

**County of Marin
Civic Center Volunteers
Financial Impact Analysis
January 2010 - December 2010**



Serving Marin County since 1979

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Department	# of Volunteers		# of Volunteer Hours		\$ Compensation Without Benefits Equivalent		\$ Total Compensation Equivalent	
	2009	2010	2009	2010	2009	2010	2009	2010
Agriculture/Weights & Measures	2	3	354	335	\$8,212.23	\$8,089.52	\$11,497.12	\$12,376.97
Assessor/Recorder/County Clerk*								
Assessor/Recorder	4	3	728	959	\$16,536.98	\$22,618.48	\$23,151.77	\$34,606.27
County Clerk	1	—	235	—	\$5,328.52	—	\$7,459.93	—
Board of Supervisors	5	7	280	880	\$6,627.79	\$24,283.07	\$9,278.91	\$37,153.10
Child Support Services	3	3	394	645	\$12,397.55	\$20,831.74	\$17,356.57	\$31,872.56
Community Development Agency								
Administration	2	2	159	613	\$3,612.40	\$16,754.97	\$5,057.36	\$25,635.10
C. Devel. Block Grant	1	0	66	0	\$2,064.77	\$0.00	\$2,890.68	\$0.00
Environmental Health	1	1	240	236	\$11,875.89	\$11,825.00	\$16,626.25	\$18,092.25
Planning	5	3	756	612	\$17,959.79	\$16,085.29	\$25,143.71	\$24,610.49
Richardson's Bay (Harbor)	1	1	275	180	\$8,657.31	\$5,940.00	\$12,120.23	\$9,088.20
Sustainability	4	1	691	99	\$17,092.93	\$2,338.29	\$23,930.10	\$3,577.58
County Administrator	0	1	0	382	\$0.00	\$12,607.65	\$0.00	\$19,289.70
County Counsel	5	7	1,904	1,551	\$104,946.91	\$60,773.71	\$146,925.67	\$92,983.78
Cultural Services								
Administration	8	12	657	951	\$15,064.74	\$23,100.43	\$21,090.64	\$35,343.66
County Fair	532	652	4,605	5,449	\$104,625.60	\$128,596.40	\$146,475.84	\$196,752.49
Docents	6	6	164	210	\$4,944.62	\$6,318.55	\$6,922.47	\$9,667.38
Maintenance	4	3	408	405	\$6,726.83	\$9,696.69	\$9,417.56	\$14,835.94
Marin Center Ushers	134	132	8,153	7,986	\$256,656.44	\$263,538.00	\$359,319.02	\$403,213.14
Department of Finance*								
Auditor / Controller	14	14	803	467	\$68,748.58	\$34,014.29	\$96,248.01	\$52,041.86
Treasurer / Tax Collector	1	1	595	356	\$13,524.08	\$8,413.40	\$18,933.71	\$12,872.50
District Attorney								
Consumer Protection/Mediation*	7	11	1,320	1,521	\$41,529.05	\$51,355.07	\$58,140.67	\$78,573.26
Legal Support Services	6	12	355	680	\$8,394.21	\$19,717.54	\$11,751.89	\$30,167.84
Prosecution	1	14	72	4,808	\$2,270.02	\$240,403.50	\$3,178.03	\$367,817.36
Fire Department	45	45	2,072	2,131	\$58,392.24	\$70,126.70	\$81,749.14	\$113,227.50
Health & Human Services								
Administration	6	9	246	534	\$11,108.60	\$21,545.23	\$15,552.04	\$32,964.20
Aging and Adult Services:								
Area Agency on Aging	2	7	116	661	\$3,640.03	\$20,819.89	\$5,096.04	\$31,854.43
FAST (Fiduciary Abuse Specialty Team)	—	22	—	260	—	\$8,891.89	—	\$13,604.59
Long-Term Care Ombudsman	7	9	557	604	\$17,535.93	\$19,922.10	\$24,550.30	\$30,480.81
Project Independence	75	86	5,370	6,656	\$165,904.63	\$219,443.85	\$232,266.48	\$335,749.09
Veterans Affairs	2	4	454	893	\$10,710.14	\$28,155.79	\$14,994.20	\$43,078.36
Alcohol, Drug & Tobacco	1	1	16	89	\$503.68	\$2,939.31	\$705.15	\$4,497.14
C.M.H.S.	32	45	15,633	16,714	\$495,782.81	\$615,139.86	\$694,095.93	\$941,163.99
C.M.H.S. - Greenbrae	16	8	8,410	7,482	\$263,635.33	\$246,890.82	\$369,089.46	\$377,742.95
C.M.H.S. - Sr. Peer Counseling	50	40	6,903	6,951	\$217,050.73	\$243,318.95	\$303,871.02	\$372,277.99
C.M.H.S. - West Marin	9	8	4,027	4,656	\$126,788.22	\$153,644.37	\$177,503.51	\$235,075.89
Dental Clinic-Children's Oral Hlth.	18	33	1,602	822	\$48,272.80	\$35,758.07	\$67,581.92	\$54,709.85
Employment Services	1	2	205	207	\$6,454.34	\$4,892.75	\$9,036.08	\$7,485.91
Epidemiology	26	14	1,991	1,280	\$54,647.35	\$44,009.57	\$76,506.29	\$67,334.64
Health Services Division	6	—	358	—	\$11,268.27	—	\$15,775.58	—
HIV/AIDS	3	1	121	1,315	\$2,911.22	\$31,035.42	\$4,075.71	\$47,484.19
Laboratory	0	3	0	115	\$0.00	\$3,785.43	\$0.00	\$5,791.71
Marin Medical Reserve Corps	962	350	4,405	3,880	\$217,518.90	\$182,591.16	\$304,526.46	\$279,364.47
Medical Clinics	22	63	1,676	5,615	\$50,381.48	\$186,974.05	\$70,534.07	\$286,070.30
Public Health	81	68	6,484	4,406	\$188,872.75	\$134,654.25	\$264,421.85	\$206,021.00
Public Guardian	0	4	0	354	\$0.00	\$9,589.00	\$0.00	\$14,671.17
Social Services	6	10	1,176	997	\$36,987.11	\$31,198.17	\$51,781.95	\$47,733.20
STAR Program	4	8	646	2,139	\$25,410.32	\$72,112.59	\$35,574.45	\$110,332.26
WIC	6	9	269	369	\$7,748.67	\$11,553.52	\$10,848.14	\$17,676.89
Women's Health Services	43	13	1,869	521	\$56,002.73	\$18,218.56	\$78,403.82	\$27,874.40
Housing Authority	6	1	1,476	23	\$40,593.77	\$1,162.50	\$56,831.28	\$1,778.63
Human Resources								
Administration	1	1	3	144	\$43.09	\$4,761.57	\$60.33	\$7,285.20
Civic Center Volunteers	20	29	1,461	1,945	\$39,236.63	\$57,355.14	\$54,931.28	\$87,753.36
EEO	—	1	—	18	—	\$419.84	—	\$642.36
Employee Relations	3	2	615	103	\$30,380.55	\$5,132.50	\$42,532.77	\$7,852.73
Human Rights Commission	1	1	32	11	\$728.86	\$249.69	\$1,020.40	\$382.03
Staffing	1	1	84	14	\$1,914.16	\$324.50	\$2,679.82	\$496.49
Women's Commission	5	6	277	26	\$6,292.76	\$610.30	\$8,809.86	\$933.76

Department	# of Volunteers		# of Volunteer Hours		\$ Compensation Without Benefits Equivalent		\$ Total Compensation Equivalent	
	2009	2010	2009	2010	2009	2010	2009	2010
	Information Services Technology	3	2	321	399	\$10,082.73	\$8,980.02	\$14,115.82
Law Library	2	6	134	518	\$3,036.53	\$12,231.61	\$4,251.14	\$18,714.36
Library								
Bolinas	5	5	152	191	\$3,445.26	\$4,509.25	\$4,823.36	\$6,899.15
California Room	8	10	613	1,001	\$18,077.02	\$31,601.07	\$25,307.83	\$48,349.64
Civic Center	16	22	943	811	\$22,417.52	\$21,871.11	\$31,384.53	\$33,462.80
Corte Madera	34	28	856	1,025	\$19,820.86	\$27,042.06	\$27,749.20	\$41,374.35
Fairfax	23	19	510	469	\$11,712.64	\$11,048.86	\$16,397.70	\$16,904.76
Inverness	5	5	139	179	\$3,159.90	\$4,216.61	\$4,423.86	\$6,451.41
Library Beyond Walls	40	28	1,350	1,088	\$30,694.16	\$25,678.44	\$42,971.82	\$39,288.01
Literacy Program	248	274	21,275	18,453	\$669,737.00	\$608,503.72	\$937,631.80	\$931,010.69
Marin City	6	6	415	572	\$9,440.39	\$13,844.67	\$13,216.55	\$21,182.35
Novato	133	126	4,568	4,593	\$105,985.26	\$110,886.05	\$148,379.36	\$169,655.66
Point Reyes	9	6	322	227	\$7,469.56	\$5,486.62	\$10,457.38	\$8,394.53
South Novato	21	14	348	173	\$7,982.39	\$4,864.49	\$11,175.35	\$7,442.67
Stinson Beach	6	6	418	361	\$9,497.64	\$8,521.72	\$13,296.70	\$13,038.23
Parks & Open Space								
Administration	5	12	683	1,044	\$15,207.15	\$30,634.92	\$21,290.01	\$46,871.43
Landscape	104	302	3,768	4,303	\$62,209.68	\$149.58	\$87,093.55	\$228.86
McInnis Park	274	193	2,151	2,102	\$35,513.01	\$38,911.45	\$49,718.21	\$59,534.52
McNears Beach Park	207	257	2,202	1,357	\$36,355.02	\$24,426.00	\$50,897.03	\$37,371.78
Open Space	2,093	1,996	14,292	12,671	\$324,714.24	\$318,834.49	\$454,599.94	\$487,816.77
Paradise Beach Park	108	13	344	56	\$5,679.44	\$1,008.00	\$7,951.22	\$1,542.24
Stafford Lake Park	468	310	2,859	1,350	\$47,202.09	\$24,300.00	\$66,082.93	\$37,179.00
Various combined small parks	423	793	2,417	3,142	\$39,904.67	\$56,556.00	\$55,866.54	\$86,530.68
Probation								
Adult	3	3	451	562	\$11,744.25	\$17,089.26	\$16,441.95	\$26,146.57
Juvenile	10	17	1,074	2,163	\$32,406.50	\$77,783.99	\$45,369.10	\$119,009.50
Mediation*	27	21	2,853	1,843	\$87,404.41	\$60,825.26	\$122,366.17	\$93,062.65
Public Defender	29	38	5,006	7,437	\$242,458.08	\$308,689.92	\$339,441.31	\$472,295.58
Public Works								
Administration	1	0	120	0	\$1,981.20	\$0.00	\$2,773.68	\$0.00
Building Maintenance	3	0	344	0	\$5,862.19	\$0.00	\$8,207.07	\$0.00
County Airport	1	1	166	129	\$3,782.88	\$4,257.00	\$5,296.03	\$6,513.21
Custodial	1	0	186	0	\$3,072.02	\$0.00	\$4,300.83	\$0.00
Engineering Services	0	2	0	256	\$0.00	\$8,450.64	\$0.00	\$12,929.48
Garage	1	0	2	0	\$34.84	\$0.00	\$48.78	\$0.00
Land Development	—	2	—	81	—	\$2,673.66	—	\$4,090.70
Land Use & Water Resources	1	3	6	57	\$127.46	\$2,125.91	\$178.44	\$3,252.64
Storm Water Program	75	1,244	375	1,646	\$6,191.25	\$29,628.00	\$8,667.75	\$45,330.84
Transit	2	0	49	0	\$1,117.37	\$0.00	\$1,564.32	\$0.00
Urban Search and Rescue	4	4	103	154	\$4,241.01	\$5,090.25	\$5,937.41	\$7,788.08
Sheriff								
Air Patrol	21	21	2,093	1,772	\$103,352.34	\$88,600.00	\$144,693.28	\$144,418.00
Administration	2	2	298	448	\$7,612.66	\$10,573.98	\$10,657.72	\$16,178.19
Coroner (Indep. dept. to 7/10)*	5	2	393	79	\$9,656.14	\$2,494.44	\$13,518.60	\$3,816.49
Emergency Services (OES)	7	6	851	1,070	\$26,946.70	\$35,131.71	\$37,725.38	\$53,751.52
Investigations	3	3	439	855	\$13,814.99	\$28,224.57	\$19,340.99	\$46,006.05
Marine Patrol	4	4	216	189	\$6,805.96	\$6,250.86	\$9,528.34	\$10,188.90
Mounted Posse	17	22	4,120	4,100	\$129,697.60	\$135,300.00	\$181,576.64	\$220,539.00
RACES/ACS	94	37	5,640	4,209	\$128,140.80	\$99,332.40	\$179,397.12	\$151,978.57
Search and Rescue	78	84	21,920	35,833	\$1,082,409.60	\$1,791,650.00	\$1,515,373.44	\$2,920,389.50
Superior Court	20	19	1,519	1,942	\$43,116.38	\$67,740.64	\$60,362.93	\$103,643.18
Legal Self Help Center*	14	7	969	582	\$43,710.22	\$20,030.15	\$61,194.31	\$30,646.13
Subtotals	6,871	7,768	202,041	222,752	\$6,429,546.35	\$7,670,578.31	\$9,001,364.89	\$11,946,921.01
Farm & Home Advisor	537	569	37,187	39,999	\$1,170,646.76	\$1,319,967.00	\$1,638,905.46	\$2,019,549.51
Family & Children's Law Center	1	1	36	26	\$808.60	\$836.55	\$1,132.04	\$1,279.92
Marin Advocates for Chldrn. CASA	95	76	6,546	6,352	\$206,068.08	\$219,338.68	\$288,495.31	\$335,588.18
Marin Workforce Housing Trust	—	1	—	23	—	\$1,162.50	—	\$1,778.63
TOTALS	7,504	8,415	245,810	269,152	\$7,807,069.79	\$9,211,883.04	\$10,929,897.70	\$14,305,117.24

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

Based on:

Facilities workers: salary \$18.00, with benefits \$27.54

Clerical: salary \$23.60, with benefits \$36.11

Para Professional: salary \$33.00, with benefits \$50.49

Professional: salary \$50.00, with benefits \$76.50

Consultants/Doctorates: salary \$100.00, with benefits \$153.00

* Organizational consolidations

§ Adjusted 2009 figures

General Information on Marin County's Civic Center Volunteers Program

Overview:

In 2010, 8,415 Civic Center Volunteers (CCV) contributed 269,152 hours providing more than \$14.3 million total compensation in services to augment and extend the efforts of Marin County employees to increase customer service. An impressive grand total of more than \$124 million in services has been contributed since the program began in 1979.

A valuable community link, CCV brings county government closer to its people by involving residents in their local government activities. The volunteers supplement paid staff in virtually all aspects of county government.

The centralized volunteer program of the Human Resources Department has the responsibility of developing jobs in departments, recruiting, screening, placing, tracking, evaluating, and recognizing the volunteer force. There is a strong commitment to provide an opportunity for a successful job experience to people of all skill levels and abilities.

2010-2011 Volunteer & Supervisor of Volunteers of the Year:

Each year one volunteer is honored as the *Outstanding Volunteer of the Year*, typifying excellence in volunteerism. Retired educator **Bobbie Kettler, MA**, tutors daily at Marin County Juvenile Hall's Loma Alta School and leads Marin Civic Center tours as a Cultural Services Department docent. A teacher since 1954, Bobbie uses her deep professional experience and sincere interest in others to help incarcerated teens set and reach academic goals. Staff members laud her reliability, which students find reassuring, and her ability to teach by example. Bobbie also uses teaching skills to inform visitors and new county employees about the Frank Lloyd Wright-designed Civic Center. Bobbie joined Civic Center Volunteers in 2006.

Recognizing the essential role regular paid staff members play in the success of the CCV program, the *Outstanding Supervisor of Volunteers* is honored each year for excellence in supervision and training of volunteers. **Nan Heflin, MA, MFT**, a Licensed Mental Health Practitioner in Community Mental Health, uses her professional expertise to support volunteer and intern counselors to identify their own abilities and styles to connect most effectively with clients of the Senior Peer Counseling program. The senior peer counselor supervisor for 16 years, Nan excels at building relationships that keep the "community" in Community Mental Health. Her organizational strengths have helped shaped the thriving program, currently 40 counselors with 60 clients.

History of Civic Center Volunteers:

One of the first centralized county volunteer programs in the United States, the Marin County Civic Center Volunteers was launched in January 1979 after the passage of California's Proposition 13. CCV was created to supplement an already

overburdened paid staff at every level, in order to help maintain Marin's excellent county services.

Civic Center Volunteers allows government to experiment with new ideas and respond to local needs. Here are a few examples. In 1982, faced with a threatened reduction from 40 to 6 hours a week in the California History Room at the Civic Center Library, volunteer docents were recruited to help keep this facility open to the public 40 hours a week. It is an ongoing program. In 1983, the Sheriff's Department, spurred by a kidnapping and renewed awareness of the difficulty in identifying children, enlisted volunteers to fingerprint children in elementary schools. In 1985, an ongoing volunteer team was recruited and trained to expand services in the District Attorney's Office Consumer Mediation Unit. In 1991, a student internship program was developed. That same year, volunteers started providing translating services in traffic court. In response to the tragic Oakland Hills Fire, volunteers created a "Firewatch 92" hands-on exhibition at the Marin County Fair. Volunteers started staffing the fire lookout on Mt. Tamalpais that same year. In 1992, CCV assumed the responsibility for the annual Employee Length of Service Recognition Program. In 1995, CCV, with Community Mental Health, launched the nationally recognized Job Coach Program, providing volunteer job coaches to volunteers with mental illness. CCV was a driving force in the establishment of the Gift Shops in Parks, Open Space, and Cultural Services. In 1996, the CCV office launched and continues to manage and publish *Frankly Speaking*, the county employee newsletter. In 2005, CCV collaborated with the Center for Volunteer & Nonprofit Leadership to help develop Masters of Marin, a project focusing on engaging older adults in volunteerism. CCV continues to be engaged in workforce planning initiatives. In 2008, CCV established collaborations with two County departmental volunteer initiatives, one with the Health & Human Services Wellness Campus in San Rafael and the other with the Sheriff's Office. As the economic recession of the last few years has continued, CCV has accommodated a steep rise in the number of highly skilled applicants offering to serve the County of Marin while in transition.

Honors:

Over its 31-year history, CCV has received local, state, and national recognition.

- U.S. Congressional Certificate of Special Recognition
- California Legislature Resolution
- National Association of Counties' *Acts of Caring Award* Presented at the Capitol building in Washington, D.C.
- The Association of Volunteer Administrators' *Volunteer Administrator of the Year* – 2000 (Joan Brown)
- CBS Network's *The Charles Osgood File*
- California Legislative Assembly, *Resolution of Commendation*
- State of California Senate Rules Committee, *Resolution of Commendation*
- United States Congress *Achievement Award*
- Volunteer Bureau *Agency of the Year*