

Update Audit on the Use and Coordination of Volunteers

Neighborhood Services and Education
Committee

Background

- March 2016 – Audit 16-03 – *The City’s Use and Coordination of Volunteers; Volunteer Programs Provide Significant Benefits to the Residents of San José.*
 - Eight recommendations
- April 12, 2016 Council Accepted the Audit
 - Included additional recommendations
 - Directed staff to return to NSE with update in early 2017

Audit Recommendations & Status

| Recommendation | Initial Status | Current Status | One-Time/On Going |
|---|----------------|--------------------------------|--|
| #1: “How to” Guide | Yellow | Green: TBC Feb 2018 | One-Time w/occ. Rev. |
| #2: Volunteer Policy | Yellow | Green: TCB Feb 2018 | One –Time w/ occ. Rev. |
| #3: Volunteer Toolkit/ Website | Yellow | Green: TBC Feb 2018 | One –Time w/ occ. Rev. |
| #4(a)(b): Improve webpage for one-time/place-based opportunities. | Yellow | Yellow/Red (See Council Recs.) | On-going sys admin, events, applications, etc. |

PRNS

| Recommendation | Initial Status | Current Status | One-Time/On Going |
|--|----------------|----------------|---|
| #6: Provide oversight and management of community center volunteer programs. | Red | Green | On-going funding was approved for FY16/17 to hire 1FTE Volunteer Coord. Hiring delayed – flood. |
| #8: Expansion of Recreation E-Commerce system for Community Gardens Program | Yellow | Green | Initial roll-out as a pilot. Will be updating remaining gardens mid-2018. |

DOT, OES & SJPD

| Recommendation | Initial Status | Current Status | One-Time/On Going |
|--|----------------|----------------|--|
| #4(c): Reactivate Adopt-a-Street | Red | Red | Requires on-going funding. |
| #5: CERT Program – role of volunteers in updated emergency ops plan | Yellow | Yellow/Red | Rec'd one-time for FY 16/17 to bring to yellow. On-going funding required. |
| #7: Police Reserves Monitor Hours to ensure POST and patrol requirements met | Green | Green | Completed |

Audit Summary

- All but 1 recommendations were initially “yellow” status due to resource limits
- 5 of the 8 recommendations have been implemented or are in process
- 2 recommendations have been partially implemented or could be implemented with additional resources
- 1 recommendation will not be implemented without additional resources

Current Volunteer Activities & Programs

PRNS Volunteer Hours 2016-2017

- Parks Volunteer Hours
 - Adopt-A-Park –
12,893
 - One Day Events –
12,298
- Recreation & Community Service Hours
 - Senior Nutrition –
70,358
 - Anti-Graffiti & Anti Litter – 4,362
 - Special Events – 6,675



- Total All PRNS Volunteer Hours
– **106,586**

Library 2015-2016



- 2,967 volunteers
- 84,829 hours
- **New Program - Volunteer Away Your Fine**
 - First SJPL System Wide Day of Service in January 2017
 - 670 volunteers
 - 1,357 hours
 - Waived \$7,709 in fines

Animal Care & Services 2016-2017

- New f/t Volunteer Coordinator
- 323 volunteers - 21,057 hours
- Types of duties
 - Cat, dog or small animal socializer;
Laundry/Clean Team; Veterinary Volunteer;
Adoption Counselor and; Photographer
- NEW Parent/Child Volunteer program



Happy Hollow Park & Zoo (2016)

- 50 volunteers
- 7,795 hours
- Specific training requirements
- Many volunteers have been with the zoo for multiple years



Creek Clean-Ups 2016-2017

| | # Volunteers | Vol Hours | Tons (US Short) |
|----------------------------------|--------------|--------------|-----------------|
| Keep Coyote Creek Beautiful | 1,225 | 3,946 | 14.62 |
| South Bay Clean Creeks Coalition | 758 | 1,611 | 23.21 |
| Coastal Cleanup Day | 624 | 1,872 | 17.65 |
| National River Cleanup (5/20/17) | TBD | TBD | TBD |
| TOTAL | 2,607 | 7,429 | 55.48 |

Flood Response



Volunteer Coordination

- 5,000 people provided assistance with:
 - Residential muck-outs
 - Mass care and emergency shelter
 - Local Assistance Center

