



Executive Summary: Boulder County Volunteer Report Calendar Year 2019

Volunteer engagement remained strong in Boulder County’s programs and services in 2019. While there was a decrease in volunteer contributions to boards, there was an increase in number of volunteers and hours contributed towards Boulder County volunteer programs.

2019 Grand Totals¹

- 5,660 community members volunteered with Boulder County
- Volunteers donated a total of 135,305 hours
- The equivalent of \$3,791,246 was contributed to Boulder County by volunteers in 2019²

2019 Boards, Commissions, Task Forces & Committees Volunteer Report

30 board, commission, tasks force, and committee responses were submitted by staff representing 8 departments.

Department/Office	Total # Community Volunteers	Total Volunteer Hours
Commissioners’ Office	29	3,162
Community Services	69	3,769
District Attorney’s Office	3	48
Housing & Human Services	34	66
Land Use	24	931
Parks & Open Space: Except Extension	9	300
Parks & Open Space: Extension	12	160
Public Health	10	332
Transportation	4	75
TOTALS	194	8,846

2019 Volunteer Program Totals

55 volunteer program responses were submitted by staff representing 10 departments.

Department/Office	Total # Volunteers	Total Volunteer Hours
Administrative Services	28	408
Community Services	595	22,331
Coroner’s Office	6	646
District Attorney’s Office	49	1,095
Housing & Human Services	126	5,146
Land Use	5	3
Parks & Open Space: Except Extension	3,085	31,760
Parks & Open Space: Extension	730	45,732
Public Health	140	4,864
Sheriff’s Office	319	10,682
Transportation	383	3,792
TOTALS	5,466	126,459

¹ These numbers include both the community members who volunteered on boards as well as those who volunteered for programs. These counts were done at the program level with no mechanism for identifying those who volunteered in multiple programs. Tracking methods and accuracy varied, so numbers reported may be estimates.

² Per *Independent Sector*, the estimated Colorado dollar value of volunteer time was \$28.02 per hour in 2018

Two-Year Comparisons

Boards, Commissions, Task Forces & Committees	2018	2019
Total Community Volunteers	326	194
Total Volunteer Hours	10,095	8,843
Total External Agency Members	172	196

Volunteer Programs	2018	2019
Ongoing Volunteers	2,766	3,032
Ongoing Volunteer Hours	101,264	114,657
Average Hours per Volunteer: Ongoing	37 Hours	38 Hours
Episodic Volunteers	2,689	2,434
Episodic Volunteer Hours	18,339	11,802
Average Hours per Volunteer: Episodic	7 Hours	5 Hours
Total Volunteers	5,455	5,466
Total Hours	119,603	126,459
Average Hours per Volunteer: Total	22 Hours	23 Hours

Volunteer Programs

Department/Office	Ongoing		One-Time/ Episodic	
	Volunteers	Hours	Volunteers	Hours
Administrative Services	1	224	27	184
Community Services	536	21,930	59	401
Coroner's Office	6	646	0	0
District Attorney's Office	24	1,005	25	90
Housing & Human Services	98	5,071	28	75
Land Use	0	0	5	3
Parks & Open Space: Except Extension	1,046	24,564	2039	7196
Parks & Open Space: Extension	479	41,879	251	3853
Public Health	140	4,864	0	0
Sheriff's Office	319	10,682	0	0
Transportation	383	3,792	0	0
TOTALS	3,032	114,657	2,434	11,802

Key Takeaways: Boards, Commissions, Task Forces & Committees Volunteer Report

There were sixteen boards (48% of responses), fifteen committees (45%), one task force (3%), and one commission (3%) with volunteers in 2019. Across these entities, there were 196 external agency representatives and 194 community member volunteers. General community member volunteers dedicated over 8,000 hours in 2019. The majority of these hours (65%) were spent in meetings, with only seven entities reporting more hours spent outside of meetings (4 boards, 1 committee, 1 commission, and 1 task force).

Community member volunteers averaged 23 hours each, though this changed when considering volunteer hours per entity. Of the 24 boards, commissions, task forces, and committees that reported community member volunteers, 7 of them reported at least 50 hours per volunteer—4 of which received more than 100 hours per volunteer. In fact, the Padres Involucrados En La Educación (PIE) Task Force's 15 community volunteers and the Boulder County Cultural Council (BRCC)'s 11 community volunteers had the highest rates per volunteer, averaging 347 hours and 240 hours respectively.

Key Takeaways: Volunteer Programs Report

Over 120,000 hours were contributed by more than 5,000 volunteers to Boulder County programming in 2019. Over half of these hours were within one department—Parks & Open Space (all divisions, including Extension) with 3,815 volunteers contributing 77,492 hours. Community Services came in next with 595 volunteers contributing 22,331 hours, followed by the Sheriff’s Office with 319 volunteers contributing 10,682 hours. These three departments contributed 87% of volunteers and of total hours. The vast majority of hours contributed by these departments (90%) was through ongoing, rather than episodic, volunteer efforts.

The 3,032 ongoing volunteers contributed 114,657 hours across 49 Boulder County programs, while the 2,434 episodic volunteers contributed 11,802 hours across 17 programs. There was a 10-fold difference in hours, with ongoing volunteers donating over 100,000 hours more than the one-time episodic volunteers.

Volunteers averaged 23 hours each in 2019. This changed when considering volunteer hours per program. Of the 55 programs that reported volunteer hours, 18 of them reported at least 50 hours per volunteer—10 of which received more than 100 hours per volunteer. In fact, the Sherriff Office’s Reserve Unit volunteer program had the highest rate, with their 5 volunteers conducting 1,732 hours in 2019.

Changes from Previous Volunteer Reports

Changes prior to the collection of data for the Boulder County Volunteer Report for calendar year 2019 compared to previous volunteer reports impacted the number of volunteers and hours reported for both volunteer programs as well as boards, commissions, task forces, and committees.

1. Volunteer numbers and hours fluctuating annually on a county-wide or departmental level does not necessarily indicate major trends in volunteer engagement. Changes to the number of volunteers for programs can occur for many reasons, including programmatic needs, personnel turnover or vacancies, and changes to recordkeeping systems.
2. There were higher volunteer needs in prior Boulder County Volunteer Reports. In 2016 alone, there was an increase in number of volunteers and magnitude of hours due to both the Cold Spring Fires and the presidential election. For the 2013 through 2015 reports, relief efforts for the 2013 flood resulted in an increase in reported volunteers.

Attachments

- 2019 Boards, Commissions, Task Forces & Committees Volunteer Report – 6 pages
- 2019 Volunteer Programs Report – 13 pages

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Boulder County Volunteer Report
Calendar Year 2019

Boards, Commissions, Task Forces, and Committees



Last Edited: April 30, 2020

Commissioners' Office	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Board of County Commissioners	Boulder County Cultural Council (BCCC)	Carol Garnand	9	2162	2	The BCCC develops recommendations for the Board of County Commissioners regarding the yearly distribution plan for the county's portion of the Metropolitan Scientific and Cultural Facilities District (SCFD) sales tax. By reviewing the proposals and interviewing the organizations, the BCCC ensures that the taxpayer funds are being well-spent to enhance the county's scientific, art, and cultural opportunities.
	Board of County Commissioners	Eldorado Springs Local Improvement District Advisory Committee (ELSIDAC)	Mark Ruzzin	5	150	0	The ESLIDAC acts as a communication link between the district rate-payers and service providers who provide operations and administrative services to Eldorado Springs Local Improvement Districts I & II and the Board of County Commissioners. The ESLIDAC also advises the Board on issues pertinent to the implementation of public improvements serving the district.
	Board of County Commissioners	Niwot Local Improvement District Advisory Committee (NLIDAC)	Mark Ruzzin	9	240	0	The NLIDAC serves as an independent board to provide the Board of County Commissioners with recommendations for improvements to the Niwot Local Improvement District (LID). The committee prioritizes expenditures of the LID sales tax revenue for projects including but not limited to capital improvements, community events and promotion, transportation, and transit improvement.
	Sustainability Office	Resource Conservation Advisory Board	Tim Broderick	6	610	16	The purpose of the Advisory Board is: to advise the Board of County Commissioners in reducing the amount and toxicity of waste generated in the county; to research, review and recommend changes in policy related to waste reduction, reuse, recycling and composting; to provide input on the development of facilities and programs; and, as a result of these efforts to help Boulder County, its communities, and partners, to conserve mineral, fossil fuel, and forest resources as well as reduce environmental pollution.
Commissioners' Office Totals				29	3,162	18	

Community Services

Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
Area Agency on Aging	Aging Advisory Council	Lindsay Parsons	22	1017	22	The Aging Advisory Council helps in the administration and planning of Older Americans Act programs. The council gathers information and ideas that help coordinate the delivery of services and respond effectively to the needs of older adults throughout Boulder County.
Area Agency on Aging	Care Connections Editorial Advisory Committee	Juliette Kershner	5	73	5	The committee plans themes, articles, and writers for the Care Connections bi-monthly Newsletter for Family Caregivers. Members sometimes write articles and/or interview caregivers for this publication.
Community Action Program	Community Action Program (CAP) Advisory Board	Maciel Leon	10	165	10	The CAP Advisory Board is the body that provides oversight and direction for CAP. The board is responsible for evaluating CAP's effectiveness and assisting staff in developing a strategic plan for the organization. The board serves as a liaison with the broader community and CAP's community partners.
Community Action Program	Individual Development Accounts (IDAs) Advisory Board: Personal Investment Enterprise (PIE)	Nino Gallo	1	64	7	The Individual Development Accounts Advisory Board oversees policies and procedures regarding the PIE program. The advisory board supports low-income working individuals and families in acquiring assets and becoming more self-sufficient.
Community Justice Services	Boulder County Community Corrections Board	Laura Vandello	9	1216	6	The Community Corrections Board promotes and protects public safety while significantly lowering the cost of housing for offenders and more successfully reintegrating them back into the community. Cases are carefully reviewed by community members and select agency staff. Appropriate offenders are approved for placement in a halfway house under close monitoring and supervision.
Healthy Youth Alliance	Padres Involucrados En La Educación Task Force (PIE)	Meca Delgado	3	1040	12	This group plans, implements, and evaluates a parent involvement program in the St. Vrain Valley School District (SVVSD). This program consists of 12 calendar events and serves over 300 family members per year. All sessions are held in Spanish and reach an underrepresented population of parents in the SVVSD.
Strategic Initiatives	Homeless Solutions for Boulder County (HSBC) Executive Board	James Adams-Berger	0	0	9	The HSBC Executive Board oversees HSBC regional effort, helps problem-solve emerging issues, and supports alignment and mobilization of needed resources.

(Community Services continued on next page)

Community Services	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Strategic Initiatives	Homeless Solutions for Boulder County (HSBC) Housing Exits Committee	James Adams-Berger	0	0	13	This committee provides guidance in support of identifying and securing housing opportunities for the HSBC system.
	Strategic Initiatives	Homeless Solutions for Boulder County (HSBC) Implementation Team	James Adams-Berger	0	0	4	This committee provides operational support to the day-to-day operations of the HSBC system.
	Strategic Initiatives	Homeless Solutions for Boulder County (HSBC) Management Board	James Adams-Berger	1	18	28	This committee, consisting of agency stakeholders, provides general direction to the operational and services components of the HSBC system.
	Workforce Boulder County	Boulder County Workforce Development Board	Deb Beaton	18	176	3	The Workforce Development Board advises Workforce Boulder County's employment, training, and business services programs.
Community Services Totals				69	3,769	119	

District Attorney's Office	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Victim/Witness Unit	Crime Victim Compensation Board	Kim Stalnacker	3	48	0	The Crime Victim Compensation Board reviews applications from victims of crime requesting financial assistance for the expenses/losses directly related to the victimization. The Board determines policy, eligibility, and awards based on state statute and Board policy.
District Attorney's Office Totals				3	48	0	

Housing & Human Services (HHS)	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Boulder Community Housing Corporation (BCHC)	Boulder Community Housing Corporation (BCHC)	Ann Harris	6	50	0	BCHC is the non-profit 501(c)(3) organization that serves as the umbrella agency for several programs under the Boulder County Housing Authority, including the Casa de la Esperanza Learning Center and the Family Self-Sufficiency and Senior Services programs.
	Family & Children Services	Adult Protection Review Team	Tonia Elliott	21	12	21	The Adult Protection Review Team educates community members regarding adult protection issues and provides a forum to review adult protection cases.
	Family & Children Services	Citizen Review Panel	Diane Ludwig	7	4	0	The Citizen Review Panel reviews complaints regarding lack of response and unprofessional conduct by HHS employees.
	IMPACT	Housing & Human Services Advisory Committee (HHSAC) & Family Resource Network Regional Council	Monica Serrato	0	0	14	HHSAC serves as the Regional Council of the Family Resource Network and as advisors to HHS. The Regional Council provides the overarching governance to the Family Resource Network and oversees the achievement of collective service outcomes to improve the overall well-being of Boulder County families.
HHS Totals				34	66	35	

Land Use	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Building Safety & Inspection Services	Board of Review	Kathy Gissel	0	0	3	The Board of Review, by statutory authority, hears and decides technical appeals related to the interpretation of the Uniform Building Code.
	Building Safety & Inspection Services	Fire Code Review Committee	Kathy Gissel	0	0	5	The Fire Code Review Committee reviews fire codes proposed to the Boulder County Fire Protection Districts and makes recommendations to the BOCC.

(Land Use continued on next page)

Land Use	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Planning	Board of Adjustment	Anna Milner	5	56	5	The Board of Adjustment holds regular meetings to hear appeals to the Director-specified provisions of Article 12, consider certain variances from the requirements of Article 4 of the Land Use Code, and hear appeals of any order, requirement, decision, or determination made by the Land Use Director or County Engineer in administering or enforcing Article 4-related provisions of the Land Use Code (i.e., definitions in Article 18).
	Planning	Historic Preservation Advisory Board	Jessica Fasick	10	152	0	The Historic Preservation Advisory Board provides a valuable service in lending their professional and personal expertise to help preserve the cultural resources of Boulder County.
	Planning	Planning Commission	Anna Milner	9	723	9	The Planning Commission holds regularly scheduled meetings to take official action on rezoning requests and requests for approvals under the Subdivision Regulations and special use applications, and to address any other related matters which require official Planning Commission action. The Planning Commission is responsible for the adoption of the Boulder County Comprehensive Plan and any amendments to that Plan.
Land Use Totals				24	931	22	

Parks & Open Space (Except Extension)	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Director's Office	Parks and Open Space Advisory Committee (POSAC)	Renata Frye	9	300	0	The POSAC advises the Parks & Open Space department on topics that include property transactions, trails, management plans, agricultural use, policies, and other matters. In addition to the monthly meetings, POSAC members spend a great deal of time reviewing materials and completing site visits to better understand Parks & Open Space issues.
POS Totals				9	300	0	

Parks & Open Space Extension	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Extension	Extension Advisory Committee	Dena Theis	12	160	0	This committee serves in an advisory capacity to the Boulder County Extension Staff and the BOCC in developing, maintaining, and providing educational programs to the citizens of Boulder County with help and guidance from Colorado State University.
	POS Extension Totals				12	160	0

Public Health	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Administrative Services	Boulder County Public Health (BCPH) Board of Health	Rita Mangyen	5	252	0	In accordance with the Colorado Public Health Act of 2008 (C.R.S. Section 25-1-508), the BCPH Board of Health consists of five County resident volunteers who serve as the governing board for BCPH. The mission of BCPH is to protect, promote, and enhance the health and well-being of all people and the environment in Boulder County.
	Environmental Health	Mosquito Control Citizens (MCC) Advisory Board	Marshall Lipps	5	80	1	The MCC Advisory Board provides a forum for citizens of the Boulder County Mosquito Control District to provide input on district activities and receive direct updates from Boulder County Public Health staff and the district contractor.
Public Health Totals				10	332	1	

Transportation	Division	Name	Contact	Community Volunteers	Hours Volunteered	External Agency Members	Description or Purpose
	Multimodal	Nederland EcoPass Public Improvement District (NEPPID) Advisory Committee	Alex Hyde-Wright	4	75	1	The NEPPID Advisory Committee advises the county on the administration and management of the Nederland Community EcoPass program.
	Transportation Totals				4	75	1

**Boulder County Volunteer Report
Calendar Year 2019**

Volunteer Programs



Last Edited: April 30, 2020

Administrative Services	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Resource Conservation Division	Boulder County Zero Waste Fair	Volunteers in this program carry out various tasks which help support the Zero Waste initiatives at the Boulder County Fair. Specific tasks include sorting through compost, recycle, and waste bins for contamination as well as acting as educators of all things related to zero waste.	Kennedy Roddy	0	0	27	184	27	184	In 2019, the Zero Waste initiative at the Boulder County Fair diverted 49% of waste, compared to 31% in 2018. The 27 volunteers who participated in the initiative contributed significantly and accounted for 34% of Zero Waste Champions. Thanks to the help of volunteers, 7.5 tons of material was diverted from the landfill to be recycled, composted, or reused.
	Resource Conservation Division	Hazardous Materials Management (HMM) Program	The hazardous materials volunteer greets customers, sorts and packages hazardous materials, and provides DOT shipping training to employees.	Shelly Fuller	1	224	0	0	1	224	The HMM Program increased in usage by 8.6% from 19,146 to 20,793 customers without an increase in staff support. The volunteer program helps the program grow without additional staff as well as educate the public on available programs and proper hazardous waste handling, recycling, and disposal.
	Administrative Services Totals					1	224	27	184	28	408

Community Services	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Area Agency on Aging	Boulder County Area Agency on Aging Nutrition Program	The Nutrition Program implements senior lunch sites in Lyons and Allenspark. This year, the program began distribution of Community Supported Agriculture shares (CSAs) to participating clients. CSAs were provided to clients in Nederland, Lyons and Lafayette.	Teresa DeAnni	8	204	15	40	23	244	Volunteers allowed the program to start a new project: delivering CSAs that benefited 56 older adults in Boulder County. The funds supported three local farmers.
	Area Agency on Aging	Caregiver Programs/ Powerful Tools for Caregivers	Volunteers teach and support family caregivers of older adults and/or persons with dementia on topics such as stress management, accessing resources, communication skills, and self-care.	Juliette Kershner	7	180	0	0	7	180	37 Boulder County family caregivers of older adults attended this series of classes. These classes provide guidance for accessing much-needed supports and tools for thriving as caregivers.
	Area Agency on Aging	Healthy Aging Wellness Program	Volunteers in this program facilitate evidence-based health education workshops.	Melissa Pruitt	13	622	7	22	20	644	Volunteers allowed the program to offer health education classes that address falls prevention, chronic disease self-management, diabetes prevention and active living. These programs were provided to residents 60 and over in Longmont, Louisville, Erie, Lafayette, Boulder, and Allenspark.

(Community Services continued on next page)

Community Services	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Area Agency on Aging	LGBTQ+ Programs	The Rainbow Connections volunteers meet weekly with socially isolated LGBTQ+ older adults in need of connection and community. The Supper Club volunteer coordinates and facilitates monthly dinners for Rainbow Elders. The episodic volunteers support annual events (like Pride and the Lavender Gala).	Michael Chifalo	4	192	13	35	17	227	The Rainbow Connections volunteer program piloted in June 2019. During the following 6 months, 3 volunteers provided 49 visits to 4 recipients for a grand total of 156.25 hours.
	Area Agency on Aging	Long Term Care Ombudsman program	The Long Term Care Ombudsman program provides advocacy for residents of assisted living facilities and nursing homes in Boulder County. Ombudsmen maintain a regular and consistent presence in long term care, insuring that residents, families, and staff are upholding resident rights and addressing concerns.	Erica Corson	5	192	0	0	5	192	This year, the 3 ongoing LTC Ombudsmen contributed 192 hours of services to the program. They made 80 visits and provided resident care issue consultations 58 times with residents and facility staff.
	Area Agency on Aging	Medicare Counseling Program	Volunteers meet with beneficiaries in-person or over the phone to answer questions and concerns related to Medicare. They also assist with annual Open Enrollment clinics throughout Boulder County.	Margaret Benton	10	1216	3	33	13	1249	The Medicare Counseling volunteers increase in the number of beneficiaries the program is able to serve. They are the backbone of the 26 annual Medicare Open Enrollment Clinics. The program significantly increased the number of beneficiaries contacted by 10%, providing Boulder County residents personal and objective information on Medicare. Whether reviewing and enrolling in Medicare Part D or assisting in decision making for Advantage plans, the Medicare Counseling volunteers allow staff to focus on the complicated Medicaid/Medicare cases while continuing to increase the number of clients served weekly.
	Area Agency on Aging	Project HOPE Professional Advisory Committee (PAC)	Volunteers provide opinions and oversight based on their professional experience to enhance quality of life for older adult participants.	Rebekah Van Sweden	7	84	0	0	7	84	The PAC volunteers' guidance results in Project HOPE participants remaining in their independent housing longer than non-participants because of access to enhanced support services.
	Area Agency on Aging	Respite & Companion Volunteer Program	Volunteers are matched one-on-one with older adults experiencing isolation or compromised health. Volunteers visit their program match for two hours once a week, providing companionship to the older adult and respite to the family caregiver (if the older adult has one).	Kari Middleton	130	5001	0	0	130	5001	Respite & Companion volunteers visited 113 older adults experiencing social isolation and/or some degree of compromised health, reporting over 2,000 visits. Many of these visits also provided respite to a family caregiver. In Boulder County, paid companionship is \$20-\$25 per hour, so this volunteer service reduces financial burden for older adults and their caregivers.
	Boulder County Head Start	Classroom Support and Policy Council	Volunteers support classroom supervision, grounds beautification, and attend meetings designed to help program staff make informed decisions.	Summer Puente	158	322	15	71	173	393	132 children benefited from reduced adult to child ratios in the classroom and improved gardens and play spaces.

(Community Services continued on next page)

Community Services	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers	
	Community Action Program	Circles Campaign Volunteer Allies	Volunteer Allies mentor adults who are working their way toward economic self-sufficiency.	Maciel Leon	69	6615	0	0	69	6615	Allies provide mentorship and community to individuals working towards self-sufficiency who need more support systems to do so.	
	Community Justice Services	Justice System Volunteer Program (JSVP)	Engaged in many facets of the justice system, long-term volunteers, meet clients for therapy and case management, mentor youth ages 11-17, instruct life skills and HSE courses for clients in the jail, track data for research analysis, create special programs for the juvenile center, and more.	Mary Eldred	114	7125	0	0	114	7125	JSVP volunteers engaged in long-term interactions with more than 120 clients in the jail and facilitated DUI therapy with more than 18 men. Volunteers worked with 305 youth in detention participating in programs with a goal of promoting pro-social behaviors. Volunteers mentored 56 youth to increase the pro-social exposure of teens in Boulder County.	
	Strategic Initiatives	Immigrant Project	Volunteers revise, disseminate, and train families and community partners on the guides: "Are You an Immigrant?" and "Family Preparedness Guide." Volunteers coordinate the entire effort from design through training and continue to support throughout dissemination.	Meca Delgado	0	0	6	200	6	200	Volunteers distributed over 4,200 copies of each of the guides, connected with and provided copies to 45 community partners, and partnered with BVSD to distribute directly to families and family liaisons. These volunteers made the community feel more inclusive and safe during times of turmoil and fear.	
	Workforce Boulder County	Community Learning and Empowerment Program: Financial and Homeownership Workshops	Volunteers are primarily responsible for presenting and addressing participant questions at workshops in their areas of expertise, including mortgages and lending, real estate, home inspections, and financial planning. In addition, volunteers provide administrative support for the Spanish homeownership classes.	Marcia Zipkin	11	177	0	0	11	177	Volunteer subject matter experts provide workshop participants access to the most up-to-date and complete information in the areas of mortgage lending, real estate brokering and transactions, home inspections, and wealth managers. Participants have ongoing access to these volunteers who can answer specific questions and offer support, which saves time for staff workshop facilitators. The community gains a stronger sense of knowledge, support and overall wellness with access to volunteers.	
	Community Services Totals					536	21930	59	401	595	22331	

Coroner's Office	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Administration	Historical Committee	The Historical Committee was established in 2018. The goal of this committee is to review, organize, and electronically preserve all legacy data in the Coroner's Office up to present times. In addition to the electronic preservation, the committee is looking at creating ways to identify and share information of historical significance to the county.	Noelle Mockler	3	150	0	0	3	150	This year the volunteer committee members worked on cases between 1950-1965, while staff committee members worked on cases from present back to 2013. This allows staff to work on current and recent case work, while the volunteers work on historical cases, both aiding in the overall goal of the project.

(Coroner's Office continued on next page)

Coroner's Office	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Investigations & Pathology	Boulder County Coroner Internship Program	The Boulder County Coroner's Internship Program consists of a broad range of individuals interested in both investigations and pathology. In part, the goal of the program is to learn and assist in the day to day functions of the investigations and pathology departments. The interns gain hands-on career building experience in medicolegal death investigation, which is a rare opportunity. Meanwhile the office benefits from the much needed day to day assistance in these departments. Overall the provides job skills, experience, education, and service.	Noelle Mockler	3	496	0	0	3	496	This year there were a multitude of intern hours contributed to the investigations and pathology departments, which in turn helped to provide efficiency of work in the office, and some much-needed work life balance for the staff. These things are crucial in sustaining a thorough work product that aids in serving the families and agencies we interact with daily. This helps to ensure the continual goal of providing the best in public service.
Coroner's Office Totals					6	646	0	0	6	646	

District Attorney's Office	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Center for Prevention and Restorative Justice	Center for Prevention and Restorative Justice	CPRJ volunteers facilitate and provide community representation in restorative justice (RJ) processes that address harm from offenses committed by juvenile and adult participants in the DA's diversion programs. The RJ process gives harmed parties the opportunity to share the impact of the crime and have a say in what would help make things right while also supporting the person who committed the crime to understand their impact, take meaningful responsibility, and attempt to repair harm from the offense.	Kelly Taylor Russell	21	261	25	90	46	351	In 2019, our Restorative Justice volunteers helped to facilitate or provide community representation in 224 restorative justice processes. These volunteers served over 150 offenders, as well as 446 members of the community, including over 350 victims of crime, numerous family members, law enforcement, school staff, and others in the community. 99% of victims and community members who participated in the RJ program reported satisfaction with their experience, and 94% of diversion participants successfully completed (or are on track to complete) their RJ agreements. Other program interns and volunteers also gave an additional 175 hours of data management, filing, and technical assistance in support of the diversion program, which served more than 700 juvenile and adult diversion participants in 2019.
Community Protection Division	Community Protection Division, District Attorney's Office	Volunteers answer calls and emails from community members and visitors at the Justice Center. They work to resolve a wide array of consumer issues.	Liz Parker	3	744	0	0	3	744	Approximately 1000 consumers served by volunteers in 2019	
District Attorney's Office Totals					24	1005	25	90	49	1095	

Housing & Human Services	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Case Management & Community Outreach Division	Casa de la Esperanza	Volunteers support the students who live at Casa de la Esperanza. This includes mentoring the robotics programs, supporting 10-17 year-olds, tutoring for students in grades K-12, and helping teach classes in arts, science, cooking, and more. They also complete data entry and maintain the organization of the community center.	Lesley Quintana	58	1340	28	75	86	1415	Our Casa de la Esperanza volunteers work with the 80 youth served through this program to improve grades and maintain a 100% graduation rate as well as positively impact their attitudes. This program provides residents with resources to become self-sufficient, which enriches the Boulder County community
	Case Management and Community Outreach	Low Mobility Yoga	The low-mobility yoga program provides accessible and inclusive exercise to all abilities and age levels.	Amelia Groves	2	103	0	0	2	103	A weekly one hour class provides older residents in a senior living residence with exercise and socialization.
	Family & Children Services	Foster Family Helper Program	Volunteers assist the foster family to help retain families as providers for foster children. Helpers' duties may include transporting children/ adolescents to practice or tutoring; providing supportive time in the home to give caregivers time alone; grocery shopping/light errands; and/or calling on resources and activities to support families.	Samantha A Frazee	26	1000	0	0	26	1000	26 Foster Family Helpers helped to maintain 60 foster families this past year.
	Family & Children Services (FCS) and Case Management & Community Outreach (CMCO)	MSW Internships & Undergraduate Internships	Undergraduate students and Master in Social Work (MSW) students have specific requirements for their academic internships. Interns assist staff with their workload and projects, while gaining new skills and a better understanding of the programs and services within Housing & Human Services.	Debbie Ramirez	12	2628	0	0	12	2628	Two of the 12 interns were hired as staff. This benefits the interns, staff, and department by reducing training needs and capitalizing on established rapport with staff.
Housing & Human Services Totals					98	5071	28	75	126	5146	

Land Use	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Land Use GIS	Adopt-A-Trail	Clean up litter along trails that the Land Use Department has adopted through the Adopt-A-Trail program.	Joshua Ryan	0	0	5	3	5	3	One trail clean up project was completed in 2019 that consisted of a 1/2 mile walking trail.
	Land Use Totals					0	0	5	3	5	3

Parks & Open Space (Except Extension)

Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
Director's Office	Osprey Chat Moderators	Two volunteer Osprey Chat Moderators assisted staff with managing comments posted on the osprey camera web page. They answered questions, generated discussion, posted screenshots, and provided facts about osprey.	Pascale Fried	2	530	0	0	2	530	They received a lot of public questions about the birds and their nest.
Resource Management	Adopt-A-Trail	The Adopt-A-Trail volunteers participate in four clean-ups a year at their designated park or trail. They pick up trash, report on trail conditions and provide notification if there are maintenance concerns.	Amanda Hatfield	391	4692	0	0	391	4692	In 2019, 86 trail segments were adopted by 70 different groups, families or individuals on 26 properties.
Resource Management	Cultural History Volunteers	Volunteers (ages 9+) share history with visitors at historic sites: The Agricultural Heritage Center, Walker Ranch Homestead, Assay Office Museum, Nederland Mining Museum, Altona School. Their duties vary depending on where they volunteer. Volunteers might conduct living history demonstrations, guide tours, share information, lead story time and craft sessions, feed and care for livestock, and tend gardens.	Sheryl Kippen	108	3259	25	160	133	3419	The year 2019 had 20 more Cultural History Volunteers. Volunteers assisted at 30 more public programs than in 2018 with 333 more participants and visitation to Cultural History sites as a whole increased by 1,568. 58% of Cultural History interpretation with visitors was done by volunteers, as opposed to staff.
Resource Management	Images Magazine	Nine volunteers were writers or illustrators for the department's quarterly magazine, Images.	Pascale Fried	0	0	9	560	9	560	Some volunteers independently created the children's insert, "Nature Detectives," which featured American white pelicans, river otters, dung beetles, and the moon.
Resource Management	Left Hand Outdoor Challenge	Challenges ranged from camping and team building to working with the Medicine Horse Therapeutic riding program and ecological restoration work.	Pascale Fried	52	4160	0	0	52	4160	Over the past year the program was revamped with a new focus on leadership and soft skills. Program leaders developed a token system to recognize participants when they demonstrate growth or greatness in the program.
Resource Management	Natural Resource Monitors	Volunteers support monitoring programs that collect data to help the department monitor plants, wildlife, and other resources over time. While some of these monitoring programs are new, others have been collecting data for decades.	Michelle Marotti	157	2810	0	0	157	2810	Natural Resource Monitoring volunteers collected data on open space lands and conservation easements for 21 different programs. This data allows for better open space planning and management.
Resource Management	Park Patroller Programs	Park Patroller program volunteers (Volunteer Ranger Corps, Boulder Mountain Bike Patrol, and Angler Host Programs) collect field data on trails and provide park visitors with information about natural and cultural park history, current resource management issues, and local recreation information, rules, and regulations. Additionally, volunteers are trained to assist staff with community education and outreach, visitor studies, and emergency operations.	Michelle Marotti	152	3858	0	0	152	3858	Volunteers patrolled a total of 2,464 hours in the parks. They shared information about land management, gave directions, and provided first aid, regulation reminders, and bike maintenance. Volunteers also spent 1,394 hours in training and helping with community festivals, Junior Ranger Adventures, conducting trailhead displays, and staffing fishing events.

(Parks and Open Space continued on next page)

Parks & Open Space (Except Extension)	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Resource Management	Schools Stewardship Projects	Local schools, groups, and clubs perform outdoor projects to benefit Parks & Open Space and the community at large. Projects include educational elements to help students understand the importance of their contribution. There is often a follow-up to gauge the program's impact.	Deborah Price	68	307	0	0	68	307	Science students at Westview Middle School learned about Emerald Ash Borer (EAB) disease, the danger of invasive species, and how to prevent the spread of EAB. Two STEM clubs monitored wildlife cameras: Altona Middle School at the Golden-Fredstrom property and Longs Peak Middle School at the Ron Stewart Preserve at Rabbit Mountain Open Space.
	Resource Management	Volunteer Naturalist Program	Volunteer Naturalists facilitate public awareness, appreciation, and stewardship of Boulder County's open space and natural resources.	Larry Colbenson	116	4948	0	0	116	4948	Volunteer Naturalists led 88% of the 248 natural history programs conducted in 2019, and helped POS serve 110 program requesting groups in Boulder County (e.g. schools, senior centers, nonprofits, and the public at large).
	Resource Management	Volunteer Work Projects	Volunteers build and maintain trails, collect and clean native seeds, lop forest regenerative growth, build and maintain fences, paint buildings on open space properties, and more. Volunteers help with any project to help Boulder County Parks & Open Space achieve its goals.	Amanda Hatfield	0	0	2005	6476	2005	6476	The volunteers: built, maintained, and restored 4.5 miles of trail; collected and cleaned 307 lbs. of seed; painted 200 sq. ft; constructed and/or restored 474 slash piles; built and maintained 6930 ft. of fence; treated 8 acres for weeds (pulling); removed 1701 bags of trash
Parks & Open Space (All except Extension) Totals					1046	24564	2039	7196	3085	31760	

Parks & Open Space (Extension)	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Extension	Boulder County 4-H Program	4-H Leader volunteers act as mentors for youth ages 5-18. They create welcoming environments for youth to learn life skills through various projects.	Brenda Kwang	243	31104	60	600	303	31704	4-H brings youth and adults together to develop life skills, leadership, and good citizenship. Volunteers benefit from interactions, leadership development, and community engagement. Youth completed over 1500 projects last year.
	Extension	Boulder County Fair (including Fair Board)	Volunteers assist fair participants by clerking for judges and superintendents, setting up displays, and greeting and providing assistance to fair attendees.	Dena Theis	76	6931	167	3073	243	10004	Volunteers with the Boulder County Fair served over 160,000 fair attendees. 2019 was the 150th celebration of the Boulder County Fair.
	Extension	Colorado Master Gardener	Master Gardener volunteers answer questions from the public, mentor gardening community members of all ages, provide plant diagnostics, and give classes. They make house calls for sick trees, provide outreach to economically under-served audiences, mentor inmates at the jail, and work with Emerald Ash Borer outreach.	Carol O'Meara	147	3625	0	0	147	3625	Master Gardener volunteers were very active in 2019, with 3,247 individual contacts at the office and on house calls for sick trees, while booths and clinics provided contact with an additional 8,418 individuals. They worked with 32 preschools via Boulder County Public Health and provided bi-lingual outreach to over 230 low-income clients of Community Food Share. All contacts incorporate environmentally sustainable gardening practices.

(Parks and Open Space Extension continued on next page)

Parks & Open Space (Extension)	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers	
	Extension	CSU Community Garden	Members volunteer in various capacities throughout the growing season. Activities include donating produce to local senior centers, weeding, care and harvesting for trial crops, irrigation monitoring, building and maintaining structures and tools used in the garden, and weeding and signage in the garden.	Allison Appelhans	3	19	16	20	19	39	Volunteer gardener tasks are primarily maintenance-based, but also include donations to the public and support of fellow gardeners.	
	Extension	Master Food Safety	Master Food Safety volunteers are trained through the 6-week online Preserve@Home food preservation training. They must pass weekly tests, participate in weekly chats and open discussion questions, and then take and pass the final exam in order to receive their Certificate of Training.	Anne Zander	0	0	8	160	8	160	In 2019, January and June Preserve@Home food preservation trainings served 18 people who graduated with certificates. Out of the 18 people, 8 people volunteered during the year at Farmers Markets, the Boulder County Fair, and the Peach Festival, assisting 988 adults with food preservation questions	
	Extension	Native Plant Master	Native Plant Master volunteers conduct classes where they teach participants to identify native plants and plant families, and provide information around how to use them in their landscape. They also talk about the environmental impact of invasive noxious weeds.	Sharon Bokan	3	40	0	0	3	40	Native Plant Masters volunteers taught 7 classes, with class participants learning how to identify native plants and about their value to the environment. Statewide participants report utilizing more native plants in their landscapes (73%) and understanding the impact of invasive weeds (74%). This saves water, provides wildlife and native pollinator habitat, and decreases pesticide use on invasive weeds.	
	Extension	Small Acreage Management Volunteers	Small Acreage Management volunteers provide information to clients so that they can make wise land management decisions about weeds, grazing, irrigation, and other issues.	Sharon Bokan	2	20	0	0	2	20	Small Acreage Management volunteers provided information to 10 landowners concerning weed and grazing management on their properties. They also helped update three resource lists that are provided to landowners.	
	Extension	Wildlife Master Volunteers	Wildlife Master volunteers assist clients that are having conflicts with wildlife by providing possible solutions. These may involve habitat or human behavior modification.	Sharon Bokan	5	140	0	0	5	140	Wildlife Master volunteers talked to over 60 clients about a variety of human-wildlife conflicts, providing clients with methods to eliminate or minimize the conflict. They provided information about exclusion, use of repellents, and habitat modification.	
	Parks & Open Space (Extension) Totals					479	41879	251	3853	730	45732	

Public Health	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Administrative Services	Volunteer/Intern Services	Volunteers and interns contribute to many projects. Their duties include mentoring youth, caring for children with special needs, providing syringe access, completing data projects, doing research, writing reports, and conducting community surveys.	Kyla Pearlman	45	4364	0	0	45	4364	The Environmental Health Division increased their utilization of student interns this year in pursuit of a new agency priority regarding climate change and health.
	Communicable Disease Control & Emergency Management	Medical Reserve Corps of Boulder County (MRCBC)	MRCBC volunteers prepare for and respond to emergency incidents in the county. Duties may include supporting resident needs during natural disasters, staffing Point of Dispensing sites (PODs) for mass prophylaxis in response to dispersal of a biological agent, or staffing overflow triage and treatment centers ("medical surge") to address the threat of a severe pandemic.	Chris Campbell	95	500	0	0	95	500	In 2019, MRCBC volunteers participated in Pandemic Planning to help ensure that the Boulder County community is prepared should a pandemic occur. Members honed their clinical skills to support medical needs during a pandemic and prepared to test Alternate Care Site operations in a scheduled May 2020 full-scale exercise.
	Public Health Totals					140	4864	0	0	140	4864

Sheriff's Office	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Jail	Jail Garden	Volunteers contribute to the collection of seeds, management of pests, and harvesting of the jail garden.	Vili Maumau; Kirk Pelis	11	202	0	0	11	202	Garden production was approximately 19,200 lbs.
	Jail	Master Gardeners	The Master Gardener volunteers provide a vocational learning opportunity for inmates. They help oversee the development of the garden and mitigate issues that arise. The garden supplies produce to the jail kitchen. A portion of the produce is donated to Sister Carmen and jail employees.	Vili Maumau	178	203	0	0	178	203	As Master Gardener volunteers provide an educational experience to secured clients, their efforts produce a nutritional value that is beneficial to the wellbeing of the people in the community.
	Operations	BCSO Cadet Post 500	The Boulder County Cadet Post allows young adults 16-21 years old to participate in activities related to exploring law enforcement. Within the program, they are required to perform 16 hours of volunteer work in the office or the community each month. Participants are encouraged to learn more about law enforcement while giving back to their community.	Avery Sands	25	2964	0	0	25	2964	For the 2019 calendar year, the cadets provided a combined 2,964 hours of volunteer work.

(Sheriff's Office continued on next page)

Sheriff's Office	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Operations	Community Assistance Victim Advocates	Volunteers provide on-scene and follow-up support services to children as well as adults in crisis.	Kris Roberts	50	2217	0	0	50	2217	50 on-scene and outreach volunteer advocates provided referrals, information, and a compassionate presence to victims and witnesses of law-related incidents. Advocates also meet for two hours each month for training and de-briefing.
	Operations	Operations Volunteers (attached to Reserve Unit)	Volunteers research warrants, file paperwork, enter data, curate historical displays, support SWAT video and radio needs, and provide Training Unit and Chaplaincy Program assistance.	Brian Jones	17	2802	0	0	17	2802	Volunteers reduced agency expense by providing volunteer staffing to assist with projects, trainings, and chaplaincy needs.
	Operations	Reserve Unit	Reserve Deputies volunteers conduct home intoxication checks for defendants sentenced to home detention, sex offender address verifications, traffic control for special events, and crime scene security, and also serve civil process, assist with drug take back days, and organize the Citizen's Academy, among many other tasks.	Brian Jones	5	1732	0	0	5	1732	Volunteers reduced the amount of overtime needed to conduct certain activities and freed-up paid deputies to focus on priority policing needs by handling additional duties required of the agency.
	Operations	Restorative Justice and Mediation Programs	Volunteers prepare for and facilitate restorative justice conferences and mediations.	Devi Suess	29	391	0	0	29	391	30 restorative justice conferences provided safe avenues to address and repair harm between offenders, victims, and communities. Two mediations were facilitated.
	Operations	Victim Impact Classes at the Jail	Victim Impact volunteers spend two hours each week at the jail facilitating victim impact and emotional literacy classes for inmates. The program is designed to help inmates gain insight into the effect their actions have on victims and the community and assist them in re-entering the community upon release.	Devi Suess	4	171	0	0	4	171	Due to the jail remodel, classes were limited to three 8-week sessions in 2019, serving 12-15 inmates each session.
	Sheriff's Office Totals					319	10682	0	0	319	10682

Transportation	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers
	Multimodal	Mobility for All	Volunteers participated in 13 inclusive planning steering committee meetings and helped implement 2 project identified in the Transportation Master Plan: the Peak Ride Mountain Volunteer Driver planning process and the Transportation Technology Workshop curriculum development process.	Angel Bond	37	293	0	0	37	293	Volunteers identified transportation barriers and recommendations to improve two projects aimed at improving the quality of life of older adults and people with disabilities in Boulder County by expanding transportation access. In the Inclusive Transportation Planning Satisfaction Survey, 79% of participants stated they were satisfied with the planning process.

(Transportation continued on next page)

Transportation	Division	Name	Description	Contact	ONGOING Volunteers	ONGOING Volunteer Hours	EPISODIC Volunteers	EPISODIC Volunteer Hours	TOTAL Volunteers	TOTAL Volunteer HOURS	2019 Impact of Volunteers	
	Multimodal	Trip Tracker	Each Trip Tracker school commits to forming a team of 2-3 parent volunteers. These volunteers work closely with the Trip Tracker Program Coordinator and their school's administrative team to promote program registration and support the ongoing program participation of staff, students, and their families. Volunteers also help their schools implement annual Safe Routes to School data collection, monthly Tracker Buck reward distributions and acknowledgements, and Trip Tracker business partner recruitment.	Cammie Edson	28	560	0	0	28	560	Trip Tracker volunteers significantly increase program capacity by becoming school-based program representatives. In 2019, they successfully completed 80 Tracker Buck reward distributions, over 8 registration campaigns, more than 16 special events, and over 80 monthly recurring trip reporting reminders, all of which positively impacts program participation rates.	
	Public Works	Adopt-A-Road Program	Adopt-A-Road was designed to decrease the trash and recyclable items that litter Boulder County's county roads.	Monica Ortiz	318	2939	0	0	318	2939	The 318 volunteers donated 2,939 hours, during which they travelled 91 Adopted Road sections or about 180 miles. Volunteers collected 974 bags of trash and 725 bags of recyclable items.	
	Transportation Totals					383	3792	0	0	383	3792	