

DHHS - DIV OF VOLUNTEERISM

Enabling Laws

Act 2303 of 2005
AR Code §25-10-128
AR Code §21-13-101 to §21-13-111 (Act 42 of 1981)
AR Code §25-10-102
AR Code §25-10-128 (Act 1259 of 1977)

History and Organization

The Department of Health and Human Services Division of Volunteerism (DOV) is the oldest statewide office of volunteerism in the nation. DOV promotes and supports national service and volunteering in Arkansas. The vision of the Division of Volunteerism is guided by the principle that volunteerism, community and national service is a right and responsibility of all citizens and that all people will experience an improved quality of life as a result of this service.

The Governor appoints a 16-member Advisory Council to three-year terms to assist the Division of Volunteerism (Act 865 of 1977).

As a state agency, the Division of Volunteerism does not charge for the services it provides to non-profits, local and state governments, volunteer centers, the private sector, faith-based organizations and individuals. DOV also assists all DHHS Divisions with training in program and board development and in working with volunteers with disabilities.

Service Descriptions:

AMIGOS "Friends Learning Together": This is a new program to help English as a Learned Language students (ELL) deal with culture shock and new learning environments. As a result of the program, teachers report that the students in the program have better self-esteem, better participation in class and better attendance. During the 2004-2005 school year, 82 Amigos mentors and ten NCCC*AmeriCorps team members worked with English as a Learned Language students in six schools. The program operates in the following Little Rock schools: Watson, Wakefield, Geyer Springs, Baseline, and Washington elementary schools and Parkhill elementary school in North Little Rock. The program coordinator applied for and won the award to bring NCCC*AmeriCorps from North Carolina to tutor ELL students in these schools. The coordinator has brought the team to Little Rock twice this past year and continues to break new ground in the implementation of this program.

Volunteer Program Development: This program assists in designing, managing, and evaluating statewide volunteer programs to include welfare reform initiatives as well as local faith and community- based volunteer organizations.

Mt. Magazine Volunteer Program: The Mt. Magazine Volunteer Program was aided by DOV Program Developer providing technical assistance and training to Mt. Magazine staff to develop and implement a volunteer program. The 30 volunteers drive up to an hour each way to their work site

where they clear trails, provide nature tours and assist in the gift shop. The volunteer coordinator, who is a volunteer that our DOV staff trained, was just awarded the National Interpreter of the Year honor by the Association of State and National Parks.

Volunteer Centers: DOV provides volunteer center directors with current information from the Points of Light Foundation and other national sources and facilitates networking between volunteer centers. DOV also provides assistance to community leaders in designing new volunteer centers by providing volunteer center start-up manuals, presentations and consultations.

Training and Technical Assistance: This program provides training and assistance on meeting facilitation and training skills, program planning and development, program assessment and evaluation. Assistance is also provided on volunteer recognition, collaboration building, conference/seminar planning, career development through volunteering, community mapping and assessing community needs.

Faith and Community Based Outreach Initiative: This program provides training and technical assistance to build long-term capacity in Faith and Community Based programs. The Faith and Community Based programs have a long history of providing essential services to those who are in need. DOV was the original convener of state faith-based support meetings.

Leadership and Promotion: This program encourages leadership and promotion by providing program development and promotion of volunteerism statewide. DOV is a founding partner of the Certified Volunteer Manager Program (CVM) operated through the Arkansas Public Administration Consortium (APAC: a collaborative effort of U of A Fayetteville, U of A Little Rock and Arkansas State University). DOV continues to provide technical assistance, curriculum development and trainers for this program. The Division is the primary contact agency for the national Points of Light Foundation (POLF) and the International Association of Volunteer Administrators (IAVA) on volunteer related matters in Arkansas. DOV provided the leadership in forming the **Spirit of 110**, a council of state agencies engaging volunteers in service.

Information Sharing: Local, state and national agencies/organizations are provided with information on volunteer and national service related topics. DOV provided resource information includes printed materials, audiotapes and videotapes. The Division of Volunteerism also publishes the annual ***Economic Impact Study of Arkansas Volunteers*** and distributes, in conjunction with the Governor's Office, volunteer recognition certificates and other items.

Special Events: The Division collaborates with the Governor's Office and KARK-TV to present the annual Community Service Awards to recognize individuals and corporations for outstanding volunteer efforts and with the Governor's Office and the Arkansas Municipal League to present the Volunteer Community of the Year Awards to communities for outstanding volunteer efforts. In addition, DOV is in sponsorship with the Arkansas Community Foundation presents an annual statewide conference now known as The Summit: "Where volunteer, philanthropy and nonprofit leaders meet." The Summit is presented in cooperation with the Arkansas Service Commission, Arkansas Volunteer Coordinators Association, Association of Fundraising Professionals, Arkansas Coalition for Excellence "Promoting Nonprofit Success" and Arkansas Certified Managers Association.

Arkansas Mentors Program: The Arkansas Mentors Program was created in 1991 by the Division

of Volunteerism and a steering committee composed of representatives of the DHHS Division of County Operations as well as members of the non-profit sector. Its goal is to help people on public assistance become self-sufficient by the involvement of mentors. Mentors are community volunteers who act as positive role models and provide emotional support to individuals and families, many of whom have experienced few positive relationships in their lives. The Arkansas Mentors Program is an integral part of welfare reform. DOV provides training and tracking.

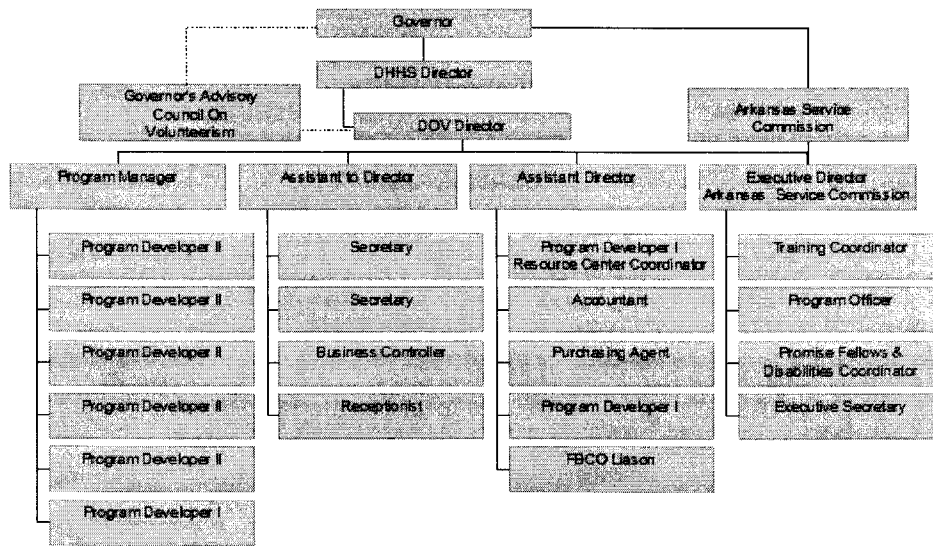
DHHS Volunteer Clearinghouse: The Clearinghouse established in 1988 is coordinated from the Division of Volunteerism. Its focus is to recruit, screen, provide orientation and refer citizen participants for meaningful volunteer service within DHHS. The Clearinghouse continues to maintain, monitor and evaluate several components of ongoing projects involving undergraduate students attending area colleges, and summer youth employment training programs. Because of welfare reform, more DHS county offices have asked and received assistance in beginning volunteer programs. DOV continues to assist the **DHHS Volunteer Activities Council** in promoting volunteerism within DHHS.

Program Descriptions:

Arkansas Service Commission (ASC): Housed in the DHHS Division of Volunteerism, ASC serves as the conduit for federal AmeriCorps funds to the state from the Corporation for National and Community Service. What this program accomplishes: ASC funds, monitors and provides technical assistance to national service programs. These AmeriCorps programs provide volunteer opportunities for citizens to address educational, environmental, public safety, Homeland Security and other human needs in their own communities. AmeriCorps programs provide a living allowance, health insurance, childcare and a post-service education award for hundreds of full-time volunteer Corps members. Corps members in Arkansas provide tutoring and mentoring in schools and nonprofit agencies. Two HIPPY AmeriCorps programs help parents of children ages 3-5 to prepare their children for entry into school. Some Corps members build trails in public educational gardens. Other programs provide adult literacy training and liaisons between schools and the Latino and Marshallese communities in Springdale and Rogers and prescription drug assistance to senior citizens in the Delta. Twelve AmeriCorps Promise Fellows help local communities provide the five fundamental resources for youth: mentors, safe places, a healthy start, marketable skills and the opportunity to give back through service. Currently state AmeriCorps members are serving in 63 counties: Arkansas, Ashley, Baxter, Boone, Bradley, Chicot, Clark, Cleburne, Cleveland, Columbia, Conway, Craighead, Crawford, Crittenden, Cross, Dallas, Desha, Drew, Faulkner, Franklin, Fulton, Garland, Grant, Greene, Hempstead, Hot Spring, Independence, Jackson, Jefferson Johnson Lafayette, Lawrence, Lee, Lincoln, Little River, Lonoke, Miller, Mississippi, Montgomery, Monroe, Nevada, Newton, Ouachita, Phillips, Pope, Poinsett, Prairie, Pulaski, Randolph, Saline, St. Francis, Scott, Searcy, Sebastian, Sharp, Stone, Union, Van Buren, Washington, White, Woodruff and Yell. In 2006, the dollar value of AmeriCorps programs in Arkansas increased by 18%, from \$2,410,184 to \$2,848,021.

Homeland Security is supported by DOV partnering with appropriate federal and state agencies to offer board development and volunteer management training to assist in the formation and operation of Citizen Corps Councils, whose task is to bring homeland security to the local and regional level. ASC requires all its AmeriCorps programs to have one homeland security objective in their annual action plan. Objectives may be as diverse as immunization programs for children, neighborhood

watches or being ready to respond in case of a natural disaster or terrorist attack. Both DOV and ASC have a representative on the Arkansas State Citizen Corps Council.



Agency Commentary

Arkansas Service Commission (ASC): Housed in the DHHS Division of Volunteerism, ASC serves as the conduit for federal AmeriCorps funds to the state from the Corporation for National and Community Service. What this program accomplishes: ASC funds, monitors and provides technical assistance to national service programs. These AmeriCorps programs provide volunteer opportunities for citizens to address educational, environmental, public safety, Homeland Security and other human needs in their own communities. AmeriCorps programs provide a living allowance, health insurance, childcare and a post-service education award for hundreds of full-time volunteer Corps members. Corps members in Arkansas provide tutoring and mentoring in schools and nonprofit agencies.

This change level requests appropriation of \$437,837 each year for the next biennium for the record level of federal funding that the Congress approved for the AmeriCorps program.

This change level requests appropriation of \$18,764 each year for the next biennium for federal funding that the Congress approved for the AmeriCorps Disabilities program. This program allows for reasonable accommodations for AmeriCorps members with disabilities so that they have an opportunity to serve.

ASC is requesting general revenue because the Corporation for National & Community Service, the funding agency for AmeriCorps is strongly asserting the need to see state funding as a sign of good faith and support for AmeriCorps programs. These funds are also crucial to maintain level of efforts due to record expansion of AmeriCorps programs in the state. In 2006, the dollar value of AmeriCorps administrative and program funds in Arkansas increased by 17% from \$2,720,184 to \$3,178,021. DOV requests \$10,129 each year of appropriation and general revenue funding.

The Department of Health and Human Services Division of Volunteerism (DOV) promotes and

supports national service and volunteering in Arkansas. The vision of the Division of Volunteerism is guided by the principle that volunteerism, community and national service is a right and responsibility of all citizens and that all people will experience an improved quality of life as a result of this service. The Division of Volunteerism offers services to every county in the state. DOV also assists all DHHS Divisions with training in volunteer management and the nonprofit sector with various trainings to build capacity in five critical areas: 1) leadership development, 2) organizational development, 3) program development, 4) revenue development strategies, and 5) community engagement.

During the 2007-2009 biennium, DOV will implement the "Connecting Arkansas" initiative. The goal is to strategically serve as a catalyst by strengthening communications and connecting with local resources. Katrina has shown that the groundwork for cooperation needs to be accomplished before the need arises. This request is to increase various line items of Maintenance and Operations by \$10,500 the first year and \$10,800 the second year of the Biennium with corresponding amounts of General Revenue to cover the increased costs to fully implement this initiative.

Audit Findings

DIVISION OF LEGISLATIVE AUDIT
 AUDIT OF :
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 FOR THE YEAR ENDED JUNE 30, 2005

Findings

Recommendations

Audit findings are reported under the DHHS-Director's Office/Office of Chief Counsel.

Publications

A.C.A 25-1-204

Name	Statutory Authorization	Required for		# Of Copies	Reason (s) for Continued Publication and Distribution
		Governor	General Assembly		
N/A	N/A	N	N	0	N/A

Agency Position Usage Report

		FY2004-2005				FY2005-2006				FY2006-2007						
Authorized in Act	23	Budgeted		Unbudgeted Total	% of Authorized Unused	Authorized in Act	Budgeted		Unbudgeted Total	% of Authorized Unused	Authorized in Act	Budgeted		Unbudgeted Total	% of Authorized Unused	
		Filled	Unfilled				Filled	Unfilled				Filled	Unfilled			Filled
		22	1	23	4.35%	23	20	3	23	13.04%	23	18	5	23	0	21.74%

Authorized in Act may differ from Authorized reflected on the Appropriation Summary due to Reallocation of Resources (Act 2303 of 2005 section 17(d)), Miscellaneous Federal Grant (A.C.A. 19-7-501 et seq.) and POOL positions (A.C.A 21-5-214(5)(A)).

Analysis of Budget Request

Appropriation: 896 - DHHS—Admin Paying Account

Funding Sources: PWP-Administration Paying

The Arkansas Office of Volunteerism was created in 1974 by order of the Governor to implement and administer a statewide immunization program. In 1977, the Office was established by Act 865 to assess and recognize the needs of communities throughout Arkansas and recruit, train, and coordinate volunteers and volunteer organizations in meeting those needs, assist in special projects to meet community needs and provide greater public awareness and recognition of volunteer efforts. In 1983, the Office of Volunteer Services transferred from the Office of the Governor to the Department of Human Services. Act 186 of 1989 officially made the agency a Division of DHHS. The mission of the Division of Volunteerism (DOV) is to promote and support national service and volunteering in Arkansas. This is accomplished through various programs and community service activities.

During each of the past two years the Arkansas Service Commission at DOV provided federal funds to 11 AmeriCorps programs that brought a total of \$4,303,435 in federal funds to Arkansas. In addition, the Wal-Mart Foundation gave \$298,000 cash match to one of the programs. The combined funds brought opportunities for 567 Arkansans to serve for one year as tutors or translators in schools, parent educators, adult literacy tutors, environmental stewards or assistants to elders in getting cost-free prescription drugs. The education awards attached to the service positions were valued at \$2,043,090.

Each year the DOV publishes the study of "THE ECONOMIC IMPACT OF ARKANSAS VOLUNTEERS". The results of the most recent study are as follows: Seven hundred and sixty-seven (767) volunteer organizations reported a total of 22,778,540 hours for an estimated total dollar value of \$459,265,807. Had the State of Arkansas paid for the time involved to provide the services donated by volunteers, an additional \$10,110,190,995 in personal income would have been required to generate that sum in general revenues.

Arkansas' Promise supports efforts for youth to give back to their communities through the placement of 12 AmeriCorps Promise Fellows in various communities. Promise Fellows activities for the program year 2005-2006 are listed below. Numbers for 2005-2006 are significantly higher because of a three month overlap in program years.

Projects	141
Youth Participants	1,207
Hours	10,146

The agency is funded through General Revenues (DAS - Department of Human Services Administration Fund Account). Federal funding also supports the administrative functions of the Division as granted from the Department of Health and Human Services-Corporation for National and Community Service. Other revenues which are indicated as Various Program Support constitute a minimal portion of the Division's budget but which consists of Kellogg Grant funding and funding distributed based on the Department's cost allocation plan.

A cost of living increase is not incorporated in Base Level pending the outcome of the Classification and Compensation Study. FY07 salary levels have been held flat each year for all incumbents. Personal Services Matching may reflect increases in the Base Level due to the Social Security Tax maximum income limit and certain increases in Worker's Compensation and Unemployment Tax rates. Personal Services Matching also includes a \$30 increase in the monthly contribution for State employee's health insurance for a total State match per budgeted employee of \$350 per month.

896 DHHS - Administrative Paying Account

The agency Base Level request for the Operations appropriation is \$1,298,680 each year of the biennium with 23 budgeted Base Level positions.

898 DHHS - Grants Paying Account

The agency Base Level request for the Delta Service Corps Grants line item is \$2,599,474 each year of the biennium.

The agency Change Level request for the Operations appropriation is \$39,393 for FY2008 and \$39,693 for FY2009, with a General Revenue request of \$20,629 in FY2008 and \$20,929 in FY2009.

The following delineates the agency request:

- \$35,207 in FY2008 and \$35,507 in FY2009 is requested for the Operating Expenses line item for postage, telecommunications, printing, vehicle maintenance, ground transportation, seminar fees, board member travel expenses, fuel purchases, office and educational supplies.
- \$4,186 each year of the biennium is requested for the Travel line item for mileage, meals and lodging.

The agency Change Level request for the Delta Service Corps Grants line item is \$437,837 each year of the biennium. Congress approved additional federal funding for the AmeriCorps program.

The Executive Recommendation provides for Base Level in the Operations appropriation with the exception of the Operating Expenses line item where \$35,207 in FY2008 and \$35,507 in FY2009 is provided for in additional appropriation.

The Executive Recommendation provides for the Agency Request for the Delta Service Corps Grants line item.

Appropriation Summary

Appropriation: 896 DHHS-Admin Paying Account
Funding Sources: PWP-Administration Paying

Agency Request and Executive Recommendation

Historical Data

Commitment Item	2005-2006			2006-2007			2006-2007			2007-2008			2008-2009		
	Actual	Budget	Authorized	Base Level	Agency	Executive	Base Level	Agency	Executive	Base Level	Agency	Executive	Base Level	Agency	Executive
Regular Salaries	689,778	753,808	819,520	753,808	753,808	753,808	753,808	753,808	753,808	753,808	753,808	753,808	753,808	753,808	753,808
#Positions	22	23	23	23	23	23	23	23	23	23	23	23	23	23	23
Personal Services Matching	229,649	242,902	250,047	251,037	251,037	251,037	251,037	251,037	251,037	251,037	251,037	251,037	251,037	251,037	251,037
Overtime	0	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
Operating Expenses	220,143	236,494	236,494	236,494	271,701	271,701	236,494	271,701	271,701	236,494	272,001	272,001	236,494	272,001	272,001
Conference & Travel Expenses	23,897	25,000	25,000	25,000	29,186	29,186	25,000	29,186	25,000	25,000	29,186	25,000	25,000	29,186	25,000
Professional Fees	11,980	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341	28,341
Data Processing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Delta Service Corps Grants	1,696,513	2,599,474	2,599,474	2,599,474	3,037,311	3,037,311	2,599,474	3,037,311	3,037,311	2,599,474	3,037,311	3,037,311	2,599,474	3,037,311	3,037,311
Capital Outlay	10,190	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Data Processing Services	1,428	3,000	5,238	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000
Total	2,883,578	3,890,019	3,965,114	3,898,154	4,375,384	4,371,198	3,898,154	4,375,384	4,371,198	3,898,154	4,375,684	4,371,498	3,898,154	4,375,684	4,371,498
Funding Sources															
General Revenue	361,480	413,917		416,525	437,154	416,525	416,525	437,154	416,525	416,525	437,454	416,525	416,525	437,454	416,525
Federal Revenue	2,495,148	3,462,205		3,467,644	3,924,245	3,924,245	3,467,644	3,924,245	3,924,245	3,467,644	3,924,245	3,924,245	3,467,644	3,924,245	3,924,245
Various Program Support	26,950	13,897		13,985	13,985	13,985	13,985	13,985	13,985	13,985	13,985	13,985	13,985	13,985	13,985
Total Funding	2,883,578	3,890,019		3,898,154	4,375,384	4,354,755	3,898,154	4,375,384	4,354,755	3,898,154	4,375,684	4,354,755	3,898,154	4,375,684	4,354,755
Excess Appropriation/(Funding)	0	0		0	0	16,443	0	0	16,443	0	0	0	0	0	16,743
Grand Total	2,883,578	3,890,019		3,898,154	4,375,384	4,371,198	3,898,154	4,375,384	4,371,198	3,898,154	4,375,684	4,371,498	3,898,154	4,375,684	4,371,498

Actual Capital Outlay exceeds Authorized Appropriation due to Appropriation received from DFA for Agency funded Motor Vehicle Purchase.

Change Level by Appropriation

Appropriation: 896-DHHS-Admin Paying Account
Funding Sources: PWP-Administration Paying

Agency Request

Change Level		2007-2008	Pos	Cumulative	% of BL	2008-2009	Pos	Cumulative	% of BL
BL	Base Level	1,298,680	23	1,298,680	100.0	1,298,680	23	1,298,680	100.0
C01	Existing Program	39,393	0	1,338,073	103.0	39,693	0	1,338,373	103.0

Executive Recommendation

Change Level		2007-2008	Pos	Cumulative	% of BL	2008-2009	Pos	Cumulative	% of BL
BL	Base Level	1,298,680	23	1,298,680	100.0	1,298,680	23	1,298,680	100.0
C01	Existing Program	35,207	0	1,333,887	102.7	35,507	0	1,334,187	102.7

Justification

C01	Funding and Appropriation for Maintenance and Operations to cover the costs associated with the implementation of "Connecting Arkansas." There will be extensive in-state travel to accomplish this goal. DOV plans to fully implement this initiative during the 2007-2009 Biennium. General Revenue because the Corporation for National & Community Service, the funding agency for AmeriCorps, is strongly asserting the need to see state funding as a sign of good faith and support for AmeriCorps programs. These funds are also crucial to maintain level of efforts due to record expansion of AmeriCorps programs in the state. In 2006, the dollar value of AmeriCorps programs in Arkansas increased by 17% from \$2,720,184 to \$3,178,021. Appropriation for the next biennium for funding that the Congress approved for the AmeriCorps Disabilities program. This program allows for reasonable accommodations for AmeriCorps members with disabilities so that they have an opportunity to serve.
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Change Level by Appropriation

Appropriation: 898-DHHS-Grants Paying Account
Funding Sources: PWE-Grants Paying

Agency Request

Change Level		2007-2008	Pos	Cumulative	% of BL	2008-2009	Pos	Cumulative	% of BL
BL	Base Level	2,599,474	0	2,599,474	100.0	2,599,474	0	2,599,474	100.0
C01	Existing Program	437,837	0	3,037,311	116.8	437,837	0	3,037,311	116.8

Executive Recommendation

Change Level		2007-2008	Pos	Cumulative	% of BL	2008-2009	Pos	Cumulative	% of BL
BL	Base Level	2,599,474	0	2,599,474	100.0	2,599,474	0	2,599,474	100.0
C01	Existing Program	437,837	0	3,037,311	116.8	437,837	0	3,037,311	116.8

Justification

C01	Appropriation for the next biennium for the record level funding that the Congress approved for the AmeriCorps program.
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Analysis of Budget Request

Appropriation: 935 - Volunteerism – Cash in Treasury

Funding Sources: NHS-Cash in Treasury

This appropriation provides the Division of Volunteerism authority for expenditure of fees and donations relating to various volunteer efforts established around the State. The funds are for volunteer recognition, volunteer management training and special volunteer event expenses. These funds are honoraria from speaking engagements, donations, and volunteer management conference/workshop/seminar registration fees.

The Agency Request is for Base Level of \$8,593 each year of the biennium.

The Executive Recommendation provides for the Agency Request. Expenditure of appropriation is contingent upon available funding.

Appropriation Summary

Appropriation: 935 Volunteerism – Cash in Treasury
Funding Sources: NHS-Cash in Treasury

Agency Request and Executive Recommendation

Historical Data

Commitment Item	2005-2006		2006-2007		2006-2007		2007-2008			2008-2009			
	Actual	Budget	Budget	Authorized	Base Level	Agency	Executive	Base Level	Agency	Executive	Base Level	Agency	Executive
Operating Expenses	0	4,296	4,296	7,500	4,296	4,296	4,296	4,296	4,296	4,296	4,296	4,296	4,296
Conference & Travel Expenses	0	2,865	2,865	5,000	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865
Professional Fees	0	1,432	1,432	2,500	1,432	1,432	1,432	1,432	1,432	1,432	1,432	1,432	1,432
Data Processing	0	0	0	0	0	0	0	0	0	0	0	0	0
Capital Outlay	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	8,593	8,593	15,000	8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593
Funding Sources													
Cash Fund	0	8,593	8,593		8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593
Total Funding	0	8,593	8,593		8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593
Excess Appropriation/(Funding)	0	0	0		0	0	0	0	0	0	0	0	0
Grand Total	0	8,593	8,593		8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593	8,593