

2009 Waukesha County HHS Volunteer Recognition



April 2009

"Service" from the White House web page

"Your own story and the American story are not separate -- they are shared. And they will both be enriched if we stand up together, and answer a new call to service to meet the challenges of our new century ... I won't just ask for your vote as a candidate; I will ask for your service and your active citizenship when I am president of the United States. This will not be a call issued in one speech or program; this will be a cause of my presidency."

— Barack Obama, Speech in Mt. Vernon, IA
December 5, 2007

President Obama began his career on the South Side of Chicago, working with a coalition of churches to improve living conditions in poor neighborhoods. During the election, people all across the country talked about feeling a new sense of civic engagement and got involved in politics for the first time. Now, President Obama and Vice President Biden are counting on Americans from all walks of life to serve the nation and help address the problems we face -- and they're committed to building the infrastructure and providing the resources that will make it possible.

Enable All Americans to Serve to Meet the Nation's Challenges

◆ **Expand Corporation for National and Community Service:** Expand AmeriCorps from 75,000 slots to 250,000 and focus this expansion on addressing the great

challenges facing the nation -- helping teachers and students in underserved schools; improving public health outreach; weatherizing homes and launching renewable energy projects; assisting veterans; and helping communities plan, prepare for and respond to emergencies.

◆ **Engage Retiring Americans in Service on a Large Scale:** Expand and improve programs that connect individuals over the age of 55 to quality volunteer opportunities.

◆ **Expand the Peace Corps:** Double the Peace Corps to 16,000 by 2011. Build an international network of overseas volunteers so that Americans work side-by-side with volunteers from other countries.

◆ **Show the World the Best Face of America:** Set up an America's Voice Initiative

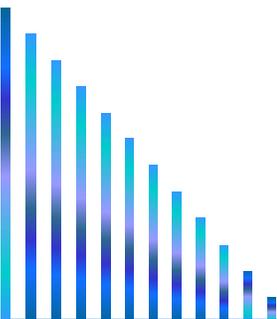
How Much Do Americans Volunteer? By [Catherine Rampell](#)

President Obama has [consistently pushed for](#) higher rates of public service and volunteering. So let's take a look at what he has to work with. Today the Bureau of Labor Statistics released its annual report on volunteering. It showed that 26.4 percent of the population volunteered through or for an organization at least once between September 2007 and September 2008. That number was essentially un-

changed from the previous year. (The agency started collecting this data annually in 2002.) Other highlights from the report: Women volunteer at a higher rate than men (29.4 percent of women compared with 23.2 percent of men), across all age groups, educational levels and other major demographic characteristics. Of those who volunteered, the plurality (35.1 percent) mainly volunteered for religious organizations. **Total Annual Hours Spent Vol-**

unteering

Volunteers of both sexes spent a median of 52 hours on volunteer activities during the period from September 2007 to September 2008. Median annual hours spent on volunteer activities ranged from a high of 96 hours for volunteers age 65 and over to a low of 40 hours for those 16 to 19 or 25 to 34 years old. The 20- to 24-year-old group showed the largest over-the-year change in median hours volunteered, increasing by 7 hours to a median of 48 hours.



"Service" from the White House Web Page

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to deploy Americans who are fluent speakers of local languages for public diplomacy. Extend opportunities for older individuals such as teachers, engineers, and doctors to serve overseas.

Integrate Service into Learning

◆ **Expand Service-Learning in Our Nation's Schools:** Set a goal that all middle and high school students do 50 hours of community service a year. Develop national guidelines for service learning and give schools better tools both to develop programs and to document student experience.

◆ **Expand Youth Programs:** Create an energy-focused youth jobs program to provide disadvantaged youth with service opportunities weatherizing buildings and getting practical experience in fast-growing career fields. Expand the YouthBuild program to give 50,000 disadvantaged young people the chance to complete their high school education, learn valuable skills and build affordable housing in their com-

munities.

◆ **Require 100 Hours of Service in College:** Establish a new American Opportunity Tax Credit worth \$4,000 a year in exchange for 100

hours of public service a year.

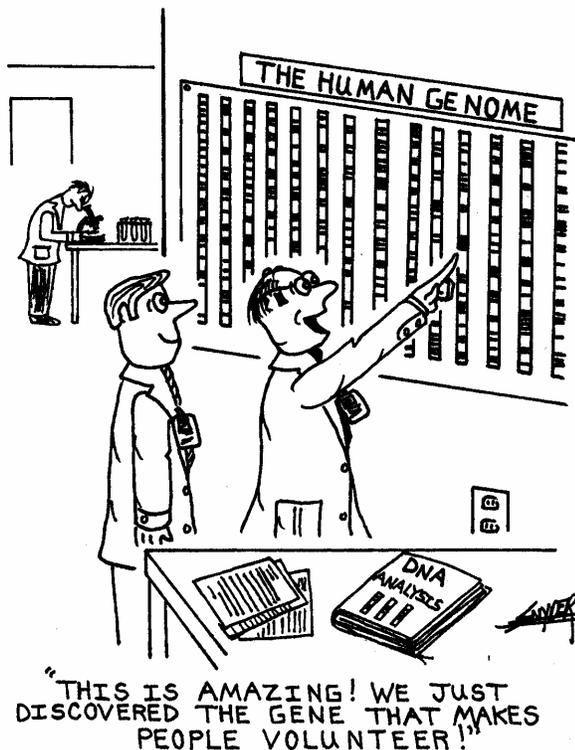
◆ **Promote College Serve-Study:** Ensure that at least 25 percent of College Work-Study funds are used to support public service opportunities instead of jobs in dining halls and libraries.

Invest in the Nonprofit Sector

◆ **Create a Social Investment Fund Network:** Use federal seed money to leverage private sector funding to improve local innovation, test the impact of new ideas, and expand successful programs to scale.

◆ **Social Entrepreneurship Agency for Nonprofits:** Create an agency within the Corporation for National and Community Service dedicated to building the capacity and effectiveness of the nonprofit sector.

◆ <http://www.whitehouse.gov/agenda/service/>



New Thinking and Talking About Volunteers

Men don't volunteer as much as women do," or so says conventional wisdom. But [Susan Ellis](#) counters: "Men volunteer a lot; they're just not *called* volunteers. They're called coaches and firemen!" With new waves of stimulus packages and retirement-age **volunteers** coming down the road, it's even more urgent that we change the way we talk -- and think -- about volunteers.

Old language (often said in apologetic tone): "We have only a few staff, so we have to rely on volunteers."
New language: "Because we have so many volunteers, we don't need more than a few staff."

Old: "Our volunteers help us [staff] so much!" gushes a nonprofit staff person.
New: "Volunteers help the *patients* so much!"

Old: "We have a couple of volunteers who help with the newsletter," said the director of a nonprofit legal services organization, adding, "Oh yeah! And some pro bono attorneys."
New: "Our organization is lucky to have pro bono attorneys, pro bono writers, and pro bono graphics and layout staff."

Old: "We have 25 staff and 175 volunteers," said a museum director starting a speech.
New: "We have 200 staff, of whom 175 are volunteers and 25 are paid."

To quote Susan Ellis again: "Paul Revere made his living as a silversmith. But he's remembered for what he did as a volunteer." If you're a volunteer (messenger, revolutionary, American hero like Paul), print out this article and give it to the volunteers and staff you work with. Let's change not only the world, but the way we talk about it. --Jan Masaoka

Top Ten List of Things a Volunteer Should Know

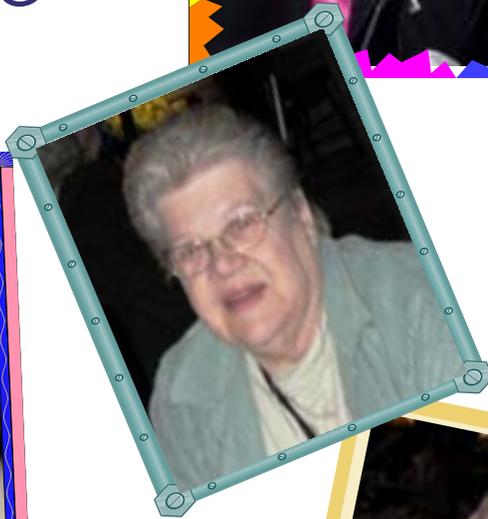
10. *List your dreams and talents.* Where do you excel? What have you always dreamed of doing? What do you really enjoy or would like to try? Is there a way to prepare, learn or try it as a volunteer?
9. *Pick your duration.* One size doesn't fit all, just like volunteer opportunities. I've found that volunteer projects come in three sizes: one-time, short-term, and "whad'ya doing for the rest of your life?"
8. *Make a commitment.* Sometimes a volunteer project is an acquired taste. Give yourself a chance to have good days, bad days and in-between days. If after three months you see no redeeming value, then at least you can feel you gave it a fair chance.
7. *Watch and learn.* Seasoned volunteers can teach you the "ropes" so to speak. Observe them and follow their lead. Have confidence in the knowledge that you are capable and trainable. Balance that confidence with a dose of humility, also.
6. *Ability, need and desire.* You must have the ability to do the service, there must be a need for the service, and you must have the desire to be of service.
5. *Unpaid doesn't mean unprofessional.* "Anything worth doing is worth doing well." All that we do, we need to do with our most sincere effort. Anything less is a disservice to those we are helping and ultimately to ourselves.
4. *Balance is key. Priorities add balance.* Charity begins at home—keep the priorities straight. Balance out family, work and volunteering. If you become over-whelmed, stress will set in and you won't enjoy doing anything.
3. *Stand back and admire.* Sometimes people forget to say "thank you," so you will need to reward yourself. Be proud of your accomplishments—take the time to smell the roses, hear the raindrops on the pane, feel the snow on your nose, taste the cool clear water.
2. *Find a home or make a change.* Are you stale or still fresh? Are you learning, enthusiastic or approaching burnout? Check yourself periodically and act upon your honest answers.
1. *Have fun!* Life has enough drudgery; volunteering shouldn't be one of them. Giving of yourself should be uplifting and joyful. We are at our best when we learn, grow, play and serve each other with love and respect.

~Donald Patrick Dunn

Time-Use Habits of Volunteers in America

Not surprisingly, volunteers and non-volunteers in general tend to spend their time in very similar ways, spending similar amounts of time in work, leisure, and other activities. However, there are some important differences, including the amount of time each of these groups spends watching television. In a typical week, volunteers spend approximately 15 hours watching television compared to 21 hours for former volunteers and 23 hours for those who have never volunteered. ***On average, those who have never volunteered watch 436 more hours of television than volunteers each year.*** Another interesting difference is that volunteers are more likely to spend their time in various activities with other people. For instance, volunteers spend about 78 percent their mealtimes, compared to about 70 percent for former volunteers and those who have never volunteered.





VOLUNTEER OF THE YEAR—Jeanne Ormsby

Biography

11 years ago The Waukesha County Backpack Coalition was formed to meet a growing need in the community - to help provide financially challenged children and families with school supplies & backpacks. Prior to this collaboration of several Social Service Organizations, a number of these agencies had been struggling to help their clients on a limited basis with limited funds. The Coalition provided a more efficient centralized program that was able to more effectively reach out and serve the county citizens, all members volunteering their time and operating solely on volunteer contributions and donations. Amazingly, since its inception in 1999 serving 140 from a tent donated by Waukesha State Bank, to receiving over 2000 referrals from agencies in 2008, the WCBC has distributed over 11,000 backpacks. The WCBC has only been able to meet the need due to the efforts of volunteers like Jeanne.

TIME: Jeanne donated over 300 hours of her time and effort to ensure a successful program! A good example of her dedication was her and her crew of volunteers working hard the night before distribution until midnight.



ACTIVITY

Jeanne Ormsby is The Waukesha County's Backpack Coalition's Backpack Assembly Coordinator. This position entails:

Assessment and procurement of needed supplies

Jeanne searched the internet and local sources for the best price for the many needed supplies. Ex: backpacks, highlighters, scissors, graph paper. Frequently she persuaded companies to donate needed items, and negotiated incredible price breaks. We are a small collaboration that relies totally on donations, so her diligence in obtaining good prices resulted in our ability to provide for the increasing need in our community.

Inventory of supplies, Preparation and Supervision of backpack assembly

Donations came in on a daily basis [what a generous community!] that needed to be counted, sorted and organized for assembly. This required dedication to detail and the ability to communicate effectively and maintain organization.

Jeanne spent hours planning and setting up the assembly site, sometimes 6-7 hours on a Sunday, so that the assembly operation would work efficiently with the ease for volunteers being paramount.

Contacting and scheduling Volunteers for assembly

Jeanne contacted interested volunteers by phone & email to coordinate her two-job schedule, the availability of the assembly site [Child & Family], and the availability of the many individual volunteers, businesses, and church groups. She always made the volunteers feel appreciated and she was incredibly positive, making each volunteer's experience fulfilling.

NEED

The incremental increases in our communities' need since WCBC's inception have caused many challenges for the operation. Her ability to secure good prices and donations for the needed supplies helped us meet the need. Her organizational skills are crucial to our program! Can you imagine inventorying, storing & assembling 9,000 pens, 21,600 pencils? Backpacks were assembled according to gender and grade appropriate supplies. Jeanne organized all this and much, much, more, and in large part, because of her this program is a success.

IMPACT

Thanks to Jeanne's incredible dedication and efforts over 1800 children started school with the supplies they needed...all new and grade appropriate.

As Rachel Fjellman, Social Services Director of The Salvation Army and chair of WCBC states, "Jeanne is hardworking, de-

pendable and willing to go beyond the minimum to make sure the program is a success. She is willing to not only make sure the program is successful each year but also to assist with the programs development as it grows and expands. The Backpack Coalition truly would not be able to run as effectively or efficiently without her wonderful coordination and oversight of the sorting and packing process. Overall, she is willing to assist the Backpack Coalition in any way she can to ensure that the financially challenged youth in Waukesha are adequately supplied with the backpacks and school supplies they need to start the school year.”

CHALLENGES

Jeanne has many challenges making this program work, but she meets each challenge with enthusiasm and a positive attitude. Some of those challenges are limited space and a limited time for assembly - [After the School break in early June - until distribution the first week in August, and only 2 classrooms to assemble & store supplies, backpacks] Donations come in sporadically and they need to be sorted & counted before assembly, so this is always a continual process. At times, Jeanne would schedule an assembly session and the volunteers wouldn't show, or we would run out of some of the needed school supplies and assembly would have to halt until we received more donations of the item or we were able to make a purchase with contributions.

The following letters of support give a little idea of the wonderful person Jeanne is.

Carol Rogers, Director of the Child & Family Center of Excellence writes....

Jeanne gets our vote for volunteer of the year for lots of reasons, but the main thing I would like to include about her is her constant grace under pressure--her ability to keep a sense of humor despite the pressures of time, volunteers who sign up but then don't show up, last minute shortages, etc.

She is always so very gracious and always willing to do whatever needs to be done. She is a great project leader in that she knows how to prioritize what needs to be done with whatever resources (or lack of) that she has on hand, she is creative and constantly looking for ways to make things go more efficiently. She jumps in and does whatever needs to get done--usually giving herself the "least fun" of the jobs that need to get done! She makes every person who works on her team feel valued and much appreciated! She works tirelessly--coming in early to get things set up for the volunteers she has and staying late into the night to get as much done as she can. She is always so concerned and thoughtful regarding not leaving a mess for our maintenance staff here or for the teachers in the classrooms that the coalition uses.

To sum it up, Jeanne shines with her total commitment to the goal of the coalition in making sure that any child who needs a backpack and supplies will receive what they need to begin the school year with a smile!

Renee McHale, Pro Health writes...

I love working with Jeanne. She is so dedicated. I have worked with her 3 years now. Last year she made numerous stops here at the hospital to help me deliver school items when I know she was knee deep in organizing the supplies and volunteers. She was always so cheerful and constantly offering to help me, do you believe that! This year I helped for a few hour stints and she was so cheerful, so very organized and never, never lost her focus. I remember asking her how are you going to get this done? And she replied that her family knows that during this time...they need to fend for themselves. I was overwhelmed! She had such Great Spirit, commitment and such heart. She made us so comfortable and the atmosphere was so light and cheery. She was, if you can believe this, worried about us. Did we need to get home...not to worry...she had things on task... A particular group did not show up earlier that day and she wasn't angry, she gave them the benefit of the doubt and worked with them to come at different time. Her patience was incredible. She really is a role model. Peggy, another volunteer who also donated time on another prior night and she could not stop talking about how wonderful Jeanne was. I couldn't agree more!

Kindness is more than deeds.

It is an attitude, an expression, a look, a touch.

It is anything that uplifts another person.

2008

**VOLUNTEERS CONTRIBUTE \$179,273
IN SERVICES TO WAUKESHA COUNTY**

GROUP	# VOLUNTEERS	# HOURS	HOURLY VALUE \$20.25
AODA SPEAKERS	112	1,518	\$ 30,739
BACKPACK	95	964	\$ 19,521
OFFICE/FISCAL GROUP	16	458	\$ 17,192
PUBLIC HEALTH	15	114	\$ 2,309
VOLUNTEER DRIVER	13	5,408	\$109,512
TOTALS	201	5,990	\$179,273

You Never Know

By Helen L. Marshall

You never know when someone
May catch a dream from you
You never know when a little word
Or something you may do
May open up the windows
Of a mind that sees a light
The way you love, may not matter at all
But you never know it might.

And just in case it could be
That another's life, through you
Might possibly change for the better
With a broader and brighter view

It seems it might be worth a try
At pointing the way to the right
Of course it may not matter at all,
But then again...it might

