

# DHHS VOLUNTEER PROGRAM 2008 REPORT



HELPING PEOPLE LIVE BETTER LIVES

HELPING PEOPLE LIVE BETTER LIVES

# VOLUNTEER PROGRAM COORDINATION TEAM

## FISCAL YEAR JULY 2007 – JUNE 2008

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# INTRODUCTION

In 1997, five state agencies (Aging, Health, Juvenile Services, Public Institutions, and Social Services) merged into the Nebraska Department of Health and Human Services (DHHS). As a result, the volunteer programs merged and the DHHS Volunteer Program was organized. All employees serving as Volunteer Coordinators in the former agencies retained their responsibilities as Volunteer Coordinators. Currently, there are 43 Volunteer Coordinators working statewide in local service offices, facilities, and in the central office. Since these Volunteer Coordinators have other primary responsibilities, volunteer coordination is a small part of their job. As exemplified by the following statistics, the limited investment made by Volunteer Coordinators has a large payoff for DHHS.

The DHHS Policy Cabinet adopted Minimum Operating Standards in April 1999, followed by the appointment of a state Volunteer Program Coordination Team. The team is comprised of one person from five Service Areas, \* appointed by the Service Area Administrator and each 24-hour facility, appointed by the Facility CEO; and one person representing DHHS central administration, appointed by the Policy Cabinet. A liaison from central administration was also appointed by the Policy Cabinet to assist the team. The responsibilities of the team include: (1) overseeing and recommending adjustments to the DHHS Volunteer Program standards and procedures, (2) developing volunteer program printed materials for statewide usage, (3) planning annual statewide recognition of volunteers, (4) arranging training and technical assistance for Volunteer Program staff and (5) providing an annual report. Team members serve as a resource for Volunteer Coordinators to assist with ideas, answer questions, and provide communication for purposes of continuity. Within the team, a communication lead was designated from each Service Area to ensure timely dissemination of information.

# NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

## PHILOSOPHY

The Utilization of volunteers provides a cost-effective means of supporting staff as well as assisting in the enhancement of service delivery. Staff at all levels should have the opportunity to be involved in planning effective utilization of volunteers. A well-managed volunteer program contributes to improved quality and quantity of services. Our mission is best served by the active participation of community citizens. To this end, we accept and encourage the involvement of volunteers at all levels of the department and within all appropriate programs and activities. In recognition of this belief, the Nebraska Department of Health and Human Services will maintain the following basic philosophy regarding the utilization of volunteer services:

- Volunteers are people with skills and needs.
- The trained and supported volunteer will be a good ambassador to the community at large.
- Most jobs within the DHHS can be extended, reinforced, or enriched by volunteer contributions. In no circumstances will a volunteer be a replacement for paid staff.
- Appropriate selection, placement, training and supervision of volunteers is essential so that the special skills each person brings to the job can best be utilized to the benefit of DHHS and volunteers alike.
- The benefits that can result from a good volunteer and staff partnership exceed the administrative effort involved.
- Timely and meaningful recognition is key to the retention of volunteers.

(Administrative Policy, April 13, 1999)

This report was developed by the Nebraska DHHS Volunteer Program Coordination Team to summarize volunteer program activity for fiscal year 2007–20078

# EXECUTIVE SUMMARY

This section is an executive summary of information provided in detail later in this report.

**Administrative Accomplishments:** The Nebraska DHHS Volunteer Program Coordination Team was established in July 1999. This team is comprised of members from all areas of the state. In fiscal year 2007-2008, the Team accomplished the following:

- Maintained the data reporting system set up by Lincoln, with all team Members entering their own data on a regular basis. The Volunteer Team manages this site.
- Initiated statewide recognition items for National Volunteer Week in April.
- Encouraged and supported ongoing volunteer recognition in local offices throughout the year.
- Had Team representation at the 2008 Governor's Conference on Community Service.
- Created the Annual Report as mandated by our Minimum Operation Standards

## Value of Time and Donations

The Team oversees the volunteer program statewide, including the collection of data on volunteer service and donations. A standardized data collection system was put in place January 1, 2002.

During the report period, DHHS benefited from services provided by volunteers either working individually or through membership in an organization. This service represented 45,183 hours of volunteer time. Using the Independent Sector national standard of the value of volunteer time, volunteer service is valued at \$19.51 per

hour for a total benefit of \$881,520.33. Through a combination of contributions of goods, in-kind services, and money, DHHS received \$307,973.23 in donations. **Total benefit to DHHS in volunteer time and donations equals \$1,189,493.56.**

**Volunteers:** Volunteers come to the Nebraska Department of Health and Human Services from schools and colleges, churches, Veteran organizations, community organizations, and the public. They are of all ages and vary in socio-economic levels, education and experience, representing a very diverse background.

**Volunteer Work:** Volunteers and interns were engaged in work statewide in Nebraska DHHS facilities, the central office, and local service offices. Examples of activities volunteers were involved in include general office work and office coverage, recreational activities and outings, mentoring, tutoring, youth group sessions, meal delivery and transportation. Volunteers were also involved in music programs, special event luncheons and parties, yard and garden work, maintenance of bird habitats, library, snow removal and yard maintenance for elderly and disabled clients, regular telephone contact with housebound individuals, and one-to-one personal assistance and support.

**Volunteer Recognition:** Volunteers were recognized during National Volunteer Recognition Month with a number of special events occurring during National Volunteer Week, April 23 – May 3, 2008, or at the end of their volunteer experience in many local DHHS offices. Volunteers were given a carabiner flashlight as tokens of appreciation for their yearly contribution.



**Graph 1: Total Contributions and Donations (2007)**

## BENEFITS OF VOLUNTEER SERVICE TO NEBRASKA DHHS

The utilization of volunteers within the Nebraska Department of Health and Human Services provides a cost-effective means of supporting staff at all levels. According to the Independent Sector, a nationally recognized non-profit management organization, the dollar value of volunteer time assigned is \$19.51 per hour. **The dollar benefit of volunteer time within the DHHS (45,183 total hours x \$19.51 per hour) is \$881,520.33.** During times when state agencies have been asked to “do more with less,” volunteers play a role in improving the quantity and quality of service.

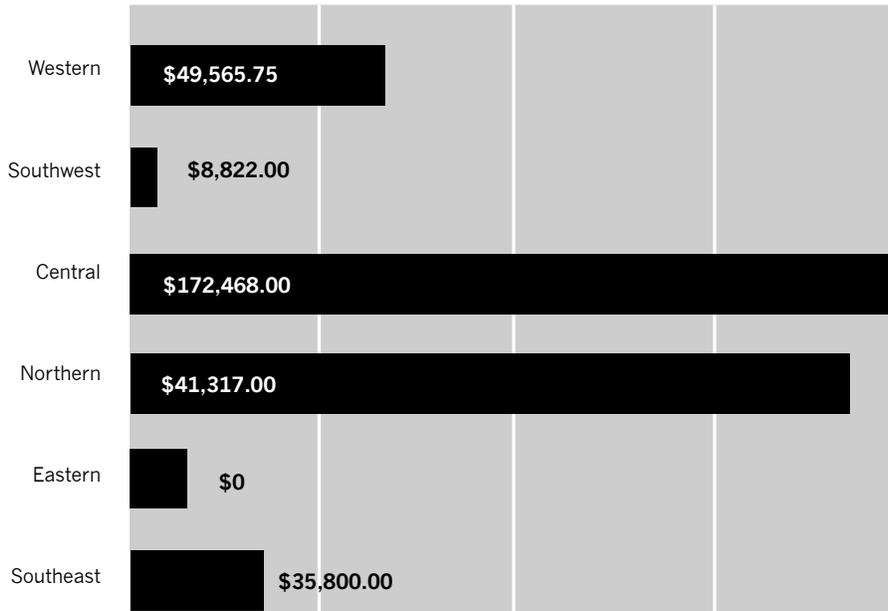
Volunteers assist programs and facilities with activities, enable staff to perform other duties, help fulfill the agency mission, assist in creating a higher standard of living for those served, and create likelihood that those served will be law abiding citizens. Volunteerism provides a powerful tool for bringing people from all walks of life together to interact and solve problems. Volunteers provide valuable role models for many of those served by the Nebraska DHHS, and

volunteers themselves also benefit by deriving satisfaction from helping improve the lives of others.

The benefits of a well-managed volunteer program exceed the administrative effort involved and the active participation of volunteers enhances the achievement of the Nebraska Department of Health and Human Services mission.

## CONTRIBUTIONS OF SERVICES, GOODS AND MONETARY DONATIONS

Since January 1, 2000 all Nebraska DHHS entities are reporting contributions and donations in a standardized way. For reporting purposes, donations were divided into 10 areas: household goods/appliances, clothing, food products, cash/checks, personal sundries, toys, services, gift certificates, miscellaneous and recreational items.



**Graph 2: Total Contributions and Donations by Service Area (2007)**

Donations are used within the facilities for members/patients/youth to assist clients, state wards, families at risk and individuals on public assistance. Donations are also received for foster parent and volunteer recognition.

**Typical items received:**

**Household Goods/Appliances:** microwaves, blankets, rocking chairs, furniture, park benches, wood working equipment and carpeting.  
Total \$15,165.00

**Clothing:** adult and children’s clothing (i.e., shoes, coats, mittens, gloves, hats, scarves, etc.)  
Total \$51,643.00

**Food Products:** for recreational activities and recognition events and a minimal amount of emergency food.  
Total \$16,505.50

**Cash/Checks:**  
Total \$95,238.75

**Personal Sundries:** toothpaste, tooth brushes, soap, deodorant, razors, make-up, beauty products, hair products, brushes, sunscreen, bug spray, etc.  
Total: \$15,541.00

**Toys:** electronic games, dart boards, puzzles, board games, playing cards, computer games, dolls, and other items for children.  
Total: \$32,129.98

**Services:** worship services, sewing, moving and cleaning.  
Total: \$429.00

**Gift Certificates:** local retail stores and restaurants.  
Total: \$3165.00

**Miscellaneous Items:** bibs; lap robes; table trays favors; floral arrangements; table cloths; wallets; framed art work; greeting cards; fish for the lake; bird, rabbit, chicken and fish food; party paper items; electric wheelchairs; Hoyer lifts; quilts; and afghans.  
Total \$16,853.00

**Recreational Items:** balls, bikes, fishing licenses, fishing equipment and bait, books, videos, magazines and subscriptions, newspapers, audio visual equipment, green ware for ceramics shop and zoo admission passes.  
Total: \$61,303.00

**GRAND TOTAL \$307,973.23**

# VISION FOR THE NEXT FISCAL YEAR

The Nebraska DHHS Volunteer Program Coordination Team has developed and implemented many initiatives over the past ten years. The team plans to continue to promote volunteerism and support Volunteer Coordinators.

On a yearly basis the team proposes to:

- Meet semi-annually. With other contacts via conference calls to save on expenses.
- Continue to expand membership to increase participation in team.
- Choose a theme and token of appreciation for Volunteer Recognition statewide. The service areas and facilities are able to choose whether they participate or develop their own recognition plans.
- Offer annual training for Volunteer Coordinators. (Administrative Policy states, "Volunteer

Coordinators will be offered, at a minimum, six hours of in-service training annually related to the management of volunteers and /or professional development.")

- Educate and inform supervisors regarding the benefit of training for Volunteer Coordinators in an effort to increase attendance at the annual training sponsored by the Volunteer Program Coordination Team.
- Maintain and update Volunteer Program Guidelines as needed. The Volunteer Program Guidelines will be updated in 2009.
- Develop an ongoing, collaborative relationship with the Nebraska Volunteer Service Commission.
- Advocate for continued administrative support of volunteer programming within DHHS.
- Create Annual Report as mandated by our minimum operating Standards.



# Area Highlights

## CENTRAL SERVICE AREA

### Grand Island Office:

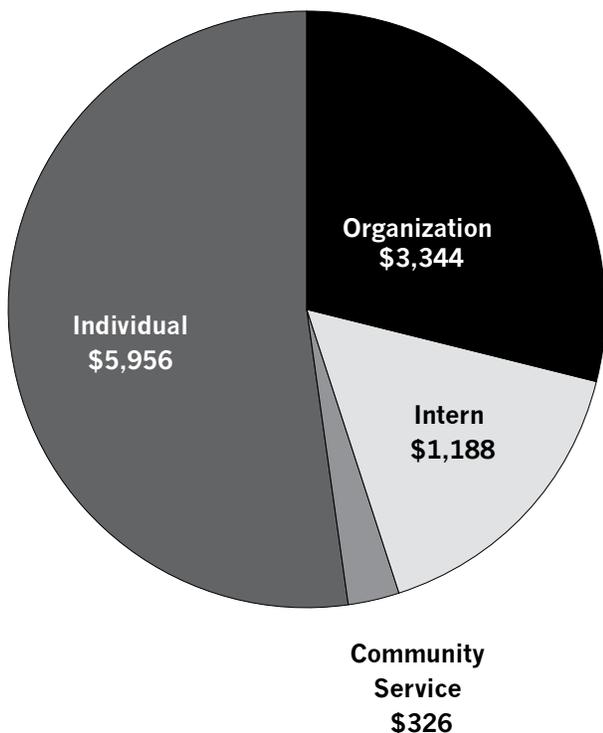
Grand Island DHHS offices were the recipients of numerous donations and volunteer hours again this year. Four different groups and numerous individuals have provided quilts, baby afghans, car seat covers, layettes, knitted and crocheted items, toys and books for needy children. They are the Nimble Thimble Quilt Guild, Sewing for Babies, Galaxy Gals FCE Club, and Knit Machine Club.

One individual, Carolyn Davis of Grand Island, regularly brings quilts and other baby items. At Christmas, Ladies Workout Express in Grand Island had a toy collection for Christmas and provided those toys for foster children and other children in need.

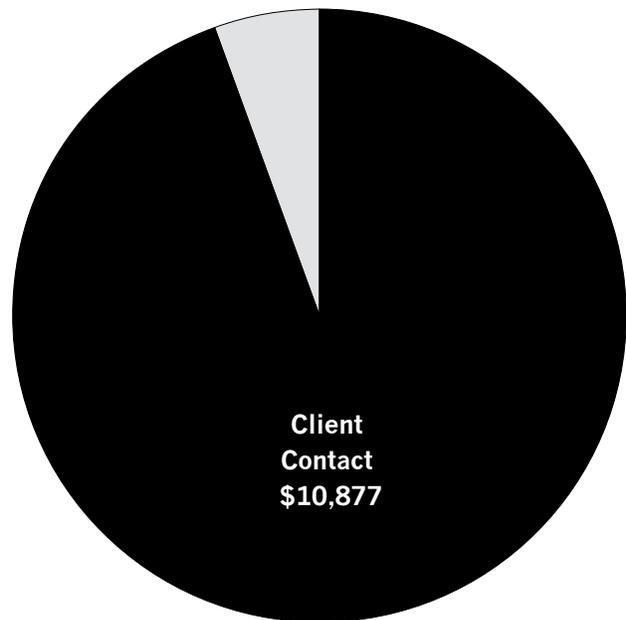
Adoption Day in November 2007 received over \$2200 in donated food, toys, games, books, gift certificates, beverages, crafts, cash, and cards. One donation was especially well received; a local limo company donated their services to provide rides for the adopted children and their families.

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### Central Service Area



### Non Client Contact \$637



We had numerous volunteers help with various projects. One volunteer is a former employee who stepped in to help with her old job when they were short staffed in the Developmental Disabilities Division. Arbor (contractor for Employment First) provided numerous volunteers who helped with the Central Service Area employee appreciation cookbook in December 2007. Then Adoption Day had quite a few volunteers help with the donations, food, crafts, and other activities.

The DHHS Child Protective Services Workers especially appreciate all the nice things donated for use by state wards and other children in need. It makes a bright spot for the children in stressful situations.

### **Grand Island Veterans Home:**

Grand Island Veterans Home's Volunteer Services primary goal is to assure an adequate number of competent volunteers to supplement staffing to provide additional programming or services assuring each Member the opportunity to engage in personally meaningful activities meeting their individual needs, interests, and abilities. Volunteers are utilized for group activities, office assistance, and individual one-on-one programming throughout the facility. Without a strong and thriving volunteer program the Home would not be able to present the diverse recreational programming of our mission.

An average of 10-15 group activities are conducted each month, including birthday parties, reading clubs, music concerts, dances, bingo's, and special events (Member attendance to these activities is between 40-60 with approximately 5-10 volunteers). There are also 1-3 daily activities per housing unit by the unit activity aides for Members (Member attendance to these activities is 10-20 with approximately 2-4 volunteers). Many special

events took place this past year with the help of our group and individual volunteers:

The Grand Island Veterans Home (GIVH) received an estimate of **\$163,906.00** in donations with **\$60,736** of those donations being of cash value July 2007-June 2008.

"Entertainment/Dance Groups" volunteers throughout the year many youth groups visit the GIVH to share their many talents, from dance, to plays, to song. These groups are both adult and youth groups who perform. The Members enjoy visiting with the youth and are always excited to have them perform for them.

"Music Volunteers" the GIVH is very fortunate to have volunteers who graciously donate their time to bring the sounds of music to facility and to the many living units. Our volunteers include individuals who play musical instruments such as the piano, accordion, guitar, in addition to those who share their vocal talents. Many groups volunteer to entertain during the summer months on the outdoor bandstand.

"Seasonal Dances and Parties" are sponsored by volunteer organizations and Veteran Organizations throughout the year (Valentine's Day, St. Patrick's Day, Hawaiian Luau, Halloween, and New Years Eve), at which volunteers escort and dance to the live music with wheelchair and ambulatory members, serve refreshments, and have fun!

"Salute a Veteran Week" with a Graduation Ceremony, and Veterans Parade. The Parade marches through the front drive and includes the area high school bands, military vehicles. During the entire parade over 2,300 high school, middle and public school students in the "Respect Walk" down the parade route to then take their spots to outline the parade route holding mini

American flags. Special thanks to Peggy & Bennett Chamness owners of Texas T-Bone for providing a “prime rib” dinner to all Members on Veterans Day. The Members enjoyed recognizing the restaurant owners for their thoughtfulness. They have been doing this for four years.

“GIVH Diversity Team” each month a “new country” or “diversity topic” is selected to research, and present to the facility. We continued to learn more about diversity with the assistance of volunteers, staff and guest speakers. We had a wonderful time this past year traveling through the 20th Century, the Roaring 20’s, the Dirty 30’s, WWII area in the 40’s, the Rock and Roll 50’s, and ended the year with the “60’s with a mixture of Hippies, folk singers, Spagettios and Tang. Members and Staff enjoy traveling through the ages and reminiscing about times gone by, and sharing stories about what it was like in their era. We have many individuals volunteer to be guest speakers, participate in the activity, bring memorabilia items for display and even dress up as celebrity guests from the country or era.

“The 5th Annual United Veterans Club Veterans Appreciation Breakfast” Volunteers from the United Veterans Club, the Grand Island VFW, VFW Auxiliary, American Legion, American Legion Auxiliary, Sons of the American Legion, and the AMVETS held a wonderful breakfast on Veterans Day morning for all Veterans to attend. It is always free of charge for all Veterans. The count of those attending was over 500. Staff always takes Members to and from this event with the help of our volunteers.

“Bingo & Las Vegas” events are scheduled throughout the month sponsored by many Veterans Organizations; American Legion and Auxiliaries, Veterans of Foreign War and Auxiliaries, Sons of the American Legion Squadrons, Military Order of the Purple Heart and Auxiliaries, Military Order of the Cooties



and Auxiliaries, Disable American Veterans and Auxiliaries, AMVETS Elks Club, Eagles Club to name a few. Sponsor groups will bring volunteers to put on the activities along with money and snacks.

“Annual Classic Car and Bike Show” display on Campus with over 100 classic car and bike entrants. This event continues to be the main fundraiser for our employee generated Staff for Santa program – a program that allows employees to purchase a personal Christmas gift for all residents.



“Bus Outings” to the local live Horse Races, the casinos trips, shopping outing, dining-out trips to local restaurants, fishing trips, car races, museums, and scenic tours/ reminisce tours on our (14) passenger mini-bus and Recreation van. It would be difficult to offer these types of outings without the help of volunteers. We continue to receive monetary donations throughout the year from generous volunteer groups, and individuals to support group outings.

“Library Computer Lab” currently houses (4) fully wheelchair accessible personal computers with (3) color printers and Internet access, a scanner. Members can use the computers to play games, send e-mails, search the net, or perform research, etc. Library volunteers assist with the day to day operation of the Library. The Library now has a new adventure, as volunteers are bringing the Library Book Cart to members throughout the facility. On the cart here are all forms of media; books, magazines, puzzles, greeting cards, all free to Members.

“Wii Love to Play”- The GIVH currently has (6) Wii cart units on the different communities. During the summer we recruited youth volunteers to assist with the training on how to use the Wii. This summer programming proved to be very educational and of course fun for the Members. Studies are currently being implemented, but there appears to be a great potential for enhancing the seniors’ lives by: improving balance, improving range of motion, improving eye-hand coordination, increasing aerobic exercise, enhancing social connectedness, cognitive benefits which could slow down age-related dementia, mental stimulation, heightened self-esteem, constructive use of leisure time independently, opportunities for competition, opportunities for intergenerational connections, a positive sense of well-being, relationship building between staff, volunteers and Members., and generating lots of fun and laughter!

“Seasonal Events” individual and group volunteers provide seasonal parties, tray favors, cards, theme parties, poster displays and gifts throughout the year to make the holidays and seasonal times special at the GIVH.

“Veteran Motorcycle Organizations” roar through campus many times during the summer months. We welcome these groups to do drive by’s or also to campus for socials when they are able to sit and visit with Members. These volunteers are most supportive of the Members at the home which is seen with the many “poker runs” they do throughout the summer to support the Home.

“Pet Therapy volunteers” are always willing to bring their house pets or farm animals to campus. These types of visits stimulate many intergenerational conversations and Members recall pets and animals they had as they were growing up. We have several regular Pet Therapy dogs throughout campus.

“Picnic/BBQ/Breakfasts/Special Meal” volunteers are on campus throughout the year, winter, spring, summer and fall to serve up good eats to the Members. It is amazing just how many volunteers it does take to put on a BBQ for 300 people. We have many regular “Grill Masters” who not only man grills, but who can flip a pancake or two.



“Campus Golf Cart” the GIVH “six passenger golf cart” equipped with a roof and seat belts make it possible to Members to travel in style around campus with staff and volunteers to see the grounds. This golf cart was purchased for the GIVH by the American Legion Auxiliary Department of Nebraska.

“10th Annual Mountain Oysters Hit Campus” Volunteers from the “Sons of the American Legion Squadron 53 4th Annual Mountain Oyster Feed”(beef fries) was held in October, an evening Members look forward to each year.



“Nature Trip/Fishing Hole Outings” GIVH Members have an ongoing invite to an Alda, Nebraska sandpit for “Back to Nature” outings. Frequent trips were made this summer to this location where Members enjoyed pontoon boat rides, fishing, BBQ’s, nature walks, visiting with the (3) dogs, golf cart rides, and “Smore’s”. Both daytime and evening outings took place at this beautiful sight that is maintained by (2) very special volunteers.

“One-on One Volunteers & Unit Volunteers” can be located throughout the facility assisting with unit activities, playing cards, making popcorn, service food, or simply visiting with Members. This one on one contact is most beneficial to Members and they always look forward to seeing on campus. One-on-One Volunteer needs have increased at the Grand Island Veterans Home due

to the changing needs of our Members. More and more Members are unable to attend activities on a regular basis so screening of volunteers to assist with one-on-one visits has increased. Members are also moving in during end of life stages stressing this increasing need for one-on-one volunteers. As these many challenges arise with the changing needs of the Members, Recreation Activities need to be re-evaluated and adjusted as do volunteer duties.

“The 16th Annual “Youth Fishing Fun” a great summer program to encourage youth from the community to fish with Members during a half-day intergenerational program. The GIVH is the host site for this event, a day that many Members enjoy participating in.

A “Volunteer Open House” was held so the facility could extend thanks to our Grand Island Veterans Home volunteers. Volunteers enjoyed social time, a delightful buffet and then time listening and dancing to the sounds of a local band “Slingshot”. An “Open House” format vs a Formal Program format was chosen so that volunteers could visit at their convenience, as some volunteers travel from large distances to come to the recognition program. Representation from Youth, Adult, Veteran Organizations and Community Partners were present. Each volunteer received a thank you note along with a light weight nap sack with the Grand Island Veterans Home logo imprinted on it.

During the fiscal year of July 2007 – June 2008 the Grand Island Veterans Home utilized volunteers for a total of 12, 465 hours for program activities. We had group 1004 volunteers, and 602 regular individual volunteers for a total of 1,602 unduplicated volunteers sharing their time at our Home. Using the 2007 Independent Sector National Standard for the value of volunteer time, volunteer service is valued at \$19.51 per hour for a total benefit to the Members at the Grand Island Veterans Home of \$243,192.00!

## Kearney Office:

The Kearney DHHS office has been fortunate to have one volunteer that has been here for four years and blessed us with many hours of services.

In the fall of 2007 and spring of 2008 our Kearney office was also able to provide internship opportunities to five interns from the University of Nebraska at Kearney school of Social Work.

In this same time period the Kearney office received donations from Eaton Corporation of \$150 of School supplies, \$100 worth of clothing and blankets for a family. Project Linus donated \$300 worth of crocheted blankets, and UNK donated \$160 of RYDE bus tickets to transport children to school. Other donated items included various stuffed animals, suitcases and duffel bags for workers to provide for those who need them.

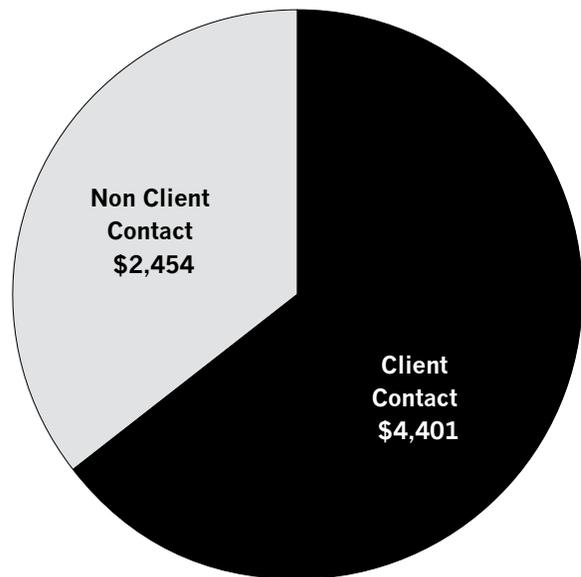
## Eastern Service Area

### Eastern Nebraska Veterans Home (ENVH):

Our first full year at the Eastern Nebraska Veterans Home was challenging and exciting because everything was new. It's a beautiful, big building situated in a quiet country setting that we wanted to make "home" for the members, as quickly as we could. Everyone worked hard to become acclimated and comfortable with all the newness. The seemingly long hallways were made bearable with the help of many different volunteers who assisted members by getting them from one area to the next. We continued to be supported by many of the same service organizations as we had before the move. These service organizations are the back bone that holds us up by providing goods and services plus many hours each month conducting ice cream socials, bingo sessions, holiday parties and holiday gifts.

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## Eastern Service Area



Plus, we picked up many new sponsors from the local community especially the military from Offutt Air Force Base. The military was there when we arrived with welcoming arms, signs and cheers. They have continued to support us by participating with ceremonies such as the ribbon cutting ceremony and Veterans Day. They provided speakers, color guards and musical entertainment. The members were treated to a special viewing of the air show when the AF Weather Agency opened their doors by allowing the members to come inside to watch the air show.

Each month we have a different professional entertainer from the Merry Maker's Association who will sing their hearts out and play their musical instruments. Monthly activities sponsored by volunteers include bingo sessions, lunch outings and trips to the local community to visit museums, sporting events and to take members shopping.

The American Legion District #8 hosted a hog roast in the fall of 2008. They also provided a beautiful hardwood and glass enclosed display case that is filled with donated memorabilia for anyone to view. We were visited by many people from the local community and schools who came to see what we were all about and stayed to interact with us or to play cards, board games, in-door bowling or watch a movie, just to name a few of the activities. A neighborhood Catholic Church, St. Matthews began their weekly visits by providing mass, communion and a rosary service each week with the members.

We continue to thrive because of our volunteers and their involvement.

## Northern Service Area

### **O'Neill Office:**

The O'Neill Office had two interns over the last year. This may not sound like a lot of interns for most offices but it is for the O'Neill Office. Katie Willuweit and Jennifer Schaaf both did internships with Protection and Safety. Katie was an intern from Wayne State College and completed 401 hours for her Human Services Counseling Internship Class. Jennifer was also an intern from Wayne State College and she completed 420 hours for her internship. They both gained valuable experience in the field of Protection and Safety and we wish them well in their future endeavors.

### **Pierce and Wayne Counties:**

The Pierce Health and Human Services office received an assortment of donations throughout 2007/2008 from local organizations, including the Kiwanis and two groups from Pierce Public Schools, the 2nd through 4th Grade classrooms and the Pierce High FCCLA group. The Kiwanis Organization in Pierce organized and facilitated a Holiday project, the "K" tree, which resulted in Pierce Chamber of Commerce Lucky Buck gift certificates distributed to families in need, and eight youth involved with the foster care system were provided wrapped Christmas gifts. The gifts for the youth were purchased through money generously given via elementary students and their families. Additional items including family games and DVD's, hats, gloves, first aid kits, pillows, etc. were donated to be given to area Foster Family Homes. The high school FCCLA group provided twelve "Celebration Bags" containing miscellaneous party supplies (i.e. cake mix, frosting, candles, balloons, bubbles, decorative plates & napkins, photo album, disposable camera, and a \$10 gift card) to be

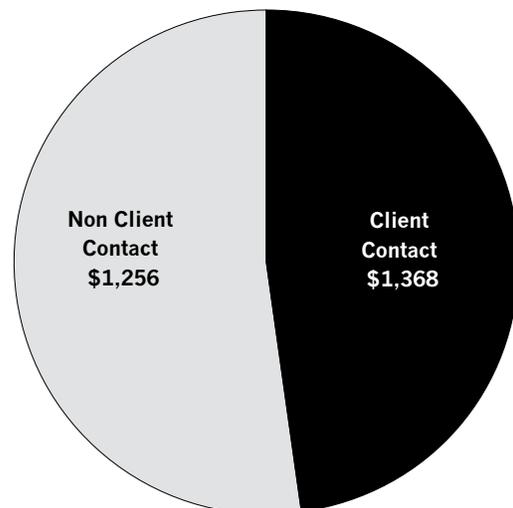
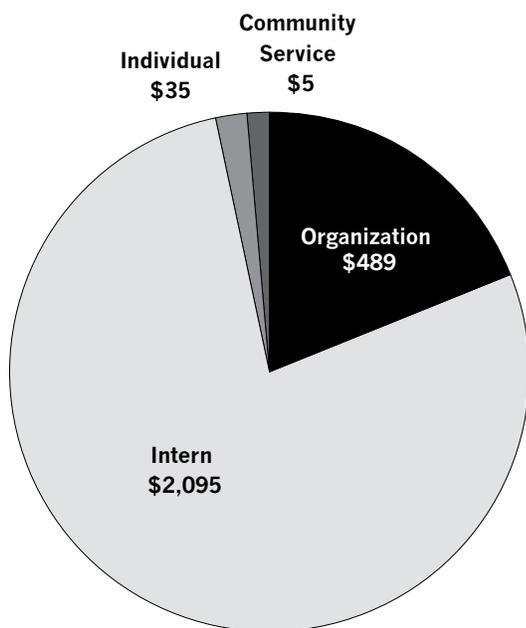
accessed by local Protection and Safety Services staff and provided to youth in care at varying times of celebration (i.e. Adoption, Birthday, Graduation, etc.). The Kiwanis provided over a dozen duffel bags filled with contents appropriate to gender/age groups of youth in foster care. These bags will be distributed by Protection and Safety staff to youth coming into State care and/or transitioning to other placements. These donations made by members from the Pierce community were generous and greatly appreciated. Pictured at right.



In August of 2007 Goldenrod Hills provided the Wayne Health and Human Services office with ten backpacks filled with school supplies and requested they be distributed to DHHS customers. In December of 2007, the Wayne State College Senate spent approximately \$500 on Christmas gifts for eleven families, of which there was a total of 37 children. The Journey Christian Church in Wayne served a meal to 45 individuals and provided the 17 families in attendance each a bag of groceries.

The NU Chapter of Delta Kappa Gamma, a sorority of female educators, has provided various contributions towards youth in the Foster Care program. Included in the donations given throughout the year were school supplies (backpacks, lunch bags, notebooks, crayons, pencils, etc.), clothing items (socks, slippers, pajamas, hats, gloves, etc.), miscellaneous comfort items for youth in foster care (pillows and pillow cases, blankets and quilts), and fun summer items for youth (sidewalk chalk, sand toys, flip flops, water toys, sun-block, beach towels, etc.).

Northern Service Area



### Valentine Office:

The Valentine Office had one intern during the last year. Officer Linzy completed 160 hours for Chadron State College. She worked at the front desk and the Income Maintenance Workers. She was very helpful in providing services that otherwise would not have gotten done without her help. Linzy expressed an interest in doing an internship with Protection and Safety and it is hoped that this may become a reality in the near future.

## SOUTHEAST SERVICE AREA

### Beatrice Office:

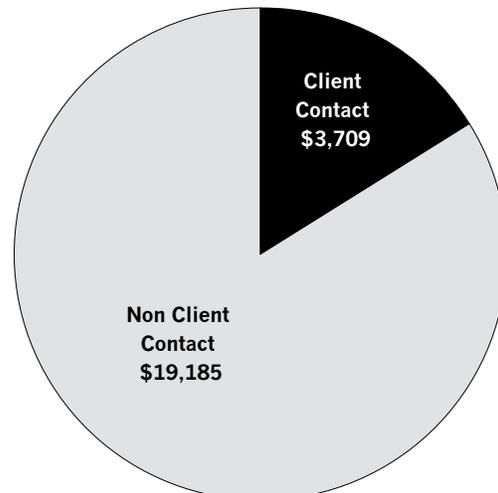
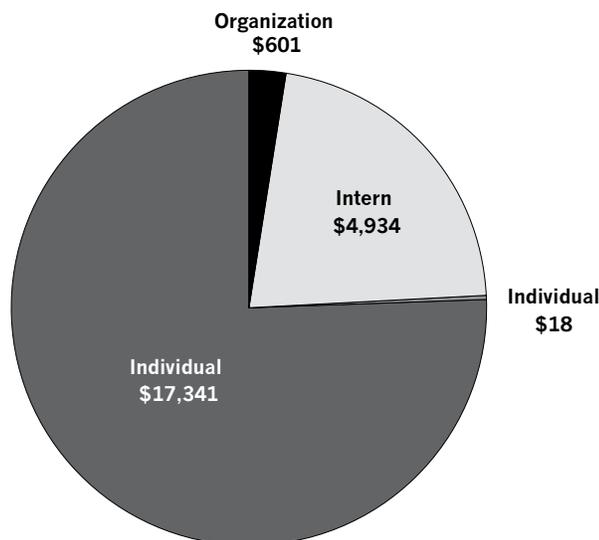
The Beatrice office was pleased to utilize the services of two great interns and one volunteer this year. These willing workers assisted in a variety of support activities such as documentation, filing, conducting home visits for Protection & Safety workers, assembling foster care files in the new format, entering information

on the N-Focus system, assisting at the front desk, setting up folders for new clients and other special projects. Having interns and volunteers to help with these tasks frees up a lot of time for case managers and support staff. The entire office appreciated their efforts!

The Gage County people have shown us their generosity many times this year. One of the main events in Beatrice is the Christmas Wish List program, which assists low-income and struggling families residing in Gage County by providing Christmas gifts for their dependent children. Funding for the program is provided by area businesses, agencies, service organizations, fund raisers, and private donations. Tag trees are set up at Beatrice discount stores and businesses so that groups or citizens in Gage County can select a tag and buy a specific gift for a child. Cash donations are used to purchase a \$20 clothing voucher for each child, which can be redeemed at Beatrice discount stores. Participants in the Wish List program have expressed their appreciation to the community and to the volunteers many times over.

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### Southeast Service Area



December 2007 was also special to many area state wards in foster care. Using generous donations from local churches, Sunday schools, and HHS employees, we were able to give toys, clothing, and gift cards to 53 foster children, most of whom were not able to spend the Holiday season with their biological families. Beatrice employees wrapped each gift and PSW workers and volunteers distributed them in December.

We appreciate the spirit of giving that our volunteers have shown us throughout the year!

### **Lincoln Local Office:**

The Lincoln Office of the Nebraska Department of Health and Human Services (Gold's Building) is served by two Resource Developers, Eike Marthaler and Pat Pittman. They are responsible for the recruitment and placement of all interns and volunteers within the various DHHS departments.

This year the Lincoln DHHS office partnered with the following schools for the recruitment of interns: Doane College, Kaplan University, Nebraska Wesleyan University, Southeast Community College, Union College, and University of Nebraska. Also, one intern was placed over the summer months from Monmouth College, Monmouth, IL. Interns were placed in the areas of Adult Protection and Safety, Child Protection and Safety, Child Support, Developmental Disabilities, Economic Assistance, Fraud Investigation, Issuance and Collections, and Resource Development. Internships not only provide training for the interns in their specific areas of interest, but may also lead to job opportunities for some.

Partnerships with area agencies provided valuable assistance for the recruitment of volunteers. Agencies providing volunteers were: Arbor Education & Training, Experience Works,

Nebraska Commission for the Blind and Visually Impaired, Region V, Service Linc, Vocational Rehabilitation, Workforce Development, and Volunteer Partners. Individual volunteers from the community also provided DHHS with valuable assistance. Examples of work they provided were clerical, i.e. assistance with filing, alphabetizing of information, data entry, mailroom assistance, organizing and keeping track of supplies, answering phones, taking messages, placing tabs in new files and labeling them, etc. Volunteers also assisted in the Client Reception area and with the DHHS switchboard. One volunteer assisted with the maintenance of our state vehicles, running vehicles through the car wash, providing emergency winter survival kits (for all 25 cars) as well as taking vehicles in for regular maintenance work such as oil changes, etc.

The Lincoln DHHS Office also partnered with the Warren United Methodist Church during the Holiday season providing Christmas gifts to individuals and families referred by DHHS case managers. The Lincoln Journal Star played a big part in raising community awareness by running an ad in their newspaper requesting donors to assist the church in their huge effort to serve families. As a result, gifts were dispersed to one hundred fifteen children and ten families. In addition Ameritus provided four Seniors with Holiday dinners.

The following organizations volunteered their time and talent to DHHS: College View Academy ("Project Blitz"), Union College ("Project Impact"), UNL ("Big Event"), the Lincoln Quilters Guild, Project Linus and the Lincoln Housing Authority's Burke Plaza, Mahoney Manor and Crossroads House.

College View Academy hosted Project Blitz two times in the last year, and Union College hosted their twenty-fifth annual Project Impact.

Project Blitz and Project Impact come to DHHS annually, completing such tasks as: purging files, completing packets, filing, physically moving large amounts of files from one area to another, and cleaning staff break rooms.

The Big Event is sponsored by the University of Nebraska's Association of Students. UNL annually approves and completes one task requested by DHHS. The students renovated The Kid's Room, a place for children to wait pending placement, by filling holes in the walls and then painting the entire room. They painted the shelves in bright kid- friendly colors and created a jungle-themed mural. All supplies were donated by Wal-mart.

Residents from the Lincoln Housing Authority's three independent living facilities, which include Burke Plaza, Mahoney Manor, and Crossroads House, assisted with labeling large amount of envelopes for DHHS.

The Lincoln Quilters Guild and Project Linus provided quilts on an ongoing basis for children from families served by DHHS.

The Big Event, from sororities at UNL. The boy in front holding the paint brush is Tony Schmidt, he is the son of our Director Jeff Schmidt.



Two women from the community, Barbara Burton and Lucille Schwark continue to volunteer for DHHS by making "Bags of Love" for children who enter foster care. Each bag is individualized according to the child's age and gender. Within each bag there is a quilt, clothing, age appropriate toys, school items and various sundries. Many of the items within the bag are donated by various businesses and organizations within the community. Hundreds of bags are given away annually.



Lucille Schwark, Governor Dave Heineman and Barbara Burton. Lucille and Barbara received the Governors Points of Light **ADULT** award, for their Bags of Love that go out to many newly placed Foster Children.



Additionally, the Governors Points of Light award was given to two DHHS volunteer groups. Bags of Love, pictured on page 17 and Project Blitz, pictured above. The Nebraska Volunteer Service Commission sponsors this award to affirm outstanding volunteers in Nebraska. Project Blitz was awarded the November 2007 **Youth** Award, and the Bags of Love Ladies were awarded the November 2007 Points of Light **Adult** award.

The Governors Points of Light **Youth** award recipients were College Academy's Project Blitz. Present to receive the award were Principal: David Branum, Student, Paige Hornby, Governor Dave Heineman, Student Seth Gaskin, and Nebraska's First Lady, Sally Ganem.

Eike Marthaler and Sally Ganem presenting a certificate award to a volunteer at the Volunteer Recognition Ceremony held April 18, 2008.



The Lincoln Office hosted their 3rd annual Volunteer Recognition event on April 18th 2008, honoring all those who interned and volunteered with DHHS within the past year. Statistically, the Lincoln office placed 38 interns and utilized more than 100 volunteers, resulting in 34,681 hours of work donated to DHHS. Over 70 volunteers and interns were recognized. Guest of Honor was Nebraska's First Lady and honorary chair of the Nebraska Volunteer Service Commission, Sally Ganem. She personally expressed her gratitude to all the volunteers in a heart-felt speech and presented each with an award and gift.

### **Seward County:**

The DHHS staff in the Seward Office and the citizens of Seward County have benefited from several volunteers.

The Seward Office has 2 individual volunteers, who help provide office coverage as needed. For the past 9 years DHSS clients in the town of Seward have benefitted from 20 volunteers from the Kiwanis Club of Seward delivering home delivered meals five days a week to the aged or disabled clients.

The spring of 2008 the rural community of Beaver Crossing, in Seward County has 5 regular volunteers who deliver the noon meals to this agency's clients in their community. In addition to these regular volunteers there is a volunteer coordinator and 4 backup volunteers.

### **York County:**

This past year the York DHHS Office has benefitted from 2 intern volunteers. One of the interns provided a total of 161 volunteer hours to assist and learn from the York Child Protection & Safety staff.

The second intern plans to provide approx. 155 volunteer hours to the York Social Economic Assistance staff.

The York Office has also benefitted from 2 individual volunteers who provide office coverage as needed.

# WESTERN SERVICE AREA

## North Platte Office:

This year everyone in the North Platte office chipped in to purchase our volunteer a fruit gift basket and signed a created card in the shape of a key with the words “You are the key to our success” on it. Attached to the back of the card was a light-up keychain with the DHHS logo printed on it. Our volunteer is a valuable part of our team, as we all learned while she was on a medical absence. She always comes in with a smile on her face to help us with filing and other tasks around the office as needed.

## McCook Office:

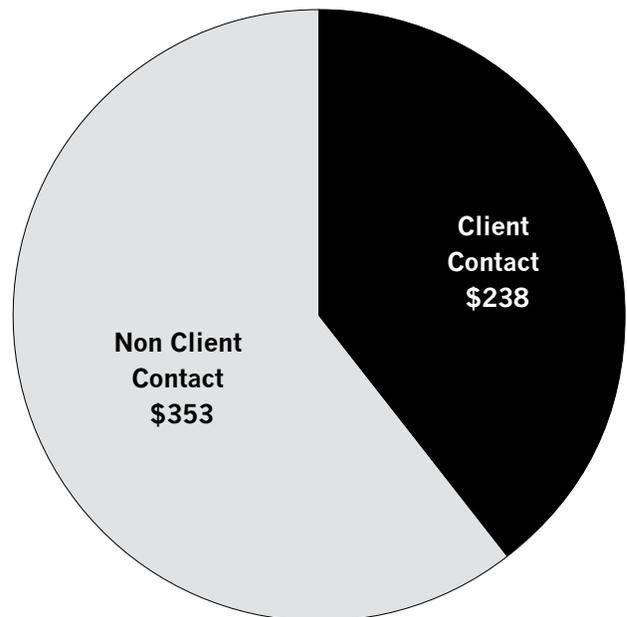
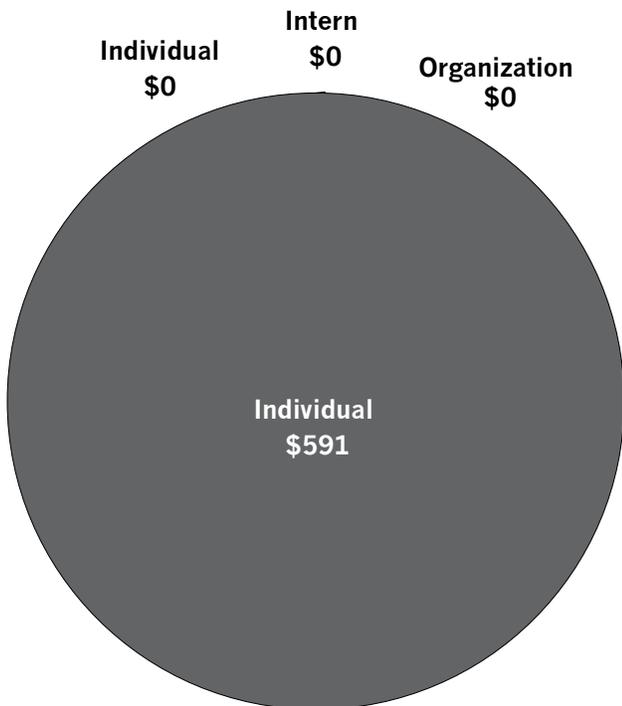
Even though everybody’s time and money has to be stretched further and further, the people of Southwest Nebraska are still willing to share both of these with those less fortunate. We have businesses, organizations, and individuals who

donate everything from gift certificates, food, clothing, personal sundries, toys, etc. This is especially evident at Christmas time, but we also receive donations for Thanksgiving and Easter, as well as anytime a specific need presents itself. We have one loyal volunteer who comes in twice a week to help catch up on filing and shredding. We have a group of ladies who make quilts for our foster children every time there is a want or a need. The McCook office appreciates the generosity and giving spirit of the people in this area.

## Lexington Office:

Volunteers have many different roles and opportunities through the Lexington Local Office. Students are placed through the University of Nebraska at Kearney as interns. They are supervised by staff and gain valuable experience working with families and other agencies in the communities. Volunteers who are looking for work experience are referred

## Southwest Service Area



by Arbor to Lexington Office. Lexington High School refers students from the Business Intern Program. These and other volunteers are utilized to assist with clerical tasks such as answering the phone, filing, assembling packets and files, and interpreting. Nine individual volunteers have worked with the department this year. The Lexington Local Office volunteers receive a gift of appreciation.

**Bridgeport Office:**

This year the Bridgeport Office worked with several churches in the area during the holidays. They donated eleven food baskets at Thanksgiving. Head Start parents assisted church members in assembling the baskets.

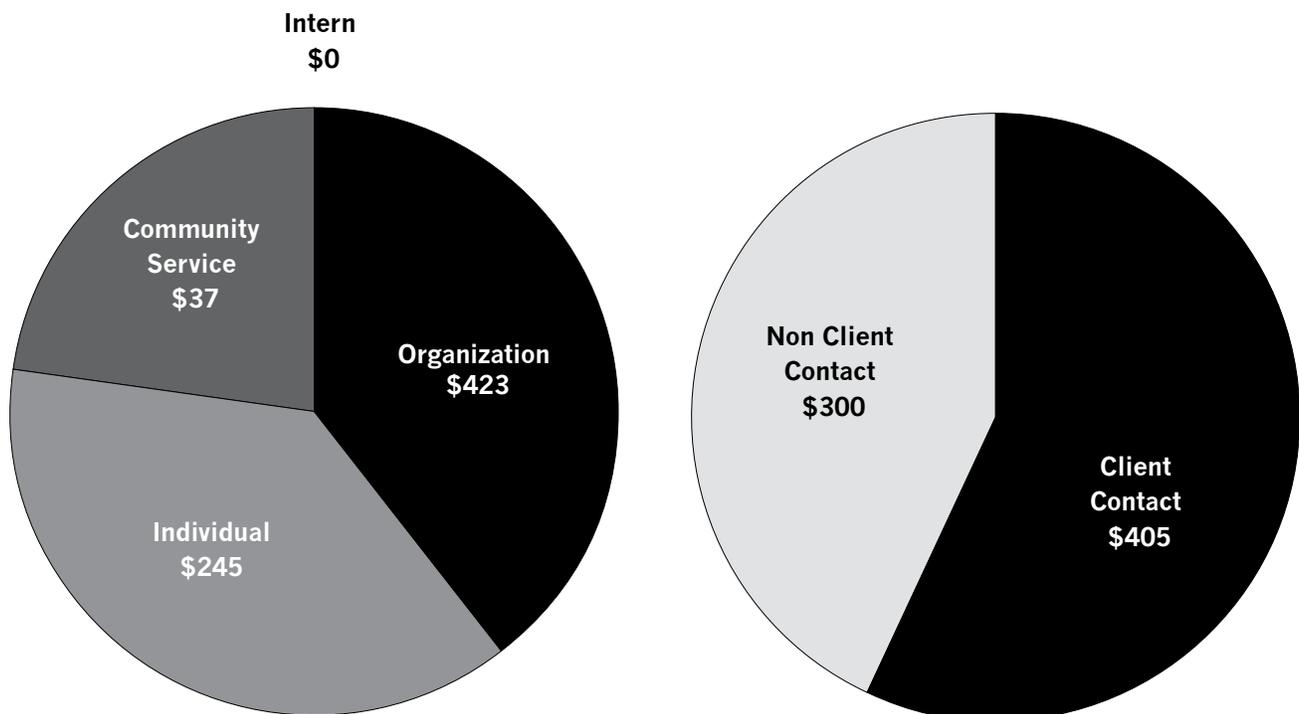
At Christmas, the Ministerial Association donated ten food baskets. A Giving Tree was set

up at the Presbyterian Church with the names of thirty children. Each child or youth received a gift. People also donated stocking hats, gloves and mittens or cash to purchase these items. They were given to the children at Head Start and the Elementary School in Bridgeport. Morrill County serves the communities of Broadwater, Bayard and Bridgeport.

“The Giving Bee” is a group of women who make quilts, large canvas bags and book bags for our foster children in Western Nebraska. They also donate socks, underwear, tooth brushes and tooth paste to go into the bags. The women are from Lewellen, Oshkosh, Big Springs, Ogallala, Scottsbluff and North Platte. At Christmas time they also donate quilts and books to the youth at the Nebraska Boys Ranch. They travel to Alliance to distribute these items.

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Western Service Area



### **Chadron Office:**

The Chadron's Office 2008 Caring & Sharing Program served approximately 99 families and 149 children. Each family received a large food basket and each child received at least one if not two or three new toys plus usually some type of clothing. One young boy asked for a used bike and very quickly a brand new bike was delivered to the program for him. One single woman who had just been given custody of her young niece, needed and asked for a used crib or bassinette. Through a little checking by the head ELF, it was discovered that the young lady and the child had no place but the floor to sleep. Through many donations, the program was able to get a new crib and a new bed, complete with all the bedding, for the family.

### **Gering Office:**

The Gering and Scottsbluff HHS offices had one volunteer in 2008 for a total of 11 hours and 35 minutes. She put together packets for providers and foster parents.

### **Ogallala Office:**

The Department of Health and Human Service's Ogallala Office are very thankful for the seven dedicated volunteers that have served our office for many years. We currently have volunteers that started volunteering from 5 years ago to up to 12 years ago. These women not only volunteer for DHHS but also other programs in our community.

Being a small office, volunteers are priceless. We ask them to help cover the front desk over staff lunch hours to helping with coverage when clerical staff is on annual or sick leave. Volunteers can find themselves busy helping customers,

answering the phones and performing clerical duties.

Twice a year, DHSS staff shows their appreciation by hosting a luncheon to recognize and thank our volunteers in the spring and at Christmas. Volunteers and staff enjoy delicious lunch prepared by DHHS staff. Our volunteers also receive a small gift of thanks from the office staff.

The ladies of the Giving Bee of Lewellen share homemade quilts and personal items such as socks, underwear, and toothbrushes that are given to children in foster care. Each child coming into foster care receives a special quilt that they can take with them to their foster home.

Our community is full of individuals and organizations donating time and gifts to the families we served. This past Christmas the Ogallala Optimist donated and delivered 150 food baskets. The Caring and Sharing Program made Christmas more special with gifts of toys and gifts to 103 families.

Many thanks to the individuals and organizations that donate not only their money but their time in helping to make life better for others.



Ogallala's Volunteers: Left to right – Bertie Siders, Bonnie Taylor, Bev Christensen, Pat Darnell, Rita Apolius, Audrey Harris

# NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES 2007–2008 VOLUNTEER COORDINATORS

## CENTRAL AREA

Joanne Badura,  
GRAND ISLAND VETERANS HOME  
Ashley Davis  
KEARNEY, BROKEN BOW, ORD,  
AND HOLDREGE OFFICES

Linda Minard  
HASTINGS AND CLAY CENTER  
OFFICES

\*Jean Seely  
GRAND ISLAND OFFICE

Dick Wetjen  
KEARNEY YRTC

## SOUTHWEST AREA

Leanda Honeywell  
NORTH PLATTE OFFICE

\*Kristi O'Meara  
LEXINGTON OFFICE

Karen Roland  
MCCOOK AND IMPERIAL OFFICES

## WESTERN AREA

Karen Boysen  
ALLIANCE OFFICE

Katie Eymann  
CHADRON OFFICE

Lynn Fitzgibbon  
CHADRON OFFICE

\*LeAnn Laurent  
BRIDGEPORT OFFICE

Laurie Orr  
OGALLALA OFFICE

Cindy Gellner  
WESTERN NE VETERANS HOME  
(SCOTTSBLUFF)

Cathy Studt  
GERING OFFICE

## NORTHERN AREA

William Beutler  
NORFOLK REGIONAL CENTER

Patti Brady  
NELIGH OFFICE

Jennifer Buss  
NORFOLK OFFICE

Maggie Fleming  
COLUMBUS OFFICE

Bob Furr  
FREMONT OFFICE

Jenny Last  
NORFOLK VETERANS' HOME

Judi Pedersen  
FREMONT OFFICE

Kate Reiner  
NORFOLK VETERANS HOME

Arlene Shockman  
DAKOTA CITY OFFICE

\*Bob Thomas  
O'NEILL OFFICE

Darci Wittler  
NORFOLK OFFICE

## EASTERN AREA

\*Patti Howe  
THOMAS FITZGERALD

## SOUTHEAST AREA

Janet Apfelbeck  
BEATRICE AND CRETE OFFICES

Mike Baumfalk  
FAIRBURY OFFICE

Brenda Coonrod  
DAVID CITY, OSCEOLA, SEWARD,  
AND YORK OFFICES

Kelly Lugenbeel  
FAIRBURY OFFICE

\*Shawn Maloley  
GENEVA YRTC

Eike Marthaler  
LINCOLN OFFICE

Pat Pittman  
LINCOLN OFFICE

Bette Rabstajnek  
TECUMSEH, AUBURN AND FALLS  
CITY OFFICES

Larry Ramsey  
BSDC

Mary Sullivan  
LINCOLN REGIONAL CENTER

Laura Weatherby  
NEBRASKA CITY, PLATTSMOUTH,  
AND WAHOO OFFICE

## CENTRAL OFFICE

\*Rita Imlay

Karen Johnson  
POLICY CABINET LIAISON

*\*Denotes Area Lead*

# NEBRASKA HEALTH AND HUMAN SERVICES VOLUNTEER PROGRAM AREA LEADS 2007–2008

CENTRAL AREA LEAD  
Jean Seely, *Grand Island*

EASTERN AREA LEAD  
Patti Howe, *Eastern Nebraska Veterans' Home*

NORTHERN AREA LEAD  
Bob Thomas, *O'Neill*

SOUTHEAST AREA LEAD  
Shawn Maloley, *Geneva*

SOUTHWEST AREA LEAD  
Kristi O'Meara, *Lexington*

WESTERN AREA LEAD  
LeAnn Laurent, *Bridgeport*

# HISTORY OF VOLUNTEER COORDINATION TEAM FACILITATORS

## Fiscal Year July–June (2-year terms)

### Beginning–1999

VOLUNTEER COORDINATION TEAM FACILITATOR  
Pat Taft, *Lincoln Office*

### 1999–2000 & 2000–2001

VOLUNTEER COORDINATION TEAM FACILITATOR  
Lynn Brehm, *Lincoln Office*

### 2001–2002

VOLUNTEER COORDINATION TEAM FACILITATOR  
Larry Ramsey, *Beatrice State Development Center*

### 2002–2003 & 2003–2004

VOLUNTEER COORDINATION TEAM FACILITATOR  
LeAnn Laurent, *DHHS Bridgeport/Gering*

### 2004–2005 & 2005–2006

VOLUNTEER COORDINATION TEAM FACILITATOR  
Joanne Badura, *Grand Island Veterans Home*

### 2006–2007 & 2007–2008

VOLUNTEER COORDINATION TEAM FACILITATOR  
Bob Thomas, *DHHS O’Neill*

### 2008–2009

VOLUNTEER COORDINATION TEAM FACILITATOR  
Jean Seely, *DHHS Grand Island*





HELPING PEOPLE LIVE BETTER LIVES



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