i>	<u>1,506</u>	<u>20,122</u>	<u>9.67</u>

**Public Health**

Child and Teen Checkups	8	150	0.07
Medical Reserve Corps of Ramsey County	276	844	0.41
Sexual Offense Services	52	11,518	5.54
<i>Departmental Total</i>	<u>336</u>	<u>12,512</u>	<u>6.02</u>

**Sheriff's Department**

Community Affairs Officers	51	5,525	2.66
Citizens Civil Defense Corps	168	2,500	1.20
Community Emergency Response Team FEMA	312	750	0.36
Chaplains	10	8,640	4.15
Water Patrol Reserves	85	18,585	8.93
Youth Explorers	21	6,500	3.13
<i>Departmental Total</i>	<u>647</u>	<u>36,000</u>	<u>20.43</u>

Reports on 2010 volunteerism were submitted by:

- Mary Capuzzi, Coordinator of Volunteer Services, Community Human Services
- Phil Chelstrom, Deputy, Sheriff's Department
- Debbie Erickson, Volunteer Coordinator, Courthouse Tour Guides
- Angela Mens-Eastman, Recreation Services Supervisor, Parks and Recreation Department
- Heidi Holland, Ramsey County Libraries
- William Hughes, Emergency Management Homeland Security
- Bonnie Jackelen, Chief Clerk, Ramsey County Committees and Boards
- Kristen Jackelen, Community Human Services' Citizen's Advisory Councils
- Tammy Nodland, Volunteer Activities Director, Community Corrections
- Beth Porter, Volunteer and Activity Coordinator, Ramsey County Care Center
- Richard Ragan, Assistant to the Director/Medical Reserve Corps Coordinator, Public Health
- Cathy Siegel, Volunteer Coordinator, Sexual Offense Services
- Kim Bauer, Tamarack Nature Center- Parks and Recreation Department
- Kurt Zilley, Child & Teen Check-ups, Public Health