A black and white photograph of a man wearing a hat and a jacket, leaning over to pet a small dog. The man is looking down at the dog with a gentle expression. The background is slightly blurred, showing what appears to be a railing or a wall.

Nebraska Health and  
Human Services

Volunteer  
Program Report  
2006

## Volunteer Program Coordination Team, Fiscal Year July 2005- June 2006

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Mike Baumfalk – Beatrice Office

Peg Emory – Norfolk Regional Center

Rebecca Fernau – Western NE Veterans Home (Scottsbluff)

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June Oliphant – Grand Island Office

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Pat Pitman – Lincoln Office

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## TABLE OF CONTENTS

- 2 • Introduction
- 3 • Health and Human Service Philosophy
- 3 • Executive Summary
- 4 • Benefits of Volunteer Service
- 4 • Contributions
- 5 • Vision for Next Fiscal Year

## AREA HIGHLIGHTS

- 6 • Central Service Area Highlights
- 8 • Eastern Service Area Highlights
- 9 • Northern Service Area Highlights
- 9 • Southeast Service Area Highlights
- 11 • Southwest Service Area Highlights
- 12 • Western Service Area Highlights
- 13 • Breakdown of Contributed Hours Charts
- 14 • Volunteer Coordinators and Services Map

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## INTRODUCTION

In 1997 five state agencies, (Aging, Health, Juvenile Services, Public Institutions, and Social Services) merged into the Nebraska Health and Human Services System (HHSS). As a result, the volunteer programs merged and the HHSS 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 HHS.

The HHSS 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 each of the six Service Areas,\* appointed by the Service Area Administrator and each 24-hour facility, appointed by the Facility CEO; and one person representing HHSS 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 HHSS 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 Health and Human Service System 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 system and within all appropriate programs and activities. In recognition of this belief, the Nebraska Health and Human Services System 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 HHSS 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 HHSS 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 HHS System Volunteer Program Coordination Team to summarize volunteer program activity for fiscal year 2005–2006. The team began entering their figures on this program in the fall of 2005.

### Executive Summary

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

**Administrative Accomplishments:** The Nebraska HHS System Volunteer Program Coordination Team was established in July 1999. This team is comprised of members from all areas of the state. In fiscal year 2005–2006, the Team accomplished the following:

- \*Provided statewide training opportunities for HHS volunteer Coordinators
- \*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 sight.

\*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 2006 Governor's Convention June 1, 2006 on Volunteerism.

\*Create 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, HHSS benefited from services provided by volunteers either working individually or through membership in an organization. This service represented 63,556 hours of volunteer time. Using the Independent Sector national standard of the value of volunteer time, volunteer service is valued at \$18.04 per hour for a total benefit of \$1,146,550.24. Through a combination of contributions of goods, in-kind services, and money, HHSS received \$299,634.71 in donations. Total benefit to HHSS in volunteer time and donations equals \$1,446,184.95.

**Volunteers:** Volunteers come to the Nebraska Health and Human Services System from schools and colleges, churches, Veterans' 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 HHS System 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 23–29, 2006, or at the end of their volunteer experience in many local HHSS offices. Volunteers were given a “mini” screw driver as tokens of appreciation for their yearly contribution.

## Benefits of Volunteer Service to Nebraska HHS System

The utilization of volunteers within the Nebraska Health and Human Services System 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 \$18.04 per hour. The dollar benefit of volunteer time within the HHSS (63,556 total hours x \$18.04 per hour) is \$1,146,550.24. 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 HHS System, 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 Health and Human Services System mission.

## Contributions of Services, Goods and Monetary Donations

Since January 1, 2000 all Nebraska HHS System 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.

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 \$9,032.00

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

Total \$46,956.00

**Food Products:** for recreational activities and recognition events and a minimal amount of emergency food.

Total \$23,263.11

**Cash/Checks:**

Total \$87,777.00

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

Total: \$5,656.00

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

Total: \$17,880.00

**Services:** worship services, sewing, moving and cleaning.

Total: \$545.00

**Gift Certificates:** local retail stores and restaurants.

Total: \$9,879.00

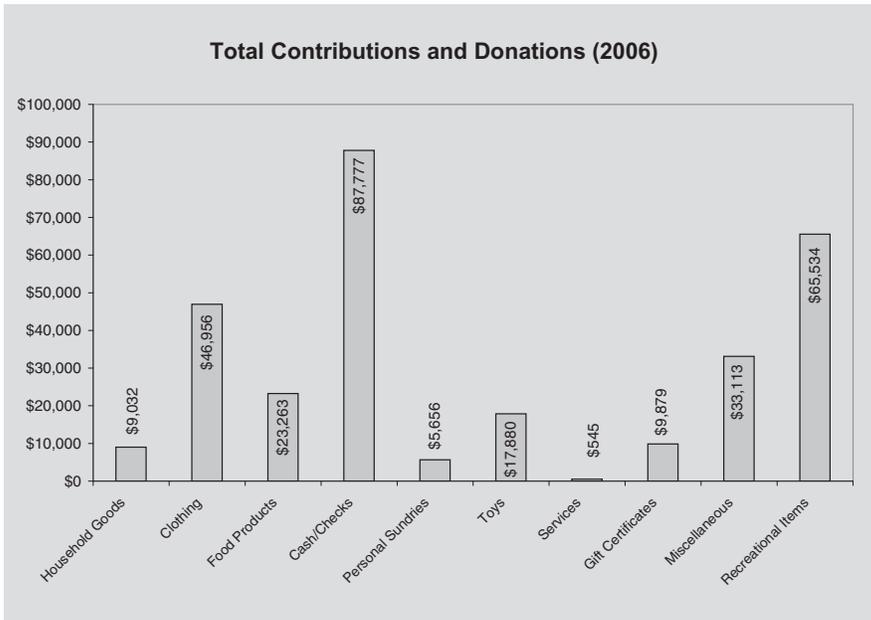
**Miscellaneous Items:** bibs; lap robes; table trays favors; floral arrangements; table cloths; wallets; framed art work; greeting cards; fish for the lake; bird, rabbit, chicken and fish food; party paper items; electric wheelchairs; Hoyer lifts; quilts; and afghans.

Total \$33,112.60

**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: \$65,534.00

GRAND TOTAL \$299,634.71

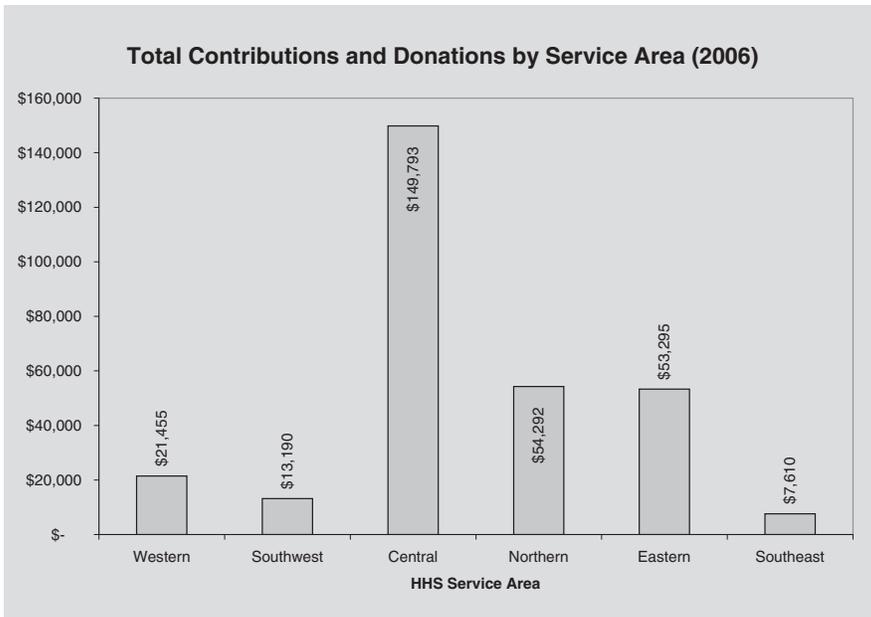


## VISION FOR THE NEXT FISCAL YEAR

The Nebraska HHS System Volunteer Program Coordination Team has developed and implemented many initiatives over the past four 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.
- Develop an ongoing, collaborative relationship with the Nebraska Volunteer Service Commission.
- Advocate for continued administrative support of volunteer programming within HHS.
- Create Annual Report as mandated by our minimum operating Standards.



## AREA HIGHLIGHTS

### Central Service Area

The Grand Island HHS office continues to work with college interns, especially in Child Protective Services. Five students worked almost 1700 hours, and three of them have been hired as Protection & Safety Workers with HHS. They received valuable on-the-job experiences that helped them prepare for work as social workers.

The Grand Island office received \$150 in toys and over 100 children's quilts made by the Nimble Thimble Quilt Guild, now in their seventh year of donating quilts for foster children.

Grand Island HHS staff helped to spread the word about the Seventh Day Adventists' Free Clothing Give-Away, which takes place once a month. The church collects clothing and distributes it to anyone in need. Notices are posted in all the local HHS offices and clients are frequently referred to the church for help.

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 20–30 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 70 to 150 with approximately 10–20 volunteers). There are also 1–3 daily activities per housing unit by the unit activity aides for Members (Member attendance to these activities is between 20–30 with approximately 2 to 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 \$149,793.00 in donations with \$39,557.00 of those donations being of cash value July 2005-June 2006.

"Music Youth Group" volunteers throughout the year and many youth groups visit the GIVH to share their many talents, from dance, to plays, to song. The Members enjoy visiting with the youth and are always excited to have them perform for them.



A St. Patrick's Day Dance accordion player

"Music Volunteers" the GIVH is very fortunate to have volunteers who graciously donate their time to bring the sounds of music to the 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.

The "GIVH Diversity Team" selects a "new country" or "diversity topic" to research and present to the facility each month. We continued to learn more about diversity with the assistance of volunteers, staff and guest speakers.

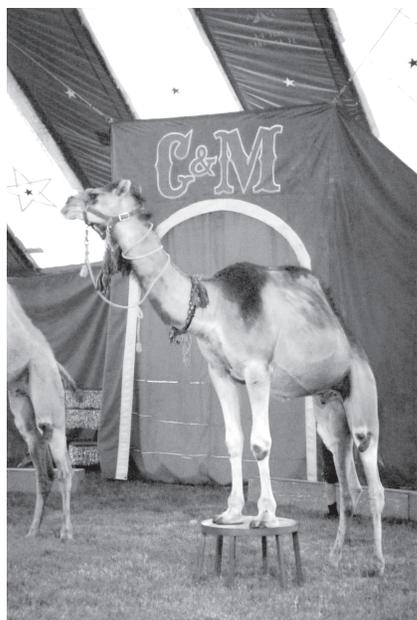
"Salute a Veteran Week" consists of a graduation ceremony and Veterans Parade. The Parade marches through the front drive and includes area high school bands and military vehicles. During the entire parade over 2,300 high schools, middle and public school students in the "Respect Walk" march down the parade route and then take their spots to outline the parade route while holding mini American flags.



"Bus Outings" to the local live Horse Races, the casinos trips, shopping outings, 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.

“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.

“The 3<sup>rd</sup> Annual United Veterans Club Veterans Appreciation Breakfast” was coordinated by 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 was free of charge for all Veterans. The count of those attending was over 1,000. We always take Members to and from this event with the help of our volunteers.



“4<sup>th</sup> of July Extravaganza” continues to wow the Members, Staff and public. In addition this holiday we had the Culpepper Meriweather Circus perform two circus shows on campus. It turned out to be a wonderful day as Members began the day watching as the huge circus tent was raised, and the hustle and bustle of the parade unfolded. We

have the circus arrival down to a fine art for this was their 3<sup>rd</sup> time bringing fun to our campus. In the evening we had Elvis entertain the crowd, with his last song just before our fireworks show lit the sky. This day simply could not happen without the large number of volunteers who bless our campus.

“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!

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



“Library Computer Lab” currently houses (4) fully wheelchair accessible personal computers with (3) color printers and Internet access, and 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 there are all forms of media; books, magazines, puzzles, greeting cards, all free to Members.

“Veteran Motorcycle Organizations” roar through campus many times during the summer months. We welcome these groups to do drive by’s or also 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.

“Campus Golf Cart”, the GIVH “six passenger golf cart” equipped with a roof and seat belts, makes it possible for 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.

“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 them on campus.

“The 14<sup>th</sup> Annual “Youth Fishing Fun” is 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.



“First Lady’s Outstanding Community Service Adult Volunteer Recognition” Adult Volunteer Barb Gillham was selected in the “Arts Category” and

received her award at the Governor’s Conference Luncheon. She was honored for her wonderful contributions to the home with her beautiful floral centerpieces and holiday theme decorations throughout the years. Barb has been volunteering her time to beautify our home for many years.

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

“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.

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

“Points of Light Youth Volunteer Recognition” Youth Volunteer – Chelsea Wooten was selected as Youth Volunteer and received a Governor’s Points of Light Award for her volunteer contributions to the Members at the Grand Island Veterans Home. In addition Chelsea was selected to win the Nebraska Assisted Living Association NALA Young Adult Category award. She was honored at the annual NALA convention luncheon.

A “Volunteer Open House” was held in April to extend recognition and to honor the Grand Island Veterans Home volunteers. The awards program was followed by a light buffet meal with social time. An open house format was chosen so that volunteers could visit at their convenience, as some 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 card along with a mini-screwdriver kit with the Grand Island Veterans Home logo laser engraved on it.

The Grand Island Veterans Home utilized volunteers for a total of 12,860 hours for program activities. We had group 629 volunteers, and 512 regular individual volunteers for a total of 1,141 unduplicated volunteers sharing their time at our Home!

### Eastern Service Area

The Eastern Service Area was managed by two part time volunteer coordinators located in Lincoln. In 2006, the Eastern Service area hired one full time volunteer coordinator. The Lincoln area volunteer coordinators have been instrumental in training the new volunteer coordinator and assisting in the establishment of a volunteer program in the Eastern Service Area.

The Eastern Service area has coordinated with the University of Nebraska at Omaha, Dana College, Creighton and Hamilton College to provide practicum placements for students. Practicum students were placed in the areas of Protection and Safety and Economic Assistance.

The Eastern Service area continues to partner with the Eastern Nebraska Office on Aging (ENOA). ENOA’s Senior Employment Program links older workers with employers through traditional job service referral and through special projects designed to help older workers re-train, upgrade skills, and return to the workforce.

## Northern Service Area

The Northern Service Area had 6,343 volunteer hours completed by various organizations, interns, community service hours, and individuals. The service area also received \$54,292 in donations. Ten Volunteer Coordinators supervise the volunteer programs in the 24 counties and two facilities that make up the Northern Service Area.

In August the Blair Health and Human Service Office along with other local social service agencies helped sponsor National Night Out. This inter-agency team worked with high school volunteers to pack 150 backpacks for area low-income children. All the school supplies and backpacks were donated from area businesses. The Blair Police Department also participated in National Night Out by providing information on walking to school safely, bicycle safety checks, etc. In past years, this was two separate events, but this year it worked great to combine the events before school started. The life flight helicopter was there, along with the drug dog, the Blair Police Department motorcycles and ambulances. This event was a big success for the community and the kids really enjoyed themselves.

Organizations in Holt, Rock, Brown and Cherry Counties helped make Christmas special for families in need. Each of these counties has programs for families that need help buying Christmas presents for their children. In addition to the above programs private individuals and organizations donated \$1,339 to families served by the O'Neill Health and Human Service office, while families served by the Valentine Health and Human Service received \$4,450. The O'Neill Health and Human Service office was also blessed with a donated baby crib, a diaper bag and baby necessities that were donated by Haun a local 4-H member and they received 23 baskets for Easter from a local 4-H group that had candy and toys valued at \$460. Not to be outdone the Valentine office received over \$1000 in pool passes. These passes were donated by a private individual and an area business.

The Neligh Health and Human Service Office and the Neligh High School FCCLA Chapter collaborated together during Christmas of 2005 to provide Christmas for over 70 needy families in Antelope County. The FCCLA members made ribbons with requests from families for Christmas wishes. The students then put the ribbons on Christmas trees that were placed at the local banks in Neligh. After people bought and returned gifts to the local banks, the FCCLA members delivered them to the courthouse so that the volunteer coordinator could have the gifts ready for the families to pick up. The Ribbon Tree was a great success and it was great to

see the youth give back to the community and families in the Antelope County area.

No volunteer information was received from the Norfolk Veteran's Home.

The Norfolk Regional Center had 3,847 hours of volunteer work and \$19,179 in donations.

In November of 2005 the Pierce Health and Human Service office received a donation of two small artificial Christmas trees, and this generosity was followed up with the donation of \$1,170 in gift certificates for groceries and clothing, and \$100 worth of wrapped gifts for needy families. A combined total of \$1,620 in miscellaneous grocery items were also received during the months of December 2005 to April 2006.

In December of 2005, the Wayne Health and Human Service office received donated decorated Christmas Trees and gifts for seven families from various Wayne State College organizations. The donated items totaled \$1050.

## Southeast Service Area

The Beatrice Office of Health and Human Services office was pleased to utilize the services of three great interns this year. They assisted in a variety of support activities, such as filing, conducting home visits for Protection & Safety workers, photocopying, assembling foster care files in the new tabbed format, entering information on the N-Focus computer system, assisting at the front desk, setting up folders for new clients, and other special projects. Having interns to help with these tasks frees up a lot of time for the case managers, and the entire office appreciated their efforts!

This year a local girl scout, working on her Silver Award, hosted a "Blankets and a Movie" evening activity where 20 local girl scouts tied 12 fleece blankets and matching pillows, which were donated to HHS for children entering foster care. This same Girl Scout pieced and tied three large flannel-lined comforters on her own, also for foster children. The Protection and Safety workers here are pleased to be able to give children something to comfort them when they are going through such a difficult time.

The people of Gage County have shown their generosity of spirit 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. Donation cans are decorated and placed in many businesses around the county. Fundraisers, such as the Fantasy of Trees Style Show and Raffle Night involve volunteers as style show directors, models, emcees, and in obtaining hundreds of prizes for the raffle. Cash donations are used to purchase specific gifts and toys and also to fund a \$20 “clothing only” voucher for each child, which can be redeemed at any of the Beatrice discount stores. On the day of the gift distribution in early December, as participants come in by appointment, HHS volunteer employees, along with community volunteers, distribute the clothing vouchers and a \$25 gift for each child that was purchased specifically from the child’s wish list. Volunteers help Wish List participants select additional free items from hundreds of donated toys and books, gloves and mittens, Christmas decorations, and wrapping paper that are displayed on tables throughout the building. Participants in the Wish List program have expressed their appreciation to the community and to the volunteers many times over. We often hear, “These are the only Christmas gifts my kids will have this year,” and “If it wasn’t for the Wish List there wouldn’t be much under the tree.”

We aren’t sure who enjoys the program more — the participants or the volunteers, but we certainly appreciate the spirit of giving that our volunteers have shown us throughout the year!

Cass County had several churches gather gifts for children in their county. Holly Cow, a paint ball business, donated gifts for Christmas. In August the Cass County 4-H donated hand made blankets and 20 baskets filled with different items ranging from personal hygiene baskets, baby baskets, and back to school baskets. The Plattsmouth Library also provided school supplies in May with their annual school supply drive.

The Lincoln Office of Health and Human Services is served by two part-time Volunteer Coordinators. The 2005-2006 year was very busy with numerous volunteer events occurring.

On August 25, 2005, Union College celebrated its 25<sup>th</sup> year of volunteerism within the Lincoln community by sponsoring “Project Impact.” Once a year the students (and some



instructors) come to the Lincoln Office of the Nebraska Health and Human Services System to volunteer for the day. This year 12 students and 2 instructors volunteered with such tasks as putting informational packets together, purging and moving files, and creating new files for workers to use.

College View Academy High School also sponsors two days of volunteerism with their students each year. One day occurs in the fall and the spring of every year. The Lincoln Office is very fortunate and appreciative to have this extra help. These students put together over 50 packets for Protection and Safety workers. The packets consist of 5 sections with 20 tabs per file. Others students purged over 100 boxes of files. It was a tremendous help for HHSS.

In December, Warren United Methodist Church partnered with the Lincoln Office to give Christmas gifts to over 150 children. Holiday dinners and gifts were also provided to Senior Citizens. Warren United Methodist Church solicits donors from the Lincoln Community to assist them with this project. Major donors were Bryan, LGH Hospital, Kenexa Corporation, Ameritus, and students from Sterling High School.

In April the Lincoln Office celebrated “National Volunteer Recognition” month by having a Volunteer Appreciation Ceremony on April 20. All volunteers and Interns from the



previous year were recognized. Southeast Service Area Administrator Ardi Korver and Chief Deputy Director of Nebraska Health and Human Services System, Dennis Loose presented awards and gifts to all the

interns and volunteers. More than 100 persons were present to recognize the volunteers and interns.

This year the Lincoln Office of HHSS had over 100 persons who volunteered their time either on an individual basis or with groups or organizations.

Major sources of individual volunteers included; AARP (Senior Community), Nebraska Workforce Development, ServiceLinc and Vital Services as well as Vocational Rehabilitation

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Services. Volunteers from these agencies assist staff with much needed clerical work completing such tasks as filing, typing, assembling of packets, purging old case files and assembling new case files. This assistance has proven to be invaluable especially during times of staff shortages.

Two women from the Lincoln Community volunteer their time to make “Bags of Love” for children who have been removed from their homes and placed into foster care. The bags include hand-made quilts, pillows, stuffed animals and toiletry items. They make the bags age and gender appropriate.

The Lincoln Children’s Zoo donated 100 zoo passes to be used for foster children.

This past year the Lincoln Office was fortunate to have 33 interns placed in the areas of Protection and Safety, Resource Development, and Social Services. The interns came from the following schools: Nebraska Wesleyan University, University of Nebraska at Lincoln, Union College, Southeast Community College, Wayne State College and Hamilton College. Lincoln Volunteer Coordinators attend local college practicum fairs to assist with the recruitment of interns. Volunteer Coordinators are responsible for the screening and placement of all interns.

The Lincoln Regional Center benefited from the time, talent, and expertise of volunteers who gave hours of their talent and caring to our clients. We also benefited from gifts and donations.

In addition to the hours spent with our clients we had volunteers help with a number of special projects. Union College students assisted with moving our clothing room from one building to another. Anyone who has ever moved knows that clothing is one of the most difficult tasks. These students accomplished in hours what would have taken our staff days to do.

For the fourth year Pius X High School came to Lincoln Regional Center for a day of caring/sharing. They spent a beautiful spring day cleaning the flower and shrubbery beds and hauling in fresh wood chips. The students appreciated the insight gained from the work experience as well as the information regarding the role of Lincoln Regional Center and mental health professionals in providing premier quality care to our clients.

The community responds to our needs in a variety of ways. In December employees of Human and Resources Development Training Division donated several hundreds of dollars worth of new clothing to our clients. Other groups and individuals also came forward to help make the holidays one of joy and thanksgiving.

LRC began a new column in our facility newsletter in which LRC employees who volunteer in the community are recognized. It is a positive way to show that the circle is unbroken—the community gives to LRC and LRC gives to the community.

Our valuable volunteers contributed to the health and well-being of our wonderful clients. They weeded the flower beds, tutored the students, mentored, entertained, and gave hours of their time to help ensure the continuous progress towards wellness of those we serve. We recognized this dedication by presenting each volunteer with a thank you gift in April.

In October the Nebraska City Office of Health and Human Services received donations of Baby Formula from Food Pride in Nebraska City. The formula was distributed in the office’s waiting room. In the same month the Nebraska City Office also received JanSport Backpacks from the VF Outlet Mall in Nebraska City. The backpacks were given to a family who had lost most of their belongings when their motor home caught fire. We also gave them to state wards and other children that were in need.

The Nebraska City Office has been able to give 3 students the opportunity to intern and gain work experience with the Department. Since April 2006 the Nebraska City Office has had interns split a 40 hour work week. Most of the experience they have been getting involves assisting the Protection and Safety Workers. They are also a great help when telephone coverage is needed for the client intake clerks.

## **Western (Southwest) Service Area**

### **McCook Local Office**

The people of Southwest Nebraska continuously show their compassion for others through their generosity. We have businesses, organizations, and individuals who donate everything from gift certificates, food, clothing, personal sundries, and toys to those less fortunate. 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 also have those volunteers who give of their time. We have one loyal volunteer who comes in twice a week to help catch up on filing and shredding. We have another gentleman who uses his time, talents, and material to build anything we request such as shelves, a message center, and pamphlet holders. We have a group of ladies who make quilts for our foster children every time there is a want or need. It is hard to express how much the McCook office appreciates the giving spirit of this community.

## North Platte Local Office

This year the North Platte office took up a collection to purchase a Menards gift card for Mary Jane our volunteer. The gift card was given to her along with a mini screwdriver kit. She does lots of odds and ends to help out the office and everyone appreciates her help. She assembles file folders for the caseworkers to use for new clients. She has made tons of copies and helped assemble many of our training packets. She is very special in many ways. Mary Jane normally comes in for about three or four hours once a week. However, when we have a project that takes a little more time or has a deadline, she comes in for a few extra hours. She volunteers at several other places in the community as well. She has been volunteering in our office as long as anyone here can remember. Mary Jane was asked once how long she has been coming to the office to volunteer and she laughed and said for a very long time.

## Lexington Local Office

The Lexington Local Office is fortunate to receive regular donations from the Lexington Optimist Club. This year the group donated hockey tickets for foster parents to attend the Storm hockey games in Kearney. For many years the group has purchased Christmas gifts for foster children. This year the Optimists purchased car seats for the office to loan to foster parents or for staff to use when transporting children. The office receives backpacks filled with personal items and toys from a local church to give to foster children at the time of placement.

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 community. Volunteers who are looking for work experience are referred by Arbor to the Lexington Office. These and other volunteers are utilized to assist with clerical tasks such as answering the phone, filing, assembling packets and files, and interpreting. This year a local 4-H group volunteered to wrap Christmas presents purchased for the foster children.

## Western (Western) Service Area

Who is responsible for Nebraska's children?

We all are? Foster Parents take an extra responsibility for the children and don't often hear the words "Thank You". Each year the Resource Developers of the Western Panhandle have a picnic to say "Thank You" to all of our wonderful foster parents. The communities of the Panhandle support this event with time and donations. In past years we have had monetary

donations from many organizations. The Alliance Lions Club has been an especially generous sponsor and also Thiele Pharmacy & Gifts in Alliance has been wonderful donating hundreds of gifts.

And, as always, for the past 12 years, Marge Prince has been our one and only, dependable, friendly, funny, happy, volunteer in the Alliance office, always ready to help when we need her. The customers in the Alliance Yellowstone office have come to know her and depend on her knowledge and help. She is a great asset to the office.

We are very blessed in Alliance to have such a wonderful community.



The pictures show some of the Panhandle foster parents browsing through the hundreds of gifts donated by Thiele Pharmacy and Gifts during the 2006 Panhandle Foster Parent Recognition Picnic.



Also, some of the children of HHS staff volunteer their time to help with children's activities during this annual Foster Parent recognition event.

In 2005–2006, the Gering HHS office had 7 volunteers, who put in a total of 309.5 hours; one intern contributed 128 of those hours. Volunteers helped primarily with support activities such as photocopying, filing, putting packets together, working on Foster Parent recruitment, preparing tabbed dividers for files, and assisting at the front desk. Volunteers received small tokens of appreciation from the HHS office. For those who volunteered a large amount of time, special celebrations were held.

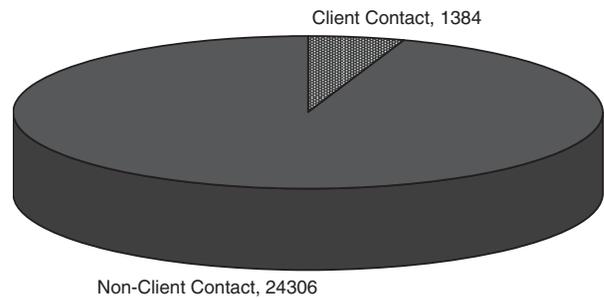
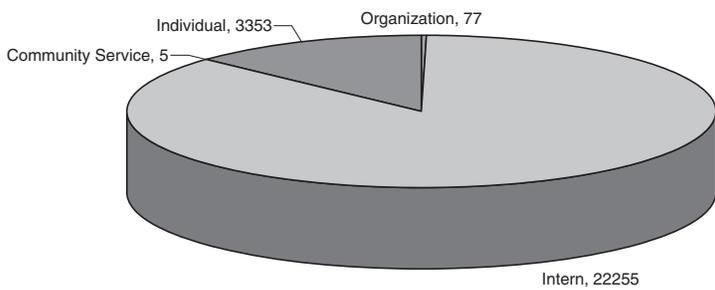
The Ogallala HHS Office has 8 volunteers that are very dedicated to volunteering. Not only do they volunteer for HHS but for other agencies in our community.



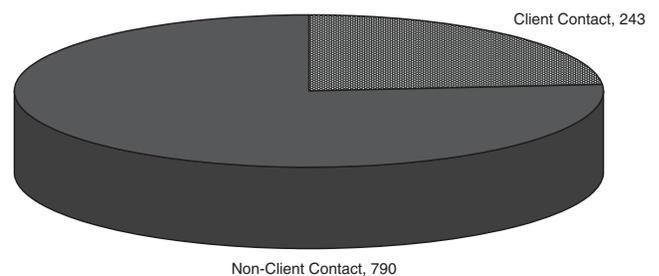
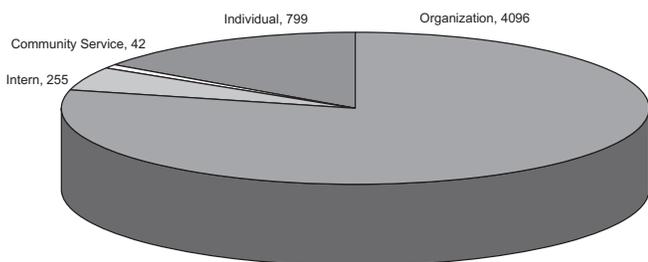
Each year we have two celebrations to recognize and thank our volunteers. In May we had a spring luncheon. The food was provided by HHS staff. Each of the volunteers received a gift provided by the State of Nebraska. In December we had a Christmas luncheon of soups and desserts. A special gift of a Christmas coffee mug and hot chocolate mix was given to each volunteer.

Our office depends on our volunteers to help cover the front desk during lunch hours and annual/sick leave of our clerical staff. In a small office there is usually only one clerical staff and the volunteer's willingness to cover the phones and the customers are very much appreciated in our office.

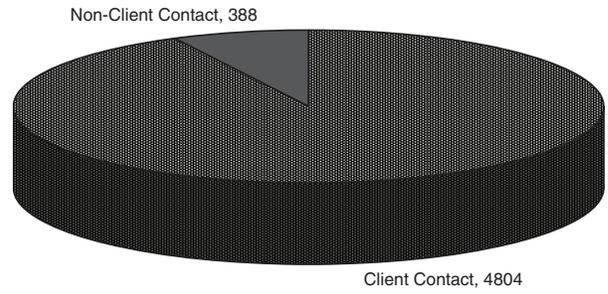
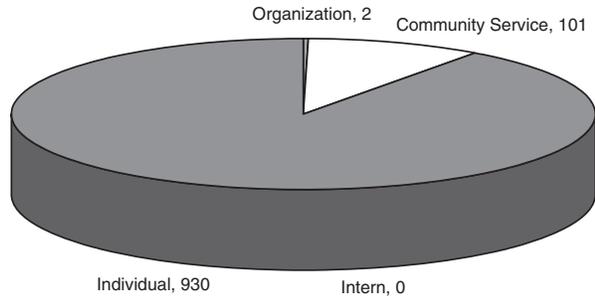
### Southeast (Including Cental Office)



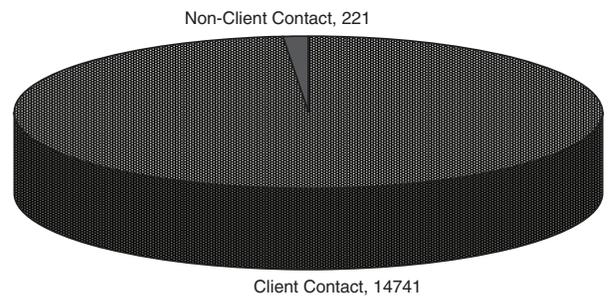
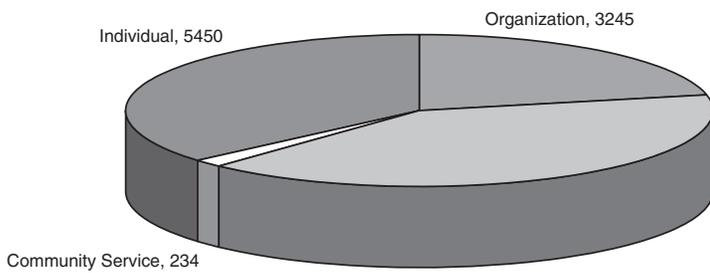
### Southwest



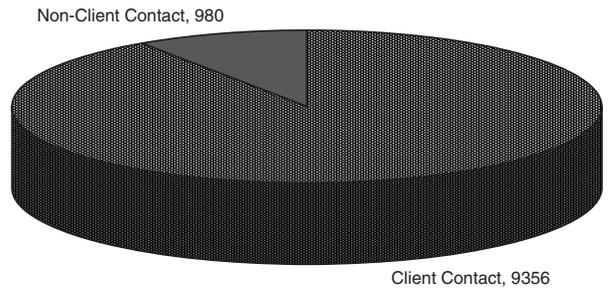
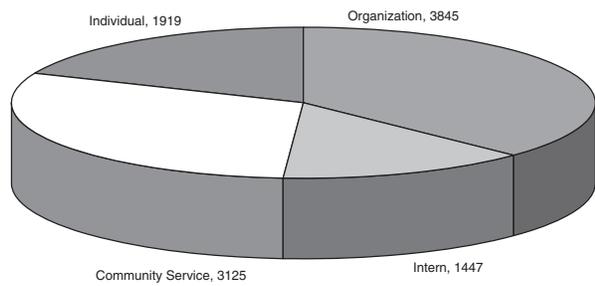
## Western



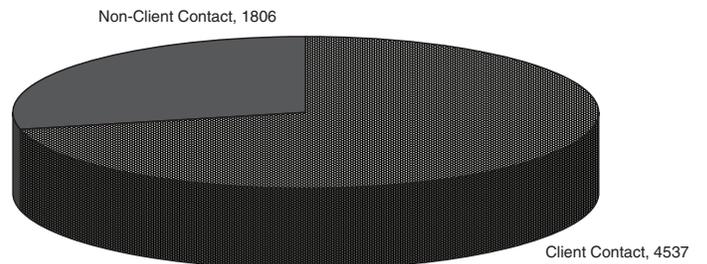
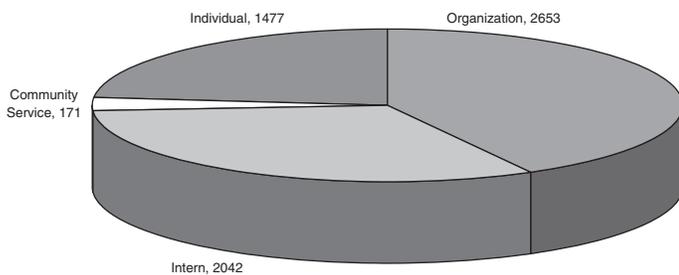
## Central



## Eastern



## Northern



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**NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM**  
**2005–2006 Volunteer Coordinators**

**CENTRAL AREA**

Joanne Badura, Grand Island Veterans Home  
Broken Bow Office  
Linda Minard - Hastings Office  
\*June Oliphant, Grand Island Office  
Lori Schroeder, Kearney Office  
Dick Wetjen, Kearney YRTC

**SOUTHWEST AREA**

Norma Cox, Imperial Office  
Leanda Honeywell, North Platte Office  
\*Kristi O'Meara, Lexington Office  
Karen Roland, McCook Office

**WESTERN AREA**

Karen Boysen, Alliance Office  
Lynn Fitzgibbon, Chadron Office  
\*LeAnn Laurent, Bridgeport Office  
Cheryl Gipfert, Kimball & Sidney Office  
Laurie Orr, Ogallala Office  
Laura Singleton, Western Nebraska 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  
Ruth Moore, Dakota City Office  
Judi Pedersen, Fremont Office  
\*Bob Thomas, O'Neill Office  
Darci Wittler, Norfolk Office

**SOUTHEAST AREA**

Janet Apfelbeck, Beatrice Office  
Mike Baumfalk, Fairbury Office  
Brenda Coonrod, Seward Office  
Polly Griess, Lincoln Regional Center  
Jenise Kouma, Wahoo Office  
Kelly Lugenbeel, Fairbury Office  
\*Shawn Maloley, Geneva YRTC  
Mindy Marschman, NE City & Auburn  
Eike Marthaler, Lincoln Office  
Joni Oliver, Crete Office  
Pat Pittman, Lincoln Office  
Bette Rabstajnek, Falls City & Tecumseh  
Larry Ramsey, BSDC  
Laura Weatherby, Plattsmouth Office

**EASTERN AREA**

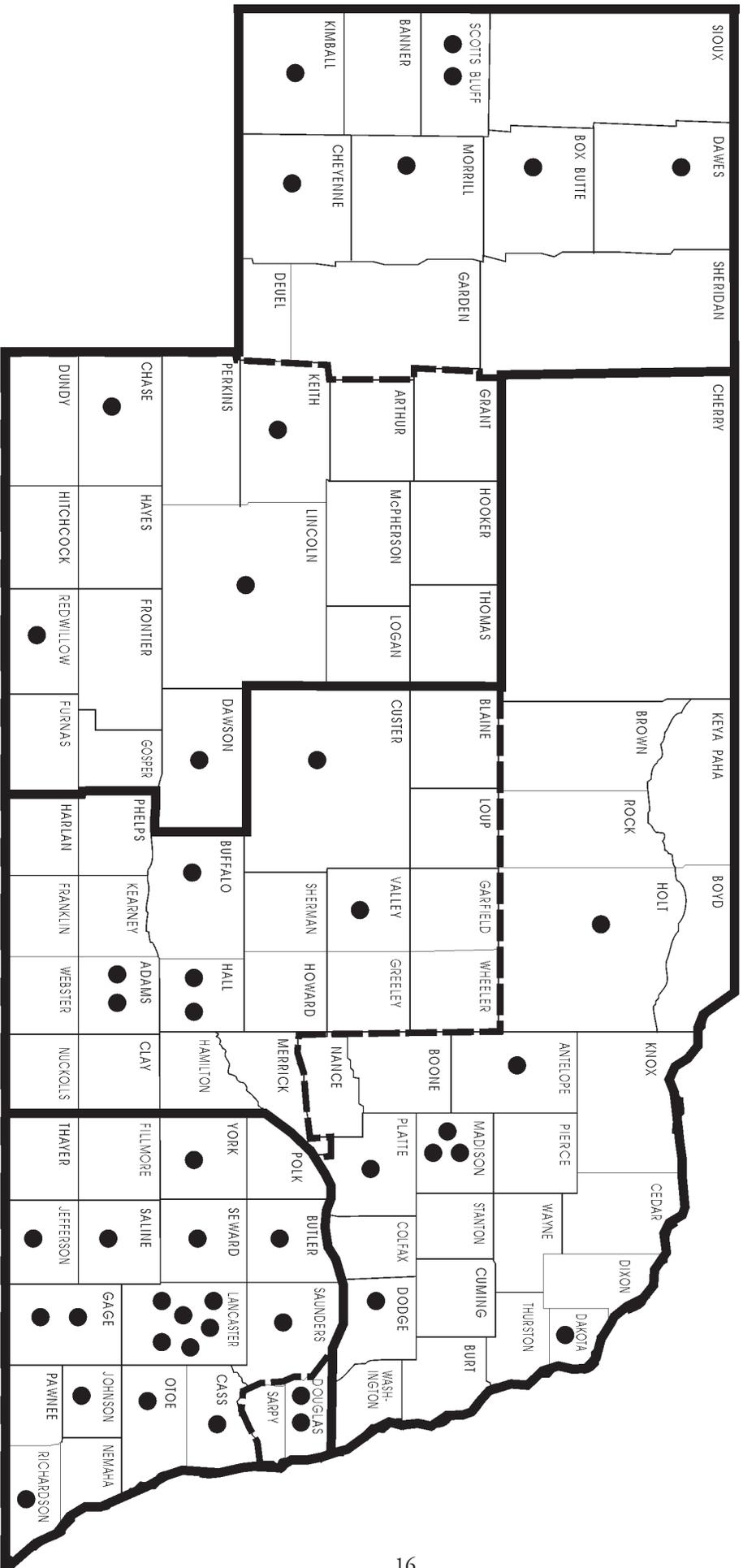
\*Patti Howe, Thomas Fitzgerald  
Ryan Rehder, Omaha Office

**CENTRAL OFFICE**

\*Rita Imlay  
Karen Johnson - Policy Cabinet Liaison

\* Denotes Area Lead

# Nebraska Health and Human Services System Volunteer Program Area Leads



● Denotes location of local Volunteer Coordinators, including facilities

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**Nebraska Health and Human Services System  
Volunteer Program Area Leads 2005–2006**

Central  
June Oliphant  
Area Lead -Grand Island

Northern  
Bob Thomas  
Area Lead -O'Neill

Southeast  
Shawn Maloley  
Area Lead- Geneva

Southwest  
Kristi O'Meara  
Area Lead- Lexington

Western  
LeAnn Laurent  
Area Lead - 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 – HHSS Bridgeport/Gering

2004–2005 & 2005–2006 Volunteer Coordination Team Facilitator – Joanne Badura – Grand Island Veterans Home

2006–2007 Volunteer Coordination Team Facilitator – Bob Thomas – HHSS O'Neill

