

# Budget Unit Briefs

## FY 2017



## Volunteer Services

### Background

The Volunteer Services Program is administered by the Department of Human Services (DHS) and was created to enhance the delivery of services to lowans in need. Volunteers under the supervision of paid staff assist in providing services and completing administrative tasks. Volunteers supplement paid staff rather than replace staff. This staff-volunteer team approach results in extended services to clients, especially during times of resource scarcity. Appropriated funds are used to pay for contracts with organizations that recruit and coordinate volunteers.

### Volunteer Participation and Services

Volunteers must apply and be accepted to serve. Each donates from three to more than 40 hours per week throughout the year. More than 7,100 persons volunteered 106,279 hours to the DHS in FY 2012. The number of lowans served by volunteers in FY 2016 includes:

- 10,337 children
- 7,972 adults under the age of 60
- 3,415 adults aged 60 and over

Volunteer services include:

- Direct services to clients and residents, including parent aides, commodity distributors, and medical transporters.
- Indirect services, such as clerical assistance.
- Stipend volunteers, such as foster grandparents.

### Funding

The Volunteer Services Program General Fund appropriation is included in the Health and Human Services Appropriations Act and has averaged \$85,000 annually for the five-year period from FY 2011 to FY 2016. The Program is also supported by federal funds annually through the Social Services Block Grant (SSBG), in the amount of approximately \$63,000.

The average annual cost to recruit, coordinate, and support a single volunteer is \$21.

### Related Statutes and Administrative Rules

Iowa Code section [217.13](#)  
[441](#) Iowa Administrative Code

Revised September 21, 2016

### More Information

Department of Human Services: <http://www.dhs.state.ia.us/>

Iowa General Assembly: <https://www.legis.iowa.gov/index.aspx>

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