COUNTY OF LOS ANGELES
VOLUNTEER PROGRAM
POLICY MANUAL

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1. BASIC PROGRAM ELEMENTS

INTRODUCTION

Through the strong support and leadership of the Board of Supervisors and the dedication of departmental administrators, the County volunteer program has come to play a vital role in the enhancement of public services. The significance of the program is indicated by the fact that County volunteers work more than four million hours each year in service to individuals, families and local communities. (Appendix 1)

Administration of the County's volunteer program is decentralized; and the departmental volunteer programs vary considerably in size, scope, services, complexity and practice. This manuals purpose is to apply effective management principles to guide activities and tasks common to all the departmental programs. At the same time, the manual identifies areas that each departmental volunteer program must address.

The management process is dynamic, and policies and guidelines are subject to continuous development and change. For this reason, volunteer program directors and coordinators are encouraged to participate in reviews of this policy manual; and suggestions made by the persons who daily perform volunteer program management tasks will help assure that the manual remains an effective management tool.

Departments may adopt guidelines formulated in this manual or develop their own supplementary or independent manuals. A well-formulated manual will begin with consideration of the mission, objectives and goals of a department's volunteer program.

MISSION

A principal consideration for the development of a mission statement is enhancement of County services as each department carries them out. Therefore, the mission of a departmental volunteer program should be consistent with and supportive of the mission of the department as a whole. Volunteers enhance and supplement the service delivery but do not substitute for or displace regular staff, or their responsibilities. A mission statement should be succinct and general, encapsulating in a few words the purpose of the volunteer program. The mission statement concentrates on the ends that the volunteer program expects to achieve.

OBJECTIVES

Objectives formulated on the basis provided by a mission statement. The following criteria used as a guide for their development:

- They are measurable, based upon feedback on efficiency, effectiveness and participant satisfaction;
- They are cost effective and may involve innovative ways of marshaling resources;
- They support the objectives of departmental management;
- They are achievable and based on well-thought-out assumptions;
- They are challenging, requiring the exercise of skill and energy;
- They are worthy of notice, with a potential for media attention.

GOALS

Goals formulated on a basis of the statement of objectives and constitute an action plan, which should be reviewed and revised periodically. The plan should address areas of responsibility, orientation and training, supervision, evaluation and recognition, maintenance of records of attendance and hours worked and equipment and resources. Goals are statements which detail who will do what, when, where, how and at what cost.

DEPARTMENTAL PROGRAM ADMINISTRATION

There are four levels of full time County Volunteer Program Managers: Volunteer Coordinators I and II, Volunteer Program Director, and Volunteer Programs Director, Medical Center. The responsibilities and duties of these positions defined in the class specifications.

Some of the typical duties of a volunteer program coordinator are to:

- Plan, develop and implement volunteer programs;
- Recruit, select, orient, train and evaluate volunteers;
- Establish and maintain volunteer program policies and procedures;
- Ensure that volunteers comply with rules and regulations;
- Evaluate existing volunteer programs;
- Attend staff-meetings, professional meetings and conferences;
- Plan and coordinate volunteer recognition ceremonies;
- Maintain attendance records of volunteers and compile periodic reports;
- Supervise the distribution of contributions and donated goods,

- Speak before community groups; and
- Act as liaison between community groups and County personnel.

Part-time volunteer program coordinators also complete other administrative duties and assignments in many departments.

ROLE OF THE CHIEF EXECUTIVE OFFICE

The Chief Executive Office provides Countywide direction, coordination and support of volunteer programs through the County Volunteer Program Manager. Some of the functions of this position are to:

- Assist the development and coordination of all Countywide volunteer programs;
- Develop periodic training programs for volunteer program directors and coordinators;
- Consult with departments on special problems, policy, and new volunteer programs;
- Plan Countywide volunteer program activities with the help of ad hoc committees composed of departmental volunteer program directors and coordinators;
- Conduct Countywide surveys and studies of volunteer programs;
- Develop Countywide recruitment and promotional campaigns for the strengthening, maintenance and expansion of County volunteer programs;
- Develop and recommend County policies and procedures relating to Countywide volunteer programs;
- Represent the Chief Executive Office at meetings with department heads and outside organizations regarding the Countywide volunteer program;
- Facilitate and coordinate inter-departmental and interagency agreements
- Coordinate the annual Volunteer Awards Luncheon.

Departmental volunteer program directors and coordinators are encouraged to call upon the services of the County Volunteer Program Manager, Chief

Executive Office. (Appendix 2)

This manual compiled by the Chief Executive Office, Office of Workplace Programs with the assistance of representatives of the Departments of Animal Care and Control, Children's Services, Health Services, Public Library and Public Social Services. Suggestions and comments are welcome. Contact the County Volunteer Program Manager.

RESOURCES FOR PROFESSIONAL DEVELOPMENT

Resources are available within Los Angeles County that will enable County volunteer program coordinators and directors to pursue their professional development. These resources are within County government, in community networks, in educational institutions and in professional organizations.

County volunteer program directors and coordinators are encouraged to explore these resources, support the development and maintenance of professional standards, participate in organizations, which enrich their skills and energy, draw upon opportunities to learn from experts in the field and share their growing knowledge with their colleagues.

COUNTY GOVERNMENT

The Chief Executive Office coordinates periodic meetings of all County volunteer program directors and coordinators. At these meetings, information presented about the latest developments in County volunteer program administration, County policies and program administration resources. Guests invited to make presentations.

Large County departments maintain networks of persons involved in volunteer program administration. They also sponsor meetings at which training and networking occurs as well as discussion of developing departmental policies and program requirements.

COMMUNITY RESOURCES

The Volunteer Centers not only recruit volunteers but they also offer various types of support for the development of effective volunteer programs and administration.

EDUCATIONAL INSTITUTIONS

Local colleges include courses in their schedules for volunteer program issues and administration. Some courses extend for a full semester while others designed specifically for professionals at work in the field and are limited to weekends or other short time periods.

PROFESSIONAL ORGANIZATIONS

The principal local professional organization, available to all persons in volunteer program administration, is the Directors of Volunteers in Agencies (DOVIA). DOVIA sponsors frequent meetings where networking occurs, information is provided regarding developments in the profession of volunteer administration and experts in the field make presentations. Numerous County volunteer program coordinators have served as officers or DOVIA, in Los Angeles. DOVIA also sponsors or co-sponsors mini- and major-volunteer program administration conferences.

There are other professional groups, which can provide support to volunteer program coordinators such as the National Docent Symposium Council.

2. DEFINITION OF A VOLUNTEER

COUNTY POLICY

A County policy on definition of a volunteer has developed as a flexible guideline. For the most part, this policy will enable departments to maintain their traditional County volunteer program, practices, policies and procedures.

- A volunteer is an individual who performs hours of service in a County department for civic, charitable, health, humanitarian, recreational, public safety or general welfare reasons, without promise, expectation or receipt of compensation for services rendered, except for reimbursement of expenses, reasonable benefits, nominal fees or a combination thereof.
- Individuals shall be considered volunteers only when their services are offered freely and without pressure of coercion, direct or implied, from the County.

An individual shall not be considered a volunteer if the individual is otherwise employed by the County to perform the "same type of services" as those for which the individual proposes to volunteer. The Fair Labor Standards Act prohibits such practice. Volunteers do not supplant County employees; they assist paid staff or provide services that constitute elements of major regular positions and augment the established and mandated services of the County.

YOUTH VOLUNTEER

Age definition of a Youth Volunteer is 14 years of age to 17 years of age. Written consent by parent or guardian will be required. Based on the volunteer position and/or responsibilities, each department has the option to set the minimum age from 14 to 16 years of age.

ADULT VOLUNTEER

Age definition for an adult volunteer is 18 years of age with no maximum age limit.

COUNTY EMPLOYEES – VOLUNTEER WORK FOR COUNTY PROGRAMS

County employees may volunteer their services to the County as long as the work they perform as a volunteer is outside their scope of duties as County employees. County employees have a long history of volunteering. Departments are encouraged to tap this rich pool of volunteer talent when recruiting volunteers for a County sponsored project.

Time sheets, which maintained for County employee volunteers should verify that the hours worked, were outside of the hours during which the employees are regularly employed and specify that the work they performed was voluntary and not paid.

TYPE OF SERVICES

The phrase **"same type of services"** means similar or identical services.

- An example of individual performing services, which constitute the "same type of services", is a radiation therapy technologist employed by a County medical center who proposes to volunteer to perform Radiation Therapy Technologist Services at a County community health center. In this case, since the Medical Center Radiation Therapy Technologist is a County employee, the technologist cannot become a volunteer at the community health center as a radiation therapy technologist.

- Examples of volunteer services, which do not constitute the "same type of services", include a County Deputy Sheriff who volunteers as a part-time referee in a basketball league sponsored by the County. An employee of the County Parks and Recreation Department who serves as a volunteer firefighter and office employees of a County Medical Center, who volunteer to spend time with disabled or elderly persons in the same institution during off duty hours.

In marginal cases, departmental volunteer program directors and coordinators should consult the County Volunteer Program Manager, Chief Executive Office, for final determination.

Persons who are not employed in any capacity by the County is considered volunteers if their hours of service are provided with no promise, expectation or receipt of compensation for the services rendered, except for reimbursement of expenses, reasonable benefits and nominal fees or a combination thereof.

These definitions based upon terms given in Section 553 of the Federal Fair Labor Standards Act. Departments may wish to include on enrollment forms a statement for volunteers to sign which states that the person volunteering expresses a free and un-coerced desire to donate their time and that they do so without any expectation or promise of compensation.

RETIRED COUNTY EMPLOYEES

All retired County employees are eligible to become members of the retired County Employees Volunteer Corps. To ensure the orderly placement of retired volunteers, the volunteer corps is divided into four general categories: (1) management, (2) professional, (3) trades, and (4) clerical. The use of categories appreciates the individual differences found among County volunteers. These categories also serve as a recruitment tool.

A second category of volunteer corps members is by area of interest. This categorization reflects the volunteer's preferred assignment.

Possible categorization of interest included, but is not limited to:

- Health Services/Mental Health;
- Culture/Recreation;
- Public Work/Trades;
- General Government Services;
- Protective Services;
- Public Social Services/Children's Services

A third category of volunteer corps members is by length of time willing to volunteer. Two groups are suggested: (1) one day only, or (2) more than one day. Placement in a category is intended to best reflect the retired employee's work skills and preferences.

Procedures should facilitate the identification of retirees and their invitation to join the volunteer corps. All procedures must satisfy three criteria:

- The Volunteer Coordinator is notified of an employee's retirement;
- The retiring employee is informed regarding the volunteer corps;
- Volunteer Coordinator invites the retired employee to join the Volunteer Corps.

Departments may call upon their volunteer corps or those of other departments to fill volunteer needs either within or outside the County. Volunteer Coordinators are encouraged to call other County departments when their volunteer corps cannot fill a need.

Retired County employees can be recruited through the Retired Employees of Los Angeles County (RELAC), the Los Angeles Employees Retirement Association **(LACERA)** and various professional associations that maintain contact with retired County members. See Appendix 2 for the current addresses and telephone numbers.

WELLNESS PROGRAM

A County employee, who is interested in applying as a Volunteer Instructor within a respective department, must contact the Wellness Program Coordinator for an interview. Wellness Program Coordinator will contact the Volunteer Program Director who will schedule the volunteer process.

The Wellness Coordinator is responsible for the supervision of the Employee Instructor and participants in the class. The Wellness Coordinator is responsible to submit the Volunteer Instructor's hours worked/ (Time Card or Log Sheet). The Department's Wellness Coordinator is required to maintain records of the sign–in sheets for all classes. (Appendix 3 and 4)

COUNTY EMPLOYEES - VOLUNTEER WORK FOR NON-COUNTY PROGRAMS

Volunteer work outside the County-by-County employees has no restrictions. Many County employees volunteer with non-County agencies or projects. Their service brings honor to the County and has the potential to be a highly effective marketing and image enhancement resource.

Departments are encouraged to gather information on the volunteer activities of their employees. Once a year, employees might be asked to forward a memo on their volunteer activities to their department's volunteer coordinator and a copy to their personnel file.

The following information might be included in employee reports on their outside volunteer activity:

- Name of the organization(s) the employee volunteers for:
- Start date of volunteering activities;
- Number of hours volunteered during the prior year; and
- Description of the volunteer assignment(s).

This information can be a valuable resource for departments to enhance reports to the Board of Supervisors, for recruitment brochures and for employee communications.

COURT REFERRAL COMMUNITY SERVICE PROGRAM

The Court Referral Community Service Program provides the municipal courts with an alternative method of sentencing selected misdemeanor offenders. Participants in this program render community service, in lieu of fines or jail, to not-for-profit and government agencies and are considered volunteers.

Court referral volunteers fully integrated into departmental volunteer programs and included in statistical reporting. They provide the same considerations regarding orientation, training, supervision and benefits, as are other volunteers.

ONE-TIME-ONLY VOLUNTEERS

A number of volunteer projects call for one-time-only volunteers, and for these projects, it is not practical to formally enroll each volunteer. Records kept of the names of the volunteers and their service, including the following information should for departmental records:

- Number of hours each One-Time-Only volunteer worked (May be estimated);
- Total number of volunteers engaged in the project.

SEASONAL CHILDREN VOLUNTEER GROUPS

When a group wishes to volunteer, a formal enrollment for each volunteer is impractical. In these cases, a group enrollment form may be used and a Los Angeles County representative at all times must accompany the group.

When a children's group volunteers (i.e., school choir), the child to adult ratio must be maintained to one (1) adult chaperon per six (6) children (5 years and older). The Los Angeles County representative must accompany the volunteer group, but may not be included as a chaperon.

The Chief Executive discourages child volunteers under the age of 14 years.

- Volunteers under the age of 14 are not covered under the Insurance Policy. (Insurance, page 8-1).
- Departments will be responsible on any liabilities incurred because of this provision.

VOLUNTEER WORKER WITHOUT COMPENSATION

The Los Angeles County Code, Chapter 6.06, authorizes department heads to fill as many "without compensation" positions as are authorized for his/her department. Section 6.06.020 creates additional positions as follows:

- Fifty times the regular number provided for each item number in the Mechanical, Road and Forester and Fire Warden Departments;
- Five times the number provided for each item in all other departments; and
- Fifty positions of each item listed in Sections 6.28.060 of the County Code, "Positions without Compensation."

The Code authority makes it possible to assign a volunteer worker to a separate ordinance position, without compensation, as they formally enroll. Providing an official position, without compensation, for each volunteer, assures that County liability and accident insurance programs cover each volunteer.

Volunteer program coordinators should ensure that there are a sufficient number of "Volunteer Worker without Compensation" positions (Item 9535) in their respective personnel staffing ordinances or in the Flood Control District salary ordinance.

The volunteer program coordinator should make appropriate department staff aware of any insufficiency in the number of available volunteer workers without compensation positions. The department can then increase the specific number of volunteers without compensation positions in the next fiscal year's budget request.

MUTUAL AID AGREEMENTS

County employees who provide a specific service to another governmental agency, as part of a mutual aid agreement, may volunteer to perform for that agency the "same type of service" for which they are paid by the County.

For example, where the County and a city have entered into a mutual aid agreement related to fire protection, a fire fighter employed by the County may also volunteer as a fire fighter for the city. The fact that services volunteered to the city performed in some instances in the County's geographic jurisdiction does not require that the volunteer's hours counted as hours of employment with the County.

VOLUNTEER OPPORTUNITIES

The County has designated a wide variety of services for which persons may volunteer. Examples of County services, performed on a volunteer basis, include:

- Helping at a local neighborhood park or keeping our beaches clean and attractive;
- Providing personal care and services to the sick in medical centers and visiting the elderly and infirm in nursing homes;
- Being a peacemaker between conflicting groups;
- Assisting in a County library or being a literacy tutor;
- Issuing toys to children from a toy loan library;
- Serving as a child advocate for victims of child abuse;
- Tutoring juvenile wards in basic learning skills;
- Being a docent at a museum or arboretum;
- Serving as a judge pro-tem in a court;
- Assisting with the care of animals in animal shelters;
- Serving as a reserve deputy sheriff or reserve fire fighter;
- Being a member of a youth explorer post;
- Soliciting contributions or participating in civic or charitable benefit and fund-raising programs; or
- Office clerical duties.

The County Volunteer Opportunity Directory provides a comprehensive listing of volunteer workers (Appendix 5.)

VOLUNTEER DISASTER SERVICE WORKER

The State Government Code and County Code both contain sections that stipulate State and County actions and responsibilities during a disaster, state or war emergency. During such emergencies, all public employees and volunteers are declared to "Disaster Services Workers" (Section 3100, Government Code),

The California Emergency Council defines a Disaster Services Worker to include all "public employees, and any un-registered person impressed into service." The California Emergency Services Act requires that such persons registered by a local Disaster Councilor the State Office of Emergency Services.

Disaster Service Workers must also sign an oath or affirmation of loyalty to the Constitution of the United States and the California Constitution. The above requirements and definitions intended to facilitate filing of any worker's compensations claims.

WORKER'S COMPENSATION

All County volunteers are eligible for worker's compensation benefits if injured in the course of performing emergency or disaster relief functions for the County of Los Angeles.

Departments must keep records of time worked by a volunteer during a disaster or state of emergency. Department volunteer time cards may be used.

REGISTRATION

Departmental Volunteer Coordinators are responsible for assuring that all County volunteers who may provide service during a disaster or emergency registered with the Emergency Management Council, the County's local disaster Council. Registration may occur before an actual disaster strikes.

Send completed form to the Emergency Management Council. Appendix 6

Retain a copy of the registration and provide a copy to the volunteer.

MINORS

Volunteers under 18 years of age are eligible to certify as a Volunteer Disaster Services Workers. Registration must include a letter of parental or guardian consent and emergency medical release.

RECRUITMENT

Recruitment is the process of locating volunteers who have the skills and aspirations to fill expectations of volunteer opportunities with the County. Volunteer program coordinators may discover that everything they do carries an aspect of recruitment, for a volunteer who is enjoying the experience of volunteering is a prime recruitment resource. Without the generation of new volunteers, it can cause the volunteer programs to disassemble. In addition, to some extent new persons will volunteer and stay with a program if it has a good image, good morale and administrative support. An effective program administration, is then, motivated in part by the needs of recruitment.

Departments are encouraged to plan their recruitment efforts. This may take the form of an annual recruitment plan, where the needs of existing programs considered as well as the need for volunteers for short projects and/or for new and emerging program initiatives. Existing programs will benefit from sustained recruitment rather than unplanned, haphazard, occasional and ineffective efforts. An annual recruitment plan based upon a newly developed or renewed assessment of need.

ASSESSMENT OF NEED

A needs assessment can be a valuable tool to help establish a new volunteer program or to locate volunteer opportunities which may not be addressed by an existing program. Assessments made through interviews, surveys, tests or by a taskforce or advisory committee. Keep in mind that County policy prohibits the replacement of a County employee by a volunteer. Based on the information collected in needs assessment, a development of tasks created into the volunteer job descriptions.

JOB DESCRIPTIONS

Job descriptions are essential for the recruitment and placement of volunteers, and all volunteer jobs should have clearly written job descriptions. Written volunteer job descriptions include the essential elements about the job, the volunteer and the agency, as follows:

- Title of the Position: Provide a name for the position. Names needed volunteer positions to enable volunteers to identify and speak about the roles that they are fulfilling. Names can also help distinguish positions according to qualifications criteria.
- Sensitivity: Identify the position as either sensitive or non-sensitive. Sensitive positions require volunteers to agree to background checks, and the position must be included in the department's inventory of sensitive positions described elsewhere in this manual.
- Purpose: The primary purpose of the position. The purpose may involve direct service to the public, indirect service and /or support of departmental administration.

Creation on program objectives here and the reason why the position created

- Duties: List examples of what tasks were done. The list need not be exhaustive but should be specific and provide a good framework to describe the position.
- Qualifications: List whatever skills, aptitudes, knowledge, abilities, interests, attitudes, experience, character or personal traits needed for the position.
- Time Requirements: Estimate the number of hours, duration, schedules, etc. that the position requires.
- Physical Requirements: State whether the physical requirements are light, medium or heavy.
- Site: Note the work location(s).
- Supervision: State the type of supervision provided and the reporting requirements. State the degree to which the volunteer supervised by County staff or the degree to which the volunteer will be given latitude and freedom to exercise personal initiative.
- Other Requirements: What additional requirements, if any, must be met by a volunteer regarding such matters as a driver's license, professional qualifications, travel and expenses, medical clearances, etc.

A volunteer position made stronger by integrating into it training, enriching experiences, interaction with County staff and opportunities to observe professional County staff at work.

There are a number of benefits derived from maintaining written job descriptions:

- They provide an effective tool for recruiting volunteers and enable prospective volunteers to understand the role of a volunteer in a particular position.
- They are useful for conducting interviews and making individual job placements.
- They can also help create a positive image of your program management.

In all cases, departments must communicate the information in job descriptions to individual volunteers to confirm that they understand and agree with their volunteer duties.

Written job descriptions updated as changes occur in the jobs, the department or the volunteer market. They are seen as flexible instruments. Suggestions from the volunteers who do the work welcomed and carefully considered when rewriting job descriptions.

MASS RECRUITMENT

In this approach to recruitment, a general appeal for volunteers made. The appeal may be in the form of a public service announcement on television or radio or an article in a local newspaper. The general appeal describes the department's volunteer program and an interesting array of possible assignments or a special project.

This approach is most effective when a large number of volunteers needed, especially for a short period. It may be for a weekend project to clear up the local canyons, beaches or a food project for the homeless.

TARGETED RECRUITMENT

This approach selectively recruits the types of qualified volunteers needed to fill specific vacancies. It is designed to attract a volunteer with specific qualifications and relies on pre-planning that will:

- Ascertain the vacancies to fill:
- Determine the desirable and necessary qualifications for volunteers;
- Determine where locate such volunteers;
- Consist of a precise recruitment message;
- Use media that best reaches desired volunteer, and
- Train recruiters on marketing the recruitment plan.

Be alert to the possibility that a person rejected from filling one position may well be interested and capable of filling another position, in any of the County departments.

BROADCAST MEDIA CONNECTIONS

Departments must contact their Public Affairs Office before contacting any Broadcast Media connections for policy, procedures and approval.

The Southern California Broadcasters Association, Inc. provides a listing of all radio and television stations for Los Angeles County. This document also provides the station addresses, telephone numbers, contact persons and material requirements.

SOUTHERN CALIFORNIA BROADCASTERS ASSOCIATION

Effective January 1, 2012, the Southern California Broadcasters Association (SCBA) has discontinued the SCBA ID Number Service.

PUBLIC SERVICE ANNOUNCEMENT GUIDELINES

SCBA ID Number Services has been discontinued effective January 1, 2012

RADIO & TELEVISION MEDIA GUIDE & PUBLIC AFFAIRS LIST

SCBA ID Number Service has been discontinued effective January 1, 2012. Please contact the stations directly to see about getting your public service announcements on the air as requirements for submission may vary from station to station.

PROCESSING AND PLACEMENT

INTERVIEW PROCESS

The universal method used to select volunteers is the personal interview. However, telephone interviews are also appropriate. The interview is a purposeful conversation in which both the volunteer and interviewer exchange meaningful information about the qualifications and interests of the volunteer and the opportunities and expectations of the department.

Use of a *Volunteer Services Application* form can be of assistance for an interview. This information and that shared during the interview will determine the best possible assignment for the volunteer. It is possible for this process to result in modification of an existing volunteer job or in the creation of an entirely new job to fit the volunteers' qualifications and interests. (Appendix 7)

An interview with a prospective volunteer should be a pleasant experience, without stress and an opportunity to exchange helpful information. Set aside 20 to 30 minutes of uninterrupted time for the session with the volunteer. Preparation can help assure its success. Select a room or place that is reasonably quiet, private and relatively free from disruptions. Develop a written interview plan prior to the actual interview. An interview plan includes the following:

- Introductions;
- Purpose of the interview and procedure to be followed;
- Reasons for the person's desire to volunteer;
- Specific interests of the volunteer;
- Information on the departments volunteers opportunities;
- Review of volunteer is relevant previous work and volunteer experience;
- Discussion of departments expectations (hours, commitment, behavior); and
- Agreement on the best assignment for the volunteer.

The atmosphere should be warm, friendly and comfortable but businesslike. Interview questions should be open-ended and designed to encourage free expression and discussion of points of mutual concern. Thank the person for their interest in volunteering with Los Angeles County. Always inform the person you have interviewed of the disposition of the application.

Long processing times will mean the probable loss of the prospective volunteer. If there is a delay in placement, contact maintained with the person who has been interviewed, to keep them informed of the status of the placement process. As soon as possible following the offer and acceptance of an ongoing volunteer position, arrange a placement interview with the person who will supervise the volunteer.

ENROLLMENT

Volunteer coordinators should assure that all volunteers who will be providing ongoing services formally enrolled and assigned to a Volunteer Worker without Compensation position. The volunteer enrollment form may capture the following information: (Appendix 8)

Name of the Volunteer and Residence Address

- Date of Birth and Social Security Number
- Assignment
- Driver's License Number and Driver's Insurance Carrier
- Person to Notify in Emergency
- List of machinery and/or Heavy Equipment to be Operated
- Professional or Technical Licenses

ASSIGNMENT AGREEMENT

Once a decision has been made to place a volunteer, an assignment agreement between the volunteer and the department must be completed, preferably in writing.

The agreement should cover those items necessary to assure a clear understanding of expectations, roles and responsibilities of both the volunteer and the department. The following is a sample list of the points to which both parties would agree. (Appendix 9)

The volunteer agrees to:

- Accept job responsibilities and participate in training;
- Accept guidance of a supervisor;
- Work a specific number of hours;
- Follow rules, regulations and policies; and
- Notify the supervisor of absences and incidents of injury.

The department agrees to:

- Provide orientation and training;
- Provide supervision;
- Hold to an agreed work schedule;
- Fully inform the volunteer of medical and liability coverage; and
- Keep documentation of all incidents of injuries or possible claims.

LIVE SCAN
Under the 2009, Board of Supervisors Resolution Live Scan is required on all potential volunteers 14 years of age and older.(Appendix 10)

HEALTH CLEARANCE
May include x-rays, skin test (TB Test), appropriate laboratory test and immunization.

VOLUNTEER IDENTIFICATION CARD/NAME TAG
At the conclusion of the orientation and processing, the volunteer has given a Volunteer ID Card or nametag from the Department's HR. The ID badge is must be worn at all times, while the volunteer is on volunteer duty. There will be a $25 fee for lost or stolen ID Cards. Check with your HR Department for procedures. (Appendix 11).

INFORMATION SHEET
The information sheer should be filled out by the volunteer and submitted with the Volunteer Identification Card Form. Check with your HR department for procedure. (Appendix 12)

VOLUNTEER UNIFORMS
Some departments will require the volunteers to wear uniforms while providing volunteer services or representing the County of Los Angeles Volunteer Program. Fees, policy and procedures are at the discretion of the department.

TIME CARDS
All volunteers must have a Volunteer Timecard. The volunteer must sign in and out and initial the timecard for each day that the volunteer reports for volunteer duty. Volunteer Directors and Coordinators may create their own time card. Keep in mind that the timecards used to calculate the total hours on a quarterly basis for the Statistical Report for your department. Monthly record keeping per volunteer would assist the Director and Coordinator in calculating the quarterly Statistical Report. (Appendix 13)

STATISTICAL REPORT

Departments using volunteers must keep records of their services. Each department is responsible for providing the Chief Executive Officer with a Statistical Report on a quarterly basis. This information is used to create reports to the Board of Supervisors and is required by the Volunteer Insurance Program for the development of the insurance rates. (Appendix 14)

Copy and submit the Statistical Report as instructed by April 30, July 31, October 31 and January 31 for each calendar year.

Include in your count all persons who meet the definition of volunteer as stated in this manual.

Exclude the following categories:
- Work Furlough Participants
- General Relief Work Project Participants

VOLUNTEER FILES

- **Volunteers who did not complete the process:**
  The application, live-scan health clearance, copies of ID's kept on file for a one-year period. Live-scan and health clearances are usually valid for one year.

- **Active Volunteers**
  Due to personal and possible sensitive information, volunteer files kept in a filing cabinet for safekeeping.

- Terminated of Completed Volunteers
  It's recommended by the Chief Executive Office – Workplace Programs that all Terminated Volunteer files be kept in the possession of the department for a minimum of five (5) years with previous year and current files stored in the office of the Volunteer Director and Coordinators for accessibility. Storage of the Volunteer files is at the discretion of the Director/Coordinators or the department's policy and procedures. These are some suggestions on how to store your Terminated Volunteer files:

- Files can be organized by year of termination
- Alphabetical order filing
- Electronic Copy
- Files older than three (3) years can be stored in the department's archive storage unit.

RECORD KEEPING

The following information should be included in the volunteer's file:

- Application
- Live-Scan form (do not proceed until Director receives lives-scan clearance from HR or Personnel Department)
- Health Clearance (if required by department)
- Forms signed at orientation (must include Equity Policy)
- Volunteer Photo ID
- Volunteer Uniform deposit or paid receipts (if required by department)
- Emergency Contact Form
- Volunteer Agreement

DEPARTMENT OF HUMAN RESOURCES

The Chief Executive Office-Office of Workplace Programs Volunteer Program Manager will notify the Volunteer Directors/Coordinators when the Department of Human Resources requires mandatory training on new or up-dating policy and procedures for employees and volunteers. Materials and instructions will be distributed accordingly.

Los Angeles County Policy on Equity

At a minimum, the applicable host departments would need to ensure that:

(1) Each volunteer receives a copy of the policy;
(2) The host department (e.g., from Human Resources, a supervisor or manager) reviews the policy with each volunteer recipient, or groups of volunteers;

(3) Each volunteer recipient signs an acknowledgement form indicating that they have received, reviewed and will adhere to the policy.

Please contact, Robert Valdez, Sr. Deputy Compliance Officer, at 213-738-2374, if you would like to schedule instructor-led CPOE classes for the volunteers, or if you have any questions.

ORIENTATION AND TRAINING

ORIENTATION

Orientation of new volunteers provides them with background and general information about the department and enables the volunteers to understand how their positions fit in with overall operations. The volunteers will be better able to understand how their work contributes to the mission of the department and its services to the public.

An orientation session may cover the following topics:

- Overview of Los Angeles County Government;
- Overview of the Role of the Board of Supervisors;
- Department's Mission, Programs and Structure;
- Objectives, Services and Staffing of the Departmental Volunteer Program;
- Orientation to the Facility and Equipment;
- Personal Introductions to Key Staff Members;
- Introduction to Key Volunteer Policies and Procedures, such as Record-keeping, Supervision, Training, Benefits, Accident and Liability Insurance.

The content of the orientation will vary from department to department, depending on the special situations unique to each department. It's a matter of how much a volunteer should know in order to feel a member of the departmental team and to be a faithful representative of the department to the general public.

Include key departmental staff and instructors where possible. The orientation designed so that the volunteers will freely participate in asking questions and sharing their thoughts and feelings. The Volunteer Assignment Agreement discussed during the orientation.

TRAINING

All volunteers must receive training necessary to enable them to do the work of their volunteer assignments. This training may be on-the-job or formal in-service group training. The training should take into consideration individual needs, knowledge, abilities and skills and should focus on the content of the job itself.

A logical starting point for planning volunteer training is the job description. The actual job duties and responsibilities matched against the individual's knowledge, abilities and skills. If the individual lacks the required knowledge, abilities or skills, all necessary training used to fill in the gaps. If the individual possesses the required knowledge, abilities and skills, then training should concentrate on operational procedures.

In almost all instances, the supervisor will conduct on-the-job training. The supervisor will:

- Inform the volunteer of the work location, the equipment, the supplies and facility;
- Confirm the actual working hours and work schedule with the volunteer; and
- Assure that the volunteer is knowledgeable of the basic administrative policies and procedures, such as, performance evaluations, letters of recommendation, the use of volunteer experience to qualify for permanent employment, benefits (uniform expenses, meals, reimbursements, etc.), emergency procedures, accident and liability insurance, attendance policies, illness and disciplinary matters.

Volunteer training must be specific and practical. The volunteer must know, at the end of training, what he/she will do, should not do, when to seek help, why the job needs to be done, how, when, and where it is to be done.

The volunteer must gain an understanding of his/her role in the job and program. This also includes an understanding of the roles of others in his/her work situation and the actual working relationships the volunteer will experience.

The recruitment of the volunteer continues throughout the volunteer's stay with the department. Make every effort to be hospitable, friendly and appreciative of the volunteer's goodwill, generosity and work. The volunteer made to feel like a full-fledged member of the departmental work team. This care and concern for the volunteer should be present in all of the working relationships with the volunteer.

Additional training secured from adult and continuing education courses, college courses, conferences, community centers, high schools, County-sponsored training programs and staff meetings. The volunteer's supervisor should suggest these developmental opportunities, when appropriate.

EXPENSES, BENEFITS AND FEES

Volunteers may be paid expenses, reasonable benefits, a nominal fee or any combination thereof without losing their status as volunteers. A listing of present volunteer assignments that provide such benefits found under the heading titled, "Payment of Expenses, Benefits, or Fees."

Volunteers must be paid for:

- Approximate out-of-pocket incidental expenses incurred to provide volunteer service include the cost of meals, uniform maintenance, wear and tear of personal clothing and transportation;
- Tuition and other costs associated with attending classes to enhance their performance as a volunteer;
- Service as an Election Precinct Officer for the Registrar-Recorder/County Clerk Department;
- Service as a Foster Grandparent for the LAC+USC Medical Center benefits also include a free health examination, one free meal a day, transportation and a uniform or smock;
- Service as a Board of Supervisors appointed member to a standing County Council, committee or commission;
- Service as a museum docent, in the form of a 20 percent discount on all purchases at the museum gift shop;
- Service as a Reserve Deputy Sheriff in the form of 17 weeks of Sheriff Academy Training, personal equipment including leather and weapon, worker's compensation, legal counsel and death survivor benefits; and
- Services as a Physician Intern for Health Services.

In all cases, volunteers may only receive a nominal fee **or** payment for their service hours. A nominal fee or payment is not a substitute for compensation and must not be tied to productivity.

The following factors examined in determining whether a given fee or payment is nominal:

- The distance traveled and the time and effort expended by the volunteer far exceeds paid fee;
- Whether the volunteer has agreed to be available around the clock or only during certain specified times.

- Whether the volunteer provided services as needed or throughout the year, (An individual who volunteers to provide periodic services on a year-around basis may receive a nominal fee without losing volunteer status);

- The total amount of payments made in the context of the economic realities of each particular situation

In marginal cases, the department volunteer coordinator should contact the County Volunteer Program Manager, Chief Executive Office.

INSURANCE

The Chief Executive Office, Office of Workplace Programs and Risk Management conduct an annual Volunteer Insurance meeting at the Kenneth Hahn Hall of Administration, downtown Los Angeles. Departmental Volunteer Coordinators/ Directors and Risk Managers invited to attend the meeting.

The County's commercial insurance policy reimburses Volunteers for those medical injury expenses immediately associated with an accidental injury incurred while performing their Volunteer work assignments.

Volunteer Program Insurance policy will cover the following:
Medical Expense, Accidental Death and Dismemberment

The Chief Executive Office discourages Volunteers from driving County vehicles. Should a volunteer be involved in an automobile accident while driving a County car, the employee policy and procedure would apply as if the volunteer was a County employee.

Eligibility

To qualify for coverage, a County volunteer formally be enrolled in a program or activity sponsored by the County and adheres to established volunteer work assignment guidelines. The County Department to which the volunteer assigned will advise the work duties and will keep an enrollment record to document participation as a volunteer.

Youth Volunteer
Age definition of a Youth Volunteer is 14 years of age. Written consent by a parent or guardian will be required. Based on the volunteer position and/or responsibilities, each department may raise the minimum age of 14 to 16 years of age accordingly.

Adult Volunteer
Age definition for an adult volunteer is 18 years of age with no maximum age limit.

The Chief Executive Office discourages volunteers under the age of 14 years. Departments will be responsible for any liabilities incurred because of this provision.

Detailed information and Insurance forms (Appendix 15)

SUPERVISION

PROGRESS NOTES

The county of Los Angeles and many other public and private organizations accept volunteer work as qualifying experience jobs. Prospective employers require detailed information on starting and ending dates, the total number of hours worked and duties. Progress notes create an important record, which consult in the future to provide referral information to prospective employers.

PERFORMANCE EVALUATIONS

Although evaluations are not practical for short-term volunteer' months, they are essential for long-term volunteers. The evaluations should be completed once a year. (Appendix 16)

Volunteer evaluations should simply take the form of a memo to the volunteer's file. In all cases, the contents of the evaluation discussed with the volunteer. The evaluation should record the rating period, the volunteer's duties and performance (competent, very good, outstanding) and additional comments regarding the volunteer's contributions or shortcomings.

In structuring a performance evaluation process, departments must keep in mind that the performance evaluation is a formalized feedback mechanism that is designed to assure the accomplishment of specific organizational goals. When such feedback is acceptable to the individual volunteer, it reinforces his/her direction, efforts and persistence. Supervisors responsible for volunteer worker performance evaluations must, maintain accurate records, be precise and above all, reasonable. Supervisors need to keep in mind that for individuals who work without compensation feedback is their greatest reward.

PERFORMANCE

The volunteer may become involved in performance issue of either a serious or a minor magnitude. However, because of the nature of volunteer work, disciplinary action for minor performance issues is not appropriate. Minor performance issues by volunteer workers generally traced to a failure on the part of management to:

- Specify performance standards clearly in advance. Volunteers need to know what conditions exist when a job is done well or poorly;
- Remove obstacles to success. Being supportive is more than being tolerant of whatever happens; it extends to the active removal of obstacles to success. It includes the provision of ample or suitable tools and resources needed to do a job;

- Provide access to training. The key word here is "access." Management must make training available on two levels: 1) training designed to teach new skills, and 2) training designed to improve skills;

- Provide feedback. People need to know how well they are doing in their work while they are doing it. This means continuous feedback, not simply scheduled performance appraisals. Just as important, volunteer workers need feedback at the completion of a particular phase of a scheduled task;

- Encourage self-control. The perfect form of control over performance is self-control. When the requirements and expectations of the job have clearly spelled out, a responsible worker will practice self-control. Volunteers are driven by self-control. Every volunteer job, therefore, contain methods for measuring one's own performance.

Sometimes a manager has done all she or he can to prevent poor performance, yet performance failures occur. In such cases, management must look for personal causes. If personal causes for failure have been identified, counseling, coaching, transfer or dismissal may be appropriate.

Early dismissal for a volunteer can result in the following reasons:

- The volunteer poses a danger or threat to employees, clients or the public; or

- The volunteer commits an act of malice or gross negligence.

Unacceptable work behavior, i.e., a serious performance problem, by a volunteer is grounds for dismissal.

Serious performance problems include:

- Violation of County or department policy or rules;

- Unwillingness to comply with service agreement;

- Gross inability to handle the job; or

- Personality conflicts.

All decisions relating to dismissal of a volunteer will depend upon the individual circumstance. Departments shall not hesitate to immediately release the volunteer whose actions or behavior may be dangerous to others or a liability to the County.

PLACEMENT OF VOLUNTEERS WITH CRIMINAL RECORDS

It is the policy of the County to place a volunteer with a criminal background, providing the background does not pose a significant risk in terms of the volunteer's assigned duties.

A criminal background investigation shall be completed on all volunteers applying for or assigned to a sensitive position.

When an ex-offender applies for a volunteer assignment or transfers to a sensitive position, the departmental volunteer coordinator will request and evaluate the criminal record information on only those offenses related to the work of the sensitive position.

Background investigations shall not be conducted for the sole purpose of excluding ex-offenders from County volunteer work. Such investigations will be used to aid in placing ex-offenders in volunteer positions.

All criminal background information on a volunteer applicant/worker is strictly confidential. Criminal records information must be kept secured at all times. No unauthorized person may view these records. Information may be disclosed in confidence to other County authorities on a need-to-know basis.

Reports of a volunteer's arrest after placement are not retained on file unless the arrest results in a conviction. Ordinarily the volunteer is retained in the position unless the volunteer is found guilty of a crime that is incompatible with the duties of his/her position. Departments may, however, dismiss or transfer any volunteer if it is determined that the volunteer has demonstrated behavior that is incompatible with the duties of his/her position or the mission of the department.

EVALUATION CRITERIA

In evaluating whether a volunteer applicant rejected for work placement or transfer to a sensitive position, the operating department shall consider the following criteria:

- The nature and seriousness of the offense(s), and the circumstances under which the offense(s) occurred;
- The age of the person at the time the offense(s) was committed;
- The current of the offense(s);
- The number of convictions;
- The relationship of the offense(s) to the sensitive position for which application is made;

- Evidence of rehabilitation and maturation, including the volunteers employment record with respect to job responsibility and duration and other volunteer efforts;
- Truthfulness in admitting previous record;
- Attitude of applicant; and
- Other factors relevant to the volunteer's suitability for the job, e.g., maturity, attitude, honest and responsibility level.

CRIMINAL BACKGROUND CHECKS

The Sheriff Department is the County Criminal Records Security Officer for fingerprint processing and review and evaluation of criminal offender record information for employment and volunteer purposes.

County law enforcement agencies that currently process their own background checks need not go through the Sheriff's Department.

To initiate fingerprint card processing by the Sheriff Department, each department must establish a Departmental Service Order number (DSO) with the Auditor-Controller. This creates a fund for billing purposes. The Sheriff Department will bill each department on a monthly basis.

Each department must provide the Sheriff Department with an updated list of sensitive positions that require a criminal history check and the offenses that are incompatible with each position.

The Sheriff's Department will review the applicants' criminal history. Reported convictions will be compared against the departments' criteria for the specific position.

Departments will be notified by mail of the results.

Send completed fingerprint cards to the Criminal Records Security Officer. Any questions regarding this procedure directed to the Criminal Records Security Officer. Check with your Human Resource Department for policy and procedures.

CONSENT

A consent statement authorizing the County to conduct a criminal background investigation must be signed by the volunteer applicant prior to initiation of the background check. The following is an example of a consent statement:

I hereby certify that all statements made in connection with this application for volunteer work are true to the best of my *knowledge.*

I hereby authorize the County of *Los Angeles, (name of department), to obtain a record* of *my criminal convictions from the California Department* of *Justice or any other agency that conflicts records* of *criminal convictions.*

Signature: _____Date: _____

GUIDELINES FOR IDENTIFYING SENSITIVE POSITIONS

Each department has the authority to determine which volunteer assignments constitute sensitive positions. A background check of criminal convictions must be initiated before a volunteer is assigned to a sensitive position.

A sensitive position may include but is not limited to positions that:

- Involve access to or custody of cash, equipment, drugs, or confidential information;
- Involve the rendering of one-on-one services to children, adults or senior citizens;
- Dispense County benefits to the public.

POTENTIALLY DISQUALIFYING JOB RELATED OFFENSES

The following is a list of offenses, which, under certain conditions, may be incompatible with specific functions associated with volunteer work assignments. However, this list is intended only as a guide and is not comprehensive:

Function - Access to Funds or Negotiable Instruments

Bribery
Embezzlement
Forgery
Fraud
Receiving Stolen Property
Robbery
Theft
Identity Theft

Function - Access to Confidential or Classified Materials

Extortion
Forgery
Fraud
Perjury
Receiving Stolen Property
Robbery
Theft
Identity

Function – Change of or Access to County Property

Embezzlement
Robbery
Receiving Stolen Property
Theft
Identity Theft

Function – Protection of Persons or Property (Law Enforcement) Assault
Drug or Narcotics Offenses
Child Molestation/Abuse
Embezzlement
Forgery
Fraud
Homicide
Intoxication
Kidnapping
Robbery
Sex Offences
Theft
Identity Theft

Function – Access to Charge of Drugs or Narcotics Drug or

Narcotics Offenses
Embezzlement
Forgery
Receiving Stolen Property
Robbery
Theft

Function – Individual Contact with Care or Supervision of Minors

Assault
Child Molestation/Abuse
Alcoholism, Drug or Narcotics Offenses
Homicide
Kidnapping
Manslaughter
Sexual Offenses to a minor
Rape
Robbery
Theft

Function – Individual Charge, Care or Supervision of the Elderly

Assault
Child Molestation/Abuse Drug or Narcotics
Offenses Embezzlement
Forgery
Fraud
Homicide
Intoxication
Kidnapping
Manslaughter

Rape
Receiving Stolen Property
Robbery
Sex
Offenses
Theft

Violation of any certification or licensing provisions relating to duties of the position in question may also be the basis for disqualification.

CONTROL OF SENSITIVE POSITIONS

Departments are encouraged to create a control file of all sensitive positions. The file should list all sensitive positions and include the following information:

- Title of the volunteer position;
- Description of volunteer duties for each sensitive position;
- The incompatible criminal offenses for each sensitive position;
- Specific reason(s) the criminal offense(s) is/are incompatible with the volunteer duties;
- Name(s) of volunteer(s) assigned to each sensitive position;
- Date volunteer started service; and
- Name of departmental person designated to maintain the control file.

Placement counseling provide for persons with criminal backgrounds. The volunteer applicant's entire background, rehabilitation, qualifications and interest must be reviewed when considering placement. Counseling sessions must be documented and maintained for future reference.

All criminal background data on an individual volunteer applicant are strictly confidential and shall be kept secured at all times. The data shall be disclosed for official inquiries only.

RECOGNITION AND AWARDS

It is the policy of the County Volunteer Program that volunteers receive recognition for their contributions on both an informal and formal basis.

INFORMAL RECOGNITION

Informal recognition is ongoing. The appropriate and frequent use of informal recognition creates an atmosphere in which motivation is high. It might include:

- Giving praise for a job well done;
- Thanking a volunteer for his/her efforts;
- Recognizing the volunteer's potential and using it;
- Expand the volunteer's job responsibilities;
- Allowing the volunteers to make decisions;
- Providing the volunteer with opportunities to upgrade skills; or
- Recognition top volunteers at staff meeting during National Volunteer Week

FORMAL VOLUNTEER OF THE YEAR RECOGNITION

On an annual basis, the Board of Supervisors, through the Chief Executive Office- Office of Workplace Programs, sponsors a Volunteer Luncheon and Awards Ceremony at the Dorothy Chandler Pavilion. Members of the Board of Supervisors, department heads, volunteer coordinators, and special guests publicly acknowledge the outstanding contributions of County volunteers.

Departmental volunteer directors or coordinators are responsible, for submitting the name of their Honoree to the Chief Executive Office.

The County's Volunteer of the Year Honorees are announced at the annual Volunteer Luncheon and Awards Ceremony. Also honored are volunteers in other categories, such as senior, education, community service, arts and humanities, environment, health, public safety.

REQUIREMENTS FOR FORMAL VOLUNTEER OF THE YEAR RECOGNITION

Director Volunteer Coordinator will approve which nominee will be selected as the Honoree for the department;

A minimum of 100 hours or 3 months of active volunteer service is required;

The Volunteer must register as a County of Los Angeles Volunteer with the Department that the volunteer is providing volunteer service;

Consecutive volunteers are prohibited from being selected two consecutive years with same department;

Youth Volunteer age minimum of 14 years of age;

Departments select one Youth Volunteer and one Volunteer. If departments do not offer volunteer service to Youths, the department may select two Adult Honoree Volunteers;

Departments such as, Sheriff Department having more than one category may select one volunteer per category (Example, Explorers, Reserves, Volunteer);

If a department as their Honoree selects a group, one person will receive the award on behalf of the group. A group photo may become available at the Volunteer of the Year Award Ceremony;

The Volunteer's recognition is based on the location where the volunteer is providing volunteer service, not the area where the volunteer resides.

Reconciling and Depositing Collections - Volunteer of the Year Awards Luncheon

Departments are required to follow the Los Angeles County Fiscal Manual.

Payments received for the Volunteer of the Year Luncheon.

When making cash or check deposits to the Chief Executive Office/Office of Workplace Programs, a tally sheet should equal the amount of funds deposited. Checks are payable to LAC Volunteer Fund. A receipt will be provided for transaction.

The Volunteer Director/Coordinator is responsible to track all money transactions

Funds that are kept overnight by your department should be kept in a safe or secured location.

APPENDIX

Appendix 1

Los Angeles County
BOARD OF SUPERVISORS POLICY MANUAL

Policy #:	Title:	Effective Date:
9.100	Volunteer Program Policy	07/30/81

PURPOSE

Establishes a County Volunteer Program that encourages citizens, County employees and County retirees to volunteer their time and talents to public service programs.

Encourages county departments to support and promote voluntarism and volunteer projects as a creative partnership targeting program enhancement, productivity enhancement and image enhancement.

Supports and advocate enabling legislation that promotes volunteer programs in the public sector and supports creation of volunteer incentives and recognition.

Provides a central policy and standardized policy and procedures on volunteer program reporting, insurance, recruitment and recognition.

REFERENCE

July 30, 1981 Board Order, Synopsis 22

September 29, 1981 Board Order, Synopsis 10

October 21, 1981 Chief Administrative Office memo, "Status Report - Board Orders of July 30, 1981 and September 1981 Regarding Employment of County Retirees"

December 2, 1981 Chief Administrative Office memo, "County Volunteer Programs and the Use of Retired County Employees on a Volunteer or Paid Basis"

January 27, 1982 Chief Administrative Office memo, "Status Report: The Use of Retired County Employees on a Volunteer Basis and current/Projected Vacancies in County Volunteer Programs"

April 14, 1982 Chief Administrative Office memo, "Status Report: The Use of Retired County Employees on a Volunteer Basis and Current/Projected Vacancies in County Volunteer Programs"

October 2, 1997 County of Los Angeles Volunteer Program Policy Manual

January 29, 2013, Board Order, No. 16

POLICY

The County Board of Supervisors has approved the establishment of a Countywide Volunteer Program. Department Heads, and Volunteer Program Directors are directed to actively recruit County employees, retirees and citizens, including youth, as volunteers in departmental volunteer programs or special volunteer projects.

A volunteer is defined as an individual who performs hours of voluntary service in a County department for civic, charitable, humanitarian, recreational, health, public safety or general welfare reasons, without promise, expectation or receipt of compensation for service rendered, except for reimbursement of expenses, reasonable benefits, nominal fees or a combination thereof.

Individuals shall be considered volunteers only when their services are offered freely and without pressure of coercion, direct or implied, from the County. Volunteers do not supplant County employees. Volunteers are to assist paid staff in providing service enhancements and/or new services. Volunteers over the age of 14 and those who volunteer more than three days for each event or period of service will be subject to the County's background check process.

Departments should advocate legislation that supports the purpose of County Volunteer Program, voluntarism, public-private volunteer partnerships and volunteer recognition.

RESPONSIBLE DEPARTMENT

Chief Executive Office

DATE ISSUED/SUNSET DATE

Issue Date: October 2, 1997
Review Date: October 18, 2001
Review Date: October 20, 2005
Review Date: October 20, 2010

Sunset Review Date: October 2, 2001
Sunset Review Date: October 2, 2005
Sunset Review Date: October 2, 2010
Sunset Review Date: October 2, 2015

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CONTACT INFORMATION

CEO OFFICE OF WORKPLACE PROGRAMS	**KHHA, 500 W. Temple Street, Room Bl, Los Angeles, CA 90012**	
Eddie Washington	Acting Director	(213) 974-1347
Marina Rosas	Secretary	(213) 974-2619
Elaine Elizalde	Volunteer Program /March of Dimes	(213) 974-2466
	Charitable Giving Program	(213) 974-1171
Juan Arredondo	Ride Share Program	(213) 974-1182
Talyssa Gonzalez	Employee Discount Program/Savings Bonds	(213) 974-2760
RISK MANAGEMENT	**3333 Wilshire Blvd, Suite 820, 8th Floor**	**Los Angeles 90010**
Lloyd Pantell	Risk Management Branch	(213) 351-6436
Robert Chavez	Lost Control and Prevention	(213) 351-6433
Reginald Crowell	Operations and Claims Management	(213) 351-5363
Health Special Risk, Inc (HSR)	**HSR Plaza II, 4100 Medical Parkway**	**Carrollton, Texas 75007**
Health Special Risk, Inc (HSR)	Volunteer Insurance Policy Co.	(888) 345-0959
L.A. County HSR Policy No. PTP N 04969972		
LIVE SCAN -	**12440 E Imperial Hwy. 400-West,**	**Norwalk 90650**
Sheriff Department - Records & Identification Bureau	Live-Scan Support Staff	(562) 345-4400
	Fingerprints (24 hours)	(562) 345-4461
Department of Human Resources	Live Scan Procedures	(213) 893-9774
LACERA (Los Angeles County Employee Retirement Association)	**300 N.Lake Ave Pasadena, 91101**	(626) 564-6000
7/12/2013		

2012 DEPARTMENTAL WELLNESS MANAGERS

Appendix 3

Department	First Name	Last Name	Title	Address	Telephone	Fax	E-Mail
Agricultural Commissioner/Weights and Measures	Alycia	Araya	Chief, Administrative Services	12300 Lower Azusa Road Arcadia, CA 91006-5872	(626) 575-5454	(626) 459-4041	aaraya@acwm.lacounty.gov
Agricultural Commissioner/Weights and Measures	Susan	Guevarra	Senior Secretary III	12300 Lower Azusa Road Arcadia, CA 91006-5872	(626) 575-7254	(626) 350-3243	sguevara@acwm.lacounty.gov
Alternate Public Defender	Robert	Meneses	Administrative Deputy	35 Hall of Records 320 West Temple Street, Room G35 Los Angeles, CA 90012	(213) 974-8246	(213) 626-3171	rmeneses@apd.lacounty.gov
Alternate Public Defender	Sandra	Gonzalez	Departmental Personnel Assistant	35 Hall of Records 320 West Temple Street Los Angeles, CA 90012	(213) 974-8185	(213) 626-3171	sgonzalez@apd.lacounty.gov
Animal Care and Control	Ronald	Wu	Senior Departmental Employee Relations Representative	5898 Cherry Avenue Long Beach, CA 90805	(562) 256-7100	(562) 422-3408	rwu@animalcare.lacounty.gov
Animal Care and Control	Jenna	Cooper	Intermediate Typist Clerk	5898 Cherry Avenue Long Beach, CA 90805	(562) 256-7116		jcooper@animalcare.lacounty.gov
Assessor	Anne	Suarez	Human Resources Manager	Kenneth Hahn Hall of Administration 500 West Temple Street rm 350 Los Angeles, CA 90012	(213) 974-3161	213/617-3009	asuarez@assessor.lacounty.gov
Assessor	Gerri	Turner	Head Departmental Personnel Technician	Kenneth Hahn Hall of Administration 500 West Temple Street rm 350 Los Angeles, CA 90012	(213) 974-3161		gturner@assessor.lacounty.gov
Assessor	Sandra	Flores	Intermediate Clerk	Kenneth Hahn Hall of Administration 500 West Temple Street rm 350 Los Angeles, CA 90012	(213) 974-3161		sflores@assessor.lacounty.gov
Auditor-Controller	Patricia	Ramirez	Human Resources Manager II	410 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-8308	(213) 621-2584	pramirez@auditor.lacounty.gov
Auditor-Controller	Margarita	Sarkisian	Senior Secretary III	410 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-8513	(213) 947-4848	msarkisian@auditor.lacounty.gov
Auditor-Controller	Chris	Avertisian	Senior Departmental Personnel Assistant	410 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-8513	(213) 947-4848	cavertisian@auditor.lacounty.gov
Beaches and Harbors	Bernard	Leichter	Departmental Human Resources Manager I	13483 Fiji Way, Trailer #2 Marina del Rey, CA 90292	(310) 577-2154	310-821-8155	bleichter@bh.lacounty.gov
Beaches and Harbors	Angeline	Trajano	Senior Departmental Personnel Technician	13483 Fiji Way, Trailer #2 Marina del Rey, CA 90292	(310) 827-0816	310-821-8155	atrajano@bh.lacounty.gov
Beaches and Harbors	Jenny	Gomez		13483 Fiji Way, Trailer #2 Marina del Rey, CA 90292	(310) 822-3012	310-821-8155	jgomez@bh.lacounty.gov
Board of Supervisors Executive Office	Celia	Zavala	Administrative Deputy, UC	383 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	213 -974-1419	(213) 620-0636	czavala@bos.lacounty.gov
Board of Supervisors Executive Office	Ernesto	Gomez	Departmental Human Resources Manager II	374 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 893-0916	(213) 620-0636	egomez@bos.lacounty.gov
Board of Supervisors Executive Office	Evon	Coburn	Head Board Specialist	374 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-1421	(213) 626-1398	ecoburn@bos.lacounty.gov
Chief Executive Office	Stacey M.	Winters	Personnel Officer	785 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-2617	(213) 613-0744	swinters@ceo.lacounty.gov

2012 DEPARTMENTAL WELLNESS MANAGERS

Department	First Name	Last Name	Title	Address	Telephone	Fax	E-Mail
Chief Executive Office	Vicki	Hooks	Management Analyst	785 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-2366	(213) 613-0744	vhooks@ceo.lacounty.gov
Chief Information Office	Aibert	Navas	Administrative Services Manager I	350 South Figueroa Street, Suite 188 Los Angeles, CA 90071	(213) 253-5626	(213) 633-4733	anavas@cio.lacounty.gov
Chief Information Office	Patricia	Almaguer	Senior Management Secretary II	350 South Figueroa Street, Suite 188 Los Angeles, CA 90071	(213) 253-5602	(213) 633-4733	palmaguer@cio.lacounty.gov
Child Support Services	Tatiana	Moskova	Departmental Human Resources Manager II	5770 South Eastern Avenue, 4th Floor Commerce, CA 90040-2924	(323) 889-3415	(323) 889-3495	tmoskova@cssd.lacounty.gov
Child Support Services	Maria	Castaneda	Staff Assistant II	5770 South Eastern Avenue, 4th Floor Commerce, CA 90040-2924	(323) 889-6408	(323) 869-0343	maria_castaneda@cssd.lacounty.gov
Children and Family Services	Carmen	Abbott	Assistant Regional Administrator, CFS	425 Shatto Place, Room 402 Los Angeles, CA 90020	(213) 351-5727	(213) 637-2566	abbotc@dcfs.lacounty.gov
Community and Senior Services	Jhony	Acosta	Human Resources Manager	3175 West Sixth Street, 4th Floor Los Angeles, CA 90020	(213) 738-2604	(213) 738-6437	jacosta@css.lacounty.gov
Consumer Affairs	Kirk	Shelton	Consumer Affairs Specialist	B-96 Hall of Administration 500 West Temple Street Los Angeles, CA 90010	(213) 974-4615	(213) 687-0233	kshelton@dca.lacounty.gov
Consumer Affairs	Espie	Hernandez	Volunteer Coordinator II	B-96 Hall of Administration 500 West Temple Street Los Angeles, CA 90010	(213) 974-9740	(213) 687-0233	ehernandez@dca.lacounty.gov
Coroner	Diane	Franklin	Department Human Resources Manager I	1104 North Mission Road, Room 209 Los Angeles, CA 90033	(323) 343-0765	(323) 221-9768	dfranklin@coroner.lacounty.gov
Coroner	Beverly	Bragg-Smith	Departmental Personnel Technician	1104 North Mission Road, Room 209 Los Angeles, CA 90033	(323) 343-0681	(323) 221-9768	Bbragg-smith@coroner.lacounty.gov
County Counsel	Richard	Onibasa	Administrative Services Manager I	650 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-0828	(213) 625-7207	ronibasa@counsel.lacounty.gov
County Counsel	Aaron	Villareal	Management Analyst	650 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-1570	(213) 625-7207	avillarreal@counsel.lacounty.gov
County Counsel	Lisa	Lopez		650 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	213-873-0874	(213) 625-7207	llopez@counsel.lacounty.gov
District Attorney	Pricilla	Cruz	Assistant Administrative Deputy, DA	201 N. Figueroa Street, Suite 1300 Los Angeles, CA 90012	(213) 202-7621		pcruz@da.lacounty.gov
District Attorney	Herlinda	Galvan	Departmental Personnel Technician	201 N. Figueroa Street, Suite 1300 Los Angeles, CA 90012	(213) 202-7732		hgalvan@da.lacounty.gov
Fire	Jon	O'Brien	Battalian Chief	1320 North Eastern Avenue, Room 255 Los Angeles, CA 90063	323) 881-2403		jon.o'brien@fire.lacounty.gov
Fire	Albert	Yanagisawa	Fire Captain	1320 North Eastern Avenue, Room 108 Los Angeles, CA 90063	(323) 881-2371		albert.yanagisawa@fire.lacounty.gov
Health Services-Administration	Leslie L.	Mondy	Human Resources Manager	5555 Ferguson Drive, Suite 120-27 Commerce, CA 90022	(323) 890-7908	(323) 890-9719	lmondy@dhs.lacounty.gov

2012 DEPARTMENTAL WELLNESS MANAGERS

Department	First Name	Last Name	Title	Address	Telephone	Fax	E-Mail
Health Services-Administration	Mary	Baca	Head, Staff Services	5555 Ferguson Drive, Suite 120-15 Los Angeles, CA 90022	(323) 890-8683	(323) 890-8694	mbaca@dhs.lacounty.gov
Health Services-Administration	Jonathan	Rendon	Administrative Assistant I	5555 Ferguson Drive, Suite 120-15 Los Angeles, CA 90022	(323) 869-8542	(323) 869-8654	jrendon@dhs.lacounty.org
Health Services-Administration	Lily	Wu	Assistant Staff Analyst	313 North Figueroa Street, Room 908 Los Angeles, CA 90012	(213) 240-8169	(213) 202-5991	lilywu@dhs.lacounty.gov
Health Services-El Monte Comprehensive Health Center	Ivette	Sandoval	Health Education Assistant	10953 Ramona Boulevard El Monte, CA 91731	(626) 579-8437	(626) 579-8389	isandoval@dhs.lacounty.gov
Health Services-El Monte Comprehensive Health Center	Mai	Phung	Health Education Assistant	10953 Ramona Boulevard El Monte, CA 91731	(626) 579-8438	(626) 279-9064	maphung@dhs.lacounty.gov
Health Services-Emergency Medical Services	Marilyn	Rideaux	Secretary, Health Services Commission	10100 Pioneer Boulevard, Suite 200 Santa Fe Springs, CA 90670	(562) 347-1641		mrideaux@dhs.lacounty.gov
Health Services-Harbor UCLA	Bernice	Hill-Shepherd	Senior Typist Clerk	1000 W. Carson Street Torrance, CA 90509	(310) 222-2358	(310) 328-8450	bhillshepherd@dhs.lacounty.gov
Health Services-Harbor UCLA	Erika	Sweet	RN	1000 W. Carson Street PCDC Box 451 Torrance, CA 90509	(310) 222-2360	(310) 222-5326	esweet@dhs.lacounty.gov
Health Services-High Desert	Latania	Vernon	Senior Departmental Personnel Technician	44900 N. 60th Street, West Lancaster, CA 93536	(661) 945-8418	(661) 723-1906	lvernon@dhs.lacounty.gov
Health Services-LAC+USC	Jorge	Urquizu	Nurse Manager	1100 N. State Street Clinic Tower Room ACA Los Angeles, CA 90033	(323) 409-2628	(323) 441-8176	jurquizu@dhs.lacounty.gov
Health Services-LAC+USC	Mariana	Pacheco	Nurse Manager	1200 N. State Street Los Angeles, CA 90033	(323) 409-6860	(323) 441-8176	mpacheco@dhs.lacounty.gov
Health Services-LAC+USC	Israel	Belmont	Departmental Personnel Assistant	1200 N. State Street Los Angeles, CA 90033	(323) 890-8348	(323) 890-8372	ibelmont@dhs.lacounty.gov
Health Services-MLK	Patricia	Premmer	Senior Department Personnel Technician	12021S. Wilmington Avenue Los Angeles, CA 90059	(310) 668-3681	(310) 687-2856	ppremmer@dhs.lacounty.gov
Health Services-Office of Managed Care	Keiko	Kaneko	Senior Health Educator	1000 South Fremont Avenue, Building A-9 East, 2nd Floor, Unit 4 Alhambra, CA 91803-8859	(626) 299-3374	(626) 299-3364	kkaneko@dhs.lacounty.gov
Health Services-Olive View	Alicia	Casapao	Nurse Manager	14445 Olive View Drive Sylmar, CA 91342	818-364-3758		acasapao@dhs.lacounty.gov
Health Services-Rancho Los Amigos	Sandra Verenice	Zepeda	Administrative Assistant III	Rancho Los Amigos National Rehabilitation Center 7601 East Imperial Highway	(562) 401-7035		vzepeda@dhs.lacounty.gov
Human Resources	Gina	Lugo-Tully	Departmental Human Resources Manager	585 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 893-7814		glugo-tully@hr.lacounty.gov
Human Resources	Kevin	Lang	Human Resources Analyst	585 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 893-7816		klang@hr.lacounty.gov
Internal Services	Araceli	Aranda		1100 North Eastern Avenue, Room 225 Los Angeles, CA 90063	(323) 267-2432		AAranda@isd.lacounty.gov

2012 DEPARTMENTAL WELLNESS MANAGERS

Department	First Name	Last Name	Title	Address	Telephone	Fax	E-Mail
Internal Services	Irene	Palma	Admnistrative Assistant II	1100 North Eastern Avenue, Room 225 Los Angeles, CA 90063	(323) 881-4695	(323) 415-0860	ipalma@isd.lacounty.gov
LACERA	Vacant		Director, Human Resources, LACERA	300 North Lake Avenue, Suite 630 Pasadena, CA 91101-4199	(626) 564-6000 ext 3347		
LACERA	Rosalind	White	Human Resources Analyst, LACERA	300 North Lake Avenue, Suite 630 Pasadena, CA 91101-4199	(626) 564-6000 ext 3361		rwhite@lacera.com
LACERA	Koleta	Caldwell	Receptionist, LACERA	300 North Lake Avenue, Suite 650 Pasadena, CA 91101-4199	(626) 564-6000 ext 4395	(626) 564-6699	kcaldwell@lacera.com
Mental Health	Nora	Cendejas	Administrative Services Manager II	550 South Vermont Avenue, Room 904 Los Angeles, CA 90020			ncendejas@dmh.lacounty.gov
Mental Health	Deborah	Smith	Administrative Assistant II	550 South Vermont Avenue, Room 904 Los Angeles, CA 90020	(213) 738-4348	(213) 637-5892	dsmith@dmh.lacounty.gov
Military and Veterans Affairs	Rose	Bueta	Administrative Assistant III	2615 South Grand Avenue, Suite 100 Los Angeles, CA 90007	(213) 744-4821	(213) 748-5473	rbueta@mva.lacounty.gov
Military and Veterans Affairs	Jo	Richardson	Administrative Assistant II	2615 S. Grand Avenue Los Angeles, CA 90007	(213) 744-4875	(213) 748-5473	jrichardson@mva.lacounty.gov
Museum of Art				5905 Wilshire Boulevard Los Angeles, CA 90036			
Museum of Natural History				900 Exposition Boulevard Los Angeles, CA 90007			
Parks and Recreation	Anush	Gambaryan	Safety Officer II	433 South Vermont Avenue Los Angeles, CA 90020	(213) 738-3011	(213) 738-8398	agambaryan@parks.lacounty.gov
Parks and Recreation	Jennifer	Williams	Staff Assistant II	433 South Vermont Avenue Los Angeles, CA 90020	(213) 738-3011	(213) 738-8398	jwilliams@parks.lacounty.gov
Parks and Recreation	Enrique	Orta	Safety Assistant	433 South Vermont Avenue, Room 201 Los Angeles, CA 90020	(213) 738-3011	(213) 738-8398	eorta@parks.lacounty.gov
Probation	Anita	Vigil	Probation Director	9150 East Imperial Highway Downey, CA 90242	(562) 940-2532		anita.vigil@probation.lacounty.gov
Probation	Yvonne	Palmer	Supervising Program Analyst	9150 East Imperial Highway, Room A104 Downey, CA 90242	(562) 658-1803		yvonne.palmer@probation.lacounty.gov
Public Defender	Corrine E.	Cortinas	Departmental Human Resources Manager II	19-323 CSF Criminal Courts Building 210 West Temple Street Los Angeles, CA 90012	(213) 974-2800	(213) 229-2577	ccortinas@pubdef.lacounty.gov
Public Defender	Clyde	Juloya	Administrative Services Manager II	19-323 CSF Criminal Courts Building 210 West Temple Street Los Angeles, CA 90012	(213) 893-0349	(213) 229-2577	cjuloya@pubdef.lacounty.gov
Public Defender	Annie	Chen	Secretary III	19-323 CSF Criminal Courts Building 210 West Temple Street Los Angeles, CA 90012		(213) 229-2577	achen@pubdef.lacounty.gov
Public Health	Michelle	Horejs	Senior Health Educator	600 South Commonwealth Avenue, Suite 700 Los Angeles, CA 90005	(213) 637-3649	(213) 351-0755	mhorejs@ph.lacounty.gov

2012 DEPARTMENTAL WELLNESS MANAGERS

Department	First Name	Last Name	Title	Address	Telephone	Fax	E-Mail
Public Library	Velma	Blue	Departmental Human Resources Manager II	7400 East Imperial Highway Downey, CA 90242	(562) 940-8431		vblue@library.lacounty.gov
Public Social Services	Catherine L.	O'Brien	Departmental Human Resource Manager III	3435 Wilshire Boulevard, Suite 200 Los Angeles, CA 90010	(213) 639-5501	(213) 639-3861	CatherineLO'Brien@dpss.lacounty.gov
Public Social Services	Sherise	McDowell-English	Administrative Services Manager III	3435 Wilshire Boulevard, Suite 200 Los Angeles, CA 90010	(213) 639-5504	(213) 639-3862	SheriseMcDowell@dpss.lacounty.gov
Public Social Services	Stephanie	Leeks	Sr. DPT	3435 Wilshire Boulevard, Suite 200 Los Angeles, CA 90010	(213) 639-5811		stephanieleeks@dpss.lacounty.gov
Public Works	Patrice	Gibson	Training Officer, PW	900 South Fremont Avenue, 9th Floor Alhambra, CA 91803-1331	(626) 458-4052		pgibson@dpw.lacounty.gov
Public Works	Lynne	Hopper	Administrative Assistant III	900 South Fremont Avenue, 9th Floor Alhambra, CA 91803-1331	(626) 458-4049	(626) 979-5327	lhopper@dpw.lacounty.gov
Regional Planning	Joseph	Horvath	Departmental Human Resources Manager I	1390 Hall of Records 320 West Temple Street Los Angeles, CA 90012	(213) 974-6677	(213) 974-6384	jhorvath@planning.lacounty.gov
Regional Planning	Azniv	Hanesoghlian	Senior Departmental Personnel Assistant	1390 Hall of Records 320 West Temple Street Los Angeles, CA 90012	(213) 974-6561		ahanesoghlian@planning.lacounty.gov
Registrar-Recorder/County Clerk	George	Britton		12400 East Imperial Highway, Rm. 2204 Norwalk, CA 90650	(562) 462-2270		gbritton@rrcc.lacounty.gov
Registrar-Recorder/County Clerk	Roger	Sung		12400 East Imperial Highway, Rm. 2204 Norwalk, CA 90650	(562) 462-2274	(562) 462-1373	rsung@rrcc.lacounty.gov
Registrar-Recorder/County Clerk	Michelle	Torres		12400 East Imperial Highway, Rm. 2204 Norwalk, CA 90650	(562) 462-2270	(562) 462-1768	mtorres@rrcc.lacounty.gov
Registrar-Recorder/County Clerk	Brisa	Munoz		12400 East Imperial Highway, Rm. 2204 Norwalk, CA 90650	(562) 462-2849		bmunoz@rrcc.lacounty.gov
Sheriff	Roberta A.	Abner	Division Chief, Sheriff	4900 Eastern Avenue Los Angeles, CA 90063	(323) 526-5000 (323) 502-7298		raabner@lasd.org
Sheriff	Angelica	Haro	Health Program Coordinator, Public Safety	4900 Eastern Avenue, Suite 210 Commerce, CA 90040	323/890-5002		A2haro@lasd.org
Sheriff	Astrid	McDuffee	Sergeant	4900 Eastern Avenue, Suite 210 Los Angeles, CA 90040	323/890-5001		almcduff@lasd.org
Sheriff	Cindy	Vukic		4900 Eastern Avenue, Suite 210 Los Angeles, CA 90040	323/890-5366		cavukic@lasd.org
Superior Court	Marisa	Lopez	Director, Human Resources	Stanley Mosk Courthouse 111 North Hill Street, Room 203 Los Angeles, CA 90012	(213) 974-6334		marlopez@lasuperiorcourt.org
Superior Court	Hector B.	Cuevas	Human Resources Administrator	Stanley Mosk Courthouse 111 North Hill Street, Room 431F Los Angeles, CA 90012	(213) 974-6661	(213) 680-4831	hbcuevas@lasuperiorcourt.org
Superior Court	Becky	Cortez	Benefits/Wellness Coordinator	Stanley Mosk Courthouse 111 North Hill Street, Room 431F Los Angeles, CA 90012	(213) 974-5419	(213) 680-4831	bcortez@lasuperiorcourt.org

2012 DEPARTMENTAL WELLNESS MANAGERS

Department	First Name	Last Name	Title	Address	Telephone	Fax	E-Mail
Superior Court	Tina I	Viramontes		Stanley Mosk Courthouse 111 North Hill Street, Room 431F Los Angeles, CA 90012	(213) 974-0031	(213) 680-4831	tiviramontes@lasuperiorcourt.org
Superior Court	Lupe	Lopez	Human Resources Technician	Stanley Mosk Courthouse 111 North Hill Street, Room 431F Los Angeles, CA 90012	(213) 893-0684	(213) 680-4831	gzlopez@lasuperiorcourt.org
Superior Court	Cindy	Sanchez	Human Resources Technician	Stanley Mosk Courthouse 111 North Hill Street, Room 431F Los Angeles, CA 90012	(213) 893-1214	(213) 680-4868	czsanchez@lasuperiorcourt.org
Treasurer and Tax Collector				490 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012			
Treasurer and Tax Collector	Christina	Martinez	Management Analyst	490 Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	(213) 974-4533	(213) 217-4931	cmartinez@ttc.lacounty.gov
Human Resources Contact	Eliza	Carrillo	Senior Human Resources Manager	3333 Wilshire Boulevard, Suite 1000 Los Angeles, CA 90010-4101	(213) 738-2255	(213) 637-0821	ecarrillo@hr.lacounty.gov
Human Resources Contact	Mary E.	Gilmore	Principal Analyst	3333 Wilshire Boulevard, Suite 1000 Los Angeles, CA 90010-4101	(213) 738-2192	(213) 637-0832	mgilmore@hr.lacounty.gov
Human Resources Contact	Merce Muriel	Gillo	Human Resources Analyst	3333 Wilshire Boulevard, Suite 1000 Los Angeles, CA 90010-4101	(213) 738-2266	(213) 637-0821	mgillo@hr.lacounty.gov
Human Resources Contact	Diana Z.	Fonseca	Human Resources Analyst	3333 Wilshire Boulevard, Suite 1000 Los Angeles, CA 90010-4101	(213) 738-2236	(213) 637-0821	dfonseca@hr.lacounty.gov

STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF LOS ANGELES HELD IN ROOM 381B
OF THE KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, LOS ANGELES, CALIFORNIA 90012
Tuesday, April 20, 2010
9:30 AM

2. Recommendation as submitted by Supervisor Antonovich: Waive all permit fees, excluding the cost of liability insurance, for physical fitness and exercise programs that are offered at a discounted rate to Los Angeles County employees and take place on County property; direct all County Department/District Heads and/or their designated staff to promote and encourage physical fitness programs for their employees, oversee the physical fitness programs at their sites, including reviewing and collecting waivers of liability, and ensure that all such programs are coordinated through the Department of Human Resources' Wellness Coordinator. (10-0903)

On motion of Supervisor Antonovich, seconded by Supervisor Ridley-Thomas, this item was approved.

Ayes: 5 - Supervisor Ridley-Thomas, Supervisor Yaroslavsky, Supervisor Knabe, Supervisor Antonovich and Supervisor Molina

Attachments: Motion by Supervisor Antonovich

The foregoing is a fair statement of the proceedings of the regular meeting held April 20, 2010, by the Board of Supervisors of the County of Los Angeles and ex officio the governing body of all other special assessment and taxing districts, agencies and authorities for which said Board so acts.

Sachi A. Hamai, Executive Officer
Executive Officer-Clerk
of the Board of Supervisors

By Sachi C. Hamai

COUNTY OF LOS ANGELES
EXERCISE PROGRAM GUIDELINES

CLASS LOCATION

- Suitable exercise room with sufficient space to hold a low intensity exercise class.
- Room should not contain tables or chairs which require pushing back for conducting of class.

SCHEDULE

- Exercise sessions should be a maximum 30-45 minute to allow employees sufficient time to exercise, change, and travel back to their workstations within the designated lunch period.
- Classes should be held during non-work hours: noontime or before 8:00 am and/or after 5:00 pm.

CLASS TYPE

- Low intensity exercise classes only. (Yoga, Pilates, Salsa dancing)
- No use of mechanical equipment (weights, exercise bands, balls, etc.).
- Classes should not involve loud music that may be disruptive to the adjacent work areas.

EMPLOYEE PARTICIPANTS

- Participants must sign the County's Agreement of Release, Assumption of Risk, and Waiver of Liability waiver form that describes the risks involved in participating in the exercise activity and release the County of all claims and liability. A similar notice should be prominently posted in the exercise room.
- Controls should be implemented to coordinate the number of employees participating, verifying that they are County employees stationed at the worksite, and ensuring that the waiver form is signed and retained in the hosting Department. A departmental representative should be responsible for collecting the required information.
- Departmental representative should meet with the instructor one to two weeks before the start date of the class to provide a supply of the County waiver, guidelines, and sign-in sheets.

INSTRUCTORS – PRIVATE CONTRACTORS

- Exercise instructors should be independent contractors required to indemnify the County, and who maintain general liability insurance in the amount of $1million per occurrence.
- Instructors must provide certification of their field if possible. If not, a short biography or resume will suffice.
- Independent contractors must contact the Chief Executive Office, Real Estate Division to file for a Non-Exclusive License Agreement. The license is required of all private vendors that come onto County property.
- Class fee transactions are handled directly between the instructor and his/her participants.

INSTRUCTORS – PRIVATE CONTRACTORS continued

- Instructors are to sign the County's Agreement of Release, Assumption of Risk, and Waiver of Liability waiver; the same waiver required of all class participants.
- Instructor should forward the class sign-in sheets and liability waivers regularly to department designee. If the instructor's class meets once a week, sign in sheets should be received monthly. If the class meets more than once a week, the sign-in sheets should be received twice a month.

INSTRUCTORS – EMPLOYEE VOLUNTEERS

- Because employee volunteers do not charge for their services, the classes are free to participants.
- Employee volunteers must be registered with the Chief Executive Office. The departmental Volunteer Coordinator will liaison with the CEO to coordinate required paperwork.
- The County shall indemnify the employee volunteer from any liability that may occur from the contribution of their time to the program.
- Employee volunteers are not required to be insured.
- Employee volunteers must sign the County's Agreement of Release, Assumption of Risk, and Waiver of Liability waiver; the same waiver required of all class participants.
- Volunteers must provide certification of their field if possible. If not, a short biography or resume will suffice.

CONSIDERATIONS

- Liability issues: general liability risk and workers' compensation.
- Hosting department will need to work with County Counsel to fully explore the legal issues involved and develop appropriate measures to minimize the County's liability.

AGREEMENT OF RELEASE, ASSUMPTION OF RISK, AND WAIVER OF LIABILITY

(Insert Department name and location)

Notice: Use of the Room 25 facilities for exercise or other activity is not a basis for claiming a work-related injury. Employees who use these facilities do so voluntarily and at their own risk. Such use is voluntary participation in an off-duty recreational, social, or athletic activity not constituting part of the employee's work-related duties and is not expected or required by their employment. Injuries arising out of such use are not covered by workers' compensation under Labor Code Section 3600(a)(9).

Waiver: In consideration of being permitted to use Room 25 for exercise or other activity, I, for myself, my heirs, personal representatives or assigns, do hereby forever release, waive, discharge, and covenant not to sue the County of Los Angeles, its officers, employees, and agents for liability from any and all claims including negligence resulting in personal injury, accidents or illnesses (including death), and property loss arising from, but not limited to, participation in activities, classes, observation, and use of facilities, premises, or equipment.

Assumption of Risks: I acknowledge that use of the exercise facilities carries with it certain inherent risks that cannot be eliminated regardless of the care taken to avoid injuries. The specific risks vary from one activity to another, but the risks range from 1) minor injuries such as scrapes, bruises, sprains, and embarrassment; 2) major injuries such as joint or back injuries, heart attacks, head injuries, and psychological trauma; and 3) catastrophic injuries including paralysis and death. I hereby assume full responsibility for any risk of bodily injury, death or property damage arising out of or related to the use of the facilities, premises, or equipment.

Indemnification and Hold Harmless: I agree to indemnify and hold the County of Los Angeles harmless from any and all claims, actions, suits, procedures, costs, expenses, damages and liabilities.

Acknowledgment of Understanding: I have read the above release, assumption of risk, and waiver of liability and fully understand its terms and that participation in any exercise or related activity in Room 25 is a voluntary, non-work related activity. I understand that I am giving up my right to sue and acknowledge that I am signing this agreement freely and voluntarily. I intend, by my signature below, a complete and unconditional release of all liability to the greatest extent allowed by law.

_____ _____ / _____

Date Print Name / Employee #

_____ _____

Telephone Number Signature

2013 VOLUNTEER OPPORTUNITY DIRECTORY Appendix 5

DEPARTMENT NAME	CONTACT NUMBER
Alternate Public Defender	(213) 974-8244
Affirmative Action Compliance	(213) 893-0087
Agricultural Commissioner/Wts & Measures	(626) 575-5464
Animal Care and Control	(562) 256-2405
Art Commission/Ford Theatres	(323) 769-2170
Assessor	(213) 974-9664
Audito-Controller	(213) 974-0356
Beaches and Harbors	(310) 305-9511
Board of Supervisors First District	(213) 893-0970
Board of Supervisors Second District	(213) 893-0970
Board of Supervisors Third District	(213) 893-0970
Board of Supervisors Fourth District	(213) 893-0970
Board of Supervisors Fifth District	(213) 893-0970
Chief Executive Office	(213) 974-2466
Chief Informtion Office	(213) 253-5626
Child Support Services	(323) 326-7688
Children and Family Services	(562) 345-6633
Community Development Commission	(323) 890-7405
Community & Senior Services	(213) 639-6078
Consumer Affairs	(213) 974-9740
Coroner	(323) 343-0710
County Counsel	(213) 974-1968
District Attorney	(213) 974-7788
- Victim Witness Assistance	(626) 927-2505
Fire	(323) 881-2411
Health Services	(323) 890-8413
Harbor-UCLA Medical Center	(310) 222-3258
High Desert Health System	(661) 945-8269
LAC+USC Medical Center	(323) 409-6945
Martin Luther King, Jr. Multi-Service Ambulatory Care Center	(310) 668-5205
Olive-View UCLA Medical Center	(818) 364-3074
Rancho Los Amigos National Rehabilitation Center	(562) 401-7651
HumanResources	(213) 974-2386
Internal Services Department	(323) 881-4663
Los **A**ngeles **C**ounty **E**mployees **R**etirement **A**ssociation	(626) 564-6000 x 3351
Los Angeles Superior Court	(213) 893-2373
Mental Health	(213) 639-6019
Military and Veterans Affairs	(213) 744-4875
Museium of Natural History	(213) 763-3525
Museum of Natural Hjistory George C. Page	(213) 763-3527
Museum of NaturalHistory William S. Hart	(213) 763-3526
Office of Education	(562) 803-8226
Parks and Recreation	(213) 351-8986

Probation	(562) 940-2532
Public Defender	(213) 974-2888
Public Health	(323) 890-7947
Public Library	(562) 940-8403
Public Social Services	(213) 744-4348
Public Works	(626) 458-3585
Regional Planning	(213) 974-6677
Registrar-Recorder/County Clerk	(562) 462-2305
Sheriff	(323) 526-5757
Treasurer and Tax Collector	(213) 974-2178

VOLUNTEER DISASTER SERVICES WORKER REGISTRATION

PLEASE READ CAREFULLY BEFORE PROCEEDING

The California Emergency Services Act requires that volunteers providing emergency services for the County of Los Angeles be registered in accordance with rules and regulations adopted by the California Emergency Council.

The information on this form is needed to protect volunteer personnel, who contributed their services during emergencies.

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____

HOME ADDRESS _____

WORK ADDRESS _____ WORK TELEPHONE NO. _____

PERSON TO BE CONTACTED IN EMERGENCY _____ ADDRESS TELEPHONE NO. _____

BIRTHDATE _____ SOC.SEC.NO. _____ SEX _____ AGE _____ HEIGHT _____ WEIGHT _____ HAIRCOLOR _____ EYE COLOR _____

DRIVER'S LICENSE NO. _____ STATE _____ CLASS _____ EXPIRATION _____ FOREIGN LANGUAGES SPOKEN _____

SPECIAL SKILLS (COMPUTER, SEARCH AND RESCUE, HEAVY EQUIPMENT, ETC.) _____

EXISTING HEALTH PROBLEMS (IF NONE, WRITE NONE) _____ RESTRICTIONS (WORK HOURS, ETC.) _____

LOYALTY OATH OR AFFIRMATION (GOVT. CODE SEC. 3102)

I, _____, do solemnly swear (or affirm) that I will support
(Print Name of Volunteer)

and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

I certify under penalty of perjury that the foregoing is true and correct. Taken and subscribed before

me on this _____ day of _____ 20___ _____
Signature of Volunteer

_____, California _____
Signature of Authorized Official (Disaster Council Member or Designate)

TO BE COMPLETED BY EMERGENCY OPERATIONS STAFF

REGISTERED BY _____ DATE _____ DATE ASSIGNED _____

ASSIGNED UNIT _____ LOCATION TEL NO. _____ UNIT SUPERVISOR _____

DISASTER SERVICES WORKER CLASSIFICATION _____ LONG TERM _____ SHORT TERM _____

EQUIPMENT ISSUED (HAND TOOLS, SECURITY CODES, COMPUTER ACCESS, KEYS) _____

CAO (5-02)

COUNTY OF LOS ANGELES
VOLUNTEER SERVICE APPLICATION

Thank you for considering Los Angeles County as an opportunity for your volunteer activity. Please provide the following information:

□M □F □Youth (14-17) □Adult

_____ _____ Date of Birth ____/____/____

Last Name **First name**

_____ Telephone: ( ) _____

Street Address

_____ _____ _____ Cell Phone: ( ) _____

City State Zip Code

Social Security: _____-____-_____

E-mail: _____

In Case of Emergency, Notify: _____ _____

Relationship

Home Phone: ( ) _____ Cell Phone: ( ) _____ Other: ( ) _____

Medical Reference: _____ Telephone: ( ) _____

Name of Doctor

Academic Background:

Name of School: _____ City _____ State _____

Special area of interest in volunteering: _____

Clerical Skills: _____

Communication Skills (foreign language, photography, graphic arts, journalism, etc) _____

_____

Additional Skills/Comments _____

Are there any work activities or conditions that you must avoid? _____

Have you ever been arrested or convicted for a misdemeanor or felony? _____ If "Yes", explain

When, where and disposition of case

Please fill in periods of time in which you currently are available to volunteer

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning							
Afternoon							
Evening							

The Volunteer service department is not obligated to provide a placement nor are you obligated to accept the position offered.

Signature _____ Date _____

Signature of Parent _____ Date _____

Rev: 07/11/13 *Youth (14-17) are required to have a signature of parent.*

COUNTY OF LOS ANGELES
VOLUNTEER ENROLLMENT

Please provide the following information:

□M □F □Youth (14-17) □Adult

Name: _____
(Last) *(First)*

Street Address: _____

City: _____ Zip Code: _____

Telephone Number: ( ) _____ Check one: ○Home ○Cell

Social Security Number: _____ Date of Birth: _____

What is the name and telephone number of the person who should be contacted in case of an emergency:

Name: _____

Telephone Number: ( ) _____ Relationship: _____

your volunteer assignment will include driving or operating a vehicle, please provide the following information:

Your Driver's License: _____ Expiration Date: _____

Auto Company Insurance Company: _____

The following information will be completed by the Volunteer Program Coordinator.

Assignment:

Position: _____

Location: _____

Supervisor: _____

Starting and Ending Dates

Starting Date: _____ Ending Date: _____

ıckground Check Required?
○Yes ○No Date Completed: _____

Vehicle Required
○Yes ○No Type: _____

COUNTY OF LOS ANGELES
VOLUNTEER ASSIGNMENT AGREEMENT

VOLUNTEER	DATE ASSIGNED
ADDRESS	PHONE NUMBER
OFFICE LIAISON OR VOLUNTEER COORDINATOR	
ADDRESS	PHONE NUMBER
VOLUNTEER AGREES TO PROVIDE THE FOLLOWING SERVICES:	

VOLUNTEER RESPONIBILITIES AND LIMITATIONS

1. **Keep confidential all information as required.**
2. **Refrain from publishing any data gathered during the volunteer assignment or disseminating commercial advertisements, press releases, opinions or feature articles without prior written consent of the Volunteer and Special Programs Director.**
3. **Refrain from any type of solicitation or charging, requesting or accepting any fee, gift, reward or payment of any kind from individuals or staff for any services rendered as a volunteer.**
4. **Refrain from offering medical and/or legal advice and referral to individuals, even though you may be asked for such.**
5. **If you drive your car as part of your volunteer assignment, you must maintain a current driver's license and automobile liability insurance.**
6. **Report immediately any known or suspected incident of abuse to children, dependent adults, or elders, to a child protective services agency or local law enforcement agency as well as to the Volunteer Coordinator.**
7. **Refrain from performing duties other than those listed above. If you want to provide new or additional services, a new agreement must be completed.**
8. **Refrain from handling personal resources such as bank accounts, cash, checks, notes, mortgages, trust deeds, sales contracts, stocks, bonds, certificates or other liquid assets of individuals with whom you are working as a volunteer.**
9. **If your assignment is with a child, always carry your "Field Trip Authorization" form with you during activities.**
10. **Complete a report of your volunteer's hours each month.**
11. **Always carry or wear your "Volunteer Photo Identification Card" when engaged in activities as a volunteer for this program.**
12. **Contact the individual with whom you are working as a volunteer, Office Liaison or Volunteer Coordinator whenever you cannot follow through with prearranged plan.**
13. **Contact the Office Liaison or Volunteer Coordinator immediately when any problems arise, i.e., if you or the individual with whom you are working is injured in the course of your volunteer assignment, when you are unable to contact individual, or when you feel that changes need to be made in your assignment.**

I HAVE READ AND UNDERSTAND THE RESPONSIBILITIES AND LIMITATIONS AS STATED ABOVE AND I AGREE TO ABIDE BY THEM IN CARRYING OUT MY DUTIES.	
VOLUNTEER'S SIGNATURE	DATE

Retention:
3 yrs. after Volunteer is inactive

Distribution:
ORIGINAL: Program Section Personnel Folder
FIRST COPY: Volunteer
SECOND COPY: Volunteer's Office Personnel Folder, if applicable

REV- 7/13

COUNTY OF LOS ANGELS
Volunteer Program

Authorization to Obtain Criminal Records

I,_____, **hereby certify that all statements made in connection with this application for volunteer work are true to the best of my knowledge.**

I hereby authorize the County of Los Angeles, (name of department)**, to obtain a record of my criminal convictions from the California Department of Justice or any other agency that collects records of criminal convictions.**

Signature:_____**Date:**_____

Chief Executive Office
IDENTIFICATION CARD INFORMATION

☐ New ID Badge ☐ Update ID Badge ☐ Replace Lost/Stolen/Damaged ID Badge

[ ] Permanent [ ] Temporary [ ] Emergency Services [ ] Contractor

Name:			Employee #:
Title:			
Height:	Eye Color:		Hair Color:
Date of Birth:		Blood Type:	

Employee Signature: _____ Date Received: _____

Branch/Section: _____ Telephone # _____

****

FOR PERSONNEL OFFICE USE ONLY

CARD NO:	**ISSUE DATE:**	**EXPIRATION DATE:**
ENTERED/PRINTED BY:		**Submitted SIR (if applicable)**

A Board Motion became effective on September 25, 2001 that all employees while inside the County facilities **must** wear and display their County Identification Cards.

Per County Code Ordinance 7753, Section 5.64.330, **the loss or theft of a County Identification Card must be immediately reported to the law enforcement agency having jurisdiction where the loss or theft occurred.** If lost at the HOA, report it to the Sheriff's station on the 2nd floor mall exit. The affected employee must also report the loss or theft to the Office of Security Management *(Room 785)* via a Security Incident Report (SIR) within 24 hours. A copy of the police report must also be attached indicating the employee's name, County Department, the police agency contacted, and the police report number. To request another ID card, a copy of your SIR must be submitted to Personnel Services.

You can find the SIR in: - CEO Central
- *under Quick links bottom right* > CEO Internet
- *under Countywide Programs* > Security Management
- Forms/Reports
- SIR Report

You must return your Identification Card to CEO Human Resources Section upon the termination of your employment or other status upon which your right to retain such Identification Card is based. You will pay for the replacement of the Identification Card if not returned or so lost, damaged or destroyed.

c: Employee
Personnel Folder

ID badge

,5.64.180 Return of badges required Statement on receipt.

A. All official badges shall remain the property of the county of Los Angeles and shall at no time become the personal property of any individual except as provided for elsewhere in this chapter. When any person severs his connection with the department or retires it shall be his duty to return his official badge to his department head.

B. Upon the return and surrender of any official badge, pursuant to the provisions of this chapter, by the person to whom it was issued or by his duly authorized agent, the department head shall give to such person a statement in Writing, showing that such person has returned his official badge. (Ord. 7753 § 29, 1960.)

5.64.190 Loss of badges - Affidavit required Replacement costs.

A. If any officer or employee loses an official badge which has been issued to him or her as herein provided, that person shall immediately file a police report and shall submit a copy of that report to the department head or, if that person is not appointed by a department head, to the chief administrative officer. The department head or chief administrative officer shall issue to such person another official badge only upon submission of the police report and obtaining an affidavit, or declaration sighed by such person under penalty of perjury, stating that such official badge has been lost and cannot be found.

B. Every officer and employee to whom a badge is issued pursuant to this chapter, except a member of the grand jury, shall agree, in writing, that he or she will return such badge to his or her department head or to the chief administrative officer upon the termination of his or her employment or other status upon which his or her right to retain such badge is based. Such officer or employee shall further agree, in writing, to pay for the replacement of such badge if it is not so returned or if it is lost, damaged or destroyed because of his or her negligence. Such officer or employee shall pay for the replacement of such a badge not returned or so lost, damaged or destroyed. A member of the grand jury may retain for all times the badge issued to him or her.

C. An official badge which is stolen or believed to be stolen is considered lost. (Ord. 2002-0032 § 1,2002: Ord. 7891 § 1, 1960; Ord. 7753 ~ 27. 1960.)

EMPLOYEE INFORMATION SHEET

COUNTY OF LOS ANGELES

1. LAST NAME	FIRST NAME	MIDDLE NAME	2. Social Security Number

3. RESIDENCE-Street and Number	City and Zip Code	4. Do you have a Relative Currently Employed by the County?
5. Since (date)	Telephone	Yes _____ No _____

5. Date of Birth	6. Date Residence Established	California	L.A. County	Indicate Name, Relationship and Department below

7. In Emergency Notify	Telephone
STREET AND NUMBER	CITY

8a. Do you claim Veteran's credit? Yes ☐ No ☐ If yes, complete 8b.

8b. Military Service in the Armed Forces of the United States	From	To	Serial Number
Highest Rank or Rating	Branch		Type of Discharge

9. List Office and Shop Machines You Can Operate								
10. List Heavy Equipment You Can Operate								

11. If the position for which you are applying requires operating a vehicle on the job, please furnish	OPERATIONS OR CHAUFFEURS LICENSE SERIAL NO.	Expiration Date

12. Foreign Languages	CHECK Read	Write	Speak	13. EDUCATION Name and Location of School	Last Grade Completed	Date Completed	College Major	Degrees
Spanish				Grammar and High School				
French				Other				
Other				Other				

14. Professional or Technical Licenses, Permits, etc. (Show state, county or city in which registered):

15. Have you ever been convicted of a misdemeanor or felony by a criminal or military court?

Yes_____ No_____ If "Yes" give the following information for each offense:

OFFENSE or CASE NAME (Give Penal or other code section if known)	CASE NUMBER
CONVICTION/ORDER DATE Month Day Year	LOCATION OF COURT City State
SENTENCE or FINE	

16. Have you worked for Los Angeles County under a different name? If so, please list

17. Have you ever been convicted of a crime under a different name? If so, please list

18. I am willing to work the following shifts:
☐ Day Shift ☐ Night Shift ☐ Swing Shift ☐ Weekend Shift

19. Remarks (Identify by Box Number)

If you are selected for this position and are not a citizen, you will be required to submit an alien registration card.

PLEASE TYPEWRITE OR PRINT IN INK

20. EMPLOYMENT HISTORY: Begin with present or last experience Account for past ten years or past ten employers

From Mo-Yr	To Mo-Yr	Time In Mos.	Position or Occupation	Duties Performed in Each Employment	Wages or Salary	Name and Address of All Former Employers Including Other County Depts. As Well As Private Firms	Reason for Leaving*

* If discharged, give details -

21. ALL STATEMENTS MADE HEREIN BY ME ARE TRUE TO THE BEST OF MY KNOWLEDGE.

Date _____ Signature of Applicant _____

22. THIS SPACE FOR USE BY INTERVIEWER

INTERVIEWED BY -

SIGNATURE TITLE DEPARTMENT DATE

COUNTY OF LOS ANGELES
2013 VOLUNTEER TIME CARD

DEPARTMENT_____

Volunteer Name

FIRST QUARTER

JANUARY				FEBRUARY				MARCH			
DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL
1				1				1			
2				2				2			
3				3				3			
4				4				4			
5				5				5			
6				6				6			
7				7				7			
8				8				8			
9				9				9			
10				10				10			
11				11				11			
12				12				12			
13				13				13			
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27				27				27			
28				28				28			
29								29			
30								30			
31								31			

COUNTY OF LOS ANGELES
2013 VOLUNTEER TIME CARD

DEPARTMENT_____

Volunteer Name

SECOND QUARTER

APRIL				MAY				JUNE			
DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL
1				1				1			
2				2				2			
3				3				3			
4				4				4			
5				5				5			
6				6				6			
7				7				7			
8				8				8			
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29				29				29			
30				30				30			
31				31				31			

COUNTY OF LOS ANGELES
2013 VOLUNTEER TIME CARD

DEPARTMENT_____

Volunteer Name

THIRD QUARTER

JULY				AUGUST				SEPTEMBER			
DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL
1				1				1			
2				2				2			
3				3				3			
4				4				4			
5				5				5			
6				6				6			
7				7				7			
8				8				8			
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31				31				31			

COUNTY OF LOS ANGELES
2013 VOLUNTEER TIME CARD

DEPARTMENT_____

Volunteer Name

FOURTH QUARTER

OCT				NOVEMBER				DECEMBER			
DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL	DATE	IN	OUT	INITIAL
1				1				1			
2				2				2			
3				3				3			
4				4				4			
5				5				5			
6				6				6			
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COUNTY OF LOS ANGELES

VOLUNTEER PROGRAM STATISTICAL REPORT 2013

Name of Department, Court or Health Facility	Check Reporting Period		Year 2013	
	Jan - Mar		Jul - Sept	
	Apr - Jun		Oct - Dec	

Volunteer Program	Number of Volunteers	Number of Hours
Total:		

Signature:		Date:	
Print Name:		Tel. No:	
Title:			
E-mail			

Send the completed report to:
eelizalde@ceo.lacounty.gov or fax : (213) 633-4694
County Volunteer Program Manager
CEO, Office of Workplace Programs
500 West Temple Street, B-1, Los Angeles, CA. 90012

COUNTY'S APPROACH TO INSURING VOLUNTEER-RELATED RISK

1. COUNTY-ADMINISTERED SELF-INSURANCE PROGRAM FOR VOLUNTEER RELATED LIABILITY

- Covers claims for bodily and personal injury, property and other damages made by third parties which arise from Volunteer work assignments.
- Can prevent Volunteers from losing their personal assets as a result of being sued.

County Code provides that County Volunteers are indemnified for liability to third parties arising out of their acts or omissions (their Volunteer duties). This may include general liability, auto liability and professional liability (malpractice or errors and omissions liability). The County self-insures its liability costs, which are paid directly from department budgets.

The County does not insure the Volunteer if liability resulted from "actual fraud, corruption or actual malice" on the part of the Volunteer, and County does not pay punitive damages.

2. VOLUNTEER ACCIDENTAL MEDICAL EXPENSE INSURANCE PROGRAM

- Provides 24 hour coverage for accidents resulting in Volunteer incurred medical expenses, loss of life, or dismemberment while performing County Volunteer duties.
- Exclusions include sickness, suicide, participation in league team sports, war, injury sustained as an aviation pilot or crew member
- All enrolled Volunteers of any County Department or Special District and all BOS appointed Members to any County committee or commission are eligible.
- Benefits are provided through a commercial insurance policy with ACE.
- Volunteers must be formally enrolled by the department and their hours reported to CEO Office of Workplace Programs in order to qualify for policy benefits.
- Can prevent Volunteers from suing County departments for minor Volunteer-work related injuries.

PURPOSE: SUPPORTS COUNTY EFFORT TO RECRUIT AND RETAIN VOLUNTEERS.

HSR
Health Special Risk, Inc.

HSR Plaza II
4100 Medical Parkway
Carrollton, Texas 75007
Phone: (972) 512-5600 Fax: (972) 512-5820
Toll Free (866) 345-0959
Underwritten By ACE American Insurance Company

Policy Number: PTP No4969972

School Name (if applicable): _____

1. PLEASE FULLY COMPLETE THIS FORM
2. ATTACH ITEMIZED BILLS
3. MAIL TO *HSR*

E-mail : ACEClaims@hsri.com

FOR *HSR* USE ONLY: Claim Company #_____ Plan # _____ Location # _____

PART I – POLICYHOLDER'S REPORT

1. Claimant's Name (Injured Person)	2. Social Security Number	3. Gender ☐M ☐F	4. Birthday	5. E-Mail

6. Address of Injured Person and Best Contact Phone Number (Include Area Code)

7. If Applicable, Parent's Name, Address, and Best Contact Phone Number (Include Area Code)

8. Date and Time of Accident	9. Place where Accident Occurred	10. The injured person was a: ☐ Participant ☐ Staff Member ☐ Guest ☐ Volunteer

Dental Claims	11. Indicate which Teeth were Involved in the Accident	12. Describe Condition of Injured Teeth Prior to Accident: ☐ Whole, Sound, and Natural ☐ Filled ☐ Capped ☐ Artificial

13. Type of Injury (Indicate Part of Body Injured – e.g. broken arm, sprained ankle, etc.) Did Injury Result in Death? ☐YES ☐NO

14. Describe How Accident Occurred – Give All Possible Details – Must be a Bodily Injury Due to Accident

15. Did Accident Occur (Check Yes or No for Each of the Following):

A. During a policyholder programmed, sponsored & supervised, or sanctioned activity? ☐YES ☐NO
B. On activity premises? ☐YES ☐NO
C. While on the job (if applicable)? ☐YES ☐NO
D. While traveling directly and uninterruptedly to or from home and policyholder premises? ☐YES ☐NO
E. During intercollegiate/scholastic athletic practice? ☐YES ☐NO or competition? ☐YES ☐NO

16. Name of Event or Activity	17. Name and Title of Supervisor

18. Name of Policyholder	19. Address of Policyholder (Address, City, State, Zip)

20. Signature of Policyholder Representative	21. Title of Policyholder Representative	22. Date

PART II – OTHER INSURANCE STATEMENT

Do you/spouse/parent have medical/health care or is the Claimant enrolled as an individual, employee or dependent member of a Health Maintenance Organization (HMO) or similar prepaid health care plan, or any other type of accident/health/sickness plan coverage through your employer or other source on you or does your son/daughter have health care coverage as a dependent from your previous marriage as mandated in a divorce decree? ☐YES ☐NO

If Yes, name of insurance company _____ Policy # _____

Name of insurance company _____ Policy # _____

Claimant's primary employer name, address, and phone number _____

Mother's primary employer name, address, and phone number _____

Father's primary employer name, address, and phone number _____

IF OTHER INSURANCE OR HEALTH CARE PLANS EXIST, PLEASE SUBMIT COPIES of their EXPLANATION OF BENEFITS along with your claim.
IF NO OTHER INSURANCE or HEALTH PLAN EXISTS, PLEASE READ & SIGN BELOW.
I agree that should it be determined at a later date there is insurance (or similar), to reimburse *HEALTH SPECIAL RISK, INC.*, or the insurance company to the extent of any amount collectible.

SIGNATURE OF PARTICIPANT OR PARENT	WITNESS	DATE

PART III – AUTHORIZATION TO PAY BENEFITS TO PROVIDER

I authorize medical payments to physician or supplier for services described on any attached statements enclosed.

ATURE _____ DATE _____

I hereby authorize any insurance company, hospital, physician or other person who has attended or examined the claimant to disclose when requested to do so, all information with respect to any injury, policy coverage, medical history, consultation, prescription or treatment, and copies of all hospital or medical records. A photo static copy of this authorization shall be considered as effective and valid as the original.

SIGNATURE _____ DATE _____

FRAUD STATEMENTS

General: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto, nits a fraudulent insurance act.

Alaska: A person who knowingly and with intent to injure, defraud, or deceive an insurance company files a claim containing false, incomplete, or misleading information may be prosecuted under state law.

Arizona: For your protection Arizona law requires the following statement to appear on this form. Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

Arkansas, Louisiana, Maryland, West Virginia: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

California: For your protection California law requires the following to appear on this form: Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

Colorado: It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

Connecticut: This form must be completed in its entirety. Any person who intentionally misrepresents or intentionally fails to disclose any material fact related to a claimed injury may be guilty of a felony.

Delaware, Idaho, Indiana: Any person who knowingly, and with intent to injure, defraud, or deceive any insurer, files a statement of claim containing any false, incomplete or misleading information is guilty of a felony.

District of Columbia: Warning: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

Florida: Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree.

Hawaii: For your protection, Hawaii law requires you to be informed that presenting a fraudulent claim for payment of a loss or benefit is a crime punishable by fines or imprisonment, or both.

Kentucky: Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent rance act, which is a crime.

Maine: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines, or a denial of insurance benefits.

Michigan, North Dakota, South Dakota: Any person who knowingly and with intent to defraud any insurance company or another person files a statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and subjects the person to criminal and civil penalties.

Minnesota: A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

Nevada: Any person who knowingly files a statement of claim containing any misrepresentation or any false, incomplete or misleading information may be guilty of a criminal act punishable under state or federal law, or both, and may be subject to civil penalties.

New Hampshire: Any person who, with a purpose to injure, defraud or deceive any insurance company, files a statement of claim containing any false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud as provided in section 638:20.

New Jersey: Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

New Mexico: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

New York: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime , and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim foe each such violation.

Ohio: Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

Oklahoma: WARNING: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.

Oregon: Any person who makes an intentional misstatement that is material to the risk may be found guilty of insurance fraud by a court of law.

Pennsylvania: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material hereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

nnessee, Virginia, Washington: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purposes of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

Texas: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

HSR
Health Special Risk, Inc.

HSR Plaza II
4100 Medical Parkway
Carrollton, Texas 75007
Toll Free (800) 328-1114

PROOF OF ACCIDENTAL DEATH AND BENEFIT APPLICATION

(Please print or type except where signature is required)

1. Policy Name: _____

2. Policy Number: _____

3. Name of Insured: _____

4. Date of Birth: (mm/dd/yyyy) _____

5. Address of Insured: _____

_____

6. Social Security Number of Insured: _____

7. a. Date of Accident: (mm/dd/yyyy) _____

b. Place of Accident: _____
(Town) (Country) (State)

c. Date of Death: (mm/dd/yyyy) _____

8. Describe fully how the accident occurred and the nature of injuries received and if motor vehicle involved, whether deceased was operator, passenger or pedestrian.

_____

_____

9. Did the death of the insured arise out of or in the course of his or her employment? Yes ☐ No ☐

10. Name and Address of Attending Physician(s) _____

_____

11. a. State the name of the beneficiary: _____

b. State the beneficiary's mailing address: _____

_____

c. Are you the beneficiary described in the certificate and entitled to the proceeds thereof? Yes ☐ No ☐

d. State your relationship, if any, to insured: _____

e. State your Date of Birth: (mm/dd/yyyy) _____

IMPORTANT! OFFICIAL BOARD OF HEALTH CERTIFICATE OF DEATH MUST BE FURNISHED. ALSO, ATTACH HOSPITAL RECORD AND NEWSPAPER ACCOUNTS, IF OBTAINABLE.

OVER

I agree that the insurance company shall not be held to admit validity of any claim or waive the breach of any condition of the policy by furnishing this blank and investigating this claim.

Dated at _____

On _____, 2_____

X_____
(Beneficiary sign here)

The signature of the beneficiary must be witnessed, in the space provided below, by a notary public or attorney at law.

_____
(Witness to Signature of Beneficiary)

_____
(Title)

Given under my hand and seal of office this _____ day of _____, 2_____

(Personalized seal)

_____
Notary Public or Attorney at Law

_____
Print name of Notary Public here

My commission expires the _____ day of _____, 2_____

INSTRUCTIONS

1. The Company reserves the right to obtain further information should it be deemed necessary.
2. When benefits are payable to the estate of the insured, the Benefit Application must be executed by the executor or administrator and a certificate from proper court indicating the appointment must be furnished.
3. When benefits are payable to a minor, the Benefit Application must be executed by a guardian and a certificate from proper court indicating the appointment must be furnished.
4. When there is no attending physician, a certified copy of the verdict or finding of the coroner or other investigating official is required.
5. If coverage is through a rental car agency, attach a legible copy of the rental agreement.

MAIL ALL NECESSARY DOCUMENTATION TO:

HSR
Health Special Risk, Inc.

HSR Plaza II
4100 Medical Parkway
Carrollton, Texas 75007
Toll Free (800) 328-1114

COUNTY OF LOS ANGELES
VOLUNTEER PROGRAM – EVALUATION FORM

Volunteer: _____ Identification Card Number: _____

Assignment: _____

Please type, print or write clearly

Date:	
Person Making Entry:	
Position/Title:	

Date:	
Person Making Entry:	
Position/Title:	

Date:	
Person Making Entry:	
Position/Title:	

Date:	
Person Making Entry:	
Position/Title:	

Retention: Until Volunteer or Group Becomes Inactive