

Volunteers



Purpose	The Volunteer Services Program enhances the delivery of services to lowans in need.	
Who Is Helped	<p>Volunteers, under the supervision of paid staff, assist in providing compassionate and caring service far beyond the services which could be provided by staff alone.</p> <p>Department volunteers supplement paid staff rather than replacing staff. This staff-volunteer team approach results in extended services to clients and is an essential component in the broad delivery of services.</p> <p>More than 7,100 people volunteered their services to DHS in SFY16. The number of lowans served by volunteers in SFY16 included:</p> <ul style="list-style-type: none"> • Children: 10,337. • Adults under age 60: 7,972. • Adults 60 and over: 3,415. 	<p style="text-align: center;">People Served by Volunteers in SFY16</p> <ul style="list-style-type: none"> ■ Children (47%) ■ Adults <60 years (37%) ■ Seniors (16%)
	<ul style="list-style-type: none"> ✓ <i>Volunteers donate from 3 to 40+ hours per week throughout the year.</i> ✓ <i>16 DHS volunteers received a Governor's Volunteer Award in 2016.</i> 	
Services	<p>There were 106,279 total hours of volunteer service in SFY16. On average, 592 volunteers provided 15 hours of service per month. Service types include:</p> <ul style="list-style-type: none"> • Direct service to clients/residents. • Indirect service, such as clerical assistance. <p>Volunteer recruitment increased the number of volunteers from 472 to 592 between SFY 2015 and SFY 2016. There was also an increase of over 10,500 volunteer hours between SFY 2015 and 2016. With the higher number of volunteers, average hours per volunteer dropped from 17 hour to 15 hours.</p>	<p style="text-align: center;">Services in SFY16</p> <ul style="list-style-type: none"> ■ Individual Direct Service (79%) ■ Individual Indirect Service (21%)
Goals & Strategies	<p>Goal: Utilize volunteers to supplement client service and relieve frontline staff. Simplify reporting to improve accuracy and limit administrative duties</p>	<p>Results: An increase in volunteer hours began in SFY14. An emphasis is being placed on the utilization of volunteers along with simplification of the reporting requirements.</p>
Cost of Services	<p>The average annual cost to recruit, coordinate, and support a single volunteer is \$21.</p> <ul style="list-style-type: none"> ✓ <i>If volunteers were paid at the base level of a clerk position, about \$11 per hour, the department cost would have been \$1,169,064 in SFY16.</i> 	

Funding Sources	<p>The Volunteers program is funded by state dollars and federal funds, including the Social Services Block Grant.</p> <p>The status quo budget for SFY17 is \$147,927:</p> <ul style="list-style-type: none"> • \$63,241 (42.8 percent) is federal funding • \$84,686 (57.2 percent) is state general fund 	<p style="text-align: center;">SFY17 Funding</p> <p style="text-align: center;">■ State (57%) ■ Federal (43%)</p> <p>A pie chart illustrating the funding distribution for SFY17. The chart is divided into two segments: a larger blue segment representing State funding at 57%, and a smaller red segment representing Federal funding at 43%. A legend above the chart identifies the colors: a blue square for State (57%) and a red square for Federal (43%).</p>
Legal Basis	<p>Federal:</p> <ul style="list-style-type: none"> • Domestic Volunteer Service Act of 1973(42 U.S.C. 4950 et seq), • 42 U.S. Code, Chapter 66 <p>State:</p> <ul style="list-style-type: none"> • Iowa Code, Chapter 217.13 • Iowa Administrative Code, 441 IAC 12 	