

# VOLUNTEER PROGRAM

Partnerships in NRM  
PROSPECT Course



US Army Corps  
of Engineers®





# The Corps Volunteer Program



Volunteers play an important role in protecting natural resources and maintaining recreation facilities at Corps projects.

**In 2020: 20,437 volunteers contributed 1,069,519 million hours of work with an estimated value of \$21.9 million**

Volunteers can perform almost any task that a paid employee can:

- Park/Campground/Visitor Center hosts
- Interpretation/education
- Fish and wildlife habitat improvements
- Invasive species management
- Trail construction and maintenance
- GIS/mapping
- Photography.... And more!



# FY 20 Partnerships & Volunteer Program Summary

(Produced by the USACE Partnership Advisory Committee)



US Army Corps of Engineers

At the start of FY 20, USACE and our partners could never have predicted what was on the horizon halfway through the year with the onset of the global COVID-19 pandemic. Despite the unique challenges that were presented, in typical fashion our partners and volunteers rose to the occasion and persevered through the difficult times to continue to provide vital services to the public and their communities. It is a true testament to the relationships and trust built over the years that USACE and our partnering agencies and organizations tackled the situation head on and collaborated in unprecedented ways to develop shared messaging, procedures, and innovations to meet the increased public demand and access needed as record numbers of returning and new visitors sought to improve their mental and physical health while visiting our nation's public lands and waters.



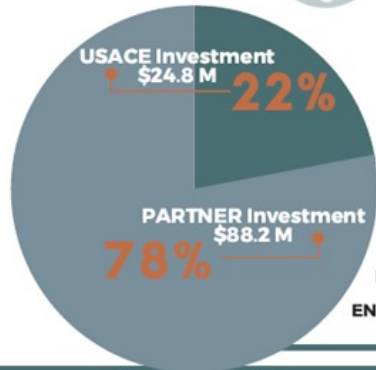
**\$113,077,957**  
TOTAL VALUE OF PARTNERSHIPS

**2,528** TOTAL PARTNERS  
(6% increase from FY19)

**254** USACE PROJECTS WITH PARTNERSHIPS  
(63% of USACE Projects)

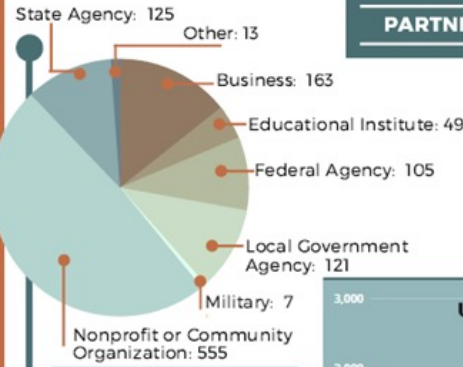
**390** NEW PARTNERSHIPS

RECREATION PARTNERSHIPS **636**  
ENVIRONMENTAL STEWARDSHIP PARTNERSHIPS **502**

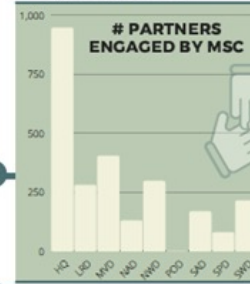


<https://corpslakes.erdc.dren.mil/partners.cfm>

## FY 20 Partnerships & Volunteer Program Summary



### PARTNER ORGANIZATION TYPE



National organizations with MOUs: **117** USACE projects partnered with **32** organizations that have a national MOU in place, providing educational programs, health and safety, environmental and recreation improvements.

TOTAL VOLUNTEERS

**20,437**

TOTAL VOLUNTEER HOURS SERVED

**1,069,519**

TOTAL VALUE OF VOLUNTEER HOURS

**\$21.9-M**

(Equivalent to 593 FTE)

**71%** USACE PROJECTS USING VOLUNTEERS  
(301 of 403 Projects)

**1,365** USACE ANNUAL PASSES ISSUED  
(for 100 hours of volunteer service)



<https://corpslakes.erdc.dren.mil/partners.cfm>

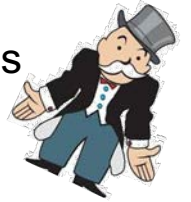




# Why You Need Volunteers



- Budget realities do not allow you to accomplish your mission with the staff and resources you have.



- Volunteers are your link to the local community. They are often some of the best advocates of the Corps of Engineers and our partners.

- Volunteers have unique skills and abilities that you can draw on.... Anything from a lifetime of experience to the strength and enthusiasm of youth
- Every position we fill with paid staff, is a missed opportunity to engage the community and build our constituency.





# What Volunteers Can and Can't Do

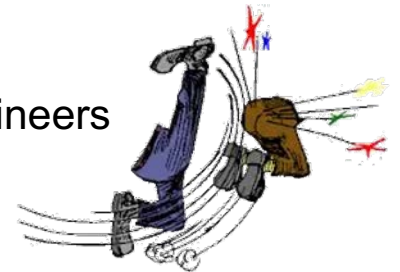


- Volunteers can perform almost any task that a paid employee can do, provided they have received training or have experience.
- They can perform duties that once were or are currently preformed by Corps employees.

- Cannot:



- Enforce Title 36
- Create policy
- Volunteers will not be used to displace any personnel of the Corps of Engineers

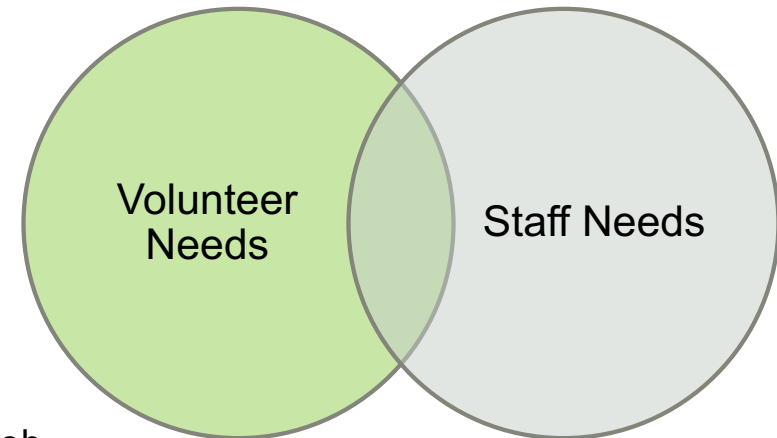




# Creating Strategic Volunteer Jobs



- What problem are you trying to solve or what community need are you trying to meet?
- What are the forces contributing to that problem/ what are the obstacles you must overcome to solve the problem?
- Which strategies can you afford to pursue with paid staff?
- What can volunteers do to pursue the other strategies?



## Example: Carters Lake "Volunteer Hub"

- List of tasks that need to be done and hours earned for doing the job
- Volunteers select the job they want to do and sign up on the board
- Each job has list of equipment needed and where to find it
- Result = More productive/happier volunteers/less supervision needed



# Designing Positions for Volunteers

7



- Good volunteer position design is key to the ultimate success of a volunteer program.
- We are trying to 'sell' our volunteer opportunities, not only to the public but to our coworkers.
- It is important to stress the added value to the Corps by volunteers' efforts and give specific examples of how volunteers can help paid staff accomplish specific goals.
- Brainstorm programs or services you wish you could accomplish but cannot, due to limited resources.
- Ask coworkers to help refine these positions and develop new opportunities.
- Understanding volunteer trends can help with design of volunteer positions.









# Motivating Your Volunteers

- People are motivated to volunteer for a variety of reasons. What one person loves to do; another might not prefer to do.
- It is the volunteer coordinator's goal to achieve planned results through other people, by giving them:
  - Ownership
  - Responsibility for outcomes
  - Authority to think
  - A defined way to determine success
- Create a sense of community
- When you find good volunteers, inquire about their future plans. Let them know you want them back.
- Have FUN. Having fun and spending time with your volunteers is better than any certificate or award.





# Volunteer Management



- Recognizing if your volunteer is the wrong person for a particular task



- Dealing with difficult people

- Don't avoid having difficult discussions.

- Know when to cut someone loose.



“I take it this department has had conflicts.”



# Volunteer Management Exercise



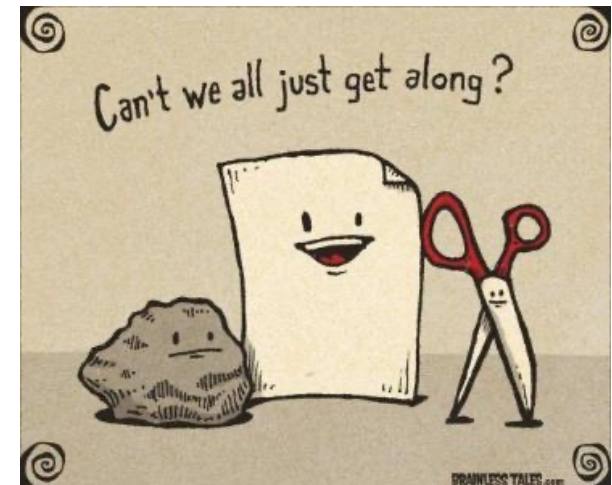
Scenario Cards

One group member = volunteer

One group member = volunteer coordinator

Class discussion:

How did it go? Any best practices?





### **Scenario 1**

Your volunteer's campsite is a mess and violates Title 36. You gave the volunteer notice 1 – 2 weeks ago and they still haven't cleaned it up. You must now ask the volunteer to leave the project.

### **Scenario 2**

You have received multiple complaints that a volunteer in one of your day use areas is harassing young women while they sunbathe.

### **Scenario 3**

Two of your volunteers are not getting along. They are disrupting life in your volunteer village. Recently, another volunteer reported they came to physical blows but you are unclear of the accuracy of the report.

### **Scenario 4**

Your O&M contractor informed you that one of your volunteer gate attendants pushed the pest control contractor after he accused the contractor of getting spray on him.

### **Scenario 5**

A volunteer applicant shows up daily at your office demanding a volunteer position at your lake. You've already explained to them that you don't have a position available at this time. In reality, you know this person would not be a good fit for the only position you have available.



# Volunteer Program Authority/Policy

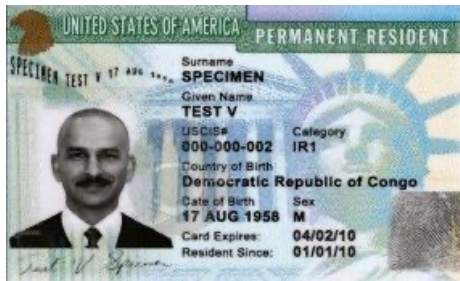


- **33 USC 569c (Public Law 98-63), Amended by WRRDA 2014 Sec 1047(d):** Gave the Chief of Engineers the authority to accept the services of volunteers and provide for their incidental expenses, **including expenses relating to uniforms, transportation, lodging, and the subsistence of those volunteers** to carry out any activity of the Corps except policy making, law or regulatory enforcement.
- **ER/EP 1130-2-500**, Chapter 10 Corps of Engineers Volunteer Program. **Superseded by 12 August 2016** “Implementation Guidance for Section 1047 (d) Services of Volunteers, of the Water Resources and Reform Development Act (WRRDA) 2014, Public Law 113-121”  
*(Working to convert 2016 guidance into ER/EP format)*
- **Volunteer Background Investigation Policy**, March 2020: updates/supersedes background investigation policy from 12 August 2016 implementation guidance
- **Policy Letter 04-01**, October 2004: Established the Corps use of the Independent Sector’s hourly rate to determine the value of service
  - FY 21 rate = \$28.54 (Typically updated each April)



# Legal Alien/Permanent Resident Volunteers

Permanent Resident Card or Alien Registration Receipt Card (Form I-551)



Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa (MRIV)



Appendix E of ER: Examples of acceptable documentation forms

- Volunteer service may be accepted from legal aliens (permanent residents) or foreign exchange students.
- Must present J-1 or F-1 Student Visa (or passport if in the U.S. in tourist status from a visa-waiver country where visas are not required) or U.S. Permanent Resident Card INS Form I-551 (formerly known as Alien Registration Receipt Card) for review and verification.





DEPARTMENT OF THE ARMY  
U.S. ARMY CORPS OF ENGINEERS  
441 G STREET, NW  
WASHINGTON, DC 20314-1000

CECO-I

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS AND DISTRICT COMMANDS, CHIEFS, SECURITY AND LAW ENFORCEMENT, CHIEFS, OPERATIONS DIVISIONS

SUBJECT: Volunteer Program Background Investigation Procedures

1. References.

- a. Water Resources and Reform Development Act of 2014, Section 1047(d), Public Law 113-121.
- b. Public Law 98-63, Section 101 (33 U.S.C. § 569c), Chapter IV of Title I, Services of Volunteers, 1983.
- c. Homeland Security Presidential Directive 12, Policy for a Common Identification Standard for Federal Employees and Contractors.
- d. Army Directive 2014-23, Conduct of Screening and Background Checks for Individuals Who Have Regular Contact with Children in Army Programs.

2. Purpose. The purpose of this memorandum is to clarify guidance and procedures in the "Implementation Guidance for Section 1047(d) Services of Volunteers, of the Water Resources and Reform Development Act of 2014, Public Law 113-121" for volunteer background investigations.

3. The following clarifications are provided to meet the most current security standards for processing background investigations and to provide consistency in procedures across all Major Subordinate Commands of the U.S. Army Corps of Engineers (USACE). These procedural updates are effective immediately and will also be incorporated in the appropriate Engineering Regulation and Engineering Pamphlet when they are revised:

- a. Persons who have ever been convicted of a violent crime, sexual crime, arson, crime with a weapon, sale or intent to distribute illegal drugs, or are an organized crime figure will not be utilized as volunteers, regardless of when the crime took place.
- b. With the exception of the crimes listed in 3.a. above, the existence of a criminal conviction does not automatically disqualify an applicant from being a volunteer. Volunteers with criminal convictions not listed in 3.a. may be considered for service at

# Volunteer Background Investigations Procedures



**Volunteer coordinators will practice due diligence in screening volunteer candidates to assure the safety and security of USACE employees, contractors, and the public.**

- Memo from HQUSACE Chief Security Branch sent 09 March 2020 to clarify background investigation guidance and procedures established in the Aug 12 2016 Implementation Guidance for Section 1047(d) Services of Volunteers, of WRRDA 2014



## What Changed from WRRDA 2014 Guidance?



- Added clarification on timeframe for consideration if potential volunteer has committed a crime in the restricted list (violent crime, sexual crime, arson, crime with a weapon, sale or intent to distribute illegal drugs, or are an organized crime figure) => People who have been convicted of any of these will not be utilized as volunteers, **regardless of when the crime took place.**
- Added clarification on potential volunteers with criminal convictions that do not fall in one of the above categories => **May be considered** for service at the discretion of the District Volunteer Coordinator and the District Security Office by joint decision.
- Added clarification for volunteers with military CAC, transferring from another Department or agency who possess a VOLAC or Personal Identity Verification (PIV) Credential, or have undergone the required Tier 1 (NACI) or higher background investigation at their current or former agency => **Do not need a new background investigation** unless there has been a 2-year break in service.





## What Changed from WRRDA 2014 Guidance?



- Background investigations for volunteer positions that involve regular contact with children under 18 years of age without a parent or guardian present, or where the volunteer does not work under constant line of sight supervision (LOSS) by USACE personnel who have been screened in accordance with Army Directive 2014-23, **require re-verification every 5 years.**
- All other **background investigations will be effective indefinitely** (no expiration date), unless there is a 2-year break in service or if the command learns of any adverse information about the individual that was not previously adjudicated in a background investigation.
- Specified procedures for three levels of volunteers and developed a Decision Matrix to assist in determining what level of background investigation is necessary
- Changed wording for Tier 1 Investigation requirement from 'volunteering more than 180 days in a year' to '6 months consecutively, regardless of number of hours served each day'
- Changed wording about wearing the volunteer uniform to focus more on unescorted access into government facilities and buildings.



	Volunteer Type	Level of Background Investigation (BI) Required	Security Office Involvement/ Processes BI	Background Investigation Expiration	Notes
Level 1	One-time event	None required, but may choose to use local contractor at project level or District Security Office to run FBI fingerprints	No (Unless running an FBI fingerprint check)	N/A	
	Only work under LOSS by USACE personnel with infrequent contact with minors Less than 6 consecutive months and do not meet any of the scenarios below				
Level 2	Work independently of USACE personnel with unescorted access into controlled space/non-public areas	Special Agreement Check (SAC) FBI fingerprint check	Yes	SAC valid for lifetime as long as there is not a 2 year break in service.	Fingerprints may be done at military base, District Office, law enforcement office, etc.
	Require access to government files/records Collection/handling of fees				
Level 3	Volunteering more than 6 consecutive months	Tier 1: FBI fingerprints, SF 85, and OF 306 using PSIP and EQIP	Yes	BI valid for lifetime as long as there is not a 2 year break in service.	Volunteer may begin their service once their SAC results (FBI fingerprint check), SF85 and OF 306 forms have been favorably reviewed by the District Security Office for no adverse information, and the SF 85 and OF 306 forms have been submitted to OPM through the PSIP to process the full investigation
	Involving regular contact with children under 18 years without a parent or guardian present and without constant LOSS by USACE personnel			BI valid for 5 years	
	Requiring USACE networked computer access/VOLAC card			BI valid for lifetime as long as there is not a 2 year break in service. VOLAC valid for 5 years.	

# Volunteer Background Investigation Procedures and Requirements Decision Matrix



# Fingerprinting

- Level 2 and 3 volunteers require background investigation processing through District Security Office. Locations that have previously used outside contractors/vendors to run background investigations will need to coordinate with their Security Office.
- Fingerprinting may be conducted at military bases, District or Division Offices, Project offices, military recruiting centers, universities, other Federal agencies, or law enforcement offices.
  - HQ Security Office may have funding to provide to locations that need to purchase fingerprinting machines (~\$3k each) and can provide training. Any USACE employee can take volunteer fingerprints and submit them through the web-based system to their District Security Office.
  - A Special Agreement Check (SAC)/FBI fingerprint check is the terminology used for the standard fingerprinting process.
  - Digital fingerprints are the preferred collection method. In locations where digital collection is not available, fingerprints may be obtained on the SF 87 or FD 285 fingerprint card and submitted to the District Security Office for transmission to the Personal Security Investigation Center of Excellence (PSI-CoE). All fingerprint cards require a valid Security Officer identifier (SOI), Submitting Office Number (SON), and an Agency Location Code (SLC) to be processed in PSI-CoE.



# Fingerprinting Locations



MSC	District	Name of Location of Fingerprint Machine	Street Address	City	State	Zip	POC name	POC phone	POC email	Appointment Required		Fee Charged		Digital	Paper Only	USACE/Military
										Y/N	Y/N	Y/N	Y/N			
NWD	NWK	Jefferson County Sheriff - Perry Lake	1360 Walnut St.	Oskaloosa	KS	66066		785-863-2351			N	Y	\$15	X		
NWD	NWK	Marion County Sheriff - Marion Lake	202 S. 4th St.	Marion	KS	66861		620-382-2144			Y	N	N	X		
NWD	NWK	Miami County Sheriff - Hillsdale Lake	209 S. Pearl St.	Paola	KS	66071		913-294-4444			N	Y	\$20	X		
NWD	NWK	Cherryvale Police Department - Big Hill & E	123 W. Main St.	Cherryvale	KS	67335		620-336-2400			Y	Y	N	X		
NWD	NWK	Morris County Sheriff - Council Grove Lake	501 W. Main St.	Council Grove	KS	66846		620-767-6310			Y			X		
NWD	NWK	Osage County Sheriff - Pomona & Melvern	702 Ash	Lyndon	KS	66451		785-828-4991			Y	Y	\$10	X		
NWD	NWK	Pottawatomie County Sheriff - Tuttle Creek	108 N. 1st St.	Westmoreland	KS	66426		785-457-3481			N	Y	\$10	X		
NWD	NWK	Russell County Sheriff - Wilson Lake	204 E. 4th	Russell	KS	67665		785-483-2151			N	Y	\$10	X		
NWD	NWO	NWO District Security Office	1616 Capitol Ave-Room 668	Omaha	NE	68102	Christina Luna	402-995-2828	Christina.Luna@usace.army.mil				X			X
NWD	NWO	Big Bend Project/Lake Sharpe	33573 North Shore RD	Fort Thompson	SD	57339	Delane Albers	605-245-1800	delane.l.albers@usace.army.mil				X			X
NWD	NWO	Gavins Point Project/Lewis & Clark Lake	55245 Hwy 121	Crofton	NE	68730	Brian Ahrens	402-667-2555	brian.c.ahrens@usace.army.mil				X			X
NWD	NWO	Oahe Project/Lake Oahe	28563 Powerhouse Rd	Pierre	SD	57501	Shannon Lodge	605-945-3402	shannon.m.lodge@usace.army.mil				X			X
NWD	NWO	Bismarck Army Reserve Office	3319 University Dr	Bismarck	ND	58504	Brian Beuten	701-223-5455					X			X
NWD	NWP	NWP District Security Office	333 SW 1st Ave	Portland	OR	97204	Nick Racine Nick Klynne	503-808-4325 503-808-4442	nicholas.m.racine@usace.army.mil Nicholas.M.Klynn@usace.army.mil		Y	N	X			X
NWD	NWP	Lane County Sheriff's Office	125 E 8th Ave	Eugene	OR	97401		541-682-4150			N	\$30		X		
NWD	NWW	Clearwater County Sheriff's Office	150 Michigan Ave	Orofino	ID	83544		208-476-4521			Y	\$3.00	X			
NWD	NWW	NWW District Office	201 N. 3rd Ave	Walla Walla	WA	99362	James Frank	509-527-7138	james.d.frank@usace.army.mil		Y	N	X			X
NWD	NWW	Idaho State Police	700 S. Stratford Dr	Meridian	ID	83642	Eileen Allen	208-884-7159	eileen.allen@isp.idaho.gov		N	\$10.00				

**CERTIFIX LIVESCAN**

HOW IT WORKS | MOBILE SERVICES | CORPORATE BILLING | LIVE SCAN SYSTEM | [GET FINGERPRINTED](#)

## Social Distancing Live Scan Service

Fast and secure. Find a location near you.

City or Zip Code  [Find a Location](#)

[Use my current location](#) Or [Browse by state](#)

- Consolidated national list on NRM Gateway
- Searchable list of DOJ/FBI-Certified private, state, local providers of electronic fingerprint services: <https://www.certifixlivescan.com/>



# Computer Access For Volunteers

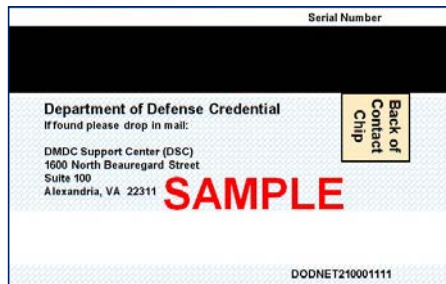
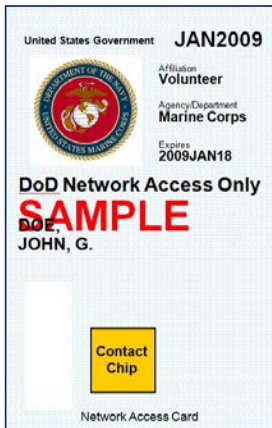


- Volunteers requiring government computer access connected to Department of Defense (DOD) networks must be issued a Volunteer Logical Access Credential (VOLAC) card.



- There is no cost for the VOLAC card, but there may be a cost associated with obtaining the required fingerprints during the background check process.

- Volunteers who only use stand alone government computers that are not connected to a DoD network do not require a VOLAC





# VOLAC Procedures

District offices may establish a Trusted Associate Sponsorship System (TASS) VOLAC program by completing the following steps:

- Submit a request to one of the 10 Trusted Agent Security Managers (TASMs) to appoint/register Trusted Agents (TA) as needed within the District. The TAs will need to complete three online training courses to become certified (Approx. 4 hours) and pass annual TASS Certification Training.

## OR

- Contact any existing TA to request a VOLAC card for a volunteer. *(TAs can sponsor VOLAC applications for any area. There is no requirement or need for TAs who sponsor VOLAC applications to personally know or be geographically located with the personnel they sponsor.)*



# VOLAC Procedures



The following procedures must be followed to issue VOLAC cards to eligible volunteers:

- Volunteer must receive a favorable Tier 1 background investigation. Volunteer background investigations are valid for a lifetime as long as there is not a 2-year break in service.
- The project volunteer coordinator (sponsor) will submit a request with a DD Form 1172 to a Trusted Agent (TA) to set up an account for the volunteer in TASS for a VOLAC card.
- The TA will review the request and create a volunteer record in TASS. The volunteer coordinator/volunteer will receive an email with a link, login and password for the volunteer.
- Volunteer must login to their account in TASS within 7 days.
- The volunteer coordinator/volunteer will complete the application questionnaire and return it to the TA for verification and approval in TASS within 30 days.
- The volunteer will be notified to report to the servicing DEERS/RAPIDS ID Card issuance facility within 90 days for VOLAC issuance.
- VOLAC cards expire after 5 years but may be renewed. The TA must verify the VOLAC every 180 days in TASS.
- VOLAC card must be returned to a RAPIDS ID Card issuance facility for disposition, and access revoked in the TASS system when the volunteer completes their service.



## Children Volunteers



- Children under the age of eighteen years may be volunteers, provided they have the written consent of their parent or guardian on the OF 301a Volunteer Service Agreement form.
- If children are volunteering as part of a group, the leader must provide a complete list of group participants and separate OF 301a agreements signed by the parents/guardians for all participants under the age of eighteen.
- Used to accept the form of another organization (school, youth group, Boy Scouts, etc)
- Army General Counsel ruled that signing another organization's consent form is not sufficient to protect USACE.





# Surety Bonds

- When the LWCFA was repealed, the Corps was no longer required to bond volunteers, and also had no authority to pay for bonds. This did not impact the use of bonds for contractors.
- Bottom line: The Corps **can** continue to use volunteers to collect fees under the authority of 33 USC 569c.
- Volunteers need to go through the same fee collection training as a government employee and must sign a statement on the volunteer agreement that states the person accepts the risk and liability of handling government funds.
- Volunteers may pay for their own bonds, but it is not a requirement.
- Comment from Army General Counsel: Surety bonds are normally used to protect against default of a contractual obligation. It is inconsistent for USACE to require volunteers to obtain a surety bond when USACE employees are not required to do so.



## Volunteer Clothing

- Official Corps volunteer clothing items must be purchased from the Corps uniform contract provider. Local purchase of similar items to the contract in different colors is not authorized.
- Multiple quantities of items may be provided to an individual. (Recommend 1 clean shirt per day of work week.)
- Volunteers are not authorized to wear the NRM uniform patch or any other item of the official NRM Class B-C-D uniform.
- For volunteers performing maintenance duties, T-shirts may be ordered from a local vendor with the Corps logo and “Volunteer” but must be in colors similar to those offered under the uniform contract, with the exception of safety-colored shirts and reflective materials.





# Volunteer Clothing



VOLUNTEER PROGRAM  
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Available from VF Imagewear:

- Vests: red
- Sweatshirt jacket: red
- Winter ball cap: white/black
- Summer ball cap: khaki or red
- Name Plate: magnetic or pin
- Polo: red/white
- Long sleeve polo: red



C04105 Unisex Vest



C05127 Unisex  
Volunteer Hooded  
Jacket



C07169 Unisex  
Summer Ball Cap



C07170 Unisex  
Summer Ball Cap



C07171 Unisex  
Volunteer Ball Cap



C07172 Unisex  
Magnetic Volunteer  
Nameplate



C07173 Unisex Pinback  
Volunteer Nameplate



C05030 Unisex  
Volunteer Polo



C05031 Unisex  
Volunteer Polo



C05032 Unisex  
Volunteer Polo

**To order:**

**Website:** <https://www.vfsolutions.com/lma/>

**Account Number:** UAA code in CAPS (or project code - typically 5-6 letters total, with 3 letters for district and 2-3 letters for project.)

**Example:** LRNOLD is the code for Old Hickory Lake in the Nashville District.

**Password:** UAA code in CAPS (same as above Account #).

**Click on USACE logo, Enter Acct # and PW and click LOGIN, Click on CONTINUE**

**Go to PRODUCTS and select VOLUNTEER PROGRAM from the dropdown menu**

**Use the government VISA credit card to purchase.**



## Food/Beverage Purchases



- Food and beverages may be provided to volunteers only when such subsistence is incidental to the rendering of volunteer services.
- The GPC card may only be used to purchase food with prior written approval from the District Commander.
- Volunteers may be reimbursed for meals during the period of volunteer work, which shall not exceed the GSA schedule for government per diem.
- Meals and beverages provided for a recognition event are not incidental to the rendering of volunteer services and are therefore impermissible.
- Any food or beverages purchased under this policy must be reviewed and approved by the District Resource Management Office (RM) and documented (i.e. email or Memorandum for Record (MFR)).





## Volunteer Lodging

- Volunteers may be provided modest lodging at the project where their service occurs and not be required to pay a user fee.
- Districts may use appropriated funds to rent, purchase, or construct volunteer accommodations.
- Permissible lodging may include mobile homes, RVs, campers, cabins, hotel rooms, apartments, former government housing, or campsites.
- Accommodations should be noted on the volunteer agreement.



# Volunteer Transportation

- Reimbursement for transportation expenses to and from a volunteer's residence may be authorized if within a reasonable commute.
- It is recommended that volunteers needing routine reimbursement for local mileage driven in a personal vehicle be added to CEFMS and local travel vouchers be processed as with USACE employees. Volunteers may sign up for direct deposit.
- Reimbursement for POV mileage will not exceed rates identified in the JTR.
- Long distance travel may be reimbursed in cases where it can be shown that the services of the volunteer are of exceptional value.
- Invitational travel orders approved at the District level shall be used for long distance travel.
- Long distance reimbursement will not exceed the amount identified in the JTR
- Transportation may include any mode recognized by the JTR, including POV, public transportation, trains, and airplanes.



# Volunteer Appreciation

- Projects are encouraged to show appreciation for volunteer services. Recognition is an ongoing integral part of the management process, not only the banquet or certificate given annually.



- Volunteers may be issued a certificate of appreciation to acknowledge their service, as well as be featured in articles, on websites, and thanked in person.
- OPMs may waive day use fees for one day or provide free one-night camping certificates to volunteers.
- Items such as celebration meals, appreciation gifts, or cash awards are not authorized for purchase with appropriated funds for volunteers, but may be donated by Friends groups, cooperating associations, or other partners to recognize outstanding volunteers.
- Individual and family/couple volunteers are eligible for the Enduring Service Award, National Volunteer Award and Volunteer Excellence Coins, sponsored by the Corps Foundation



# Informal Recognition

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How we say thank you in day-to-day ways:

- Invitation to team meetings
  - Eating meals together
  - Writing articles about their good work
  - Celebrate special occasions such as birthdays or anniversaries
  - Providing volunteer villages with services (laundry, Wi-Fi)
  - Taking the volunteer out on 'fun' jobs (boat patrol, aerial surveys, etc.)
  - Give recognition as soon as possible after the task is accomplished.
- 
- When recognizing many volunteers at once, you can still plan different activities for different tastes.
  - Recognition should be meaningful to the person being thanked and should be given in a timely manner.







# Enduring Service Award



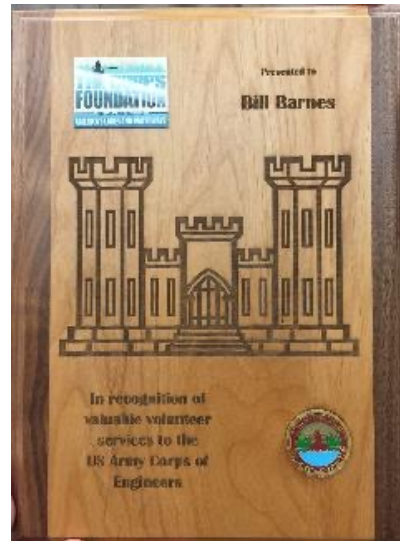
- Established by the Corps Foundation and sponsored by Bass Pro Shops to honor long term service (6 years or more) and outstanding accomplishments by individuals and families as Corps of Engineers volunteers
- Request for nominations: September (due in December)
- Winners receive plaque, coin, Bass Pro gift certificate and \$500 cash award





# National Volunteer Award

34



- Sponsored by the Corps Foundation
- Awarded to one outstanding individual volunteer or one couple/family of volunteers
- Request for nominations: September (due in December)
- National winners receive a plaque, certificate, and coin
- Regional nominees receive a certificate and coin



## JAMES ZUEGER-SHORELINE CLEAN-UP



James Zueger is a huge asset to Youghiogheny River Lake and lakes located in the surrounding area spending 4-8 hours cleaning trash daily.

### Accomplishments:

- Approximately 38.4 Miles of shoreline cleaned
- 20,625 gallons of trash collected
- 12,000 cubic feet of styrofoam removed
- 7,000 cubic feet of lumber removed
- 650 trash bags provided which were filled and disposed of. Mr Zueger is currently working on another box of 125 trash bags. Prior to that he was using his own trash bags.

"People kept asking me why I constantly complain about how much trash covers our waterways, but then, I never do anything about it. So one day I decided I was going to do something about it." - James Zueger





# Volunteer Appreciation



## Volunteer Appreciation Walls





# Volunteer Pass Program: Corps Pass



- Approved in November 2012: enables volunteers who have served a minimum of 100 hours at Corps managed areas to receive a free Annual Day Use Pass
- Volunteers can accumulate hours at multiple Corps projects.
- Volunteer hours will be verified and entered by volunteer coordinators in a centralized database.
- Database launched in late May 2013 <https://gateway.erd.c.dren.mil/nrm/vhs/>  
<https://gateway.erd.c.dren.mil/nrm/vhs/district.cfm> (District access)
- 45 lakes participating with 1,916 passes issued between 2013 - 2020
- Supplemented by the ATB Volunteer pass in 2016



## Volunteer Pass Program: ATB Pass



- Went into effect on January 1, 2016 when the Corps fully implemented the America the Beautiful pass program
- 250 hours of cumulative service = free America the Beautiful Volunteer Pass
- Volunteers can accumulate hours at Corps, BLM, BOR, FWS, USFS, and NPS sites. Hours earned at other agencies must be verified by the volunteer's prior coordinator.
- Volunteer hours earned at Corps lakes can be verified and entered by volunteer coordinators in the centralized database that is also used for the Corps pass or entered in volunteer.gov by district volunteer coordinators for volunteers that have a volunteer.gov profile.
- Covers entrance fees and day use fees at participating agencies for one year from date of issuance



# Volunteer Coin Program



- Created in May 2015.  
Sponsored by the Corps Foundation
- Coins awarded to regional nominees for the National Volunteer Award and national winner, and to volunteers who perform extraordinary acts of service
- Larger coin developed for national and regional level recognition





# Volunteer Camping Voucher: LRH



- LRH District Policy describes how a camping voucher may be issued to a volunteer for 1 free night camping
- Typically given to off-site volunteers for special events, presentations, flood event clean up, etc. for 8 hours of service



## CAMPING VOUCHER

**US Army Corps of Engineers**®

Voucher Number \_\_\_\_-\_\_\_\_-\_\_\_\_

In recognition of your volunteer service at \_\_\_\_\_, you are being rewarded a voucher for (1) one free night of camping. This voucher is only valid at the project in which it was issued. This voucher is non-transferable and will be valid until December 31 the following year of being issued. The USACE fully supports the volunteer program and appreciates the valuable service they provide to assist in the accomplishment of our mission.

Issued to \_\_\_\_\_

\_\_\_\_\_

Volunteer Coordinator

\_\_\_\_\_

Date

\_\_\_\_\_

Project Supervisor





# Volunteer Safety



- The same safety briefings, trainings, and equipment provided to Corps personnel will also be provided to volunteers
- Job Hazard Analysis (JHA) must be completed and signed by the Corps volunteer coordinator/supervisor and the volunteer, and saved with the Volunteer Agreement form
- Activity Hazard Analysis (AHA) may also be completed for specific one time tasks/events, or to supplement the JHA
- Samples of JHAs and AHAs on the Gateway
- Injuries to volunteers are reported in the same as those involving Corps personnel: CA-16 (must be filled out by a Dr).

### ACTIVITY HAZARD ANALYSIS

ACTIVITY: Entering excavations or trenches

ANALYZED BY/DATE: Bill Clevenger  
13 April 2002

REVIEWED BY/DATE:

PRINCIPAL STEPS	POTENTIAL SAFETY/HEALTH HAZARDS	RECOMMENDED CONTROLS
Ensure work area is safe	Injuries to head or feet, falls	Wear hardhat, safety-toed shoes and safety glasses. Use ladders for access or exit of excavations
Entering excavations/trenches	Slide slope failure. Shoring collapse	Excavation/trench sides should be sloped according to the OSHA Regulations concerning side slopes for excavations/trenches. Do not enter an excavation/trench unless you feel it is safe. all unsecured objects should be moved away from the edge of the excavation/trench. Assure that slopes are according to regulation or approved shoring and ladders are used. Reference EM385-1-1, Section 23.
Briefly inspect excavation/trench side slopes or shoring	Objects falling into excavation/trench	All materials should be moved at least two feet from the edge of the excavation
Exit excavation/trench	Falling off ladder	See JHA for "Using Ladders". Do not use a backhoe bucket to enter/exit an excavation/trench



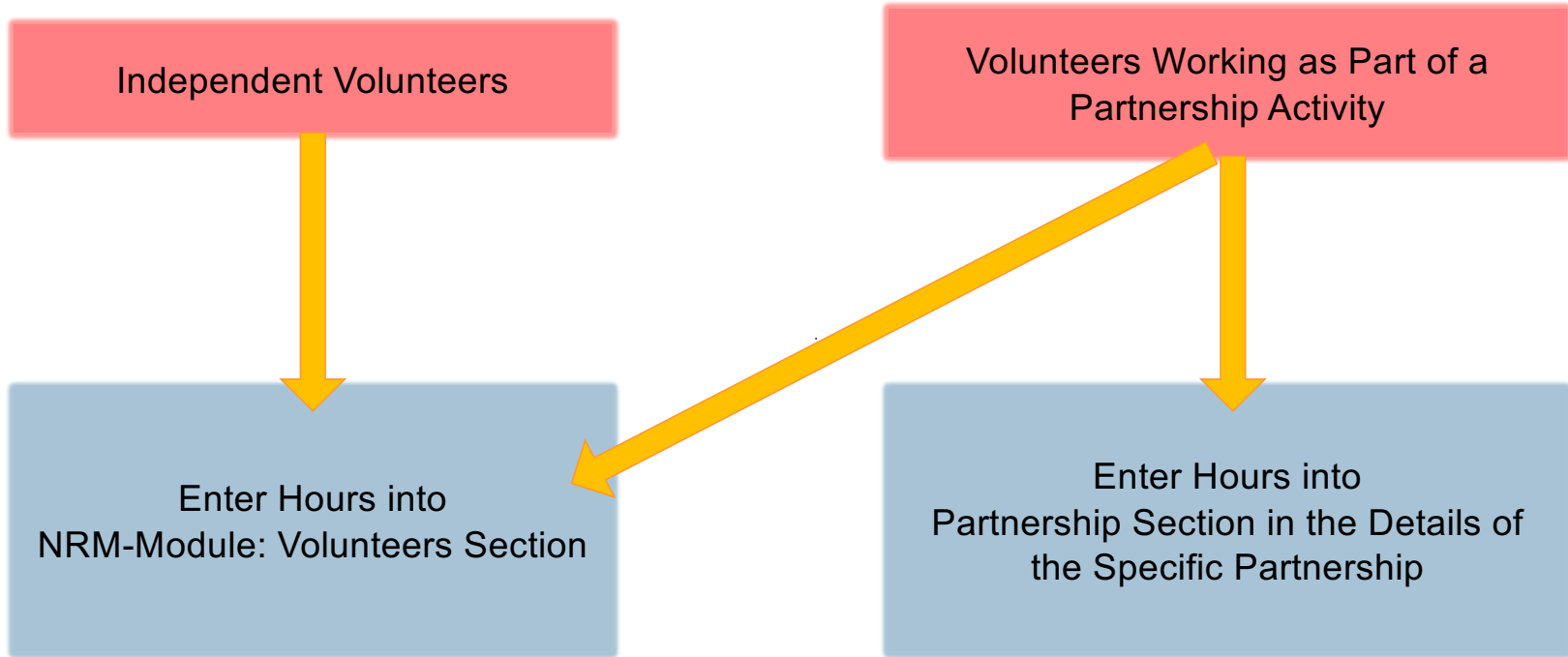
# Volunteer Reporting in NRM Assessment



- Volunteer data must be captured each year during October in the NRM Assessment tool
- Annual Project Data Update: Record total number of volunteers, volunteer hours, and reimbursed incidental expenses
- Annual Partnerships Update: Record number of volunteers and volunteer hours that the partner provides
- Hours served by SCA and other youth conservation corps groups should be entered as volunteer hours in both update sections.
- USACE and other federal agencies use the Independent Sector's hourly rate as set by the Bureau of Labor Statistics each spring to calculate the value of service per hour, regardless of age or activity. No cost of living or other adjustments of any kind may be made to this rate.



# Where You Should Enter Volunteer Hours





# Volunteer Data Decision Tree

Available on NRM Assessment/OMBIL Partnerships FAQ page and Volunteer Program FAQs page:

<http://corpslakes.usace.army.mil/employees/faqs.cfm?Id=partner-OMBIL&Nav=partner&View=Yes>

<https://corpslakes.erdc.dren.mil/employees/faqs.cfm?Id=volunteer&View=Yes>

## How to Enter Volunteer Data in NRM Assessment

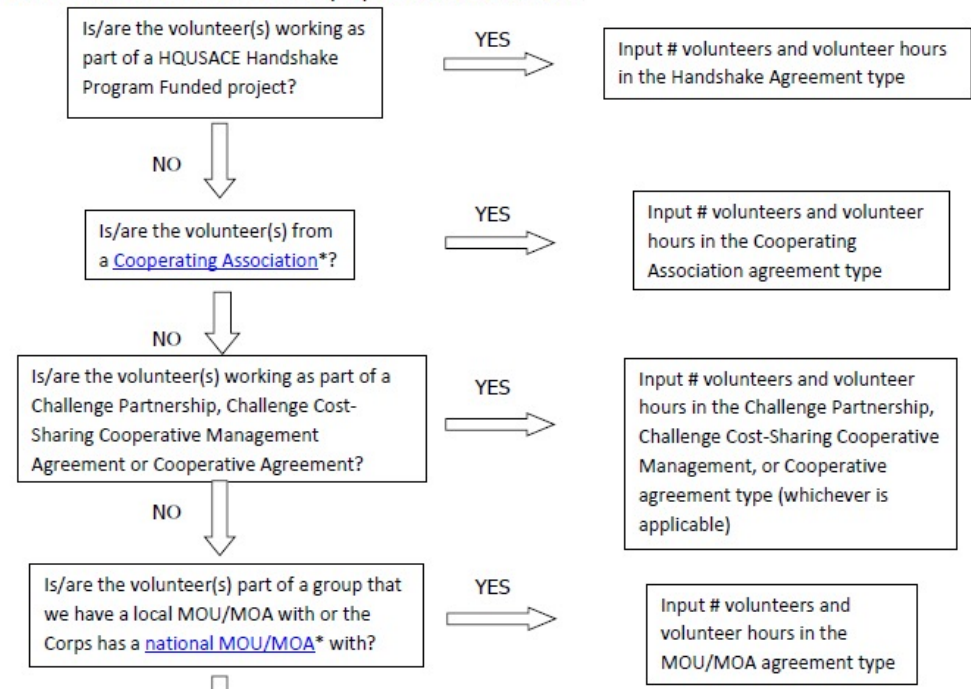
### Step 1. NRM Assessment Tool NRM Module, Step 1- Volunteer Information

Enter ALL volunteer hours in this section of the NRM Assessment Tool. This is where you will capture the total number of volunteers, total hours of volunteer service (which will auto-calculate the total value of the service), and total incidental expenses reimbursed to all volunteers for the FY.

### Step 2. NRM Assessment Tool Partnership Module

In addition to gathering information about the overall number of volunteers, hours, and value, we are also trying to capture more detailed data about volunteers that are part of a partnership. Some volunteers such as camp hosts, gate attendants, and other individuals who volunteer may only be counted in the NRM Module update. Other volunteers that are part of a partner organization should also have their hours counted in the Partnership Module update.

Please use the flow chart below to determine whether to count a particular individual volunteer's or group of volunteers' hours in the Partnership Update section of OMBIL.





# Volunteer Program Forms



- **OF 301:** Volunteer Application (Approved by OMB for all agency use)
- **OF 301a:** Volunteer Agreement (Approved by OMB for all agency use)
- **OF 301b:** Volunteer Group Agreement (for adult groups)
- **ENG Form 4882-R:** Volunteer Service Record
- **Standard Form 1164:** Claim for Reimbursement for Expenditures on Official Business (Volunteer's incidental expenses)
- **Standard Form 87:** Federal Employee and Military Fingerprint Card (Used for background checks for VOLAC card)
- **Standard Form 85:** Questionnaire for Non-Sensitive Positions (for VOLAC)
- **OPM 306:** Declaration for Federal Employment (for VOLAC)



US Army Corps  
of Engineers ®

# Resources: NRM Gateway

<https://corpslakes.erdcdren.mil/employees/volunteer/volunteer.cfm>



## Natural Resources Management Gateway

*to the future . . .*

- [Home](#)
- [Visitors](#)
- [Lake Discovery](#)
- [Recreation](#)
- [Env Compliance](#)
- [Env Stewardship](#)
- [Partners](#)
- [News/Events](#)
- [People](#)
- [Forums](#)
- [Learning](#)
- [GETS](#)
- [Tools](#)
- [New Postings](#)
- [Submit](#)
- [Index/Search](#)

Volunteer

### Volunteer Program

#### [Headquarters POC](#)

Corps projects offer many volunteer opportunities in recreation and natural resources management. Volunteers can serve as park and campground hosts, staff visitor centers, conduct programs, clean shorelines, restore fish and wildlife habitat, maintain park trails and facilities, and more. Corps personnel can recruit their own volunteers or get help from the [Volunteer Clearinghouse](#), (1-800-VOL-TEER or 1-800-865-8337), a national information center for people interested in volunteering at Corps projects across the country. Corps offices that have upcoming projects or events that volunteers can assist with may use the Volunteer Clearinghouse to [submit their volunteer projects on-line](#).

- [Policy & Procedures](#)
- [Volunteer Forms](#)
- [Program History](#)
- [Training](#)
- [Volunteer Clearinghouse](#)
- [Related Sites](#)
- [National Public Lands Day](#)
- [Division & District POCs](#) 
- [Volunteer Awards](#)
- [Volunteer Program Annual Reports](#)
- [News / Current Issues](#)
- [FAQs](#)
- [Good Enough to Share](#)
- [Volunteer Clothing, Posters, and Brochures](#)
- [Volunteer Plans and Handbooks](#)
- [Job/Activity Hazard Analyses](#)
- [Background Checks/Volunteer Computer Access](#)
- [Corps Photo Album for Volunteers](#)
- [Volunteer Pass Program](#)



**WHO CAN VOLUNTEER?**  
 You are eligible to volunteer with the U.S. Army Corps of Engineers if you are:  
 • A U.S. citizen or a legal alien (permanent resident) or foreign exchange student with J-1 or F-1 student visa  
 • 18 years or older  
 • Anyone under age 18 may participate with written consent from a parent or guardian.  
 Many volunteer positions do not require prior experience, but let us know if you have an area of expertise.

**WHEN CAN YOU VOLUNTEER?**  
 Volunteer opportunities are available for a day, a weekend, or long-term. Positions range from office work to vigorous physical outdoor labor. You may work part time or full time, anytime of the year.

**HOW TO VOLUNTEER**  
 Contact a nearby USACE lake visitor center or office and talk to a park ranger to learn more. You can also visit online and view volunteer opportunities across the nation at [www.volunteer.gov](http://www.volunteer.gov).



## VOLUNTEER OPPORTUNITIES



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U.S. ARMY CORPS OF ENGINEERS



## VOLUNTEER OPPORTUNITIES



## U.S. ARMY CORPS OF ENGINEERS VOLUNTEER OPPORTUNITIES



### MAKING A DIFFERENCE

Volunteers play a valuable role in helping the U.S. Army Corps of Engineers (USACE) care for the environment and provide high quality recreation opportunities. Each year, people like you give their time, expertise, and resources to serve millions of visitors who enjoy USACE-managed lands and waters.

USACE is one of the nation's leading federal providers of outdoor recreation with more than 400 lake and river projects in 43 states, and stewardship responsibilities covering approximately 12 million acres of public lands and waters. Our volunteers are people who want to give back to their communities and are interested in the work of the USACE natural resources management program.

### WHY VOLUNTEER?

People volunteer for many reasons. Some like the flexibility volunteering allows, while others want to make a difference, or want to gain new skills/experience.

### WHAT CAN YOU DO?

You will become part of a team of more than a half million volunteers who, in the last decade, have served more than 15 million hours worth \$300+ million.

### WHERE CAN YOU SERVE?

USACE lakes and river projects are located throughout the United States. Visit [www.volunteer.gov](http://www.volunteer.gov) to find an opportunity. Additional information about USACE lakes can be found at [www.corpslakes.us](http://www.corpslakes.us).

### Volunteering:

Volunteering with the U.S. Army Corps of Engineers is a great opportunity to:  
 • Meet people and form new friendships  
 • Explore and live in new places  
 • Work in beautiful outdoor settings  
 • Provide community service  
 • Increase your career options  
 • Earn college credits with internships  
 • Enjoy free camping while serving  
 • Have fun!

### How our volunteers help:

**Recreation**  
 • Build and maintain trails  
 • Serve as campground/visitor center hosts  
 • Conduct educational programs and tours  
 • Develop and build displays  
 • Maintain facilities  
 • Collect fees

**Natural Resource Management**  
 • Remove invasive species  
 • Plant native vegetation  
 • Build and install wildlife/fish habitat  
 • GIS/Mapping  
 • Remove trash and debris

**Administration**  
 • Write or edit materials for publication  
 • Photography  
 • Computer/database entry  
 • ... And so much more!



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U.S. ARMY CORPS OF ENGINEERS

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VOLUNTEER OPPORTUNITIES



# Resources: Volunteer Brochures: 2 options



US Army Corps of Engineers

US Army Corps of Engineers



# Volunteer Opportunities



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### For more information:

Call: 1-800-VOL-TEER (1-800-865-8337)  
 Email: [volunteer.gov@usace.army.mil](mailto:volunteer.gov@usace.army.mil)  
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US Army Corps of Engineers

US Army Corps of Engineers



# Volunteer Opportunities



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**Resources:  
 Volunteer  
 Posters in  
 two sizes –  
 8½ x 11”  
 and  
 18 x 24”**






# Resources: Corps Lakes Photo Album

<https://corpslakes.ercd.dren.mil/visitors/album.cfm?Option=View&Id=0&Activity=Volunteers>



 **Corps Lakes Photo Album**  
US Army Corps of Engineers  
*Take a virtual trip of our lakes.*

[Corps Lakes Gateway](#) > [Corps Photo Album](#) - [How to get photos added?](#)

## Volunteers

Select a Corps of Engineers Lake  Select an Activity

*Photo by: Mary Margaret Lewis*

USACE Volunteers in Action- 1st Place

*Photo by: Eric Haskell*

USACE Volunteers in Action- 2nd place

*Photo by: Robert Carr*

USACE Volunteers in Action- Honorable Mention

*Photo by: Mindy Cory*

Volunteers in Action - 2nd place

Bardwell Lake

Bardwell Lake



# Bridging the Gap

Volume 5, Issue 1

March 2021

*'Bridging the Gap' is an electronic publication produced biannually by the U.S. Army Corps of Engineers Partnership Advisory Committee (PAC). The purpose of this newsletter is to provide information about partnerships and volunteer programs around the country. For more information, or to submit stories for future editions, contact your PAC representative.*

## Your Partnership HQ Update

Heather Burke, National Partnership Program Manager, HQUSACE

### 2020 National Volunteer of the Year Award

This year's U.S. Army Corps of Engineers (USACE) national volunteer of the year award recipient is James Zueger from the Youghiogheny River Lake in Pittsburgh District. James has spent the past two years removing more than 20,000 gallons of trash, 12,000 cubic feet of Styrofoam, and 7,000 cubic feet of woody debris from the lake using an innovative self-designed trash removal system on his personal kayak. His efforts have inspired other lake users to do their part to clean the lake.

The national volunteer award is sponsored by the Corps Foundation to recognize extraordinary service provided by volunteers, draw attention to their vast skills and contributions, and encourage an attitude of stewardship and responsibility in caring for USACE lands, facilities, and resources.



James Zueger with trash he collected from Youghiogheny River Lake

## New National Cooperative Agreement Signed with Student Conservation Association (SCA)

USACE has entered into a new master national cooperative agreement with SCA under the authority of Sec 213(a) of WRDA 2000. This authority allows USACE to enter into cooperative agreements with non-federal public or nonprofit entities for services related to natural resource conservation or recreation management of Civil Works projects to further training and educational opportunities. The new agreement with SCA is set up for one year plus three option years and is being administered by the Fort Worth District.



SCA intern conducting fish surveys

*Want to know more about the various types of partnerships featured in this newsletter?*

*Visit the NRM Gateway Partnerships page! [corpslakes.erc.dren.mil/partners/partners.cfm](http://corpslakes.erc.dren.mil/partners/partners.cfm)*

# Partnership Newsletter:



## What's in a Visitor Center?

Sue Dalbey, Natural Resources Specialist, Fort Peck Interpretive Center, Omaha District

*Want to know more about the various types of partnerships featured in this newsletter?*

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What's in a USACE Visitor Center? It is more than brochures, historical artifacts, stuffed animals and dinosaur bones. These things alone are fabulous resources at the Fort Peck Interpretive Center (FPIC) in northeast Montana. But "to have is to hold," and it means nothing to have these things if people do not "hold" them, figuratively and literally.

How do we get people to a VC that is 2 1/2 hours away from the closest Walmart? Partnerships! Missouri River Country Tourism (MRCT) works closely with Montana Office of Tourism to promote the FPIC using bed tax funds and grants. On our behalf, they can hire professional advertising and publishing

companies such as National Geographic to produce beautiful, glossy hard-copy and digital works available for free distribution. MRCT can leverage publications, billboards, brochures, and even social media influencers. Board members attend multiple travel and trade shows annually, resulting in nonresidents seeking out FPIC, extending their stay and benefiting the region's economy.

Any dinosaur museum in the world worth its dirt highlights fossils from Montana. Fourteen museums teamed up over 14 years ago to create the Montana Dinosaur Trail and the 55 passport. The Trail helps kids and adults find cool dinosaur museums to receive a special stamp, and earn a groovy t-shirt.

Facebook @USACEFortPeck and self-directed social media reviews also direct new visitors off Highway 2 to the fifth largest reservoir in the U.S. Fort Peck Ranger Sanders donated personal equipment and technical savvy to create interior 360 views that spark the interest of Google Maps users.

Visitors are still enamored with Lewis and Clark on the Missouri River, which also helps lure people into FPIC.

Once visitors are at FPIC, how do we provide staff to orient visitors? Partnerships! The FPIC opened in 2005 with a collaborative effort from the U.S. Fish and Wildlife Charles M. Russell Wildlife Refuge (CMR) surrounding Fort Peck Reservoir. CMR helps with some level of staffing, depending on budget. For 2020 and 2021, CMR has partnered with the American Conservation Experience to provide one full time employee. This is a tremendous help to the USACE Natural Resource Specialist assigned to FPIC. The CMR/ACE position helps with program continuity, visitor services and some volunteer oversight.

The CMR will actively recruit volunteers this year to greet visitors and assist with



T-shirt received after stamping the Passport at all 14 Montana Dinosaur Trail museums

*(A great way to find out more about our outstanding volunteers!)*

**We need your stories!**



# Volunteer.gov



District volunteer coordinators have volunteer.gov Salesforce accounts to post opportunities and forward applications to project volunteer coordinators.

Volunteer.gov

Home Discover Opportunities Contact Log In or Sign Up

## Opportunity is Calling

Search volunteer opportunities by keyword or phrase...

### Latest Opportunities

- Volunteer.gov logo
- People working at a table
- Gulf Islands National Seashore



# Workamper News

52



- Website/magazine that USACE contracts with to post volunteer and paid camp host opportunities.
- Each project gets the following for FREE with our contract :
  - One ad of up to 100 words in each of the 6 issues of Workamper News
  - Four 2-week Hotline ads (up to 100 words) per year online for immediate needs
  - 6 issues of Workamper News magazine mailed to the project
  - Access to Workamper News online
  - Access to an applicant resume database for volunteers/ contractors seeking opportunities
  - Ability to create an employer tour to show off your Workamping environment

The screenshot shows the Workamper News website homepage. At the top right, there are links for LOGIN, JOIN, FAQ, CONTACT, and CART, along with a search bar and a GO button. Below the navigation bar, there is a prominent red banner with the text "Register your free account today and begin your Workamping adventure!" and a "Click Here to Get Started" button. The main content area features a large image of an RV in a scenic landscape with the text "Tools for Every Step of the Way!" and "The #1 Resource for Workamping". To the right of the image, there is a welcome message: "Welcome to Workamper® News—your #1 resource for Workamping! Available for both Workampers and employers, Workamper News has been the premier source for connecting RVers and potential employers for more than three decades." Below this, there is a paragraph: "Are you a Workamper? If you work in exchange for something of value and sleep in a RV at night, you are indeed! From coast to coast, there are many positions available for Workampers—or those still dreaming of an RV lifestyle—to work and play on the road. Let us put you in touch with the perfect opportunity to meet your Workamping needs." At the bottom, there is a "FEATURED" section with a "US Army Corps of Engineers" logo and a "EMPLOYER" label. To the right, there are two columns of buttons: "I am an EMPLOYER" with buttons for LOGIN, ADVERTISING, EMPLOYER FAQ, and HOW TO RECRUIT; and "I am a WORKAMPER" with buttons for LOGIN, MEMBER TOOLS, WORKAMPER FAQ, and JOB RESOURCES. On the far right, there is a "Traveling Mailbox" advertisement with a globe icon and text: "Mail Forwarding", "View Your Postal Mail Online", and "Use code Workamper10 to receive 10% off new monthly recurring service".



# Recap Questions

## **True or False:**

Volunteers are allowed to operate gatehouses and collect recreation fees.

True



# Recap Questions

## **True or False:**

The Corps can purchase volunteer awards and gifts for their outstanding and valued service.

False



# Recap Questions

What are volunteers NOT allowed to do?

Enforce Title 36



## Recap Questions

Volunteers CANNOT be:

- a. non-U.S. citizens.
- b. children under age 18.
- c. persons arrested and awaiting trial for a violent crime.
- d. paid for vehicle mileage.





# Questions?





# LUNCH BREAK

58



Icebreaker and  
“Dam” I didn’t know that... Trivia

*(Type Answers in Chat)*

1. What is your go-to karaoke song?
2. What animal is unable to fart?

