

CITY VOLUNTEERS



City of Salem Celebrates
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*This report is dedicated to the thousands of City of Salem volunteers
who make a difference, day in and day out.
They collectively “inspire by example” and enhance the livability of our great city.*

OVERVIEW

Volunteer service benefits the City's day-to-day operations, as well as the development of policies and programs that contribute to the overall livability of the community. Volunteers are a critical component of many City services and are utilized extensively in the departments of Community Services, Library, Police, Fire, and Public Works. Accounting for and recognizing the contribution of volunteers is important when reviewing the overall City operation.

In 2005, the first citywide volunteer report was presented to Salem City Council. This led to the creation of the City's Volunteer Management Plan and an ongoing Interdepartmental Volunteer Management Team.

The Team is responsible for the development and implementation of the Plan, which improves the system for registering, tracking, evaluating, and recognizing volunteers. In addition, the Team is to compile and present the Annual Volunteer Report to City Council.

The Annual Volunteer Report highlights a broad scope of volunteer contributions to the City. Ways in which people volunteer include:

- Programs and services
- Facilities and maintenance
- Planning and administration

INTERDEPARTMENTAL VOLUNTEER MANAGEMENT TEAM

Jan Calvin, Community Services Manager
Emily Collins, DVRT Coordinator, Police
Holly Crown, Senior Center Vol./Program Coord.
Gail Freeman, Risk Safety Coordinator, HR
Leo Gonzalez, Streets Project Leader
Jennifer Graber, Police Volunteer Coordinator
Tibby Larson, Parks Volunteer Coordinator
Melinda Mokalla, Recreation Coordinator
Sonja Somerville, Library Community Relations
Roger Stevenson, Emergency Prep. Manager
Deborah Topp, Natural Res. Outreach Specialist



Volunteer contributions do not come without a cost. Recruiting and managing volunteer efforts requires professional staff and resources. This ongoing investment is essential to the quality and retention of volunteers. Each dollar spent to engage and support a volunteer means the City receives something of value-far greater than the dollar invested.

The City of Salem's volunteer opportunities give citizens a chance to positively interact with each other and their government. Volunteering also helps develop a sense of community, unifying multiple perspectives into a common purpose and shifting paradigms from "*US and THEM*" to "*WE*." In this way, volunteers, paid employees, and elected officials all share in the success of our community.

TYPES OF VOLUNTEER SERVICE

The City of Salem utilizes four types of volunteer services:

- **Direct Volunteer** Individuals who volunteer for a specific task and are trained, supervised, and evaluated firsthand by City employees. These volunteers are covered by the City's supplemental volunteer insurance.
- **Indirect Volunteer** Individuals who volunteer on behalf of another agency, service organization, or group. There is a body of authority between the City and the volunteer, and they are not covered by the City's insurance.
- **Supplemental Labor** Organized and assigned to complete specific tasks. Generally they are supervised by someone other than a City employee, and City employees provide only general direction regarding the tasks (for example, Inmate Labor Crews).
- **Partnership** Wherein the City is considered a partner or resource to a citizen-led effort, such as neighborhood associations and Community Emergency Response Teams (CERT).



VOLUNTEER HIGHLIGHTS

*"The best way to find yourself is to lose yourself in the service of others."
- Mahatma Gandhi*

In July 2008 Salem City Council presented 52 volunteer awards, including the following special awards for exemplary service in 2007-08:

Dorothy Patch Community and Educational Achievement Award

Students of Abiqua Middle School
South Salem High School Band

Loucks Business-Government Partnership Award

Comcast Cable Communications, Inc.
Salem Electric

Mayor's Merit Award

Dick Withnell

Mayor's Youth Achievement Award

Swegle Boys and Girls Club

Salem Spirit Award

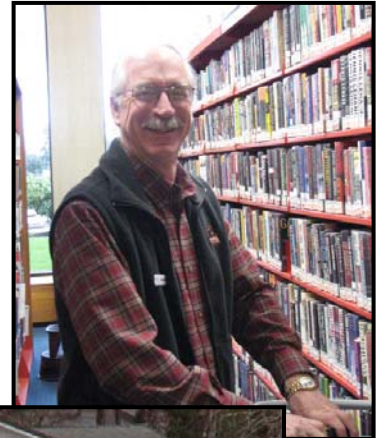
Suzi Bicknell

Vern Miller Key Citizen Award

Herm Boes
Don Christensen
J.B. Summers

Willard Marshall Special Citizen Award

Thomas N. Green Jr.
Joette Toews



Four Distinguished Project Awards were also presented:

- **CERT Steering Committee** for bringing experience, sound judgment, honor, and humor to the Community Police Review Board.
- **Salem CERT and Amateur Radio Trainers** for their expertise, skills, and extended hours of skilled training that make Salem a safer place to live.
- **Neighborhood Task Force** for developing recommendations to strengthen neighborhood association participation and involvement.
- **Softball Task Force** for developing a number of operational guidelines designed to enhance the success of softball in Salem.

SUMMARY

In 2007-08, the City of Salem coordinated the services of approximately **5,100 volunteers** who contributed **149,647 hours** of service, equal to **72 full-time** employees and valued at more than **\$2.9 million** (based on \$19.51/hour recognized by the Points of Light Foundation).

Volunteer hours in 2007-08 were approximately 7% more than the previous year.

Department/Programs	2003-04		2004-05		2005-06		2006-07		2007-08	
	Hours	%	Hours	%	Hours	%	Hours	%	Hours	%
Community Services: Office, Parks, Recreation, Senior Center, and Youth Development	106,453	69%	100,900	65%	111,398	77%	103,271	75%	109,823	74%
Library: Circulation Management and Discovery Room	24,630	16%	23,555	15%	22,450	16%	22,865	16%	23,187	16%
Police: Crime Prevention and Domestic Violence Response Team	7,467	5%	8,043	5%	5,560	4%	8,600	6%	10,545	7%
Public Works: Adopt-A-Street/Stream and Fall Leaf Haul	15,156	10%	23,564	15%	4,910	3%	4,610	3%	4,940	3%
TOTALS	153,706		156,062		144,318		139,364		149,647	

Volunteer contributions can also be measured in product. For example, volunteers:

- Issued 347 citations to vehicles that were parked illegally in disabled parking spaces throughout Salem.
- Picked up 350 bags of leaves from 25 senior citizens' homes during the Fall Leaf Haul.
- Packed 3,000 "First Book" early literacy packets for babies born at Salem Hospital.
- Cleaned up more than 11,000 pounds of trash and debris from streets and sidewalks.
- Developed and built a new 9-hole disc golf course at Woodmansee Park.
- Prepared tax returns for over 2,500 seniors, disabled persons, and low income families through work at the Salem Senior Center.
- Painted hundreds of fire hydrants.
- Mended 650 books so they could continue being used by library patrons.
- Served 26,498 low cost lunch meals from the congregate meal-site at the Senior Center and through home delivery.

*"The greatest virtues are those which are most useful to other persons."
- Aristotle*

THE BENEFITS

- **People who are actively engaged and contributing to their community actually live longer and healthier lives.** Oregon is one of the top ten states in the nation for volunteerism among seniors.
 - Approximately 575 older volunteers coordinate 90% of the activities offered through the Salem Senior Center. The City would have to hire 26 full-time employees to produce equivalent work.

- **A key factor determining a child's future success is the number of positive, caring adults who play a significant role in his/her life.**
 - Over 350 volunteer coaches guided over 9,800 youngsters in City sports programs.
 - Over 300 volunteers tutored, coached, taught, and mentored over 4,200 middle school students in the after-school POWER Program.

- **Civic engagement is the cornerstone of democracy.**

Approximately 220 individuals serve on 19 neighborhood association boards in Salem. The City of Salem has a volunteer Mayor and City Council, as well as 200 citizens who serve on 23 boards and commissions, addressing topics as far-reaching as:

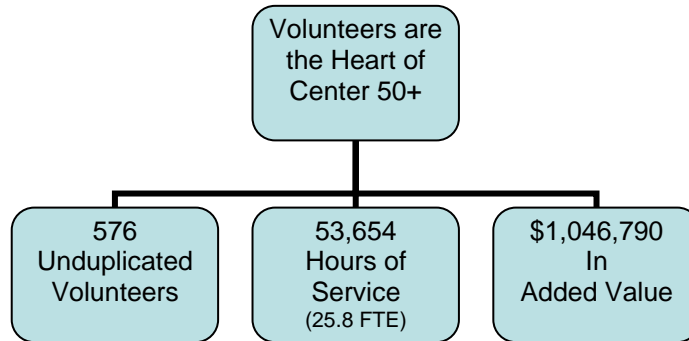
 - Public Safety
 - Transportation
 - Library Services
 - Human Rights
 - Airport Services
 - Parks and Recreation
 - Land Use Planning and Development
 - Social Services

- **Stewardship of public lands and public facilities is a primary function of government.**
 - 90 Adopt-a-Street groups coordinated 1,800 volunteers who worked for 3,200 hours to rid the city of more than 11,000 pounds of trash and debris.
 - 38 City parks and open spaces are maintained with the help of Park Partners who weed, restore trails, paint picnic tables, keep Mutt Mitt pet waste disposal bags stocked, rake leaves, and perform a variety of other maintenance tasks.

The following pages provide additional information on volunteer services with individual City departments, divisions, and programs.

CENTER 50+ SALEM SENIOR CENTER

Volunteers are instrumental in the day-to-day leadership of the Salem Senior Center and its programs. From teaching classes to leading a hobby area, volunteers are responsible for coordinating the activity, collecting program fees, and serving on Senior Leadership teams.



Volunteer Recognition Week transformed the dining room into a casino and gave volunteers 'funny money' to play a variety of games. Personalized awards were given to each of the Volunteers of the Month.



Receptionists provided information and assistance to over 18,000 callers.



Volunteers prepared **tax returns for over 2,500** seniors, disabled persons, and low income families.



Volunteers served **26,498 low cost lunch meals** from the congregate meal-site at the Senior Center and home delivery.

For more information on the Salem Senior Center, visit <http://senior.cityofsalem.net>.

YOUTH DEVELOPMENT & PREVENTION

Promoting Outstanding Work, Education, and Recreation (POWER)

The POWER Program is an after-school program operating in each of the Salem-Keizer middle schools. Program hours extend the time that youth are in a productive and supervised setting and offer homework help, skill-building programs, enrichment activities, recreation, and sports. In 2007-08, **over 300 volunteer** parents, high school and college students, teachers, and business members contributed **2,262 hours**, working with **4,700 middle school youth**:

- Tutoring in English, Math, and Science
- Teaching activities, such as fly-tying, cooking, or chess
- Instructing hip-hop, Latin, and other dance classes
- Leading individual and team sports
- Serving snacks

The value of volunteer contributions in 2007-08 exceeded \$44,100.



Students also volunteer as part of their POWER Program activities. Examples not captured in the volunteer numbers cited in this report include:

- Making blankets and caps for newborns.
- Making pillows for heart patients at Salem Hospital.
- Collecting donations for Marion-Polk Food Share.
- Doing habitat restoration projects.

For more information on the POWER Program, visit www.cityofsalem.net/power.

High School Teen Action Teams

Teen Action Teams provide high school students a way to develop leadership skills and make a difference in their world. Students develop positive ways to send a drug-free message to their peers, younger students, and the community.

- High school students, age 15-17 conduct reward and reminder visits to stores that sell tobacco. They attempt to buy tobacco products, and, if the clerks are willing to sell, they decline and remind them how important it is to sell tobacco responsibly. In turn, they reward the clerks who refuse to sell and give them gift certificates for pizza, free movies, etc. This effort is known as the STOMP Campaign (Sale of Tobacco to Minors Prohibited). In 2007-08, approximately **40 students** spent a combined **640 hours** on reward and reminder visits at 168 stores. Their efforts helped keep the outlets willing to sell tobacco to minors below 20%.
- Teen Action Teams sponsor a variety of activities to send drug-free messages to their peers during Alcohol & Drug Awareness Week and prior to activities such as prom and graduation. In 2007-08, **over 30 students** spent **250 hours** to engage 412 of their peers in drug-free campaign efforts.

YOUTH SPORTS & RECREATION

In 2007-08, approximately **1,150 volunteers** contributed nearly **12,000 hours of service** (equivalent to 5.8 full-time staff), encouraging and supporting youth in these highlighted recreation programs. The financial value of this time is over \$233,800.

Youth Sports Programs provide participants, age 3 through 8th grade, the opportunity to play sports in a safe, positive, and fun environment. Parents are encouraged to volunteer in a number of positions, such as: Head Coach, Assistant Coach, Team Parent, and Instructional Aide. As an example:

- **222 registered volunteers** contributed a total of **4,149 hours**, serving as coaches and team parents to 3,440 participants in the 2nd-8th grade recreational sports programs.



- Another **780 volunteer parents** contributed **5,840 hours** as Instructional Aides in the 3-year-old to 1st grade Fall and Spring Soccer programs and Winter Basketball program.

The Salem Kids Relays, held annually each May since 1974, is a series of 4 x 100 races for boys and girls. More than 50 Salem-area schools participate in the event each year. The single-day event was cosponsored by Country Financial, Optimist Club of Salem, and the City of Salem. Approximately **130 volunteers** donated **1,300 hours** as starters, timers, announcers, ribbon presenters, and runners.



The Summer Parks Program provides 5-to 12-year-old youth with eight weeks of neighborhood activity in five Salem parks: Englewood, Highland, Northgate, Sumpter, and West Salem. Children participate in arts and crafts, sports, educational programs, and special events, such as the summer-ending carnival week. As participants age out of the program, they return as volunteers. Each park location boasted 3-6 youth volunteers who worked alongside City staff and contributed as many as 125 hours each.

For more information about City recreation, visit www.cityofsalem.net/recreation.

SOFTBALL PROGRAM

The City-operated Softball Program provides adult softball leagues and operates youth and adult softball tournaments at Wallace Marine Sports Complex and other community venues. This award-winning program would not be able to serve the 2,675 adults in league play and the 485 teams involved in youth and adult tournaments, without the help of volunteers.

In 2007-08 nearly 100 volunteers contributed 1,152 hours in support of league and tournament play at the Wallace Marine Sports Complex.

With the help of these volunteers, the City was able to generate over \$1.6 million in economic development for Salem-area businesses during the 2008 softball season.



For more information about the City's Softball Program, visit www.softballcityusa.com.

PARKS MAINTENANCE

Parks Maintenance utilizes a diverse array of volunteers who provided more than **41,010 hours** of service last year, **equivalent to 19.72 full-time staff**. In addition to individual volunteers, some of the groups that provided service included: Starbucks employees, South Salem Key Club, Western Mennonite students, Salem Area Geo-caching Association, The Chemeketans Outdoor Club, and Oregon School for the Deaf students.

Examples of projects completed by volunteers:

- **Willamette University Football Team** volunteered for United Way Day of Caring by clearing brush at Wallace Marine Park to create greater visibility throughout the park, and the Police Department explained Crime Prevention through Environmental Design as the purpose for the brush clearing.
- **Capitol City Disc Club** developed and built a new 9-hole disc golf course at Woodmansee Park.
- **Boy Scouts** working to earn their Eagle Scout rank rehabilitated an aged picnic table system, painted hundreds of fire hydrants, built and installed wood duck nesting boxes, and rehabilitated a pedestrian bridge.
- **Friends of Pioneer Cemetery** maintained neglected gravesites, straightened and repaired headstones, and performed moss removal.
- **O.S.U. Summer Extension program participants** spent time assisting with wetland restoration and other projects in parks.
- **Park Partners** and other neighbors regularly act as eyes and ears to assist staff in keeping parks free from graffiti and health hazards. They perform day-to-day maintenance tasks that include keeping pet waste disposal bags stocked, raking leaves, painting picnic tables, and weeding beds.
- **Friends of Bush Garden and Deepwood Gardeners** met weekly and spent thousands of hours to maintain the gardens and historic landscape at those facilities.
- **Minto-Brown Island Volunteer Park Patrol** spent over 2,800 hours walking and cycling throughout the park. Patrol members answered questions for park users, pointed out wildlife, and helped keep the park safe.



For more information about Salem parks, visit www.cityofsalem.net/parks.

PUBLIC WORKS DEPARTMENT

Creek Restoration and Education Activities involved teachers, students, families, friends, and community members from the local watershed councils and civic groups who devoted over **1,300 hours** of their time and talents on planning and projects. Highlights include:

- One hundred forty volunteers marked over 1,000 storm drains with the “Dump No Waste – Drains to Stream” message.
- Eleven teachers and their students participated in the Adopt-A-Stream program, studying water quality and performing restoration projects on local creeks.
- Nine volunteers and seven canine companions starred in the City’s pet waste commercial, reminding the public that, when nature calls, make sure they pick up.
- The Glenn-Gibson Creeks Watershed Council continued working on many of their habitat projects, including the oak savannah restoration project on Orchard Heights Road. During planning of the new fire station, the Watershed Council helped protect the wetland identified on site.
- The Pringle Creek Watershed Council assisted in securing roughly \$15,000 in grants to plant native shrubs and trees in the riparian areas along Pringle Creek.

90 Adopt-A-Street groups with 1,800 volunteers contributed 3,200 hours and collected over 11,000 pounds of trash and debris from City streets. Some of the more active Adopt-A-Street groups are listed at right.

Top Adopt-A-Street Groups	Pounds
Corban College	630
Friends & Family of Micaela Maestas	615
Friends of Salem Airport	530
The Ballard Family	470
Salem Area Geo-caching Association	415

The Fall Leaf Haul had approximately **185 volunteers** contributing **440 hours** at 3 collection sites, Sprague High School; The Oregon State Fairgrounds; and Wallace Marine Park. Volunteers collected 630 cubic yards of leaves while accepting 1,000 lbs of food donations and \$1,300 in cash donations for the Marion-Polk Food Share and Parks Tradition Fund. An additional 30 volunteer drivers collected and hauled away 350 bags of leaves from the homes of 25 senior citizens.



For more information on Public Works volunteer programs, visit www.cityofsalem.net.

SALEM PUBLIC LIBRARY

A grand total of 437 community members volunteered at Salem Public Library. Volunteer time was on the rise, with a total of 23,187 hours logged (11.15 FTE). Averaging 53 hours of work each, the group was led by five extraordinary volunteers who each gave more than 500 hours during the year. The Library continued to benefit from many long-term, loyal volunteers as well, and honored a particular volunteer for an extraordinary 25 years of service.

The value of volunteer contributions in 2007-08 exceeded \$452,200.

Volunteers work in every area of the library, helping accomplish tasks that are crucial to the service and efficient operations at this community institution. As examples, library volunteers:

- Through a 37-year partnership, Assistance League of Salem members **delivered 7,514 library books to homebound residents of Salem.**
- **Welcomed 44,717 visitors to play and learn in the Discovery Room** about bugs, dinosaurs, grocery stores, and pioneer life in Oregon.
- **Helped return 1,312,074 items to the shelves,** maintaining a commitment to 24-hour re-stocking.
- **Added 500 photos to the online historic photo database.**
- **Packed 3,000 “First Book” early literacy packets** for babies born at Salem Hospital.
- **Supported world class entertainment for 1,200 area residents** through sponsorship of the World of Music at the Library concert series through the volunteer Salem Public Library Foundation and Friends of the Salem Public Library organizations.
- **Helped register more than 5,000 children for the library’s Summer Reading Program.**
- **Changed codes and removed physical labels from 6,248 books** being moved from “new” to the regular shelves.
- **Mended 650 books** so they could continue being used by library patrons.
- **Earned \$45,880** by organizing the sale of donated books through the Friends of the Library Bookstore and book sales.
- **Accompanied librarians who visited all the first grade classrooms** in the Salem-Keizer School District, and as the Assistance League purchased books that were given to each student to introduce them to the benefits of library usage.
- **Helped to pull 71,918 books from the shelves** that were requested by library customers.
- **Researched 512 obituaries** at the request of library users.



For more information about the Salem Public Library, visit www.salemlibrary.org.

SALEM POLICE DEPARTMENT

The Salem Police Department relies on the help of many volunteers to provide support and assistance to the staff and officers of the department. Volunteers with a wide-range of skills and talents help to increase public awareness of the Salem Police Department's efforts through expanded service to the residents of Salem.

During 2008, **129 volunteers contributed almost 10,545 hours** to the Salem Police Department. Some of the services that they provided are noted below:

- Volunteers **issued 347 citations** to vehicles that were parked illegally in disabled parking spaces throughout Salem.
- The **annual Salem Police Toy Drive** continued in 2008, serving 141 families in the Salem area. In addition, the toy drive partnered with DHS to provide gifts for 150 children in foster care and with KWIP radio station to provide toys for children in an area migrant camp.
- **Over 550 volunteer hours were spent assisting the graffiti abatement team.** Volunteers in this position assist with the reporting, tracking, and removal of graffiti in Salem city limits.
- **Citizen Patrol**, a group of uniformed volunteers serving as extra eyes and ears for officers, was created in 2008 to patrol areas of Salem, observing and reporting suspicious behavior in an effort to reduce crime.
- Volunteers assisted the Criminal Investigations Section in **processing pawn slips** from area pawn shops. With their help, detectives were able to recover stolen property with an estimated value of \$35,192.



- During the year, 41 households in Salem benefited from having a pair of trained volunteers perform a free **security survey** on their home.
- The Domestic Violence Response Team (DVRT) relies almost entirely on the dedication, commitment, and time given by the program's volunteers. During 2007-08, 16 to 20 individuals **contributed 558 hours of service to the Police Department and 604 victims of domestic violence, sexual assault, and stalking.**

For more information about the Salem Police Department Volunteer Program, visit www.cityofsalem.net.

SUPPLEMENTAL LABOR

Supplemental work programs vary and are usually associated with another organization or entity in the local community. Parks Maintenance is the primary City program that coordinates supplemental labor from local agencies, such as the Easter Seals Senior Employment Program; Education, Careers and Healthy Options (ECHO); Garten Foundation; Municipal Court; State and County Corrections; and Confederated Tribes of Siletz.

Dept	Program	2003-04		2004-05		2005-06		2006-07		2007-08	
		Hours	%	Hours	%	Hours	%	Hours	%	Hours	%
Admin. Services	Building Services	-	-	-	-	2,130	2%	2,919	2%	2,900	2%
Community Services	Parks Maintenance	100,083	92%	105,794	96%	106,278	95%	127,250	98%	130,684	98%
Community Services	Senior Center	9,000	8%	4,160	4%	3,096	3%	50	na	0	na
		109,083		109,954		111,504		130,219		133,584	

Examples of supplemental labor provided through **Parks Maintenance** include:

- Confederated Tribes of Siletz pays participants a minimum wage while they work closely with City staff to gain work experience and develop work skills. Participants spent 3-9 months with Parks Maintenance staff and became consistent, trained, and valuable help in City parks.
- Court-ordered Community Service workers made up about 13% of the supplemental labor workforce, accounting for 17,544 hours in 2007-08. These laborers usually had 16-200 hours of service to complete as court-ordered restitution. While most workers were capable of assisting in daily park maintenance, occasionally a skilled tradesman could be used in his or her area of expertise.

SUPPLEMENTAL LABOR IN PARKS

In 2007-08, the City's park system benefited from:

100,076 inmate hours (48 FTE), valued at \$1,952,483 and 30,608 other supplemental labor hours (15 FTE), valued at \$597,162 for a **2007-08 supplemental labor force equivalent to 63 FTE and valued at over \$2.5 million.**

Aside from staff time to coordinate and supervise the crews, this \$2.5 millions in supplemental labor cost the City \$226,635--or less than \$1.75 per hour, plus coordination and supervision.



PARTNERSHIPS

Where the City is a partner or resource to a citizen-led effort

NEIGHBORHOOD ASSOCIATIONS

Individuals can choose to participate in their neighborhood association, which is recognized by the City as a group that:

- Provides advice to the City on issues affecting their neighborhood.
- Educates the community about City and neighborhood resources.
- Solves neighborhood problems.
- Involves people in civic and social activities.



Neighborhood associations are independent of the City of Salem. Neighborhood association board members are residents and business members from various backgrounds who have been elected by neighbors at the association's annual meeting and participate in training and orientation sessions provided by the Department of Community Services. Currently there are 220 neighborhood association board members in the 19 associations across the city.

Neighborhood association volunteers provide leadership, run committees, and organize projects such as:

- Block Parties
- CERT Outreach
- Community Gardens
- Concerts
- Litter Pick-Ups
- Neighborhood Watch
- Park Improvements



Neighborhood associations are also involved in the **Neighborhood Partnership Program** in the Highland and SESNA areas. This program engages residents, businesses, schools, faith-based groups, and others in identifying and addressing neighborhood issues. Groups also set goals and identify measures of their success.

During 2007-08, volunteers and in-kind contributions provided thousands of hours of service to bring neighbors together, clean-up parks, provide resource materials, hold garden work parties, learn home life skills, increase Neighborhood Watch activities, and organize special events.

For more information about Neighborhood Services, visit www.cityofsalem.net/neighbor.

COMMUNITY EMERGENCY RESPONSE TEAMS (CERT)

Individuals attend free training and go on to form or become part of a Community Emergency Response Team (CERT) in their neighborhood. The CERT is a citizen group with which the Fire Department maintains contact and partners to educate and equip the community to respond in times of emergency. CERT members provide vital support in neighborhoods during times of disaster.

The mission of the Salem CERT is to:

- Promote emergency preparedness and training in the neighborhoods.
- Lessen the impact of disasters on the Salem community.
- Assist neighbors during catastrophic events.

	2003-04	2004-05	2005-06	2006-07	2007-08
Citizens Trained	139	68	60	82	92
Resource Pool of CERT-Trained Citizens	139	208	268	350	442
CERT Hours of Service	3,600	4,080	4,200	5,485	6,927

CERT members are citizens from various backgrounds who have successfully completed a Federal Emergency Management Agency (FEMA) certified training program provided by the Fire Department. Currently there are over 440 trained CERT citizens across the city. Each volunteer initially receives 21 hours of FEMA training, and then they have the option to receive additional training from the Red Cross, Amateur Radio Operators, utility companies, private companies, and other agencies.

CERT Members:

- Establish neighborhood teams of 15-20 members.
- Conduct neighborhood awareness drives.
- Participate in National Night Out and other neighborhood activities.
- Support Neighborhood Watch campaigns.
- Assist as trainers in educating new CERT volunteers, and in ongoing refresher training sessions.
- Give presentations on the CERT Program to neighborhood associations.



CITY GOVERNANCE THROUGH VOLUNTEERS

Over 200 volunteers serve on 21 City boards and commissions, advising the all-volunteer City Council and providing input directly to City programs. The estimated 4,888 hours of volunteer time to study and deliberate the various issues brought before these groups has a corresponding financial value of \$95,365.

Entity/Group	# of Vols.	Frequency of Mtgs.			Estimated Vol. Hours/Year
		As Needed	Monthly	2-4 times/mo.	
Airport Advisory Commission	7		●		126
Board of Ethics	5	●			10
Citizen Budget Committee	18	As needed, monthly, and 5-8 times in April/May			432
Citizen Advisory Traffic Commission	9		●		216
Civil Service Commission	3	●			6
Community Police Review Board	7		●		168
Downtown Advisory Board	11		●		264
Historic Landmarks & Design Review Cmsn.	9		●		216
Housing & Urban Dev. Advisory Board	11	As needed, 4-6 times per year			132
Human Rights & Relations Advisory Board	15		●		420
Northgate Redevelopment Advisory Board	11		●		198
Planning Commission	7			●	504
Cultural & Tourism Promotion Advisory Bd.	9		●		216
Salem Housing Advisory Committee	10		●		180
Salem Parks & Recreation Advisory Board	9		●		270
Salem Public Library Advisory Board	9		●		270
Salem Sister City Advisory Commission	4	●			48
Salem Social Service Advisory Board	11		●		398
Senior Center Advisory Commission	19		●		456
West Salem Redevelopment Advisory Board	11	Quarterly			88
Youth Advisory Commission	15			●	270
21 Advisory Boards and Commissions	209	227 mtgs/year, est.			4,888 vol. hours

The true value of these contributions is better measured in the quality of the decisions and recommendations produced, the impact on the quality of City services, and, ultimately, on the quality of life for area residents, businesses, and visitors.

VOLUNTEER MANAGEMENT

The City's professional management of volunteers is found in individual departments.

City Manager's Office

The staff of the City Manager's Office are the primary support for the Mayor and City Councilors - individuals who contribute countless volunteer hours to their community.

Department of Community Services

Parks Maintenance - A full-time Volunteer Coordinator is dedicated to recruiting volunteers throughout the community, and supporting their contribution of 41,010 hours (19.72 FTE). Additionally this position recruits and coordinates a supplemental labor pool that contributed 130,684 hours (62.83 FTE).

Softball – The Softball Coordinator dedicates 5% of his time to recruit and manage volunteers who provide 1,152 hours of support to softball leagues and tournaments.

Youth Sports & Recreation Programs –

The Recreation Coordinator dedicates half her time to recruit, train and supervise over 1,150 volunteers who provided 12,000 hours of volunteer service (5.8 FTE) to youth sports and recreation programs.

Youth Development and Prevention - The Youth Development and Prevention Coordinator dedicates 10% of her time to recruit and refer volunteers who provided over 2,250 hours of service to the after-school POWER Program that operates 3-5 days per week at all 12 middle schools in the Salem-Keizer School District.

Salem Senior Center - A full-time Volunteer and Program Coordinator dedicates 80% of her time to recruit, train, and oversee the 575 volunteers who operate 90% of the programs and services provided at the Senior Center.

Neighborhood Services - Three Neighborhood Services Specialists (2.20 FTE) are dedicated to supporting the 220 volunteer board members of Salem's 19 neighborhood associations. In addition, the coordinator of the Neighborhood Partnership Program supports community efforts that bring over 3,000 hours of volunteer and in-kind talents to improving conditions in specific neighborhoods.

Salem Public Library

The Library's volunteer program is managed by the Community Relations/Volunteer Coordinator, whose position is funded by the all-volunteer Salem Public Library Foundation. In addition, seven division-level staff members coordinate the day-to-day activities of the 437 individuals who contribute 23,187 volunteer hours each year.

Salem Fire Department

The Emergency Preparedness Manager dedicates approximately 10% of his time in support of the Community Emergency Response Teams (CERT Program).

Salem Police Department

Crime Prevention Unit - A full-time Volunteer Coordinator recruits volunteers from the community to assist the department in performing its daily duties, and supporting the contribution of over 10,500 hours.

Domestic Violence Response Team - A full-time Volunteer Coordinator recruits, trains, and supervises the victim advocate volunteers, who donated over 550 hours of service to victims of domestic violence, sexual assault, and stalking.

*"I don't know what your destiny will be,
but one thing I do know:
the only ones among you who will be really happy
are those who have sought and found how to serve."*

– Albert Schweitzer