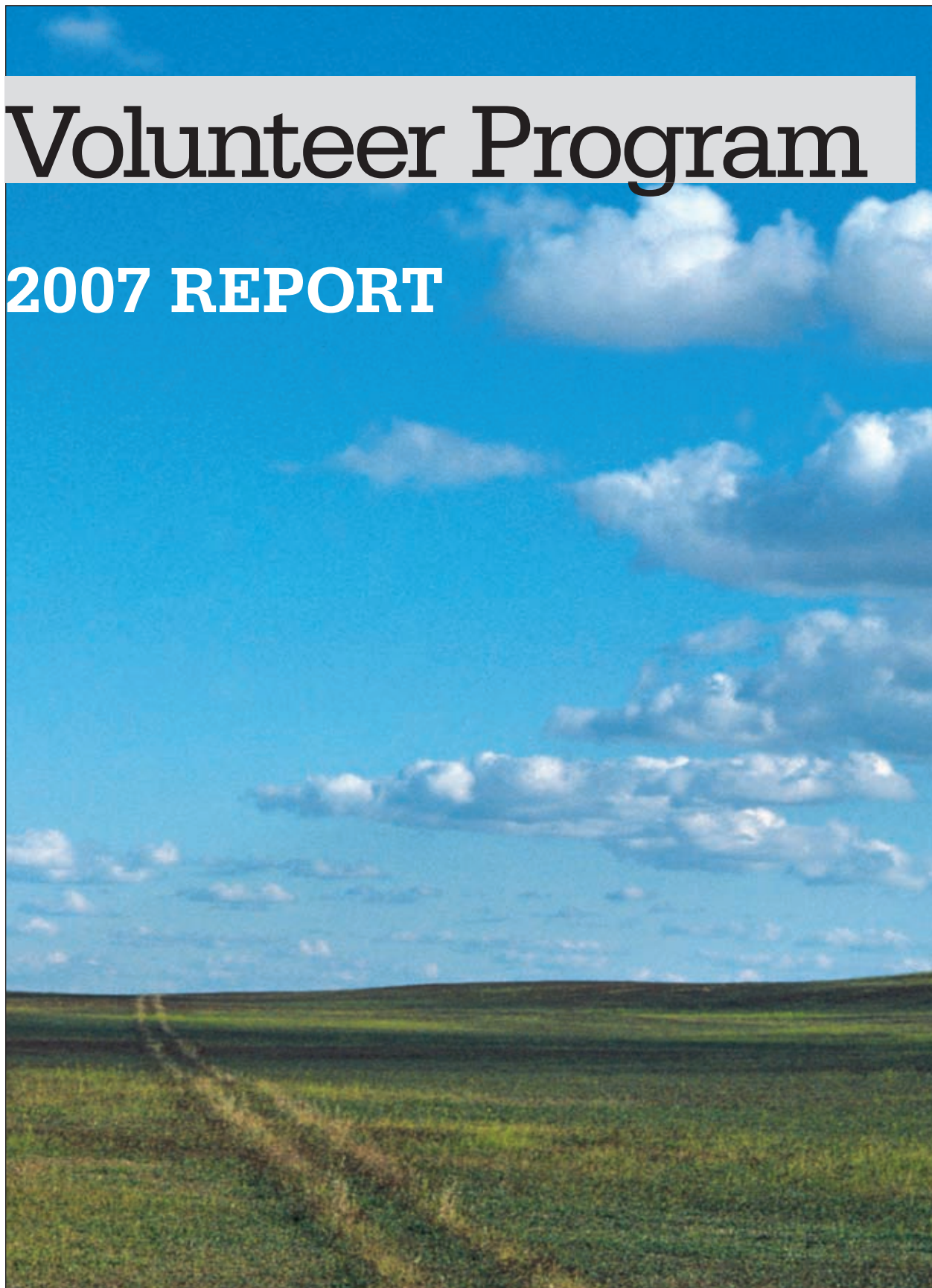


Volunteer Program

2007 REPORT



Volunteer Program Coordination Team, Fiscal Year July 2006–June 2007

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Introduction

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

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

This report was developed by the Nebraska DHHS Volunteer Program Coordination Team to summarize volunteer program activity for fiscal year 2006–2007. The team began entering their figures on this program in the fall of 2005.

Nebraska Department of Health and Human Service Philosophy

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

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

Executive Summary

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 2006–2007, the Team accomplished the following:

- Provided statewide training opportunities for DHHS 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 site.
- Initiated statewide recognition items for National Volunteer Week in April
- Encouraged and supported ongoing volunteer recognition in local offices throughout the year.
- Had Team representation at the 2007 Governor's Conference on Community Service.
- Created an Annual Report as mandated by our Minimum Operation Standards

Value of Time and Donations

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

During the report period, DHHS benefited from services provided by volunteers either working individually or through membership in an organization. This service represented 68,881 hours of volunteer time. Using the Independent Sector national standard of the value of volunteer time, volunteer service is valued at \$18.77 per hour for a total benefit of \$1,292,896.37. Through a combination of contributions of goods, in-kind services, and money, DHHS received \$309,814.00 in donations. Total benefit to DHHS in volunteer time and donations equals \$1,602,710.37.

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.

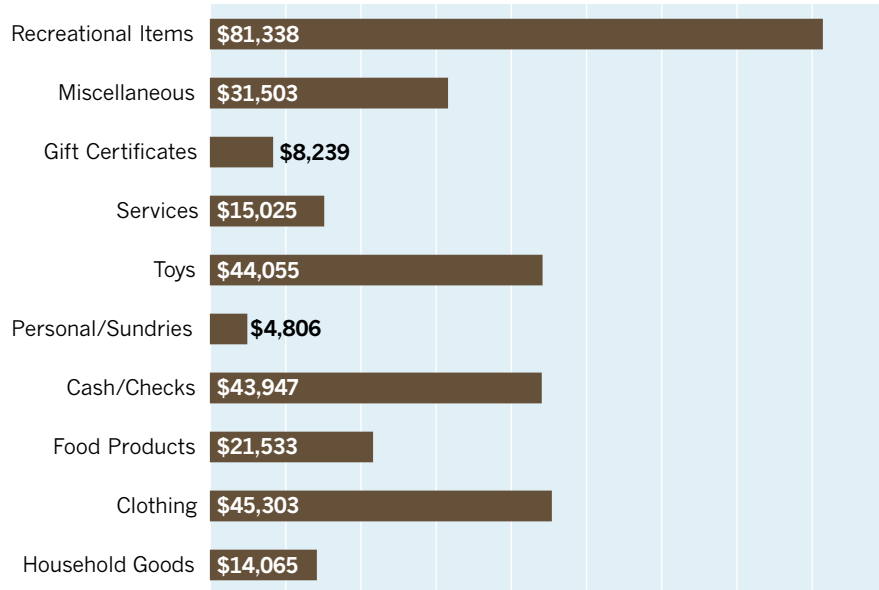
Volunteer Recognition

Volunteers were recognized during National Volunteer Recognition Month with a number of special events occurring during National Volunteer Week, April 15-21, 2007, or at the end of their volunteer experience in many local DHHS offices. Volunteers were given a lunch sack as tokens of appreciation for their yearly contribution.

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 \$18.77 per hour. The dollar benefit of volunteer time within the DHHS (68,881 total hours × \$18.77 per hour) is \$1,292,896.37. 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



Graph 1: Total Contributions and Donations (2007)

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.

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: \$14,065.00

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

TOTAL: \$45,303.00

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

TOTAL: \$21,533.00

Cash/Checks:

TOTAL: \$43,947.00

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

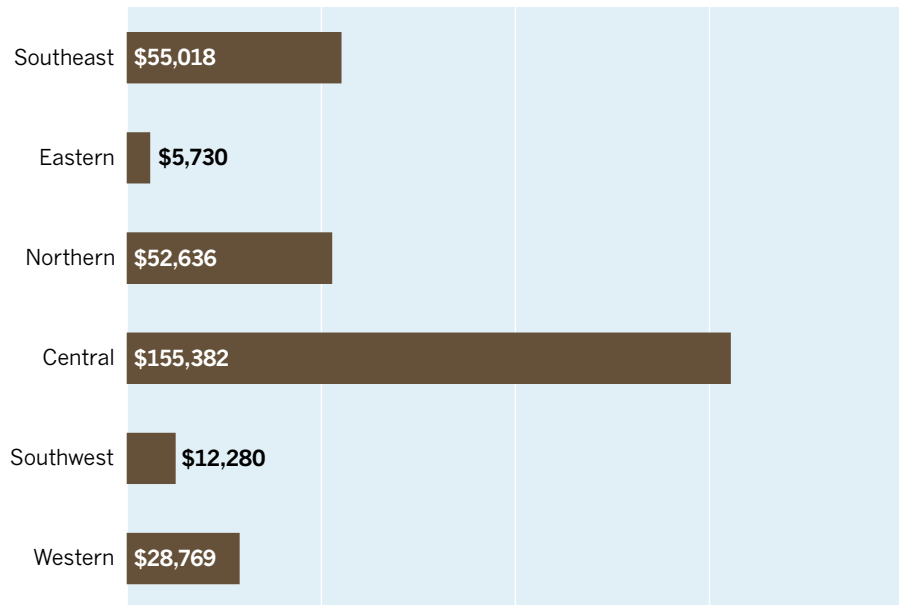
TOTAL: \$4,806.00

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

TOTAL: \$44,054.50

Services: worship services, sewing, moving and cleaning.

TOTAL: \$15,025.00



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

Gift Certificates: local retail stores and restaurants.
TOTAL: \$8,239.00

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: \$31,503.50

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: \$81,338.00

GRAND TOTAL \$309,814.00

Vision for the Next Fiscal Year

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

On a yearly basis the team proposes to:

- Meet semi-annually. With other contacts via conference calls to save on expenses.
- Continue to expand membership to increase participation in team.
- Choose a theme and token of appreciation for Volunteer Recognition statewide. The service areas and facilities are able to choose whether they participate or develop their own recognition plans.
- Offer annual training for Volunteer Coordinators. (Administrative Policy states, “Volunteer Coordinators will be offered, at a minimum, six hours of in-service training annually related to the management of volunteers and /or professional development.”)
- Educate and inform supervisors regarding the benefit of training for Volunteer Coordinators in an effort to increase attendance at the annual training sponsored by the Volunteer Program Coordination Team.
- Maintain and update Volunteer Program Guidelines as needed. The Volunteer Program Guidelines will be updated in 2008.
- 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 Veterans Home's Volunteer Services primary goal is to assure an adequate number of competent volunteers to supplement staffing to provide additional programming or services assuring each Member the opportunity to engage in personally meaningful activities meeting their individual needs, interests, and abilities. Volunteers are utilized for group activities, office assistance, and individual one-on-one programming throughout the facility. Without a strong and thriving volunteer program the Home would not be able to present the diverse recreational programming of our mission.

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

The Grand Island Veterans Home (GIVH) received an estimate of \$131,728.00 in donations with \$47,072.00 of those donations being of cash value July 2006–June 2007.

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

“Music Volunteers” the GIVH is very fortunate to have volunteers who graciously donate their time to bring the sounds of music to the facility and to the many living units. Our volunteers include individuals



who play musical instruments such as the piano, accordion, and guitar, in addition to those who share their vocal talents.

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

“Salute a Veteran Week” has a Graduation Ceremony and Veterans Parade. The Parade marches through the front drive and includes area high school bands and military vehicles. Over 2,300 high school, middle school and elementary school students participate in the “Respect Walk” down the parade



route and then take their spots to outline the parade route holding mini American flags. Special thanks to Peggy & Bennett Chamness owners of Texas T-Bone for providing a “prime rib” dinner to all Members on Veterans Day. The Members enjoyed recognizing the restaurant owners for their thoughtfulness. They have been doing this for three years.

“The 4th Annual United Veterans Club Veterans Appreciation Breakfast” Volunteers from the United Veterans Club, the Grand Island VFW, VFW Auxiliary, American Legion, American Legion Auxiliary, Sons of the American Legion, and the AMVETS held a wonderful breakfast on Veterans Day morning for all Veterans to attend. It is always free of charge for all Veterans. The count of those

attending was over 500. Staff always takes Members to and from this event with the help of our volunteers.

“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.

“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, 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 four fully wheelchair accessible personal computers with three color printers and Internet access, a scanner. Members can use the computers to play games, send e-mails, search the net, or perform research, etc. Library volunteers assist with the day to day operation of the Library. The Library now has a new adventure, as volunteers are bringing the Library Book Cart to members throughout the facility. On the cart 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 to campus for socials when they are able to sit and visit with Members. These volunteers are most supportive of the Members at the home, which is seen with the many “poker runs” they do throughout the summer to support the Home.

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

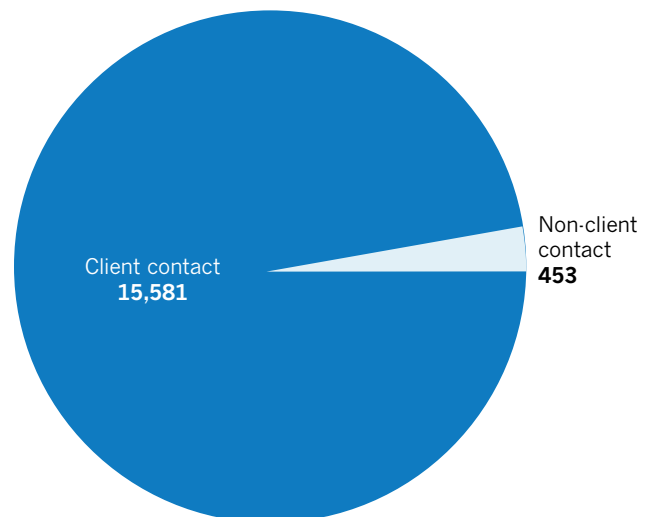
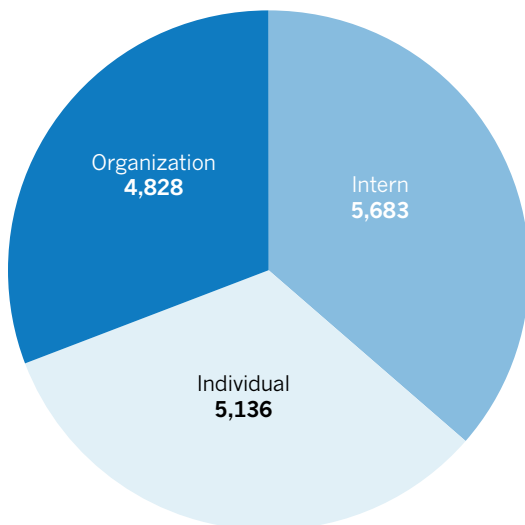
“Campus Golf Cart” the GIVH “six passenger golf cart” equipped with a roof and seat belts make it possible for Members to travel in style around campus with staff and volunteers to see the grounds. This golf cart was purchased for the GIVH by the American Legion Auxiliary Department of Nebraska.



“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 three dogs, golf cart rides, and “S’mores.” Both daytime and evening outings took place at this beautiful sight that is maintained by two very special volunteers.

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

Central





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 the 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 15th 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.

“9th Annual Mountain Oyster Feed Hit campus” with volunteers from the “Sons of the American Legion Squadron 53 4th” was a hit with residents. This Annual Mountain Oyster Feed (beef fries) is



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.

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

During the fiscal year of July 2006–June 2007 the Grand Island Veterans Home utilized volunteers for a total of 12,362 hours for program activities. We had group 659 volunteers, and 536 regular

individual volunteers for a total of 1,195 unduplicated volunteers sharing their time at our Home. Using the Independent Sector National Standard for the value of volunteer time, volunteer service is valued at \$18.04 per hour for a total benefit to the Members at the Grand Island Veterans Home of \$223,010.00!

The **Grand Island DHHS** office once again worked with college interns during the past year. One intern worked with Protection & Safety, gaining valuable knowledge and experience, and she has been hired for a temporary position on the child abuse Hotline. She is hoping for full time permanent employment with the Department. One other intern also worked with Protection and Safety and is now employed in the Broken Bow Protection & Safety office.

The Grand Island office had numerous high school students who did job shadows of Protection & Safety workers, plus a school teacher who wanted to job shadow as part of his master's education to learn more about how Protection & Safety interacts with the school system.

The office received many generous donations of blankets, toys, clothing, baby items, personal sundries, diapers, suitcases, layettes, and even Christmas trees, all these items being used by many foster children and other families in need. Suitcases are appreciated so that state wards can move their belongings in something other than a garbage bag.

The Nimble Thimble Quilt Guild continues to provide quilts and blankets (their 8th year) and we have another new contributor who regularly brings in blankets and diaper/tote bags with bibs and toys. One contributor, Sewing for Babies, sews complete layettes for newborns, including sleepers, blankets, bibs, diaper bags, and toys, and puts them in bags for either a boy or girl. The Noon Kiwanis Club brought in a large group of new stuffed bears that were quickly disbursed to children in need of a new "friend".

One fun donation was a sizable group of stuffed frogs of various types and sizes that had been collected over the years by a young girl, who grew up and wanted to give away some of her toys. She also donated Beanie Babies and numerous books, all very nice quality items. Shortly after receiving the frogs, two state wards awaiting placement in a new foster home were in our office, and when offered to have a frog, they were very tickled to pick out a new "playmate" to take to their new home.



The Grand Island DHHS staff continues to refer people in need to the Seventh Day Adventists' monthly Free Clothing Give-Away. The church collects clothing and gives it free to anyone in need. Notices are prepared and posted in all the local DHHS offices and also are emailed to other service organizations or interested parties to reach anyone needing clothing.

DHHS staff themselves were volunteers for the Stuff the Bus project, with several staff handing out fliers at local stores to alert customers about the need and asking them to purchase and donate school supplies as they shop for their own children. In turn, DHHS staff sent referral forms for children in need to pick up back packs filled with school supplies.

We appreciate the generosity of those who bring in these items. Our storage space is limited, but it doesn't seem to get overloaded because things are quickly given to those in need.

The **Hastings DHHS** coverage area had one intern and four volunteers during this fiscal year. They were a valuable asset to the departments where they worked, and without their assistance, it would have been difficult for the agency to accommodate the workload and the clients it serves.

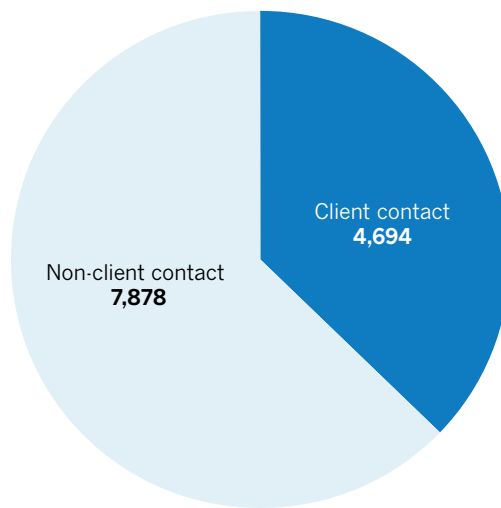
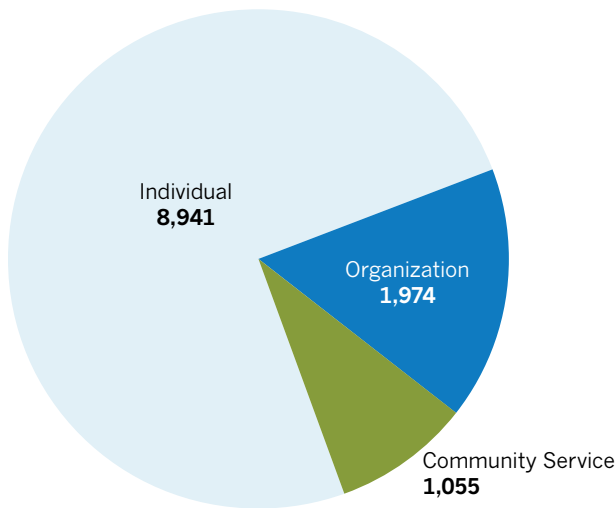
The **Adams County intern** provided invaluable work for the DHHS staff in organizing new files, filing, computer input, updating reports, organizing and updating the foster care library, making appendix files for open and closed files and many other duties. She also gained a vast knowledge and experience and was able to go with workers to various places like court, interviews for home studies, licensing home visits, and visits with state wards.

The **Webster County volunteers** make it possible for one worker to keep a DHHS office open part-time in a rural community. The volunteers provide assistance at the reception desk, in greeting clients, answering telephones, and handing out appropriate forms for clients to complete, among other duties. This allows the worker to separately interview clients and accommodate their needs. It would be very difficult, if not impossible, to handle this small rural office if these volunteers were not available. So these volunteers are priceless to the men and women of the community they serve, and to the worker who can interview clients without interruption and keep this office open.

Eastern Service Area

Our last year at the **Thomas Fitzgerald Veterans' Home** was blessed with many volunteers who gave many hours to enrich the lives of the members. Our volunteers assisted members with card games, bingo sessions, shopping trips, outings to local museums and parks. They gave of themselves so that the members could enjoy life just a little bit more and make new friends along the way. Food is a big draw and we were lucky to have volunteer sponsored ice cream socials, picnics, lunch outings and fresh watermelon feeds. The generous monetary donations helped the members keep busy by paying their way into places such as the zoo, College World Series ballgames and other fun places within the community. Toward the end of this reporting period, we were busily preparing to move to the new facility located in Bellevue Nebraska. We anticipate that many of the wonderful volunteers who gave so much to us while in Omaha will continue to do so once we relocate to our new home.

Eastern



Northern Service Area

The Northern Service Area had 4,089 volunteer hours completed by various organizations, interns, community service hours, and individuals. The service areas also received \$52,635.50 in donations. Ten Volunteer Coordinators supervise the volunteer programs in the 24 counties and two facilities that make up the Northern Service Area.

Organizations in **Cherry County** helped make Christmas special for a lot of people. The **Valentine Department of Health and Human Service office** received over \$10,000 in donations. The Presbyterian Church donated toys for children and provided one lucky family food and gifts for Christmas. Subway employees and Kay Sedivy donated dinner boxes to two families. Also, the Marine Corp Reserve, the American Legion and Auxiliary, and the Cherry County Hospital Employees provided gifts for children. The Valentine Book Club also donated 22 books that were given to families in the Valentine area.

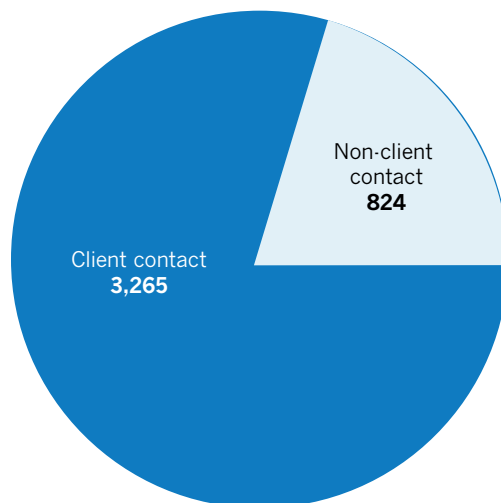
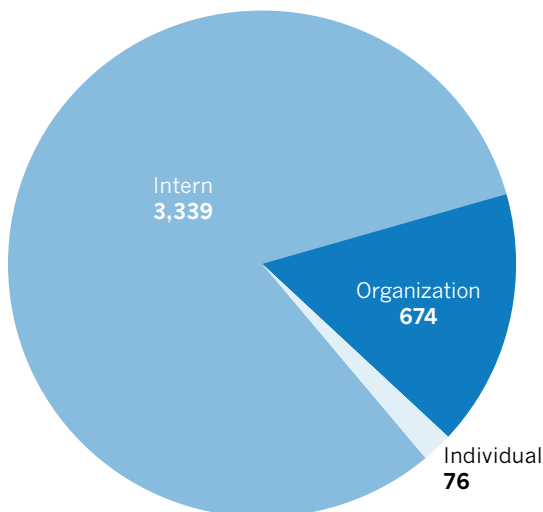
The Norfolk Office had three interns last year. All three interns were seniors at Wayne State College majoring in Human Service Counseling. Leslie Zastrow from Norfolk did her internship with the Child Protective Services Unit and was supervised by Protection and Safety Worker (PSW) Sarah Scheinost. Leslie gained a lot of real world experience while doing her internship. She learned about personal



Members of NVH enjoying an elegant candlelit meal at the “From the Heart” Holiday Party.

family issues, legal problems, community service resources and political issues. Leanne Morisch from Norfolk did her internship with the Integrated Care Coordination Unit in Norfolk. She was supervised by PSW’s Dan Wieneke and Vickie Christiansen. The duties that Leanne enjoyed the most were home visits and visiting kids at group homes and various facilities such as Geneva and the YRTC in Kearney. Kortney Ulmer from Stanton did her internship with the Children’s Waiver Program. She was supervised by SSW Carolyn Klein. Kortney commented that her internship was an amazing experience. The time went

Northern





The “Good Time Bunch” is getting ready to serve the members a good old fashioned Cream Can Meal.

fast and she left with more knowledge than she ever thought she would leave with. The women she worked with were great. She truly felt like a part of the office and an important part of the team. They worked a combined total of 1204 hours.

The volunteers of the **Norfolk Veterans Home** assist with every single activity that takes place throughout the year. Whether it is physically being here to help with the activities or supporting NVH and its members financially, in some way they are supporting our Home seven days a week.

At the Norfolk Veterans Home we are so fortunate to have exceptional volunteers that continue to want to give of their time and their talents. This year in April, we will recognize 267 individual volunteers that have all reached 30 hours of service or more. Ten of these volunteers have given more than 1000 hours of service to our Home. We will also recognize 125 organizations for sponsoring a supper or three or more activities in a year.

Our volunteers help with daily activities like bingo, horse races, church services, card parties, bus trips, supper outings, shopping trips, music groups,

manicures, pool tournaments, crafts, 1-1's, gardening and writing letters and e-mails.

The volunteers also help with and support large events for the Home as well as the daily activities, such as the Fourth of July fireworks, Corn Days, the Family Picnic and Carnival, the T.O.T.S. Halloween Party, Hawaiian Luau, Red Hat Society, the Guys Group, Special Meals, Holiday Parties, Memorial Day, Veterans Day, and every organization hosts a Christmas Party for the members.

The staff of NVH also gets involved in volunteering. Every year they volunteer their time to host a very elegant “From the Heart” Holiday Party, with a special meal and entertainment for the members and their spouses. This group works throughout the year to raise money for this very special gift of joy to the members.

The Norfolk Veterans Home is fortunate to have so many wonderful volunteers to reach out to. These volunteers come to us from all different organizations made up of different age groups. We have military service organizations, community organizations, schools, churches, and individuals that make up our volunteer base. We are proud to have all these avenues of support, and we hope it continues to grow.



Patty Prauner the owner of SMILE, which is a therapeutic horseback riding program, volunteers to give horseback rides to the children at the Family Picnic & Carnival each year.

The **Pierce Department of Health and Human Services** has been blessed with a variety of donations from various individuals and organizations. These contributions were distributed to DHHS customers. Other than a total of \$1,208 worth of groceries being donated at various times throughout the year, the majority of the contributions were made during the months of November and December. The spirit of giving during the holiday season was overseen by Pierce Boy Scout Troop 178. Through the joint efforts of the Pierce Lions Club and DHHS via the local Toys for Tots \$2630 worth of clothes and toys and \$575 of gift certificates were collected and distributed to individuals/families in need. Other donations such as an individual's contribution of children's Circus tickets (distributed to youth in DHHS Foster Care) and six "Birthday Bags" containing miscellaneous birthday party

supplies (i.e.-cake mix, frosting, candles, balloons, decorative plates & napkins) provided by the Pierce Junior Girl Scout Troops were distributed to families who received assistance from DHHS; these unique contributions had a combined value of \$100. The variety of donations made by the Pierce community members and organizations in an effort to assist our customers has been generous and is greatly appreciated.

In December of 2006, the Wayne State College Senate and other campus organizations through a combined effort with the Wayne DHHS office, provided Christmas gifts for thirteen Department of Health and Human Services recipient families. This generous donation resulted in a donation valued at \$1,300. An additional donation of a large turkey benefited yet another DHHS family.

Southeast Service Area

This year 2006 to 2007 the **Lincoln Department of Health and Human Services** received the gift of time from many volunteers. Without them we could not have had such a successful year, and are very grateful for their help!

Two part-time volunteer coordinators serve the **Lincoln HHSS Office** in the Southeastern Service Area.

The Southeast Service Area partners with the following colleges and universities. Lincoln HHSS Office offers internships to students from Southeast Community College, Lincoln Campus, Nebraska Wesleyan University, University of Nebraska-Lincoln and Omaha, Union College, Hamilton College, Doane College Lincoln and Crete, Wayne State and Peru State College. During this time, 38 interns were placed in the areas of Protection and Safety, Resource Development, Child Support Enforcement, Fraud Investigations, Child Care Licensing, Adult Protective Services, Social Services, and Income Maintenance Foster Care. This partnership allows students (possible employees) to see what various jobs are like and the agency gets an opportunity to view what skills and abilities the interns have to offer.

Approximately 98 individual volunteers helped within the HHSS Agency. These volunteers came from Volunteer Partners, Experience Works, Arbor, Workforce Development, Region V Service Linc, and Vocational Rehabilitation Services. These volunteers assist staff with clerical work such as filing, typing,

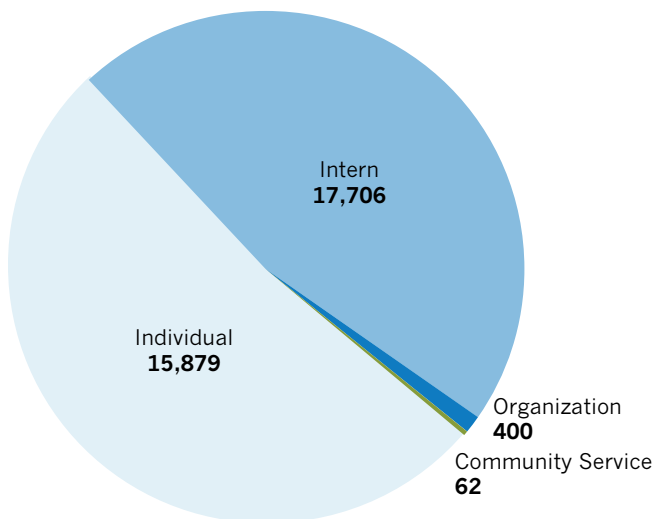
data entry, putting packets together, helping in the mail room and even greeting clients when they first come through our doors. Each of these volunteers helped to take a little bit of stress off of the workers here at HHSS.

While cleaning out refrigerators, purging files, putting together packets, cleaning messy offices, and doing mass mailings may not seem like a fun job, the students of Project Blitz, College View Academy chose to do this work for us. They came with positive attitudes and were happy to help. They proved themselves to be hard workers and did whatever was asked of them. Project Blitz consists of 15 to 20 volunteers who work for about four hours doing miscellaneous jobs twice a year. Their help this year was much appreciated, and they completed many tasks for our agency. We are always in awe of how helpful they are and the positive attitude they bring, and are extremely grateful for their help.

Another group, Operation Impact from Union College, also proved to be invaluable in their help to the agency. Thirty-five student volunteers came to help HHSS. They came ready to work, and we always look forward to their arrival. They do wonderful, thorough work and can be counted on to help with anything we ask. The staff here misses these students as soon as they walk out the door and are always asking when they will return.

For 113 children, four senior citizens, and five families in the Lincoln area, Christmas was a joyous occasion thanks to donations from many local organizations and community members. Kenexa and Warren United Methodist adopted

Southeast





Hamilton College Intern



"Bags of Love" Ladies

numerous children this holiday season. Other donors included Ameritas, Sterling High School, BryanLGH East, BryanLGH Non-Invasive CVS Services, Southminster United Methodist, Wal-Mart, a Pound Middle School class, a Sunday School class from Ceresco Lutheran Church, and individuals from Lincoln, Palmyra, and Alvo, Nebraska. These groups made sure that the children, families, and senior citizens in need had a wonderful Christmas by supplying dinners and donating monies to buy presents. Sterling High School students delivered gifts to the children they adopted. Those touched by the generosity of the community were able to enjoy a happy holiday season, and those who donated cannot be thanked enough for their wonderful contribution.

After the deadline for the annual Christmas campaign had passed, HHSS received 30 additional referrals. A University of Nebraska-Lincoln student took on this project and got donations from friends and family, organizations in the community, high schools, and a large donation from Square D and Random Acts of Kindness. With \$640.00 in donations, along with various donated toys, she went to work and filled all of the remaining referrals. All gifts were delivered by Christmas morning.

On January 24, 2007 Health and Human Services was awarded the fiscal status for our Volunteer Program. This allows for reimbursement of activities and gifts given out to volunteers as tokens of appreciation for their hard work.

Volunteer Recognition was held on April 26, 2007. All volunteers and interns for the past year were recognized for their contribution to HHSS. Chris Peterson was our guest of honor and presented certificates to all who attended. This was a great chance to recognize these wonderful people for giving up their time to make our agency a better place.

After learning that foster children were often removed from their parent's home with only the clothes on their backs, two friends got together and began by making quilts to give to these children. Word spread in the community about what they were doing and soon businesses and other organizations began with funding and donations of goods and this



Jon Grubb, DHHS/HIPAA Privacy Officer & Rita Imlay, Central Office Volunteer Coordinator presenting HIPAA rules for the UNL Admissions Volunteers prior to assignment of jobs.

became known as the "Bags of Love". "Bags of Love" has donated \$9,500 worth of gifts and materials that are handed out to children at the time they are placed in foster care. This group has been volunteering with us for two years now.

This year the Quilters Guild has donated \$6,900. They have been donating quilts to the families of the Nebraska Department of Health and Human Services Southeast Service Area for over ten years.

We are very proud of these groups for their hard work and time they dedicated to helping us out and cannot thank them enough.

All told we had about 160 wonderful community volunteers this year who willingly gave of their time and services to help support our agency in other areas, for which we are so incredibly grateful. Without them we wouldn't have had such a good year.

Lincoln Central Office: Once again we wish to recognize so many volunteers that work in the Central Office location with mass mailings, labeling & stuffing envelopes as well as filing, checking inventory and computer data entry. Partnering with the court Diversity System brings in a lot of welcomed volunteers for the Central Office.

In the summer we also have been receiving additional much needed help from staff's teenagers in the preparing of training manuals, filing,



Mikayla Findlay organizing information for training manuals.

alphabetizing billing reports and generating enrollment packets etc. In September we brought in UNL Admissions staff to volunteer for a variety of areas from HR, Financial Services, Medicaid, Licensure as well as Support Services. This generated a great deal of requests and excitement in DHHS of a volunteer group coming in at one time. We hope we can have this again next year plus add to the count.

The YRTC-Geneva recognizes the importance of community and volunteer involvement in the lives of the girls committed to our care. Our volunteers provide the girls good role models, opportunities to experience new and different activities, and help in transitioning back into community.

Currently YRTC-Geneva has 45 active volunteers. These volunteers serve in a number of areas on campus, including the Community Advisory Board, the Chapel Board, Prison Fellowship, and "Visiting Volunteers." Other volunteers provide Rosary and Catechism Classes on campus or provide other special programs and activities for the girls. The Nebraska Federated Women's Club continues to be active with the girls at the YRTC-Geneva. Various clubs around the state have "adopted" different living units, and have donated items to their adoptive unit. Also, members of the Assembly of Saints Church in Omaha, Nebraska, have also been visiting with the



Tyfani Morones putting enrollment packets together.

girls from Douglas, Sarpy and Lancaster counties on a monthly basis.

This year the YRTC-Geneva recognized the volunteers at our annual Spring Banquet. The theme this year was "Spring is in the Air." The program included a slide show of all of the volunteer activities throughout the year and an inspirational talk by Neil Halford. Mr. Halford, who is the author of "The Sound of Sight," he told the story of losing his sight at an early age, and the obstacles he overcame in his life.

During the banquet we presented our annual "Volunteer of the Year" this year's recipient went to Ms. Jeanette Stengel. Ms. Stengel has come to campus on a weekly basis for the past 10 years and led girls in Rosary prayers and coordinated other religious activities for the girls. Her unwavering commitment and care for the YRTC-Geneva girls has been much appreciated.

We also honored Ms. Sharon Kennel for her 25 years of volunteer services. Ms. Kennel has served in many volunteer capacities, including a 25 year-membership on the Community Advisory Board.

This has been another very busy year at YRTC-Geneva and we cannot say enough for those who donate their time with out asking for anything in return. From all of the YRTC-Geneva staff we would like to say "Thank you" to all of our volunteers and we wish we could give you so much more.

Southwest Service Area

Lexington Local Office

Volunteers have many different roles and opportunities through the Lexington Local Office. Students are placed through the University of Nebraska at Kearney as interns. They are supervised by staff and gain valuable experience working with families and other agencies in the communities. Volunteers who are looking for work experience are referred to Lexington Office. Lexington High School students complete volunteer hours as business interns. These and other volunteers are utilized to assist with clerical tasks such as answering the phone, filing, assembling packets and files, and interpreting. Groups volunteer at Christmas to help wrap presents for the foster children. Six individual volunteers have worked with the department this year and one group. The Lexington Local Office volunteers receive a gift of appreciation.

McCook Office

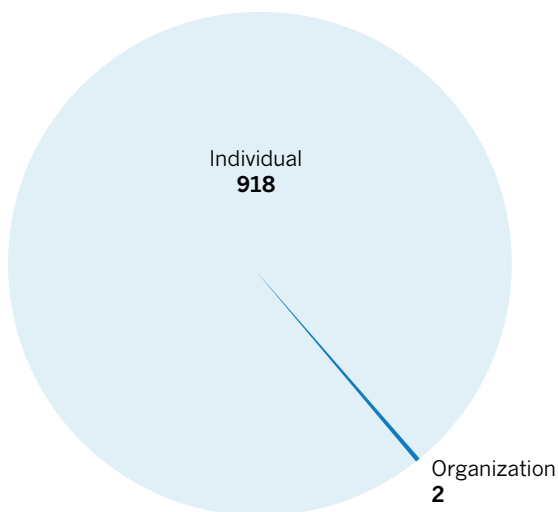
The people of Southwest Nebraska continuously show their compassion for others through their generosity. We have businesses, organizations, and individuals who donate everything from gift certificates, food, clothing, personal sundries, and toys to those less fortunate. This is especially evident at 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 a group of ladies who make quilts for our foster children every time there is a want or need. Our local Wal-Mart donates gift certificates every Christmas to help show appreciation to our foster parents. It is hard to express how much the McCook Office appreciates the giving spirit of this community.

North Platte Office

Everyone in the North Platte Office appreciates our volunteer, Mary Jane. She usually comes in every Thursday for several hours and does a lot to help us all in the office. She sorts and rebuilds the reusable parts from the purged files into folders waiting for new clients. She assembles client file folders with dividers for all our programs. She has helped staff with their filing when needed. It's amazing how fast she can alphabetize. Mary Jane is very flexible and willing to learn a new task when needed. Her appreciation was shown by presenting her with a reusable insulated lunch bag depicting the DHHS logo and a gift certificate to Wal-Mart. The North Platte Office also has had several work experience volunteers over the last year. They helped with the front desk and case aide duties at both the main office and our One Stop Office. They also received a reusable lunch bag as a thank you.

Southwest





2007 Christmas Luncheon—Volunteers and DHHS Staff

Western Service Area

Bridgeport

The Giving Bee from Lewellen has kept our foster children and the youth at the Nebraska Boys Ranch supplied with quilts that they make. They also sew large canvas bags and donate tooth brushes, tooth paste, underwear and socks to our kids.

Ogallala

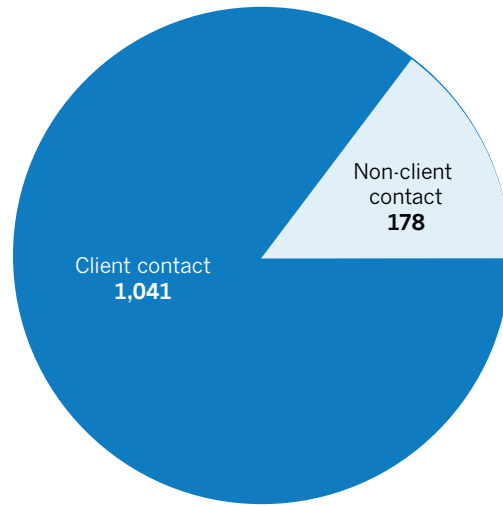
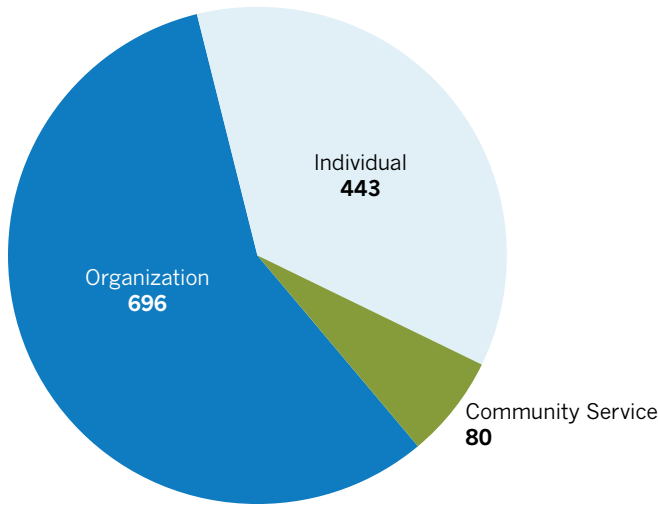
Ogallala DHHS Office continues to have seven very dedicated volunteers. Many of our volunteers have

volunteered their time with our agency for 10 years. These women not only volunteer for our office but also for other programs in our community.

Being a small office, volunteers are priceless when we are in need of someone to cover the front desk during lunch hour and annual/sick leave of clerical staff. Volunteers will find themselves busy helping customers, answering the phones and performing clerical functions.

To show our appreciation to our volunteers, the Ogallala DHHS staff recognizes our volunteers twice a year with a spring recognition luncheon and a

Western



Christmas luncheon. Not only do our volunteers have a delicious meal prepared by DHHS staff but they each go home with a small gift from all of us.

The Ogallala Office also appreciates the homemade quilts made by a local Ogallala church and the Giving Bee of Lewellen. These quilts are shared with our local foster children.

Christmas is the time of giving. The Ogallala Optimist provided and delivered food baskets to over 110 individual/families. The Caring and Sharing Program provided gifts to over 100 families in 2007.

Western Nebraska Veterans Home

We have had an awesome 2007 in our Activities Department here at the Western Nebraska Veterans Home. Our members have enjoyed many new

activities from our Exotic Coffee and Tea's to our Famous Fun Facts and Trivia.

Throughout the year we have had a New Years Social, Valentines Day Parties, St. Patrick's Day celebrations, picnics, Prairie Wind Casino trips and so much more... all the way through until the end of the year, where we ended with Christmas parties and Christmas gift exchanges from our wonderful volunteers and community. We even had donations from our staff and members so that we could send care packages to our troops in IRAQ. We have had Bingos and Birthday Bingos which our members themselves have sponsored as well as volunteers.

We have had a blast with the old and the new activities. We can't wait to share all of the fun new activities coming up for 2008!

Nebraska Department of Health and Human Services 2006–2007 Volunteer Coordinators

WESTERN AREA

Karen Boysen
ALLIANCE OFFICE
Lynn Fitzgibbon
CHADRON OFFICE
Sarah Hall
KIMBALL AND SIDNEY OFFICE

*LeAnn Laurent
BRIDGEPORT OFFICE
Laurie Orr
OGALLALA OFFICE
Cindy Gellner
WESTERN NE VETERANS HOME
(SCOTTSBLUFF)
Cathy Studt
GERING OFFICE

NORTHERN AREA

William Beutler
NORFOLK REGIONAL CENTER
Patti Brady
NELIGH OFFICE
Jennifer Buss
NORFOLK OFFICE
Maggie Fleming
COLUMBUS OFFICE
Bob Furr
FREMONT OFFICE
Jenny Last
NORFOLK VETERANS' HOME
Judi Pedersen
FREMONT OFFICE
Kate Reiner
NORFOLK VETERANS HOME

**Denotes Area Lead*

Arlene Shockman
DAKOTA CITY OFFICE
*Bob Thomas
O'NEILL OFFICE
Darci Wittler
NORFOLK OFFICE

SOUTHWEST AREA

Leanda Honeywell
NORTH PLATTE OFFICE
*Kristi O'Meara
LEXINGTON OFFICE
Karen Roland
MCCOOK AND IMPERIAL OFFICES

CENTRAL AREA

Joanne Badura,
GRAND ISLAND VETERANS HOME
Ashley Davis
KEARNEY, BROKEN BOW, ORD,
AND HOLDREGE OFFICES
Linda Minard
HASTINGS AND CLAY CENTER
OFFICES
*Jean Seely
GRAND ISLAND OFFICE
Dick Wetjen
KEARNEY YRTC

EASTERN AREA

*Patti Howe
THOMAS FITZGERALD
Ryan Rehder
OMAHA OFFICE

SOUTHEAST AREA

Janet Apfelbeck
BEATRICE OFFICE
Mike Baumfalk
FAIRBURY OFFICE
Brenda Coonrod
DAVID CITY, OSCEOLA, SEWARD,
AND YORK OFFICES

Jenise Kouma
WAHOO OFFICE
Kelly Lugenbeel
FAIRBURY OFFICE

*Shawn Maloley
GENEVA YRTC
Eike Marthaler
LINCOLN OFFICE
Joni Oliver
CRETE OFFICE
Pat Pittman
LINCOLN OFFICE
Bette Rabstojek
TECUMSEH OFFICE
Larry Ramsey
BSDC
Mary Sullivan
LINCOLN REGIONAL CENTER
Laura Weatherby
NEBRASKA CITY, PLATTSMOUTH,
AND WAHOO OFFICE

CENTRAL OFFICE

*Rita Imlay
Karen Johnson
POLICY CABINET LIAISON

Nebraska Health and Human Services Volunteer Program Area Leads 2006–2007

CENTRAL AREA LEAD
Jean Seely, *Grand Island*

EASTERN AREA LEAD
Ryan Rehder, *Omaha*

NORTHERN AREA LEAD
Bob Thomas, *O'Neill*

SOUTHEAST AREA LEAD
Shawn Maloley, *Geneva*

SOUTHWEST AREA LEAD
Kristi O'Meara, *Lexington*

WESTERN AREA LEAD
LeAnn Laurent, *Bridgeport*

History of Volunteer Coordination Team Facilitators

Fiscal Year July–June (2-year terms)

Beginning–1999
VOLUNTEER COORDINATION TEAM FACILITATOR
Pat Taft, *Lincoln Office*

1999–2000 & 2000–2001
VOLUNTEER COORDINATION TEAM FACILITATOR
Lynn Brehm, *Lincoln Office*

2001–2002
VOLUNTEER COORDINATION TEAM FACILITATOR
Larry Ramsey, *Beatrice State Development Center*

2002–2003 & 2003–2004
VOLUNTEER COORDINATION TEAM FACILITATOR
LeAnn Laurent, *DHHS Bridgeport/Gering*

2004–2005 & 2005–2006
VOLUNTEER COORDINATION TEAM FACILITATOR
Joanne Badura, *Grand Island Veterans Home*

2006–2007 & 2007–2008
VOLUNTEER COORDINATION TEAM FACILITATOR
Bob Thomas, *DHHS O'Neill*

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

