Agile Work Delivery Model Implementation Guide:
Volunteers

When to Implement:

- The work involves low financial or legal organizational risk.
- The work provides an opportunity for citizens to engage with the County and the community.
- The work does not replace existing staff.
- The work is not budgeted or funding is not available.

Compensation:

- No compensation, but volunteers may receive other incentives such as:
  - ➢ County training/workshops
  - ➢ Award recognition programs
  - ➢ Luncheons/ceremonies
- The County incurs costs for staff who supervise volunteers, and any reimbursements for minor expenses.

Advantages:

- Engages and involves citizens in the County.
- Provides opportunities for volunteers to make connections.
- Allows for greater transparency of County operations to the public.
- Increases opportunities to learn new skills and become more marketable, especially for individuals who are just entering or are re-entering the workforce.
- Expands service delivery with minimal to no cost.

About the Volunteers Work Delivery Model

Volunteers offer services, at no cost, to departments throughout the County, including the Library, Public Works, Parks, and the Sheriff's Office. The services provided range from seasonal to year-round and may include office support, outreach, and maintenance services. Currently, all volunteer coordination is handled by each individual department. Taking on volunteers is a great way to get citizens involved with the County and an effective approach for maximizing department performance.

Example:

- Public Works/Parks volunteer who assists with neighborhood clean ups, habitat restoration, trail maintenance, visitor center support, etc.
- District Attorney's Office volunteer attorneys who are carrying full caseloads.

Next Steps:

Currently, the management of volunteers in San Mateo County has been left to the individual departments. Departments that choose to utilize volunteers for various projects are responsible for tracking their volunteer numbers, information, etc.