

# DHHS VOLUNTEER PROGRAM 2010 REPORT



HELPING PEOPLE LIVE BETTER LIVES

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# VOLUNTEER PROGRAM COORDINATION TEAM

## FISCAL YEAR JULY 2009 – JUNE 2010

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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 numerous 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 the five Service Areas, appointed by the Service Area Administrator, and one from each 24-hour facility, appointed by the Facility CEO; plus 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 are 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 2009-2010.

# 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 2009-2010, 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
- \* Created the Annual Report as mandated by our Minimum Operation Standards
- \* Updated Minimum Operating Standards and Volunteer Guidelines Handbook
- \* Established Volunteer web page on the HHS Web Site <http://www.dhhs.gov/volunteers/>

**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.

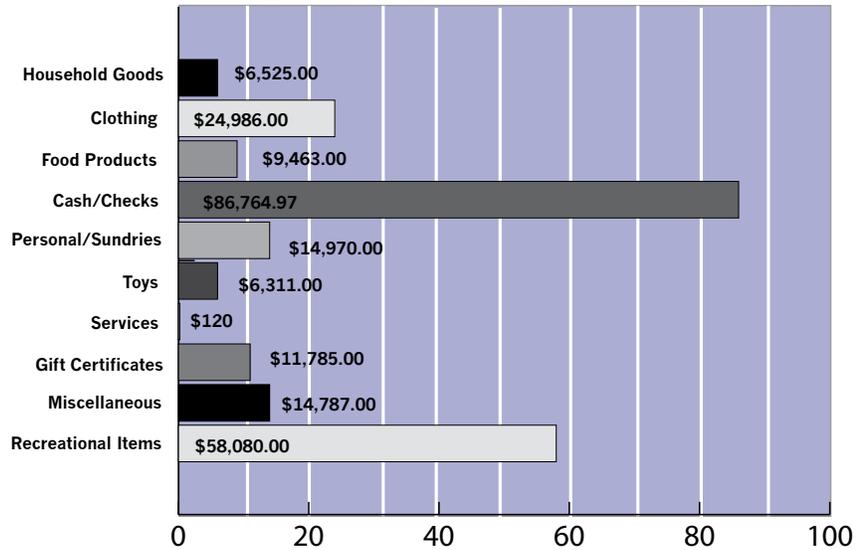
During the report period, DHHS benefited from services provided by volunteers either working individually or through membership in an organization. This service represented 45,931 hours of volunteer time. Using the Independent Sector national standard of the value of volunteer time, volunteer service is valued at \$20.85 per

hour for a total benefit of \$957,661.35. Through a combination of contributions of goods, in-kind services, and money, DHHS received \$233,791.97 in donations. **Total benefit to DHHS in volunteer time and donations equals \$1,191,453.32.**

**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 18-24, 2010, or at the end of their volunteer experience in many local DHHS offices. Volunteers were given a travel mug as a token of appreciation for their yearly contribution.



**Graph 1: Total Contributions and Donations (2009)**

## 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 \$20.85 per hour. **The dollar benefit of volunteer time within the DHHS (45,931 total hours x \$20.85 per hour) is \$957,661.35.** 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.

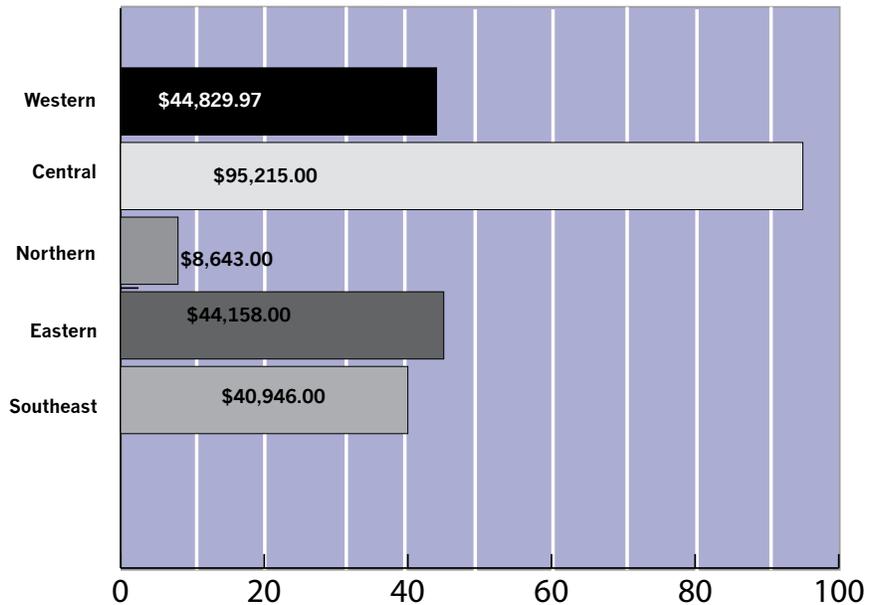
Volunteers assist programs and facilities with activities, enable staff to perform other duties, help fulfill the agency mission, assist in creating a higher standard of living for those served, and create likelihood that those served will be law abiding citizens. Volunteerism provides a powerful tool 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 (2009)**

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 **\$6,525.00**

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

Total **\$24,986.00**

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

Total **\$9,463.00**

**Cash/Checks:**

Total **\$86,764.97**

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

Total: **\$14,970.00**

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

Total: **\$6,311.00**

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

Total: **\$120.00**

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

Total: **\$11,785.00**

**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 **\$14,787.00**

**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: **\$58,080.00**

**GRAND TOTAL \$233,791.97**

# 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 and emails 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.
- Maintain and update Volunteer page on DHHS web site.
- 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:**

The Grand Island office of DHHS received numerous donations of toys, clothing, blankets, totes, baby supplies, and other items that were used for foster children and other children in need. Al and Betty Grisham from Minden brought numerous items that they and other generous people had sewn. Marilyn Saville of Grand Island made some hats, and quilts were made by Nimble Thimble Quilt Guild of Alda and the Aurora Quilt Guild from Aurora. All these blankets and hats are given to foster children or other children under Child Protective Services.

In November, 2009, the Department received over \$2000 in donations for the annual Adoption Day celebration. This included food from Wendys, Thompson Co, Skagway, Texas T-Bones, Preferred Popcorn, and other generous donors. Games, puzzles, t-shirts, candy, and other fun items were donated to make gift bags for each adopted child who was honored. A photographer took family pictures. The celebrations held in Hastings and Grand Island were well attended.

One fun donation came from Jennifer Hasenauer, who owns G I Love to Party Shop in Grand Island. She provided free birthday parties to several children in foster care. Names of children were submitted by caseworkers, then a lucky child was treated to a birthday party with games, cake, and other treats. This has truly brought a happy time for children whose lives haven't always been easy.

We were lucky to have two interns during the spring semester 2010. These two young people gained valuable on-the-job training in working with developmental disabilities, child protective services, and resource development. One was subsequently hired as a protection & safety worker in the Grand Island office, where he continues to be employed.

The staff at DHHS always appreciates the generous donations for the children in our care, and we've also appreciated the hours of volunteer service provided by former employees and others.

### **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 and staff). There are also 1-3 daily activities per unit (member attendance to these activities is 10-20 with approximately 1-3 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 \$95,090 in donations with \$47,741 of those donations being of cash value July 2009-June 2010.

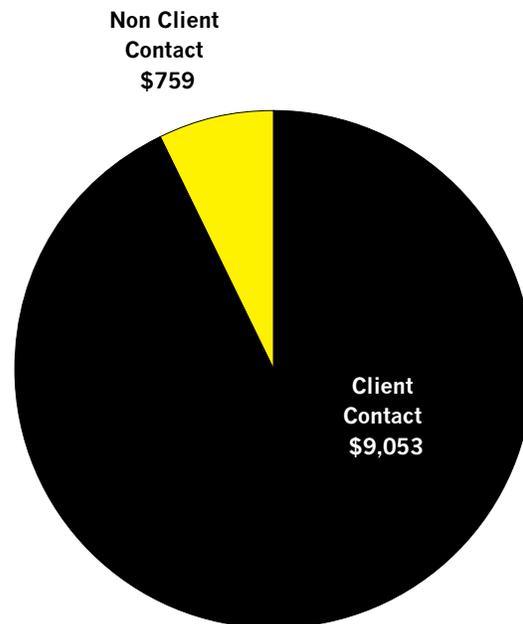
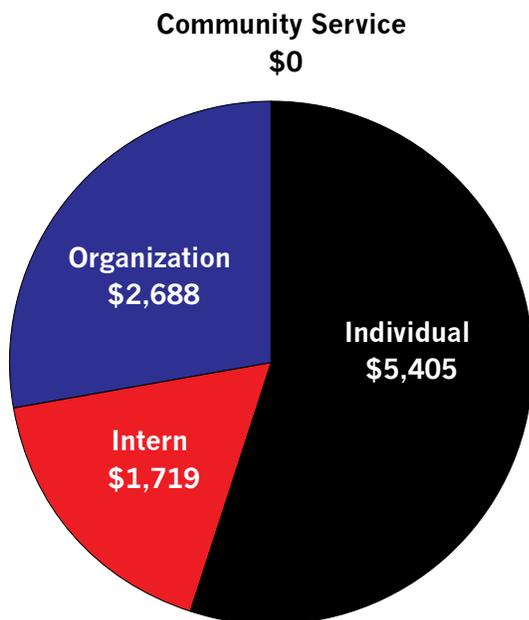
**“Music Volunteers”**: the GIVH is very fortunate to have volunteers who graciously donate their time to bring the sounds of music to the facility and to the many living units. Our volunteers include individuals who play musical instruments and those who share their vocal talents. Many

groups volunteer to entertain during the summer months on the outdoor bandstand.



**“Entertainment/Dance Groups”**: volunteers throughout the year include many groups who 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 especially enjoy visiting with the youth and are always excited to have them perform for them.

### Central Service Area



**“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 time volunteers escort and dance to the live music with wheelchair and ambulatory members, serve refreshments, and have fun!



**“Salute a Veteran Week Volunteers”** 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 participate in the “Respect Walk” down the parade route to then take their spots and outline the parade route holding mini American flags. A collaboration of the four high schools in town join their talents to play in what has become known as the “Unity Band”. Many volunteer groups and volunteers grace the Veterans Home’s grounds to ensure the week is full of meaningful celebrations for our members.

**“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.

**“The 11th Annual Classic Car and Bike Show”** display on Campus includes 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”** include trips 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. Additional vans are scheduled to arrive fall of 2010 thanks to the many efforts of volunteers and volunteer groups who assisted with donations and fundraising for the vans.

**“Library Computer Lab & Recreation Room”** currently houses (3) fully wheelchair accessible personal computers with (2) color printers and Internet access, and a scanner. Members may 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. One special Library service is that some volunteers are taking 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. Additional computers are on some units, and plans are to replace these with updated computers in the future.

**“Wii Love to Play”**- The GIVH currently has (9) Wii cart units on the different communities. These units were donated by individuals, family members, and groups throughout the State. 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!



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

Many donations are received from the ongoing efforts of these groups. In addition to fundraising events, many of these groups host socials and activities throughout the year.

**“The Power of Paws”**: GIVH pet volunteers are always willing to bring their house pets to campus. These types of visits stimulate many reminiscent conversations for members. It is interesting for members to share stories also as they recall pets and animals they have had during their lifetimes. We have many regular pet volunteers throughout campus.



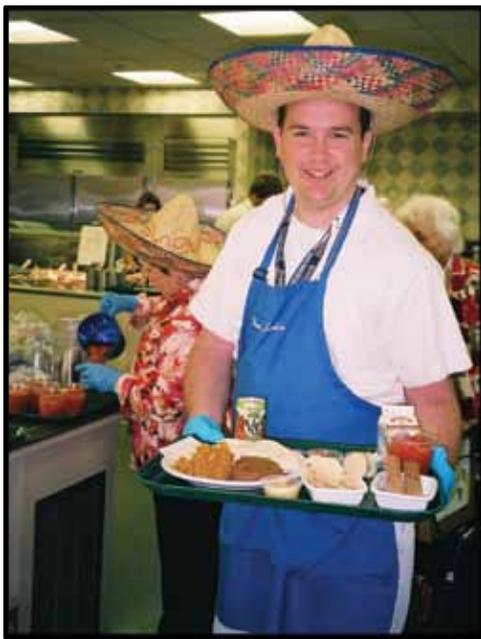
“Picnic/BBQ/Breakfasts/Special Meal” volunteers are on campus throughout the year, winter, spring, summer and fall to serve up good eats to the members. It is amazing just how many volunteers it does take to put on a BBQ for 200 people. We have many regular “Grill Masters” who not only man grills, but who can flip a pancake or two.

“Campus Golf Cart”: the GIVH “six passenger golf cart” equipped with a roof and seat belts

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. Recreation Staff use this cart on a regular basis during the warm weather for programming and nature outings.

**“Mountain Oysters Feeds & Ethnic Meals”:**

Volunteers from the “Sons of the American Legion Squadron 53 annual Mountain Oyster Feed”(beef fries) was held in October, an evening members look forward to each year. This event has become a “fixture” for the fall calendar. Many members enjoy the many seasonal or ethnic meals co-hosted by Recreation and Dietary throughout the year. There is a GIVH member meal committee that meets and makes suggestion to Dietary of foods they wish to try, and also assist with the planning of special menus.



**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. Other groups have contacted GIVH to share their grounds also with members for such outings.

**“One-on-One Volunteers & Unit Volunteers”** can

be located throughout the facility assisting with unit activities, playing cards, making popcorn, serving 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. 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 17th 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.

**“Youth Volunteers”** can be found on campus throughout the summer and school year, working hand in hand under the supervision of Activity Aides. Many find that volunteering helps to fill the time in their schedules until they are able to find summer jobs.



**“Community Service Youth Volunteers”** are able in most cases to complete their school or religious services’ required hours under full supervision at our facility.

**“Probation & Diversion Volunteers”** at times are able to complete their volunteer hours under full supervision. Not all cases are found placements, but after discussion and consideration, we are able in some cases to assist them.

A **“Volunteer Open House”** was held so that our 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 “West Wind Acoustic Band”. It was an “Open House” format 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. At the 2010 Volunteer Appreciation Party, each volunteer received a thank you card along with a stainless steel travel mug with the Grand Island Veterans Home logo imprinted on it.



During the fiscal year of July 2009 – June 2010 the Grand Island Veterans Home utilized volunteers for a total of 7,798 hours for program activities. We had group 1,144 volunteers, and 156 regular individual volunteers for a total of 1,300 unduplicated volunteers sharing their time at our Home. Using the 2009 Independent Sector National Standard for the value of volunteer time, volunteer service is valued at \$20.85 per hour for a total benefit to the Members at the Grand Island Veterans Home of \$162,288.00.

#### **Kearney DHHS Office:**

The Kearney DHHS office has been especially appreciative of the interns that come from the University of Nebraska Kearney. Many of our interns come from the Social Work program at UNK and they are the future of Nebraska and the helping profession. Some of the interns that have been in the Kearney office have then in turn become Children and Family Services Staff in other offices in Nebraska. The Internship Volunteer program not only provides a service to the offices but in turn is a learning opportunity for the students that come here. We look forward to having many more in the near future!

# Eastern Service Area

## Eastern Nebraska Veterans Home (ENVH):

Eastern Nebraska Veterans Home (ENVH) in Bellevue relies heavily upon our individual volunteers and groups such as the various service organizations, church groups and local area students to improve and enhance the everyday lives of our members! During the reporting period of July 2009 into June 2010, we benefited from numerous events, parties, meals and outings.

During the Summer of 2009, the members were safely escorted to various places within the community such as: Mormon Trail Visitor Center, Joslyn Sculpture Garden, Henry Doorly Zoo, and the Kerrey Bridge. Several trips were made to local museums such as the Sarpy County Museum, Union Pacific Railroad Museum, and the Strategic Air and Space Museum. Volunteers assisted staff on shopping trips to local area stores, restaurants and sporting events.



In September 2009 we enjoyed a new event called 'Veterans Games'. Almost the entire facility was

involved with helping members compete in various activities from playing checkers to Wii bowling to an outdoor obstacle course to race through. Bronze, Silver and Gold Medals were given for each 1st, 2nd and 3rd place contestant in each of the categories. Our version of 'Veterans Games' was sponsored by the Great Plains Paralyzed Veterans of America, a local chapter who have become actively involved with us. Their auxiliary has conducted crafting sessions where they provided all the supplies and assisted the ladies in creating something decorative to display in their rooms.

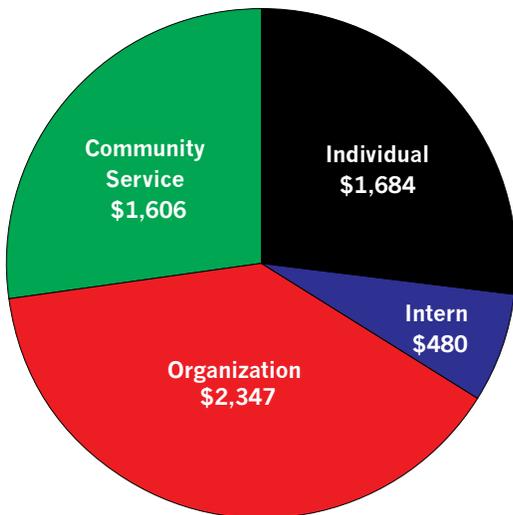




Our 2nd Annual Husker Day's Auction was a great success. Items up for display were quickly bid upon by members who had earned valuable points by participating in activities for an entire month. None of that could have occurred without our support system of volunteers and generous donors.



Eastern Service Area



Non Client Contact  
\$0



The ladies of the American Legion Auxiliary Post # 1 Omaha decided to create a hand-crafted blanket with the help of the ENVH ladies who cut the material which was then sewn together to make the blanket. After it was all finished, one lady's name was drawn to become the blanket's new owner.



During the fall of 2009, we focused on Veterans Day and Thanksgiving. We joyfully embraced the Holiday Season. Both of these time periods were enhanced by volunteers who provided entertainment, refreshments, Holiday themed parties, gifts of clothing and monetary donations. "Dollar Days" in November and "Gifts for Yanks Who Gave" in December have continued to be fun-filled events sponsored by the Dept. of NE AL and ALA.

Local auxiliary members from the American Legion, Veterans of Foreign Wars and Disabled American Veterans contribute their time, energy and actively raise funds to buy needed items for the home such as outdoor grills, an indoor fireplace insert, and two overhead awnings to help block out the bright sunlight.

Mealtime outings are something else the members really look forward to, especially to local area Service Organizations and Fraternal Orders such

as the AL Post #331, DAV #2 and the Elkhorn Eagles. American Legion Post members of #373 Ralston had to bring their special meal to the members at the Home during a snow storm in December 2009. The year 2010 began with a sponsored event by the staff from a local NP Dodge Realtor company who provided cases of sparkling wine plus other refreshments, food, decorations, music, and festive hats.



In April 2010, a military group from STRATCOM assigned to Offutt AFB provided prizes and helped man tables as dealers during a Casino Day event at the Home.



Every month an auxiliary from the Military Order of the Cooties bring a special greeting to each member who has a birthday that month. The ladies dress as clowns to enhance their visit and bring a helium balloon, birthday card and sing a birthday song. The members are thrilled to be recognized. Our volunteer chaplain, Bonnie, likes to join in on the fun as she holds onto the balloons.



To finish the report by June 2010, there were two more events sponsored by volunteers who helped us celebrate National Nursing Home Week and created a patriotic hanging design with the ladies of ENVH.



# Northern Service Area

## Norfolk Veterans Home

Volunteering at the Norfolk Veterans Home is truly rewarding on so many different levels; for some it's a way to "give back" to those who have kept us free, for others that are Veterans themselves, it's a way to have that sense of camaraderie with other soldiers, and for still others it can be a school project or a family member that may bring them to the Veterans Home. Whatever the case may be, once they walk through our front door and meet the Veterans that live under our roof, they want to come back because of a connection they had or an interaction that reminded them of a parent or grandparent and they want to know more about that person. The Veterans that we care for are very special people and they all have their own unique story to share and without caring staff and wonderful volunteers we would not be able to provide all of the leisure opportunities we do.

We offer a large variety of activities each month due to the different levels of care we serve. We have a 30 bed domiciliary unit and we have a 30 bed dementia unit, as well as a 10 bed palliative care unit and several units in between those levels of care and all these Members have different leisure interests and needs. On average we provide 58 small group activities on the units, 68 large group activities and 15 community outings in a month, in order to meet the ever changing needs of our Members plus the additional activity programming that takes place daily on the dementia unit. Which means we are all very busy doing our best to meet their needs every day. We have highlighted some of our favorite activities and outings over the last year that our volunteers and service organizations have sponsored and/or helped us to make them possible.

**Members were treated to a hayrack ride through Ponca State Park by the Department American Legion.** It was a beautiful fall day to be out riding through the hills of the Park.



After all the fresh air, the Members were a bit hungry. They went to Bob's Bar in Martinsburg and thoroughly enjoyed the legendary burgers and side orders that Bob's Bar has to offer. To the far right Frank Vandenburg is filling up a to-go box with lots of goodies.



**The United States Marine Corps celebrated their 234th Birthday on November 10th with a little**

**help from Renee Tichota, NVH employee.** The Marines are very near and dear to her heart, as her husband is a Marine and one of her sons is a Marine. Renee did her research before hosting this honored tradition for the 9 Marines that live here at NVH. In her research she found that the first piece of cake is to be served to the oldest Marine present, and many other interesting facts. The local Marine recruiter presented a plaque to each Marine; this will be a tradition to continue for NVH.

“OO-RAH”.

**Past State Commander Rollie Ott thanks Donald Pearson** for his service to his country and hands him a small token of appreciation at the “**Gifts for Yanks Who Gave**” party on December 11th sponsored by the **American Legion Family**. Bob Hupp entertained the troops with his clever antics and his catchy tunes. We had a record breaking crowd this year, 104 members were present at the party!



Jerry, NVH Administrator is trying to explain to Santa that it must be a mistake, he shouldn't be on the naughty list!

Mrs. Claus stopped in to the party as well with some goodies to treat the Veterans with!

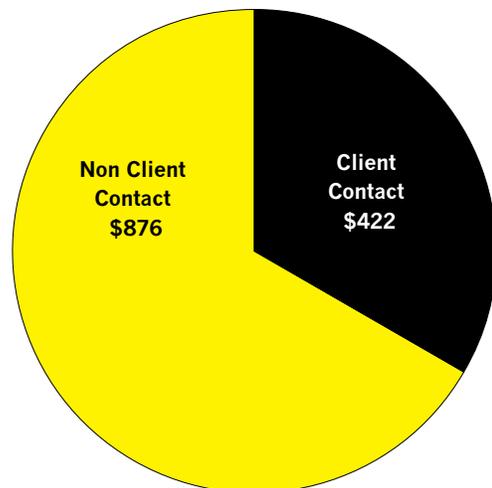
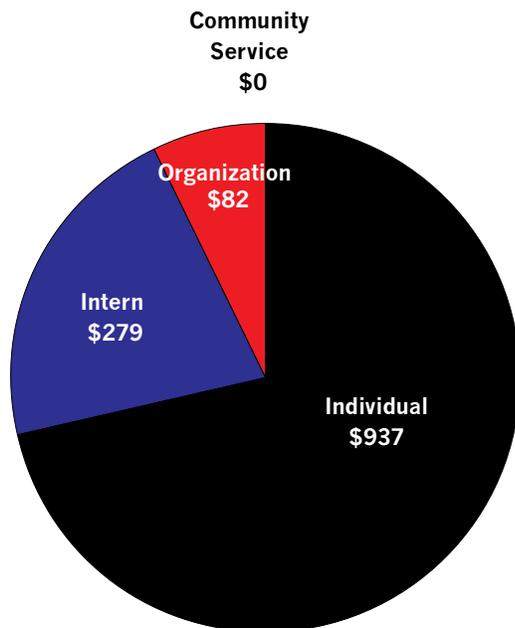


The spotlight definitely shined brightly on this year's 'From the Heart Committee' for their version of a "Night at the Classics". Every year this committee of employees raises money to host a magnificent evening of fine dining and live entertainment for our Members and their spouses.

This year the committee served prime rib, twice baked potato and sweet potato, creamed peas with pearl onions, spring salad and dinner rolls. And for dessert they were treated to apple dumplings and cinnamon ice cream. While the Members dined, they were able to enjoy the beautiful music of the Norfolk High School Orchestra and the Part Time Trio. The Members really enjoyed the fantastic food, and thought the entertainment was out of this world.



Northern Service Area





art and Nucor felt that the Norfolk Veterans Home and the future Heroes Park would be the perfect place for these sculptures so **Nucor purchased and donated them to the Norfolk Veterans Home!**



**The Jefferson Alpha Club** is being recognized for providing small group activities for our B/C Members . This particular day the school children have been playing hang man with the Members on Pod C. The students come in once a month and provide an intergenerational activity such as hang man, shuffleboard, kite flying, playing a Wii game, horse races and many more. The children have made friends here at NVH and the Members really enjoy having them and their energy around. As you can see by the smiles in the picture, they have fun when they are here!

The Members also realize all the extra work and planning that goes into this special evening for them and are very appreciative of everyone's time and talents. **Hats off to the committee and all that make this night possible!**

**Thanks to the Ken Iverson project that Nucor sponsored and the Generosity of Nucor, the Norfolk Veterans Home is now the proud owner of two of the sculptures.** The one being erected here was in the adult category and was voted Best in Class.

Nucor donated the steel to area high schools, colleges and adults that were interested in making a sculpture. They were then on display at the Norfolk Home Show, where folks were asked to vote for their favorite in each category. An auction was held for the public to purchase these works of



**“Celebrating People In Action”** was the theme of this year’s Volunteer Awards Program. We had the pleasure of **recognizing 135 Organizations and 285 Individuals** for their priceless volunteer service to the Norfolk Veterans Home. We also honored 11 of those individuals for having more than 1000 hours of service.



**“The Good Time Bunch”** was selected as the Volunteer of the Year Group for 2009. This coffee group consists of more than 65 members who meet twice daily for coffee and have monthly birthday parties and monthly evenings out for supper. Another thing they have in common is their love for volunteering at the Norfolk Veterans Home. This group puts on special meals for our Members, they help with coffee and rolls every Friday morning on a rotating basis, there are volunteers from this group that lead the rosary every Friday, they go on trips with us, they are shopping aides, card players, bingo players and just an all around fantastic group of individuals to work with.

Volunteer Coordinator, Jenny Last and NVH Administrator, Jerry Eisenhauer are pictured here with long time volunteer Marilyn Heppner. Marilyn has over 6500 hours of service at the Norfolk Veterans Home. Along with that she had also held the position of Hospital Representative for the State Department of the American Legion

Auxiliary for many years. She dedicated many years of her life to serving our nation’s heroes and we thank her for that. Marilyn was awarded the Lifetime Presidential Volunteer Service Award.



The Norfolk Veterans Home held its Annual Volunteer Awards Program on April 25, 2010. Pictured here is three generations of volunteers. From left to right we have LaVonne Hornik, Evelyn Shannon and Liz Davis. Volunteering their time at the Norfolk Veterans Home is something their family can be proud of!





We appreciate District #2 of the American Legion Auxiliary, and especially Joan Ganseborn for making a NUSTEP her special project as District #2 President. She raised over \$2500 for her special project and with a \$600 check from the Tilden American Legion Auxiliary we were able to purchase a much needed piece of exercise equipment for the Members to use. We would like to thank everyone who donated to this project and appreciate the continued support of our service organizations. **We love our NUSTEP!!!**



**The 2010 Great Nebraska Tractor Ride** toured through the front circle of NVH on Saturday, June 19th. All 240 tractors of all makes, models, size, shape and color were able to be viewed by the

members who lined the drive with their family members to take it all in. We wouldn't have been able to have as many Members who participated if it wasn't for the help of volunteers and staff getting Members to and from the front circle drive.



Erma Bombeck put it well when she said, "Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience and just plain love for another." The Norfolk Veterans Home genuinely appreciates our volunteers for their time and their talents and their undying love for Veterans.

## Southeast Service Area

### Beatrice DHHS Office:

The Beatrice office was pleased to utilize the services of eleven volunteers and six interns this year. These willing workers performed a variety of tasks including filing, photocopying, answering phones, assembling foster care files in the new, tabbed format, entering information on the N-Focus computer system, assisting at the front desk, purging files, setting up folders for new clients, conducting home visits for Protection & Safety workers, cataloging and boxing closed files for storage, working with energy application budgets, and other special projects.

Having great volunteers and interns that can lend a hand with these activities means that our support staff and case managers can spend valuable time managing their caseloads and keeping up with their other duties. Our entire office appreciates – and applauds - their efforts!

### **Lincoln Local DHHS Office:**

In 2009-2010, two part time Volunteer Coordinators managed the Volunteer/Internship Program. One coordinator retired this year leaving one half- time Coordinator. The Volunteer Coordinator recruits, screens, selects and places the volunteers and interns into most all areas of the Department.

Lincoln Local Office collaborates with local schools and universities to support the Internship Program. This fiscal year the department has placed interns from the following schools: Southeast Community College-Lincoln Campus, Nebraska Wesleyan University, University of Nebraska-Lincoln, Union College, Kaplan University and Doane College-Lincoln. Thirty interns were placed within the department.

Internships are offered in the areas of: Children and Family Services, Resource Development, Adult Protective Services, Child Care Licensing, Social Services, Fraud and Investigations, Child Support Enforcement and Income Maintenance Foster Care.

Several area agencies provide DHHS with referrals for volunteers. These agencies include: Nebraska Workforce Development Program, Nebraska Vocational Rehabilitation Services, Arbor, Experience Works, One Stop Employment Solutions, Service Linc, Services for the Visually Impaired, Office of Veterans Affairs and The Summer Works Program.

Volunteers from these agencies assist staff with much needed clerical work; completing such tasks as filing, typing, assembling of packets, purging old case files, assembling new case files and data entry. A lot of work was done this fiscal year getting files ready to be scanned in order to go paperless in 2012. These volunteers and interns assist in whatever else needs to be done to help the agency get the work done. This assistance is invaluable!

Schools within the community chose to volunteer their time to help with some large projects. These groups include The Big Event, Operation Impact, Project Blitz and Project Serve.

Operation Impact was a service project involving student volunteers from Union College. This annual event took place on August 27, 2009 with 17 volunteers participating. They provided assistance to DHHS staff for the day. These students helped with organizing, filing, assembling packets, moving boxes, etc.



The Big Event, an organization from the University of Nebraska-Lincoln, aims to give back to the local community through one day of service. The organization is entirely student-run. On April 25, 2010, 31 UNL students volunteered 3.5 hours each, making a total of 109 hours of work. The students

had to first assemble 300 boxes. They then boxed up the 300 cases of files getting us ready for the move to the customer service call center. The Big Event volunteers also alphabetized over 100 boxes and shredded at least 20 boxes of old documents. With this help the staff was able to continue doing their work of helping families in need.

Project Blitz provides College View Academy student volunteers to DHHS for one day each year. In April 2010, 20 student volunteers worked 3.5 hours each, totaling 70 hours. First, the students watched the HIPPA video, and then began work on the projects that the DHHS agency supervisors had chosen for them. These volunteers completed 100% of their assigned work!

Also donating many hours of work to the DHHS Office, were members of Project Serve. Project Serve was a city-wide effort to unite churches in service to Lincoln. In November 2009, parishioners came together to donate volunteer hours to the community. The Lincoln DHHS Office was one agency the project chose.

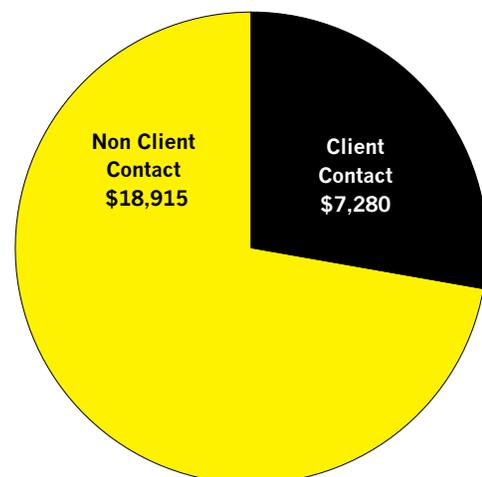
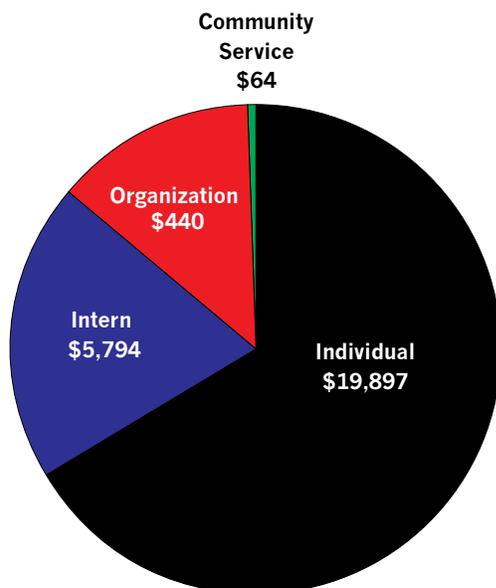
Thirteen volunteers worked a total of 33 hours collectively on purging files, reorganizing drawers of files and relabeling 15 or more file cabinets.



Throughout the year, many DHHS families received hand-made gifts. Among those who donated these items included members of Project Linus, The Quilters' Guild, Bags of Love and the Hats and Scarves Project.

Project Linus is a group of Lincoln quilters who made generous donations to DHHS. During the year, the group donated over 200 quilts to DHHS children. Project Linus' mission is "to give quilts

### Southeast Service Area



to kids who have had surgery, been abused or neglected or experienced some other hardship. The purpose of giving these gifts is to encourage a sense of wellbeing and security in the children.” The ladies certainly do a fine job of fulfilling their mission. Anytime quilts are needed, they are ready to be picked up with no limit on the quantity.



For over a decade, The Quilters’ Guild has been donating quilts to the Lincoln DHHS Office. Throughout the 2009-2010 year, guild members provided 57 hand-made quilts to DHHS families. The hard work and dedication that guild members have demonstrated in making these quilts is appreciated!

“Bags of Love” and “Hats and Scarves” were two projects involving donations of volunteer time and talent.

“Bags of Love” are made by Lincoln women. The bags are for children who have been removed from their homes and placed into foster care. They are filled with a blanket, a toy, clothing, a snack and other gender, ethnic and age appropriate items. Many children have found a sense of warmth and security when receiving their “Bag of Love.”

Hats and Scarves - In December, 2009, Bette Bahr, of the Lincoln DHHS Office, donated 99 hats and scarves for those who needed them! It was an extremely cold winter this year and these thoughtful gifts of warmth were needed and

appreciated. Any child coming in to the agency was able to pick out a hat and scarf of their choice.

Donations of Holiday Haircuts for kids and Show Tickets were among gifts given to Lincoln DHHS families this year.

In September, 500 tickets were donated to DHHS families by the National Federation of the Blind to see a wonderful performance called the “Magic Circus”. The rich blend of magic and circus performers make this event really special to families who may not be able to afford a family night out.

In December, The Arc of Nebraska made some very generous donations to DHHS families. The Arc is a non-profit organization that supports individuals who have learning and developmental disabilities. The Arc contributed 500 tickets for children to see the production, “A Fantasy Christmas.”

The students and faculty at the College of Hair Design generously donated haircuts to 50 boys and girls at Christmas time! The College gave out coupons for haircuts to DHHS families in December 2009. The children were grateful to be able to use the coupon and receive their salon haircut right before Christmas!

Volunteer Recognition-The 5th Annual Volunteer Recognition Ceremony was held on April 22, 2010. It was a successful event, honoring the Lincoln DHHS volunteers and interns for their service and contribution to the agency. The MC for the event was Deb Collins, spokeswoman for the Nebraska State Patrol and former KOLN television news anchor. Over \$500 worth of donations were used to make this event special for the interns and volunteers. At the recognition, 59 volunteers and 20 interns were given gifts and certificates of appreciation. Cake and punch was served.

Some volunteers and interns won gifts, valued up to \$50.00 in a drawing.

Lincoln Parks and Recreation donated swim passes that were distributed to families in June. Over 3500 tickets were given out to low income families. These tickets were valued at \$23,678 and were half price to families.

After a successful year at DHHS, we are very thankful to our volunteers and interns for all of the countless hours that they put in to selflessly giving their time to this agency. Because of their dedication, we become more efficient and our clients are better served.

Andrew Binder intern sponsored by Union College



Jayme John intern sponsored by Southeast Community College - Lincoln



## SEWARD AND YORK COUNTIES

Gene Brott of Seward was named the DHHS Southeast Service Area's Volunteer of the Month for June 2009.

Gene has been a volunteer for the Dept, delivering home delivered meals to the Dept's clients since 1999. Since 2000 Gene has been the co-chairman for the home delivered meal volunteer program. His responsibility is to coordinate the meals with the Seward Memorial Hospital. Gene stated that he donates approximately 10-20 hours a month. He coordinates with the hospital which clients are not receiving a noon meal on a particular day, or if a scheduled volunteer is unable or forgets to deliver on his/her particular day, the hospital will notify Gene and he will fill in for the missing volunteer so the Department's clients receive a noon meal every week day. He is also responsible for setting up the volunteer quarterly roster, and he also takes his turn delivering the meals.

Gene is a volunteer in the Seward community with various civic, church organizations, and at the Concordia University. Gene stated that he likes serving his fellow man, and it is a part of his religious faith. It is obvious when you meet Gene that he likes people. He takes being a volunteer very seriously and he is committed to seeing a job well done.

Gene is a retired professor in the Arts and Sciences, & he taught photography, at the Concordia University in Seward. He and his wife have been residents of Seward for the past 27 years.

## Cass, Otoe, Johnson, & Pawnee Counties

The Otoe County office was pleased to utilize the services of one great volunteer this year. Ginger Meek is a full time employee of the Nebraska City Center for Children and Family Services as a personal assistance. Daily, Ginger assists the

local Nebraska City Health and Human Services office during her lunch hour by sorting HHS mail. Having Ginger help with this task frees up time for the entire office and we all appreciated her efforts!

### **Youth Rehabilitation and Treatment Center (YRTC) – Geneva**

The Youth Rehabilitation and Treatment Center in Geneva, a Division of Family and Children's Services Office of Juvenile Services, currently has 61 active volunteers sharing their time and talents in a wide-variety of volunteer programs at this facility.

The **Community Advisory Board** is made up of a cross section of community members who meet monthly with YRTC youth and administrative staff to review programs, physical plant, and policies and procedures. This group makes suggestions and recommendations to the Facility Administrator concerning changes in programming that would be in the best interest of the youth.

Our **Visiting Volunteer/Mentors** are matched with girls who have similar strengths, talents, or interests as their volunteers. This program is designed for youth that have either no contact or very limited contact with their families during their commitments. These volunteers provide numerous experiences for the girls, such as, off-campus movies, picnics, sporting activities, and church services.

The **Occupational Workplace Volunteers** are employers in the community that have been collaborating with YRTC to offer occupational work experience for youth that have met the criteria necessary to make them eligible to participate in this program. Through this program youth gain valuable work experience, gain confidence and work skills, and are able to establish a work history with references.

Our **Religious Program Volunteers** meet with our youth every Tuesday evening at Prison Fellowship for praise and worship, as well as a Bible study and an array of religious service, and for our Catholic youth, we have volunteers that recite the Catholic rosary and hold catechism classes. Church services are conducted every Sunday by the Chaplain or one of several volunteer pastors from the local community. In addition, the religious program on campus offers programs from outside groups that volunteer their time enhancing our program. Participation in any religious activity is on a strictly voluntary basis.

At the center of the YRTC religious programming is the Chapel of Hope. The Chapel, built in 1976, hosts an assortment of religious activities. The **Chapel Board** is a committee of volunteers that are in charge of maintaining the Chapel of Hope and offering advice on the religious programming at the facility. This group meets on an annual basis to review the Chapel of Hope physical plant and the past year's religious programming, and plan for any upcoming religious needs.

## **Western Service Area**

### **Bridgeport Office**

The Giving Bee in Lewellen, Nebraska, has supplied our area with homemade quilts and large canvas bags that foster children can use to pack their belongings. They also donate underwear, socks, toothbrushes, tooth paste and school bags. To date, they have made and donated about 700 quilts.

At Thanksgiving, we helped connect people in the community with the Morrill County Ministerial Association that donated 30 food baskets to families.

For Christmas, 20 food baskets and 40 individual gifts were donated and distributed through the Ministerial Association.

Morrill County includes the communities of Bridgeport, Bayard, and Broadwater.

### Ogallala Office

Volunteers are PRICELESS in the Ogallala office. We rely on volunteers to help cover over the lunch hour. Being a small DHHS office we do not always have staff available to cover the phones and front door over the lunch hour. We currently have six women that help us out, plus RSVP will send a volunteer on the days we host a special luncheon to honor our volunteers. Our volunteers help with answering the phones, helping customers, and performing clerical functions. Twice a year, in the spring and at Christmas, DHHS staff recognizes our volunteers by preparing a special lunch and a small gift.

Foster children in our area receive a special made quilt by the ladies of the Giving Bee of Lewellen. This group also makes cloth bags for each foster child and purchases toothbrushes, underwear, and socks. Nothing compares to the smiles we receive when a child is given a quilt that they can take home to keep.

Christmas is the time of giving! Our community is full of individuals and organizations donating time and gifts to the individual and families we serve. The Ogallala Optimist donates up to 120 food baskets at Christmas. The New Hope Church provides Christmas gifts to the children that have requested help with their Christmas giving. The Methodist Church each Christmas season has the "Angel Store" where parents can select a gift for each child in their home.

We feel very blessed to live in a community that reaches out to others in need. Many thanks to the individuals and organizations that donate not only money, but also their time in helping to make life better for others.

Ogallala volunteers and staff at their Christmas party



Ogallala volunteers at the Christmas party

### North Platte Office

The North Platte office was privileged to have an Intern work with us for most of the summer. To show how much we enjoyed having her help everyone brought something to share for a "pot luck" breakfast. She was also given a "thank you" coffee mug filled with goodies. She learned a lot while working with us that she will be able to take with her in her career goals. Our regular volunteer was also celebrated with a "Thank you" coffee mug and joined our pot luck breakfast. She is so helpful with small time consuming projects that she has become part of the office team.

# Western Nebraska Veteran's Home

Members having fun in 2010 : A fashion show for our red hat ladies, pilots visiting the home and playing pool with our veterans, Bingos, Lunch Bunch where we take 2 bus loads of members out to eat, and so much more. It was a great year.

## Red Hat Fashion Show



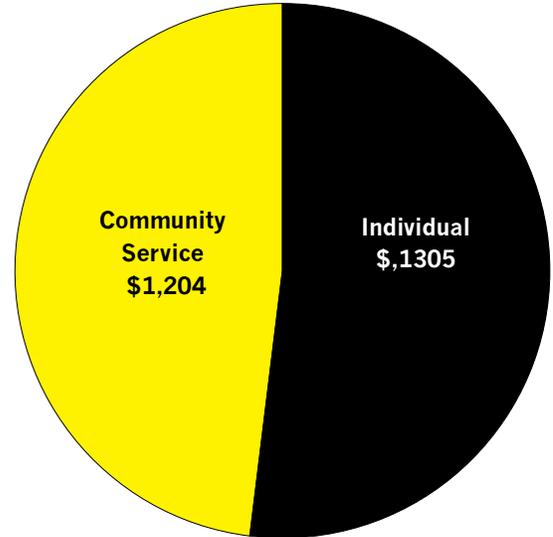
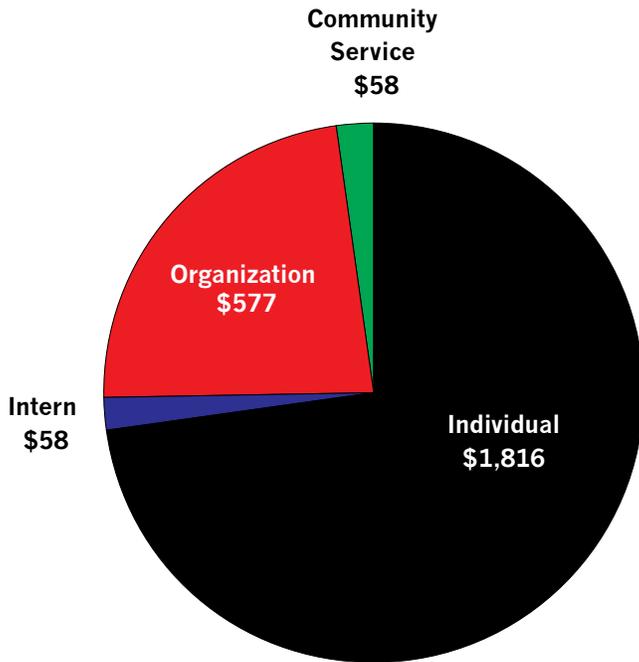
Fly Boys...visiting & playing pool with the Veterans



Member Lunch Bunch



## Western Service Area



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## Lincoln Central Office

We are fortunate to have the skills of volunteers assisting with various clerical duties from mass mailings, labeling and stuffing envelopes to filing and computer data entry. Volunteer efforts also assist us with purging binders so they can be reused as new throughout the state in various DHHS Offices.

# NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

## 2008–2009 VOLUNTEER COORDINATORS

### CENTRAL AREA

JOANNE BADURA, GRAND ISLAND VETERANS' HOME 308-385-6252 EXT 452  
 LISA JURRENS, HASTINGS & CLAY CENTER OFFICES 402-462-1986  
 ASHLEY DAVIS, KEARNEY, BROKEN BOW, ORD & HOLDREGE OFFICES 308-865-5362  
 \*JEAN SEELY, GRAND ISLAND OFFICE 308-385-6170  
 CYNTHIA (CINDY) BREMER, GRAND ISLAND OFFICE 308-385-6002  
 DICK WETJEN, KEARNEY YRTC 308-865-5313  
 SHERRY BLOCK, HASTINGS REGIONAL CTR, JUVENILE CHEMICAL DEPENDENCY 402-462-1971 EXT 3260

### WESTERN AREA

LEANDA HONEYWELL, NORTH PLATTE OFFICE 308-535-8279  
 DEE WALTON, LEXINGTON OFFICE 308-324-7622  
 KAREN ROLAND, MCCOOK & IMPERIAL OFFICES 308-345-8439  
 LYNN FITZGIBBON, CHADRON OFFICE 308-432-6162  
 KATIE RIEKEN, KIMBALL & SIDNEY OFFICES 308-254-7646  
 \*LEANN LAURENT, BRIDGEPORT OFFICE 308-436-6557  
 LAURIE ORR, OGALLALA OFFICE 308-284-8813  
 CINDY GELLNER, WESTERN NE VETERANS' HOME, SCOTTSBLUFF 308-632-0323  
 LAURA SINGLETON, WESTERN NE VETERANS; HOME, SCOTTSBLUFF 308-632-0321  
 CATHY STUDDT, GERING OFFICE 308-436-6936

### NORTHERN AREA

WILLIAM BEUTLER, NORFOLK REGIONAL CENTER 402-370-3411  
 JENNY LAST, NORFOLK VETERANS' HOME 402-370-3102  
 \*JUDI PEDERSEN, FREMONT OFFICE 402-727-3237

### SOUTHEAST AREA

JANET APFELBECK, AUBURN, BEATRICE, FAIRBURY, FALLS CITY, HEBRON 402-223-6027  
 MIKE BAUMFALK, SESA, LINCOLN 402-471-5199  
 BRENDA COONROD, YORK, CRETE, GENEVA, AND SEWARD OFFICES 402-643-2046  
 \*SHAWN MALOLEY, GENEVA YRTC 402-759-3164 EXT 260  
 PAT PITTMAN, LINCOLN OFFICE 402-471-9429  
 LARRY RAMSEY, BSDC, BEATRICE 402-223-6126  
 SANDY O'MEARA, LINCOLN REGIONAL CENTER 402-479-5410  
 LAURA WEATHERBY, NEBRASKA CITY, PLATTSMOUTH, TECUMSEH, WAHOO 402-296-0008

### EASTERN AREA

\*PATTI HOWE, EASTERN NEBRASKA VETERAN'S HOME, BELLEVUE 402-591-4852  
 MARY ELEDGE, OMAHA OFFICE 402-595-2881  
 BRENDA CHASE, OMAHA OFFICE 402-595-1320

### CENTRAL OFFICE

\*RITA IMLAY, LINCOLN 402-471-9557  
 AMY BORER, CENTRAL OFFICE LIAISON 402-471-6605

\* DENOTES AREA LEAD

# NEBRASKA HEALTH AND HUMAN SERVICES VOLUNTEER PROGRAM AREA LEADS 2008–2009

## CENTRAL AREA LEAD

Jean Seely, *Grand Island*

## EASTERN AREA LEAD

Patti Howe, *Eastern Nebraska Veterans' Home*

## NORTHERN AREA LEAD

Judi Pedersen, *Fremont*

## SOUTHEAST AREA LEAD

Shawn Maloley, *Geneva*

## WESTERN AREA LEAD

LeAnn Laurent, *Bridgeport*

## CENTRAL OFFICE LEAD

Amy Borer, *Central Office, Lincoln*

# 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*

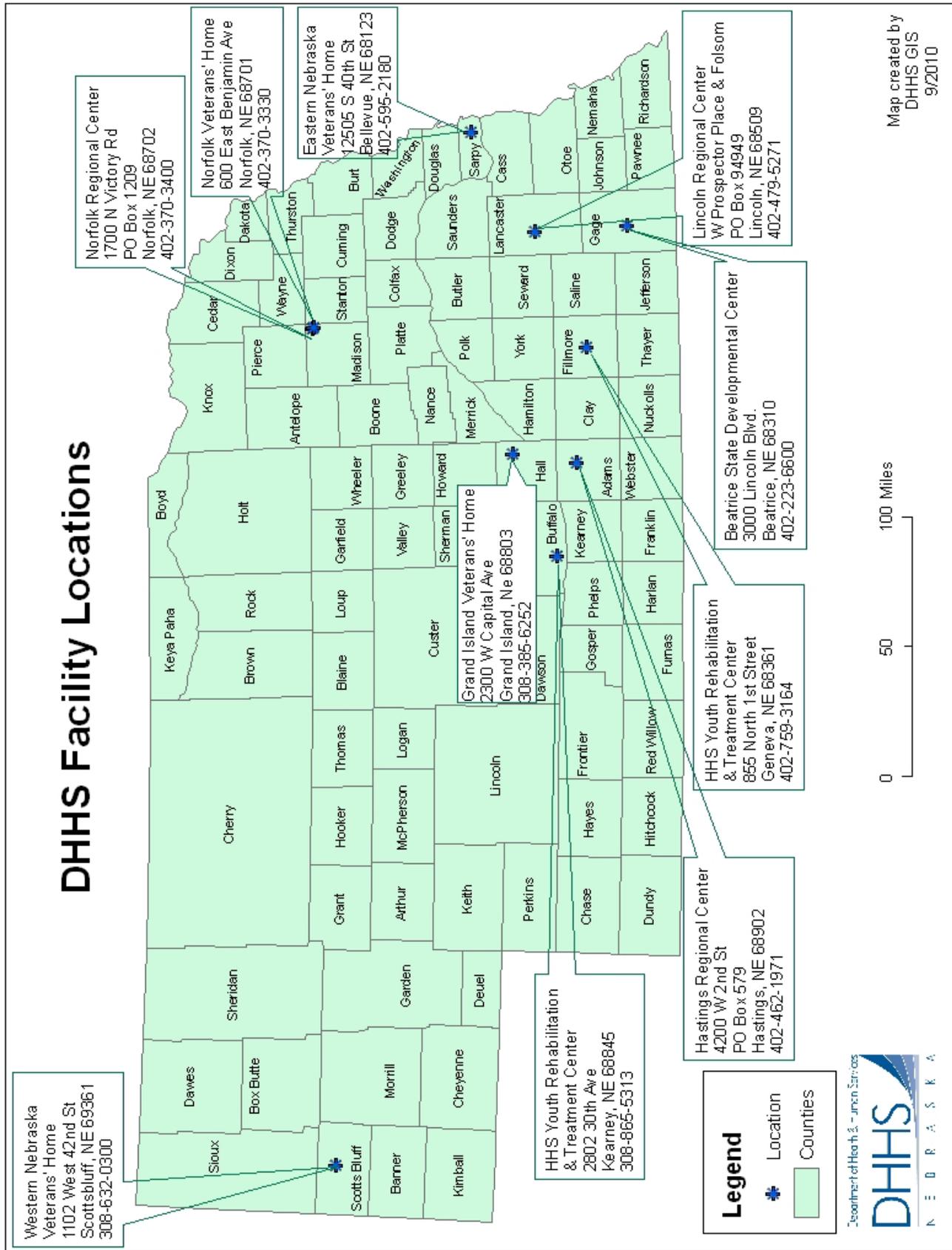
### 2006–2007 & 2007–2008

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

### 2008–2009 & 2009–2010

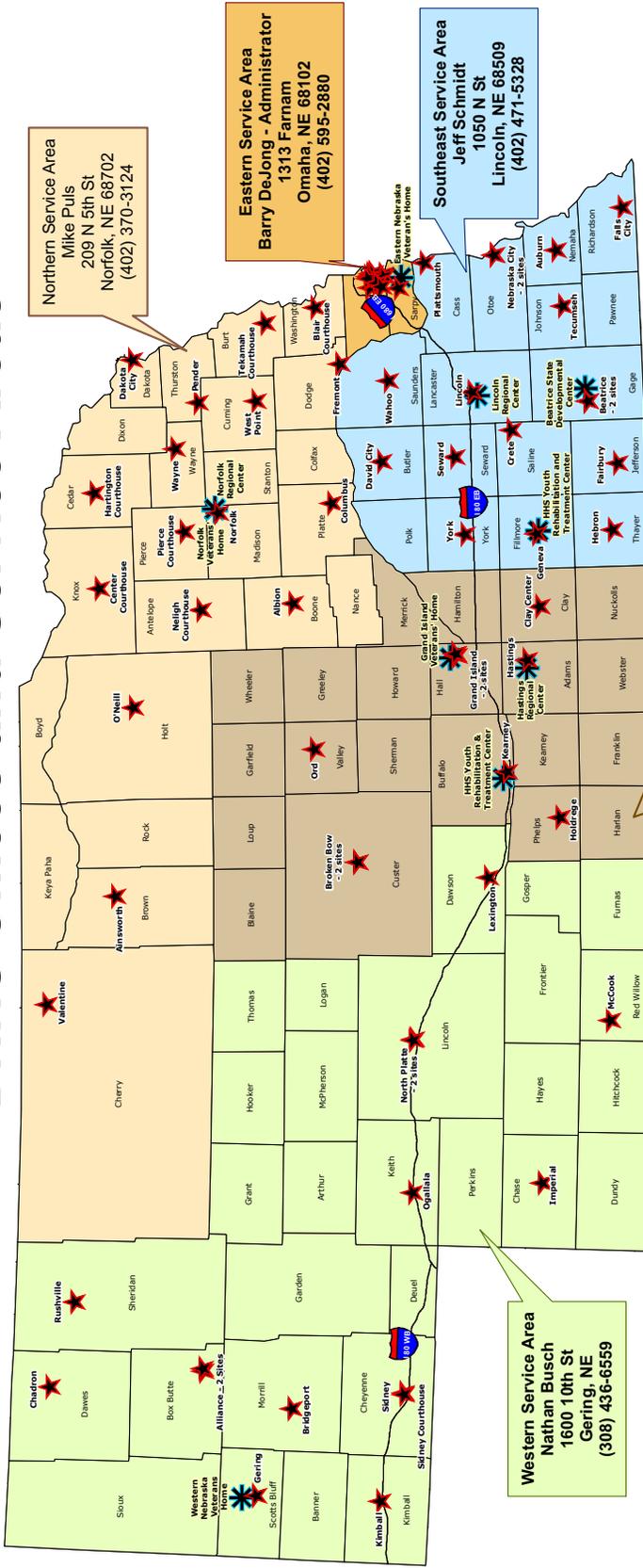
VOLUNTEER COORDINATION TEAM FACILITATOR  
Jean Seely, *DHHS Grand Island*

# DHHS Facility Locations

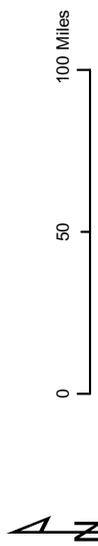
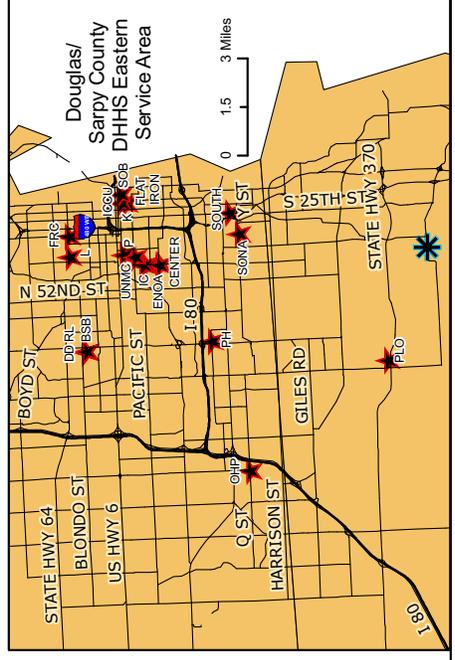


# DHHS Offices and Service Areas

Source: Division of Public Health



**Central Service Area**  
Yolanda Nuncio  
208 N Pine St  
Grand Island, NE 68802  
(308) 385-6126



**Legend**

- County outline
- Major roads
- Interstates

**DHHS Service Areas**

- Central
- Eastern
- Northern
- Southeast
- Western

Map created by Wendy McNulty  
Public Health GIS Specialist  
DHHS GIS - 1/08  
Contact: 402-326-0190



HELPING PEOPLE LIVE BETTER LIVES



*The Nebraska Department of Health and Human Services is committed to affirmative action/equal employment opportunities and does not discriminate in delivering benefits or services. ADA/AA/EOE*

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