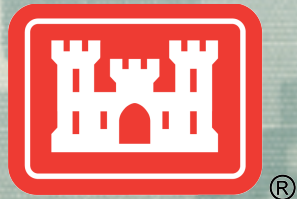


Volunteers

Joel Miller

Natural Resource Specialist/ Ranger
San Francisco District



US Army Corps of Engineers
BUILDING STRONG®



What You will Learn

- How volunteers can be used to augment your existing project to carry out the Corps mission
- The volunteer's role in project operations and their limitations
- How to care for and retain your volunteers



What Volunteers Can Do

- ER/EP 1130-2-500, Chapter 10 provide policy, guidance, and procedures for the Corps Volunteer Program. Recently updated 13 March 2013
- 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 performed by Corps employees.
- Examples include boat operations, mowing, maintenance work, vehicle operation, gate attendants and fee collectors.
- Volunteers have the same benefits of protection as Federal employees under the Federal Employee's Compensation Act and the Tort Claims Act



What Volunteers Cannot Do

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



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Why You Need Volunteers

- Budget realities do not allow you to accomplish your mission with the staff 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... from a lifetime of experience to the strength and enthusiasm of youth.



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Who Can Volunteer

- Citizens of the United States
- Children with parental consent
- Convict crews (non violent offenders)
- Corporate volunteers
- NEW! Legal alien/permanent residents with proper documentation



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Where to Find Volunteers

- Look far and near. Look to your local community for some, and look nationwide through Workamper News for others.
- Be honest in describing what duties you will expect your volunteers to perform.
- Accurately describe the living conditions.



Strategies for Volunteer Success



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What are we supposed to do?

(Tips on how to save the volunteer coordinator's sanity)



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Hi! My name is Bob.
I love to volunteer and
stay busy. I will worry
you to DEATH if you do
not have something for
me to do.



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- Create repeatable work
- Make equipment accessible
- Define clear boundaries (i.e. good hearts do not necessarily equate to good carpenters)



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Repeatable Work



- front desk
- swim beach patrol
- playground inspections
- litter cleanup
- campground maintenance
- landscaping
- interpretative programs

Tip: Make all necessary equipment available without a ranger's assistance if possible.



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Hold Weekly Meetings!!!

- Discuss work schedule
- Allow staff to address volunteers
- Go around the room and give volunteers opportunity to provide ideas and concerns



Weekly volunteer meetings were a BIG and unexpected hit at W. Kerr Scott Reservoir



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11th Commandment Know Thy Volunteers!



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Retired Navy



Guess what he likes?



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Courtesy boat inspections during busy holidays



Water safety programs



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Ms. Creative



Georgie organized a successful story telling festival at an underutilized amphitheatre. All proceeds benefited a local literacy program. This event was a very positive community outreach effort.



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Mr. Wizard & Mr. Fix it



- boosted wireless internet signal
- created scope of work for new volunteer campsites
- electrician

- master carpenter
- major work on government house renovation



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Ms. Active

(Don't put her behind a desk)



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The Volunteer Village

How W. Kerr Scott went from good to GREAT!



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Must Have

- Water
- Electric (50 amp)
- Dump station access

VERY Nice!

- Onsite sewage
- Washer/dryer access
- Wireless internet

Setting up “The Village”



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W. Kerr Scott's Village was built in an unused day use area



- 4 sites
- Onsite water, electric and sewage
- Wireless internet
- Laundry room (SUPER popular)
- Walking distance to visitor center



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Avoid This!!!

(verbatim quotes from volunteers)

“I’ve met some surly rangers in my time”

“They didn’t really care about the volunteer program”

“They told us we were *just volunteers*”



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Do This!!!

- Create a sense of community (you can't force or fake it but you can foster it)
- **CONSTANTLY** inquire about good volunteers' future plans. Let them know you want them back.
- **HAVE FUN.** Having fun and spending time with volunteers trumps any certificate.



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Inclusion



Reimbursable Expenses

- Volunteers do not receive any salary, but in some cases may be reimbursed for actual out-of-pocket expenses.
- Reimbursement is not required, should be approved in advance, and identified on the Volunteer Agreement.
- Some expenses might include local transportation costs and meals during duty hours.
- Reimbursement is authorized by ER1130-2-500, Ch. 10. Document the incidental expenses on Standard Form 1164, Claim for Reimbursement and follow your district's procedure.





Volunteer Clothing



- Volunteers are the front line of the Corps to the public.
- Volunteers that come in contact with the public may be identified with Corps volunteer apparel.
- Shirts, hats, vests, jackets, nametags, and patches are available to identify volunteers and provide recognition.
- These items are available through VF Solutions:

www.vfsolutions.com/lma



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Recognition



- Presidential Volunteer Service Award. Must have 500 hours to qualify. This is a free service.

<http://www.presidentialserviceawards.gov/>

- The Corps cannot furnish gifts.
- The Corps can issue certificates of appreciation
- Say "Thank you!"

The image shows a sample "Certificate of Appreciation" form from the United States Army Corps of Engineers. The form includes the Corps logo (a red castle icon) and the text "United States Army Corps of Engineers". The main heading is "Certificate of Appreciation". Below this, it says "Presented to:" followed by a blue horizontal line for a name. Underneath, it reads "In appreciation and recognition of your generous contribution." followed by two more blue horizontal lines for a description of the contribution. At the bottom of the form, there are small text labels: "ENG FORM 862L, SEP 2012", "PERSONAL EDITIONS ARE OBSOLETE", and "PROPERTY CONTROL BY USACE/USAR".

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References/Links

- National Volunteer Clearinghouse:
 - ▶ 800-VOL-TEER (800-865-8337)
 - ▶ www.lrn.usace.army.mil/volunteer
 - ▶ POC: Allison Walker (615) 736-7988



- www.volunteer.gov

- Volunteer application: Optional Form 301 (Can be downloaded at <http://corpslakes.usace.army.mil/employees/volunteer/volunteer.cfm>)

- Volunteer Agreement: Optional Form 301A

- NRM Gateway: (policies, procedures, forms, handbooks, FAQs, etc.) <http://corpslakes.usace.army.mil/employees/volunteer/volunteer.cfm>

- Volunteer Program Webinar: May 8 at 10:00 am Pacific



Review

- Volunteers are the Corps' most utilized form of partnership.
- Volunteers can do almost any kind of work for the Corps except policy making and law/regulatory enforcement.
- Volunteers are protected for Worker's Compensation and Tort Claims
- As of March 13, 2013 we can now accept legal alien/permanent residents as volunteers (*but at the time the test was printed, this was not the case so take note...*)
- Volunteers can be reimbursed for certain expenses and provided clothing and safety gear
- The Corps does not have the authority to purchase gifts or awards for volunteers.

