

Written materials relating to an item on this agenda that are distributed to the legislative bodies within 72 hours before the item is to be considered at its regularly scheduled meeting will be made available for public inspection at the City Clerk's Office, 300 West Third Street 4th Floor during customary business hours. Agenda reports are also on the City of Oxnard web site at www.oxnard.org.



AGENDA
OXNARD CITY COUNCIL
COMMUNITY SERVICES COMMITTEE
Council Chambers, 305 West Third Street
February 25, 2020
Regular Meeting - 6:00 to 7:15 PM

A. ROLL CALL, POSTING OF AGENDA, FLAG SALUTE

B. PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA

At this time, the legislative body will consider public comments for a maximum of fifteen minutes. A person may address the legislative body only on matters not appearing on the agenda and within the subject matter jurisdiction of the legislative body. Speaker cards will not be accepted after the beginning of the general public comment period. Based on the number of speaker cards submitted, the presiding officer may impose time limits per speaker. Typically, speakers are limited to two minutes, but shorter time may be established as deemed necessary. A person not able to address the legislative body at this time because the fifteen minutes expires may do so just prior to adjournment of the meeting. The legislative body cannot enter into a detailed discussion or take action on any items presented during public comments at this time. Such items may only be referred to the City Manager for administrative action or scheduled on a subsequent agenda for discussion.

C. CONSENT AGENDA

1. City Clerk Department

SUBJECT: Approval of Minutes.

RECOMMENDATION: That the Community Services Committee approve the minutes of the January 28, 2020 regular meeting as presented.

Contact: Michelle Ascencion, (805) 385-7805

D. REPORTS

1. City Attorney Department

SUBJECT: Volunteer Program Update. (10/10/10)

RECOMMENDATION: That the Community Services Committee:

1. Receive a report on the City of Oxnard's (City) Volunteer and Non-Paid Internship program; and
2. Provide direction regarding volunteer services to the City.

Contact: Stephen Fischer, (805) 385-7483

E. ITEMS FOR FUTURE AGENDAS

F. ADJOURNMENT

In compliance with the Americans with Disabilities Act, if you require special assistance to participate in a meeting, please contact the City Clerk's Office at 385-7803. Notice at least 72 hours prior to the meeting will enable the City to reasonably arrange for your accessibility to the meeting.

Agenda Item time estimates: (Staff Presentation / Committee Discussion / Public Comment)

MINUTES
OXNARD CITY COUNCIL
COMMUNITY SERVICES COMMITTEE
Regular Meeting
January 28, 2020

A. ROLL CALL, POSTING OF AGENDA, FLAG SALUTE

At 6:00 p.m., Chair Ramirez called to order the regular meeting of the Oxnard City Council Community Services Committee in the City Hall Council Chambers at 305 W. Third Street, Oxnard, California. The City Clerk called the roll and announced the posting of the agenda. Members Gabriela Basua, Oscar Madrigal, and Chair Carmen Ramirez were present.

Staff members present were Ashley Golden, Assistant City Manager; Jason Zaragoza, Deputy City Attorney; Terrel Harrison, Cultural and Community Services Director; Jessy Tapia, Recreation Coordinator; and Michelle Ascencion, City Clerk.

B. PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA (None received.)

C. CONSENT AGENDA

City Clerk Department

1. SUBJECT: Approval of Minutes.

RECOMMENDATION: That the Community Services Committee approve the minutes of the January 14, 2020 regular meeting as presented.

It was moved by Member Basua, seconded by Member Madrigal, to approve the minutes as presented. VOTE: Basua, Madrigal, and Ramirez voted in favor; the motion carried 3-0.

D. REPORTS

Cultural and Community Services Department

1. SUBJECT: New Digital Platform (Facilitron) for Reservations.

RECOMMENDATION: That the Community Services Committee receive a report on Facilitron, the new digital platform for reservations.

The Cultural and Community Services Director gave a report. Discussion ensued among the Committee and staff. No action was required.

E. ITEMS FOR FUTURE AGENDAS (No requests were made.)

F. ADJOURNMENT

There being no further business on the agenda, and without objection, Chair Ramirez adjourned the meeting at 6:26 p.m.

MICHELLE ASCENCION, CMC
City Clerk

CARMEN RAMIREZ
Chair



**COMMUNITY SERVICES COMMITTEE
AGENDA REPORT
REPORTS
AGENDA ITEM NO. D.1**

DATE: February 25, 2020

TO: Community Services Committee

FROM: Stephen Fischer, City Attorney, (805) 385-7483, stephen.fischer@oxnard.org

SUBJECT: Volunteer Program Update. (10/10/10)

RECOMMENDATION

That the Community Services Committee:

1. Receive a report on the City of Oxnard's (City) Volunteer and Non-Paid Internship program; and
2. Provide direction regarding volunteer services to the City.

BACKGROUND

Many City departments utilize volunteers to augment services that provide significant tangible and intangible benefits to residents. The City values the many contributions made by volunteers to beautify and engage with the City, whether through the delivery of special events such as the Tamale Festival or enriching the service experience of residents at the City's libraries. The City considers these efforts key in making the City's infrastructure (e.g., community centers, libraries, parks, special events) vibrant, stronger, and enjoyable for all residents.

Volunteer programs are also an effective way to engage residents to improve their communities and participate in addressing neighborhood issues. These programs connect residents with City staff, bringing with it new energy and ideas and an opportunity to improve community relations. Numerous other benefits emanate from such programs, allowing for departments to have greater service impacts on residents than otherwise possible.

Currently, each City department manages its volunteer program independently. In order to bring uniformity to the City's volunteer program, staff is now working on restructuring how the City Volunteer and Non-Paid Internship program is run. The intent is not to remove oversight and control of volunteers from the respective departments but to bring uniformity to how the program is administered.

The Volunteer and Non-Paid Intern Program

The purpose of launching a standardized Volunteer and Non-Paid Intern program is to provide a framework and a process to guide City departments in the management of volunteers and non-paid interns in order to enhance opportunities for civic engagement in a variety of areas such as park maintenance, recreation services, and special events, as well as other meaningful opportunities.

In seeking to establish this new framework, staff is working towards the release of a new, City-wide Volunteer

and Non-Paid Intern Application form (Form). All residents interested in volunteering will fill out this Form, regardless of department or volunteer opportunity they will be pursuing. A “volunteer interest” section on the Form will assist in the placement of the resident in an available volunteer opportunity. With this new Form, the City’s use and coordination of volunteers and non-paid interns will be streamlined into a cohesive process.

Staff has maintained an active list of current volunteer opportunities in the City (the List, which attached to this report), covering departments such as Community and Cultural Services, Housing, Information Technology, and Public Works. The List will assist staff in improving accessibility to and communication of volunteer opportunities in the City, making it easier to effectively engage potential volunteers, promote civic engagement, and improving the volunteer experience.

After the Form has been filled out by the resident, staff will forward the form to the Human Resources department for processing. The Form will also be available from, and may be submitted directly to, the Human Resources department. Processing will include performing a Live Scan background check, if applicable, and placement of the resident into an available volunteer opportunity in the selected department of interest as stated on the Form, provided that the department of choice has an available opportunity on the List.

Going forward, the City will begin to explore ways to improve access to volunteering on the City website and provide guidance to staff on how to better utilize the City’s events calendar and use social media as outreach tools to match interested residents with available volunteer opportunities.

Examples of Current City Volunteer Programs

The *Meet Up, Clean Up* program, run by the Cultural and Community Services Department, offers residents with the opportunity to assist in the beautification of the City’s parks. Groups meet once a month at the assigned park to pick up trash, pull weeds, and perform other park improvements.

The Retired & Senior Volunteer Program, or *RSVP*, also administered by the Cultural and Community Services Department, helps seniors 55 or older stay active and involved in the community by matching them with local nonprofits that need their skills. RSVP members tutor students, provide tax preparation assistance, help seniors live independently, and lead educational and exercise classes.

STRATEGIC PRIORITIES

This agenda item supports the Quality of Life strategy. The purpose of the Quality of Life strategy is to build relationships and create opportunities within the community for safe and vibrant neighborhoods, which will showcase the promising future of Oxnard. This item supports the following goals and objectives:

Goal 3. Strengthen neighborhood development, and connect City, community and culture.

Objective 3a. Create a renewed focus on establishing a positive outlook and orientation of our City, neighborhoods and overall community.

Objective 3c. Improve our methods of communicating with residents, businesses and neighborhoods (e.g. leverage social media and tools like Nextdoor).

FINANCIAL IMPACT

There is no financial impact in receiving this report.

City departments utilize volunteers in a variety of ways, and although volunteers work without compensation, volunteer programs are not free. However, the benefits provided by volunteers likely outweigh the costs. Numerous other benefits emanate from such programs, allowing for departments to have greater service impacts on residents than otherwise possible.

Prepared by: Adam Smith, Project Manager, Stephen Fischer, City Attorney

ATTACHMENTS

1. Volunteer_Non-Paid Intern Application
2. Current Volunteer Opportunity List.021820
3. Volunteer Program Presentation

VOLUNTEER/NON-PAID INTERN APPLICATION

Thank you for taking the time to complete this application. We look forward to working with you and appreciate your generous offer to share your time and talents with our community. Please type or print clearly. Applicants under the age of 18 must have parental/legal guardian consent.

PERSONAL INFORMATION

Name: _____

Address: _____

Main Phone Number: _____ Alternate Number (if any): _____

E-Mail: _____

Date of Birth: ____ / ____ / ____ Do you possess a valid CA Driver License? ☐ Yes ☐ No

What is your highest grade completed: _____

Do you speak and/or write any languages other than English? ☐ Yes ☐ No

Have you been a volunteer/intern with us before? ☐ Yes ☐ No

If yes, where? _____ When? _____

VOLUNTEER INTEREST

☐ After School Program

☐ RSVP Program

☐ Special Events

☐ Youth Sports Coach

☐ City Treasurer

☐ Community Services

☐ Housing

☐ Information Technology

☐ Library

☐ Public Safety

☐ Public Works – Admin

☐ Public Works – Facilities

☐ Public Works – Graffiti
Abatement

☐ Public Works – Parks

☐ Public Works –
Water/Environmental Resources

☐ Other:

Please list any special skills/expertise, training, or hobbies you have acquired from employment, previous volunteer work, or through other activities, that may be useful to the City of Oxnard.

PURPOSE FOR VOLUNTEERING

- ☐ Public Service (*wanting to give something back to the community*)
- ☐ Work Experience
- ☐ Education Requirement for K-12
- ☐ Education Requirement for College or Technical School
- ☐ Project Requirement for a service group
- ☐ Court Ordered Requirement
- ☐ Other: _____

AVAILABILITY

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
From:							
To:							

My availability is: From: _____ (date) to _____ (date)

I would like to serve up to: _____ hours per week, _____ hours per month.

WORK EXPERIENCE – (start with most recent) Please feel free to attach a resume in lieu of completing this section.

Employer	Position/Duties	From/To

REFERENCES – Please list two Professional References

Name _____	Name _____
Street Address _____	Street Address _____
City/State/Zip _____	City/State/Zip _____
Work Phone _____	Work Phone _____

RESTRICTIONS (*Check where applicable*)

Do you have difficulty doing the following:

☐ Lifting ☐ Walking ☐ Walking limited

☐ Standing

Do you use any of the following:

☐ Cane ☐ Walker ☐ Wheel Chair

☐ Electric Cart ☐ Electric Wheelchair

Do you have difficulty with the following:

☐ Hearing ☐ Speaking ☐ Writing

☐ Eyesight, not corrected with lenses

Do you have any medical condition, physical or emotional, that might limit the type of work you can do?

☐ Yes ☐ No

If yes, please describe the limitations: _____

EMERGENCY CONTACT INFORMATION

Name: _____

Address: _____

Main Phone Number: _____ Alternate Number (if any): _____

Relationship: _____

PHOTOGRAPHY CONSENT, RELEASE AND WAIVER OF LIABILITY

By signing and submitting this application, I hereby give my consent to the City of Oxnard to photograph and record video of me for informational, educational, promotional or publicity purposes concerning the City and its services.

I understand that all photographs in all formats may be used by the City in any of the City's websites, publications or displays, public newspapers, magazines, reports or other public documents. I further understand that the City may use any photographs without any further consent or authorization from myself or my representative. The city may modify photographs in the editing process and I am not entitled to any compensation for the use of any photographs by the City.

I also agree to release the City of Oxnard, its officers, employees or agents from any and all liability arising from or connected to the use of photographs as listed above.

_____ Please initial to acknowledge that you have read and understood the above Photography Consent, Release and Waiver of Liability Statement above and voluntarily accept and agree to its terms.

I agree to indemnify and hold the City of Oxnard harmless from and against any claims, whether caused by passive negligence or otherwise. I will pay all costs incident to any claim, including, without limitation, attorneys' fees. I will serve as a volunteer and at the pleasure of the City Council. As a volunteer, I understand that I am not covered by the City's insurance policy and further that the City's liability does not encompass volunteers. I agree that this agreement is intended to be as broad and inclusive as is permitted by law of the State of California.

Your status will be as a volunteer, which means that you are offering to contribute to the City of Oxnard for humanitarian, community service or religious reasons. You understand and agree that you will not be paid for your time, nor will you receive any benefits provided to employees of the City of Oxnard. Should you be selected to volunteer in a capacity that gives you access to financial or personal data, we may be asking you to sign other documents before you begin volunteering with us, such as a confidentiality agreement, security awareness.

By signing and submitting this application, I affirm that the facts set forth are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in either the suspension of service or my immediate dismissal. **I further agree to participate in a comprehensive background check conducted by the City of Oxnard.**

We truly appreciate your contribution and we look forward having you assist us.

Volunteer Applicant Name (*Print*)

Volunteer Applicant Signature

Date

Parent/Guardian Consent (*Applicants under the age of 18 must have parental/legal guardian consent*)

Parent/Guardians Name (*Print*)

Phone Number

Parent/Guardians Signature

Date

It is the intent of the City of Oxnard to provide equal opportunity to all volunteers in all terms, privileges and conditions without regard to sex, race, religion, national origin, disability or any other factor.

The background process is done in accordance with the laws and procedures set forth by the California Department of Justice and the Federal Bureau of Investigations. All backgrounds must be done at a location designated by the City of Oxnard's Human Resources Department.

All volunteers must comply with the "employment" procedures of the Department of Human Resources. A criminal record does not automatically disqualify a volunteer from a work assignment. The nature of the offense and type of work in which the volunteer will be engaged will be taken into consideration before a decision is made. In accordance with California Resource Code 5164, the Human Resources Department will review all criminal records to establish eligibility of the applicant.

List of Volunteer Opportunities at the City of Oxnard

Department & Division	City Staff Contact	Description of Volunteer Work	Restrictions	Number of Volunteers Needed	Special Requirements for Volunteer, if Any	Other Relevant Info
<i>Example: PW/Parks</i>	<i>Example: Eric Garwick</i>	<i>Example: Pulling Weeds in Parks</i>	<i>Example: Not in medians</i>	<i>Example: Unlimited</i>	<i>Example: None</i>	<i>Example: None</i>
Public Works - Parks Division	Park Manager	General park maintenance: raking leaves; weed abatement; painting; litter removal	No power tools	Unlimited	Requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties.	None
Public Works - Facilities Division	Facilities Manager	General custodial services: window cleaning, litter removal.	No power tools	Unlimited	Requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties.	None

Public Works - Graffiti Abatement Program	Graffiti Coordinator	Graffiti removal	Parks	Unlimited	Requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties.	None
Public Works - Greeter at the Oxnard Transit Center	Facilities Manager	Greet people arriving and departing at the Oxnard Transit Center.	Must be happy	12	Ability to smile and greet. Requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties.	None
Public Works-Administration	Receptionist	Answer phones, file and communicate with staff and general public	None	2	Requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily	None

					duties.	
CCS/Rec	Terrel Harrison	Boxing Assistant: Fitness & Competition training for youth.	None	2	Example: 1. Pass livescan 2. Boxing background 3. Available afternoons	Example: None
Treasurer	Armida Monares	Perform computer scanning of business license files	Long time standing by copier	1	Able to keep confidential information	None
Treasurer	Eden Alomeri	Opening, sorting, and adding up dollar amounts of payments received in the mail	Know how to use a calculator	2-3	Start work at 9:00 and be done by 12:00 or later (flexible hours)	Edited
Housing / AHRD	Elsa Brown	Administrative duties, filing, scanning, answering phones, making copies, customer service	Ok with long periods sitting at a desk	1-2	Start after 7 AM leave by 6 PM open to volunteer working any time within this time frame Mon-Thursday.	
CCS/Rec	Terrel Harrison	Meet-Up, Clean-Up: Park beautification projects.	None	Unlimited	Program runs on a Saturday from 8:00am - 1:00pm	
CCS/Rec	Terrel Harrison	Senior Services: RSVP	Volunteer Program for Seniors	Unlimited		
CCS/Rec	Terrel Harrison	Mentoring: Working as a youth mentor for ages 12-17. Meetings are one hour long once a week.		Unlimited	All mentors must meet with the Coordinator then 1. Pass livescan 2. Available afternoons	
CCS/Rec	Terrel Harrison	Youth Sports Coaching: Basketball, Flag Football, Volleyball			1. Pass livescan 2. Background in chosen sport. 3. Available afternoons &	

					some weekends for a 8-10 week period per sport	
CCS/Rec	Terrel Harrison	Dallas Cowboys Camp: Various roles.				
CCS/Rec	Terrel Harrison	Special Populations: Fun Club, Sports, Gardening, Day at the Park.			Due to the population, volunteers must meet with the Coordinator then 1. Pass livescan 2. Available afternoons	
CCS/Rec & Library	Terrel Harrison	Tutoring/Homework Help			Potential tutors must meet with the Coordinator then 1. Pass livescan 2. Available afternoons	
CCS/Rec	Terrel Harrison	Youth Enrichment Programs: Assist within youth center enrichment programs such as: Arts & Crafts, Summer mini camps, events, holiday programs, etc.			Potential tutors must meet with the Coordinator then 1. Pass livescan 2. Available afternoons	
Housing/ Applications Division	Brenda Lopez	Office assistant duties including: filing, scanning, answering phones, making copies, customer service	Fluent/Bilingual- Spanish	1	Able to keep information confidential, fast paced environment, business casual attire, Monday through Thursday 8:30 to 4:30, excellent verbal/ written skills.	

Housing/ Section 8	Brenda Lopez	Office assistant duties including: filing, scanning, answering phones, making copies, customer service	Fluent/Bilingual Spanish	1	Able to keep information confidential, fast paced environment business casual attire, Monday through Thursday 8:30 to 4:30, excellent verbal/ written skills.	
IT	Keith Brooks	Helpdesk Operations Intern/Volunteer - Intern will be taught how to setup and run the sound and video equipment used to conduct live city events. They will learn and use: digital and analog sound boards, video recording and playback systems, camera control, video input/output control systems, graphics and presentation creation, live TV broadcast system.		1-2	Must pass background check	
IT	Keith Brooks	Helpdesk Operations Internship/Volunteer - Intern/Volunteer will be taught the Helpdesk operations ticket tracking system as well as level one technical support concepts and strategies. The intern will interface with City-wide customers and all levels of technical staff		1-2	Must pass background check	

		while covering the walk-up Welcome Desk and telephone support assignments.				
IT	Keith Brooks	Deskside Services - Intern/Volunteer will be taught Deskside services for Desktop Refresh, this includes: Un-Packing new PC's, Cloning PC's, Replacement of PC's, Data Migration pre and post move, Network connections, and Printer connections.		1-2	Must pass background check	
IT	Keith Brooks	Leased Line Circuit Audit - Locate leased lines (especially analog lines) by toning from primary demarcation point to determine final demarcation point, connected devices (if any), and documenting results.		1-2	Must pass background check	
Water	Omar Castro	Delivering Door Tag Collection notices	Customer Privacy Insured. Clean Driving record In and out of vehicles	2-3	Work 8am - 6 pm M-TH Keep information confidential Driving background if using City vehicles	
ER	Todd Vasquez-Housley	Assist with Neighborhood Cleanups	Waiver update pending with Jason Zaragosa	Unlimited but size of each	Minor safety/traffic training and PPE. No one with pre-existing	

				neighborhood event will dictate	conditions should be doing heavy work or lifting	
ER	Todd Vasquez-Housley	Random Illegal Dumping Cleanups City-wide	From time to time, we are contacted by City employees or residents who want to pick up illegal dumping on their time and in their vehicles and bring to Del Norte. Currently there is no mechanism in place to protect the City. Waiver update pending with Jason Zaragosa	Unlimited	Minor safety traffic training and PPE. No one with pre-existing conditions should be doing heavy work or lifting	
WW	Jan Hauser	Trash pickup along Perkins Rd and Ormond Beach	South of Hueneme Road	unlimited	Ability to bend and pick up trash	
Stormwater	Jan Hauser	Remove trash from catch basins and drainage ditches	Located throughout the city	2-3	Safety training, document training, PPE required and good driving record	

Volunteer & Non-Paid Internship Program

Community Services Committee

February 25, 2020



RECOMMENDATION

For the Community Services Committee to:

1. Receive a report on the City of Oxnard's (City) Volunteer and Non-Paid Internship program; and
2. Provide direction regarding volunteer services to the City.

BACKGROUND

- Many City departments utilize volunteers to augment services that provide significant tangible & intangible benefits to residents
- The City values the many contributions made by volunteers to beautify and engage with the City, whether through the delivery of special events such as the Tamale Festival or enriching the service experience of residents at the City's libraries
- The City considers these efforts key in making the City's infrastructure vibrant, stronger, and enjoyable for all residents.

3

BACKGROUND

- Currently, each City department manages its volunteer program independently
- In order to bring uniformity to the City's volunteer program, staff is now working on restructuring how the City Volunteer and Non-Paid Internship program is run
- The intent is not to remove oversight and control of volunteers from the respective departments but to bring uniformity to how the program is administered



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THE VOLUNTEER & NON-PAID INTERN PROGRAM

The purpose of launching a standardized Volunteer and Non-Paid Intern program is to provide a framework and a process to guide City departments in the management of volunteers and non-paid interns in order to enhance opportunities for civic engagement in a variety of areas such as park maintenance, recreation services, and special events, as well as other meaningful opportunities

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THE VOLUNTEER & NON-PAID INTERN PROGRAM

- Staff is now working towards the release of a new, City-wide Volunteer and Non-Paid Intern Application form (Form), submitted to HR
- All residents interested in volunteering will fill out this Form, regardless of department or volunteer opportunity they will be pursuing.
- A “volunteer interest” section on the Form will assist in the placement of the resident in an available volunteer opportunity.
- With this new Form, the City’s use & coordination of volunteers & non-paid interns will be streamlined into a cohesive process

6

THE VOLUNTEER & NON-PAID INTERN PROGRAM

- Staff has maintained an active list of current volunteer opportunities in the City
- The List will assist staff in improving accessibility to and communication of volunteer opportunities in the City, making it easier to effectively engage potential volunteers, promote civic engagement, and improving the volunteer experience

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THE VOLUNTEER & NON-PAID INTERN PROGRAM

- City departments utilize volunteers in a variety of ways, and although volunteers work without compensation, volunteer programs are not free.
- However, the benefits provided by volunteers likely outweigh the costs.



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CURRENT VOLUNTEER PROGRAMS IN CITY



The Meet Up, Clean Up program, run by the Cultural and Community Services Department, offers residents with the opportunity to assist in the beautification of the City's parks. Groups meet once a month at the assigned park to pick up trash, pull weeds, and perform other park improvements.

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CURRENT VOLUNTEER PROGRAMS IN CITY

The Retired & Senior Volunteer Program helps seniors 55 or older stay active and involved in the community by matching them with local nonprofits that need their skills: RSVP members tutor students, provide tax preparation assistance, help seniors live independently, & lead educational & exercise classes



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