



*2016*

*Governor's*

*Volunteer Service*

*Awards*

*April 11, 2016*  
*11:00 a.m. – 12:30 p.m.*

**Hosted by:**  
**Serve Washington**

# *Volunteer Recognition Ceremony*



## *Welcome*

*Susan A. Weiss, Chair, Serve Washington*

## *The Power of Service and Volunteerism*

*Debbie Schuffenhauer, Executive Director  
Serve Washington*

## *Presentation of Awards*

*First Lady Trudi Inslee*

## *Closing Remarks*

*Susan A. Weiss, Chair*



*Executive Mansion*

## *Governor's Volunteer Service Award Recipients*

### **INDIVIDUALS**



**Nancy Austin**

**Pasco**

*Regional Service Corps-AmeriCorps*

*Category: Education*



Nancy Austin began volunteering after she retired from teaching 1st grade at the age of 55. She is now 86 and has been volunteering for over 20 years. She began volunteering with Project Literacy in November 2011 at Emerson Elementary. Project Literacy helps bring in volunteers from the community to read to, or with, under-served children in the

Pasco School District. This year, Nancy volunteers twice a week an average of 1.5 hours a week at Emerson Elementary. Nancy helps out with recruiting Project Literacy volunteers and interviewing new prospects with AmeriCorps members assigned to the program. Nancy also volunteers with the academic program Junior Achievement, which focuses on helping students learn about workforce readiness, entrepreneurship and financial literacy. In the non-academic world, Nancy also volunteers in the sewing room at Kadlec Regional Medical Center making porta-pockets — the storage devices that hang on walkers to carry items, and comfort pillows. Volunteers at Kadlec make and give away 180 comfort pillows a week. Lastly, Nancy currently volunteers with S.H.A.K.E. (Seniors Helping All Kid's Education) during the summer, after the academic year is over. She helps organize drives and distributions for school supplies. These supplies go to children that don't have access or the ability to buy basic school supplies in Benton and Franklin Counties. Nancy helped recruit local AmeriCorps programs, RSVP volunteers, churches, and local businesses to help with the drives and distributions as well.

## *Governor's Volunteer Service Award Recipients*

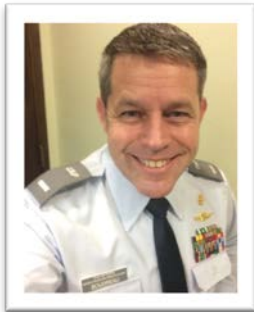


### **Maria Balajadia** **Mountlake Terrace** **Full Life Care**

**Category: AmeriCorps Member**

Maria Balajadia exemplifies a spirit of service that goes much deeper than her commitment to AmeriCorps. Maria has had a service-focused attitude for much of her life. Growing up in Saipan, she was first introduced to volunteerism as a middle school student and actively sought out opportunities for service in high school and during her college career. Upon graduating, she sought out opportunities to volunteer and found Full Life Care's adult day health center where she supported adults with dementia, chronic illness, and developmental disabilities. Through these experiences Maria learned that even a seemingly small act, such as keeping someone company, can make a significant impact on a life. She has made it a goal to follow this path to continue to work with seniors in a healthcare related field. The volunteer position at Full Life led her to the AmeriCorps team, where she currently serves as the ElderFriends Match Coordinator. Maria connects volunteers with elders who identify as isolated and seek companionship. Maria assesses the needs and desires of volunteers and elders to find the best match. At ElderFriends social events, Maria stands out as she makes her way through the crowd of people, being sure to take time to talk to each elder and volunteer. Above and beyond her AmeriCorps service, Maria spends Sundays and holidays at Bailey-Boushay House, serving meals, visiting with residents, and providing companionship to chronically and terminally ill residents. At Bailey-Boushay, Maria exemplifies maturity and compassion by redirecting residents who suffer from dementia and finding common ground by talking with those that may be experiencing loneliness. Maria's impact in the community is not simple to quantify. Her commitment to service is evident in the ways she willingly gives of her time, even when it is unexpected or beyond the scope of her regular duties. The caring spirit that she offers to older adults facing isolation and living with chronic conditions is valuable. During her time at ElderFriends, Maria has trained 70 volunteers, connected 35 elders with friendly visitors, and provided resource connections to support isolated older adults throughout Seattle and King County. Maria's significant impact in the community is apparent when she stops on the sidewalk to chat with an older man enjoying a moment in the sun outside the office, or when she delivers a holiday meal and spends time visiting with an elderly woman.

## *Governor's Volunteer Service Award Recipients*



### **1Lt Daniel Boudreau    Mount Vernon Civil Air Patrol**

***Category: Disaster/Emergency Response***

1st Lieutenant Daniel R. Boudreau, Civil Air Patrol (CAP), distinguished himself as a staff member of the Washington Wing Ground Search and Rescue Academy (GSAR) and the Skagit Composite Squadron during 2015. CAP is an all volunteer auxiliary of the U.S. Air Force. One of its three missions is emergency services. He has devoted hundreds of hours of personal time and resources to benefit cadets ranging between 14 and 18 years of age. Dan attends weekly CAP meetings, serving as Deputy Commander for Cadets and Squadron Emergency Services Officer. He tasks cadets to participate in planning as part of leadership training, aerospace education and emergency services endeavors. Dan regularly attends County Search and Rescue meetings and networks with SAR council officers and the Sheriff's Office. He worked diligently to lead CAP cadets through the rigorous Skagit County SAR qualifications in February 2015, earning accolades from the county. Cadets received their initial training through the CAP Washington Wing GSAR program and proved their mettle earning County Emergency Management SAR worker cards. Dan served as staff for ground team instruction on a Wing training exercise, mentoring and successfully training over 12 members. CAP had a mission for a missing aircraft coming from Montana. A signal believed to be a potential downed aircraft was detected in the Mt. Vernon area. Dan assembled a team immediately upon request, searching the area until it was determined it was a false alarm. As a CAP GSAR Academy staff member, he developed an outstanding course curriculum, creating one of the most dynamic and action packed activities in CAP state history. Dan developed a Helicopter Safety Course, meeting the State Core Requirements for SAR volunteers. He reached out to two helicopter units, which attended the Academy, giving safety orientation. Each had a diverse crew with which the cadets were able to converse about career and leadership opportunities. He helped students that needed extra assistance to fully understand the concepts. His leadership greatly contributed to the high morale that prevailed throughout the academy. 1Lt Daniel Boudreau has dedicated a significant part of 2015 as a mentor, role model and extremely active Ground Team Leader in CAP, county-based training, and actual missions, all the while bringing great credit upon himself and the Civil Air Patrol.

## *Governor's Volunteer Service Award Recipients*



**Patricia Campbell    Bainbridge Island**  
***Multiple Organizations***  
***Category: Nonprofit Organization***

Patricia (Patsy) Campbell refers to herself as a “professional volunteer” and that term fits her. Her traits of being hard-working, persistent, detail-oriented, and politically astute have served her well throughout her seven decades of donating her time and expertise to a number of organizations. Volunteering and being an active citizen has been a lifetime profession for her. The League of Women Voters (LWV) of Washington has been the beneficiary of her expertise. While living on Bainbridge Island, she helped organize and was the moderator for many Kitsap County LWV Candidate Fairs. For the LWV of Washington, she was the Election Laws Chair for many years and worked tirelessly for the redistricting of the state. Patsy’s most significant project was getting a state redistricting commission established in 1978. She also lobbied in Olympia for other LWV issues for years. The road to Olympia became well-worn by her when the legislature was in session. The impact of all of her work with the LWV was to make the state a fairer and more politically balanced place to live. From the late 1960’s until a few years ago, Patsy worked with Planned Parenthood (PP) of Seattle, King County. She was on the board for years in a variety of positions, but she loved most her public affairs positions and still keeps abreast of what the newer “Planned Parenthood votes” are doing. Her primary goal was to assure that state funding was available for family planning so there could be a true freedom of choice. The PP work was done in an effort to make women’s lives better which benefits the women, their families, towns and the whole earth on which we live. She has served relentlessly to improve the quality of women’s lives which positively affects everyone and everything around them. In addition to all the time spent with LWV and PP, for 15 years Patsy could be found every Monday morning at the Bainbridge Island Helpline building in the free clothing department. She organized the clothing and assisted clients in finding what they needed with grace and kindness. During this same time, she was an active participant on the Kitsap County Group Health Advisory Board. All of Patsy’s volunteering has been done without hesitation and because she genuinely believes it was and is the right thing to do.

## *Governor's Volunteer Service Award Recipients*



**Dawn Cordero** **Lynnwood**  
***United Way of Snohomish County***  
***Category: Employee Volunteer***

Dawn Cordero has been an amazing and dedicated employee volunteer for the United Way of Snohomish County. For seven tax seasons, Dawn has donated over 300 hours of her time providing friendly volunteer service through United Way of Snohomish County's Free Tax Preparation Campaign. Although she isn't a tax preparer or accountant by trade, Dawn studies each year to pass the required Volunteer Income Tax Assistance tests required by the IRS; just prior to this tax season, she certified at the advanced level. Dawn is always willing to go the extra mile to help her fellow volunteers and the members of the public who come to tax sites for help filing their taxes. Dawn's bilingual skills in Spanish/English helps Spanish speaking families prepare their taxes. This service directly helps break the cycle of poverty by families getting more of their own money back in their pockets. Additionally, Dawn volunteers with March of Dimes as a Team Captain. In 2015, she wrote a Make a Difference grant that supported United Way's Martin Luther King Jr. Day of Service event, which brings high school students together with retired community members and other adults to connect on the one day to complete a variety of projects around the county. For the past eight years, she has participated in United Way's Day of Caring. Dawn is very active in the annual United Way campaign through her work at AT&T. Throughout the year, she is constantly going above and beyond. She runs tamale sales for Cinco de Mayo, donating her own homemade tamales. She donated 2 LG tablets for United Way's internal auction and runs bake sales to benefit United Way. Dawn also acts as the VP of Operations for HACEMOS; AT&T's Employee Resource Group for Hispanics/Latinos. Their main event is High Technology Day where they host 40 at-risk students and teach them about STEM through various activities; this is a critical need, especially for those where English may be their second language. With HACEMOS, Dawn actively looks for and offers employees volunteer opportunities with HopeLink, DECA judges and Project Homeless Connect, of which Dawn herself has been an active volunteer. Dawn Cordero goes above and beyond her "requirements" at work, and is always readily available and eager to help whenever asked to volunteer for anything. Most recently she has committed to be a volunteer on United Way's new Volunteer Engagement Committee.

## *Governor's Volunteer Service Award Recipients*



**Roylene Crawford**                      **Ellensburg**  
***Kittitas County Chamber of Commerce***  
***Category: Nonprofit Organization***

Roylene Crawford exemplifies the spirit of volunteerism in every way imaginable. Roylene's enthusiasm and love for all members of the community shows through her many years of helping out at nearly every fundraiser, special event or program in the county. Currently, Roylene serves on many volunteer

boards and service groups including but not limited to; The Kittitas County Fair Board, Chamber Cowboys, Kiwanis, Spirit of the West Cowboy Gathering, Sanda City (Ellensburg's Japanese sister city program.), Western Art Association Board of Directors, and the Kittitas County Lodging Tax advisory committee. Since her retirement in 2015 from the Kittitas County Chamber of Commerce where she was involved in many community projects and events that were above and beyond what was required of her position, Roylene has expanded on her already impressive list of volunteer projects, specifically the Kittitas County Fair, which she has been a board member of since 1997. Roylene spearheaded, founded and continues to be involved with countless community events that have turned into important fundraisers for several organizations such as: Ellensburg WinterHop BrewFest, which brings over 2,000 people to Downtown Ellensburg during the slowest season for restaurants and retailers, making a huge economic impact on small businesses and is also the Chamber of Commerce's biggest fundraiser. Roylene has coordinated every kind of event possible and has many years of experience and tips and tricks that she is always willing to share. Many of the events she helps coordinate are related to promoting Ellensburg and the surrounding areas' small businesses (Ellensburg WinterHop BrewFest, Spirit of the West, Mountain Ale Festival, Bite of the Burg, Kruisin Kittitas Burnouts & Car Show, Business After Hours and First Friday Coffee Club). Many are free public events that foster a sense of community and togetherness, such as; Fair & Rodeo Kick off Breakfast, Community 4th of July Celebration & Fireworks, Cle Elum Pioneer Days and Ellensburg's Community New Year's Eve Celebration. In addition to other activities not listed, it is important to note Roylene helped during the Taylor Bridge Fire (2012) and Colockum Tarps Fire (2013) putting in countless hours helping coordinate donated goods and distributing them to fire victims, as well as helping with the evacuation of livestock.



## *Governor's Volunteer Service Award Recipients*



**Susan Fahrenholtz**

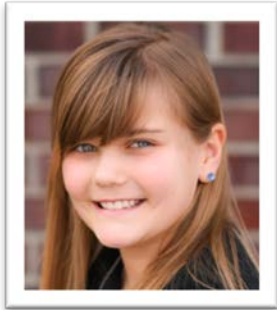
**Port Angeles**

**Clallam Mosaic**

***Category: Nonprofit Organization***

Susan Fahrenholtz is one of the few volunteers able to work effectively with Clallam Mosaic's tremendously heterogeneous group of participants, even those with significant needs. Clallam Mosaic is an organization that serves individuals with developmental disabilities, mostly adults. The organization provides 12 to 20 hours of class-based programs every week to individuals with a hugely varying functionality. Some participants are completely immobile, some are non-verbal, most are non-literate and function with a mental capacity of a five to seven year old. Being able to find individuals who are able to effectively work with Clallam Mosaic participants can be very difficult. Even more difficult is finding volunteers! Susan was introduced to Clallam Mosaic participants when she "helped out" with a summer art workshop in 2015. In less than a week, Susan integrated into the classroom and adapted to the needs of the individuals. She effectively steered the group to produce art that was beyond their self-perceived capability. Susan ensured engagement of all participants, encouraged collaboration and challenged individuals to excel in their outputs. Following this first experience, Susan learned of the paucity of art experiences available to individuals with developmental disabilities in this area. She took it upon herself to champion the creation of an art class that could be delivered during Clallam Mosaic's regular quarterly schedule. Susan single-handedly developed curriculum, adapting existing information from numerous resources. She developed the list of supply needs and purchased (mostly with her own funds) or found donated sources. Susan has since delivered more than 17 weeks of art programming (two hours per week) to individuals within the community. Her curriculum is easily accessible to a tremendously varied group of individual capabilities. Susan's impact on Clallam Mosaic participants is tangible. She has brought out a swell of pride in all generated outputs. Susan has also encouraged participants to verbalize their perspectives of the art they have created to foster community connectivity and develop verbal skills. Through her volunteerism, Susan has brought art back into the Clallam Mosaic classroom – something that had been absent for numerous years. Susan's history in volunteerism is far-reaching beyond Clallam Mosaic. The community is extremely fortunate to have Susan Fahrenholtz in it.

## *Governor's Volunteer Service Award Recipients*



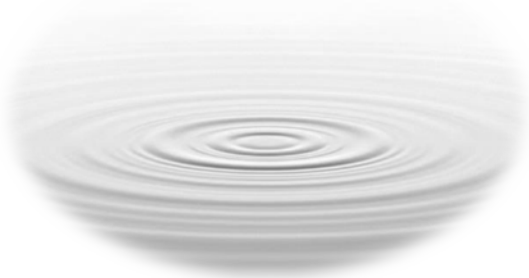
**Aurora Glassburn**

**Tumwater**

***Thurston County Food Bank***

***Category: Youth***

Aurora Glassburn has a giving spirit and passion for helping individuals in her community who are facing hunger and homelessness. Aurora is nine years of age and attends Michael T. Simmons Elementary in Tumwater. This year, instead of gifts for Christmas, Aurora asked for money that she could use to buy food for the homeless. To build on that, she decided to try to start a food drive to collect even more food. She wrote a letter to the Executive Director of the Washington Student Achievement Council, Gene Sharratt, asking if she could do a food drive, and he said YES! To make a bigger impact and provide more incentive for donations, she came up with a plan that for every 20 items of food collected, she and her family would volunteer for one hour at the Thurston County Food Bank. The response was huge, and she collected over 900 items. With that, she committed to volunteering 45 hours with her family at the Food Bank over the coming months. Aurora attended the Thurston County Food Bank's volunteer orientation, helped deliver and unload all of the food collected, and has volunteered at the Food Bank's super sort, helping to sort food for the "For Kids" program. Her food drive inspired others along the way; her 4th grade teacher, Student Achievement Council staff, family and friends have all joined her at the Food Bank to volunteer their time as well. Some were first time volunteers and have continued even when she couldn't join them. Her efforts to feed the hungry men, women, and children in this community have definitely had a ripple effect.



## *Governor's Volunteer Service Award Recipients*



**Margaret Klockars**

**Seattle**

**DESC**

***Category: Nonprofit Organization***

Margaret Klockars is very rarely thought of as a volunteer. In fact, she is so ingrained at DESC (formerly known as Downtown Emergency Service Center), that on more than one occasion, staff have asked whether she was a supervisor. She takes pride in being the “volunteer” volunteer coordinator. DESC serves over 7,000 homeless, mentally-ill, and/or chemically dependent individuals each year. For nearly six years, Margaret has served in a variety of capacities at DESC. She started in the shelter, which by most peoples admission, can be a difficult environment as it is often crowded, people can be demanding, and resources are often limited. From there, Margaret served as the emergency clothing closet coordinator, ensuring the closets were organized and full of clothes to be distributed to the hundreds of clients utilizing emergency services each day. Eventually, Margaret saw a need and volunteered her skills to help coordinate the placement of other volunteers. This is currently where she has thrived, becoming an essential part of the DESC Fund Development Team and a visible representation to current and future volunteers of what you can do for your community. What Margaret has done for DESC has been outstanding. In the last few years alone, volunteerism at DESC has risen by over 100% thanks to her efforts. A recent survey revealed that 95% of volunteers would recommend volunteering at DESC to a friend. Without Margaret's dedication to the nearly 80 individual volunteers at DESC, this most assuredly would not have happened. She helps run the orientations, does all the background checks, and handles the communication with most of the volunteers, and perhaps most admirably, has mastered the scheduling, placing volunteers in nearly every housing project or emergency service center DESC has. On top of all this, Margaret continues to volunteer her time to organize the emergency clothing closet, and contributes to the holiday gift bag drive each year. Even outside DESC, Margaret is an advocate for homelessness at her church and when she was the director of land use for the City of Seattle. Not to mention, she helped form the first all-women's law firm in King County. Margaret handles it all with a sense of humility and grace. From freeing up staff time by placing a volunteer that fills a desperate need, to ensuring no client goes a night without access to a warm coat. Margaret is an exceptional member of her community and DESC.

## *Governor's Volunteer Service Award Recipients*



**Elouise Maahs**

***SHIBA Program***

***Category: Healthcare***

**Longview**

Elouise Maahs has quietly and faithfully been serving her community through the Statewide Health Insurance Benefits Advisors (SHIBA) program since 2008. As a SHIBA data specialist, Elouise is responsible for recording and processing client cases. Elouise is dedicated and committed to ensuring that seniors and persons with disabilities have their Medicare issues, complaints, and appeals processed in a timely manner. Elouise serves residents of Clark, Cowlitz, Lewis, Skamania, and Wahkiakum counties. In the past year, Elouise has processed over 6,000 client cases. Thanks to her efforts, Medicare recipients in southwest Washington saved over \$118,000 in premiums and appeals in 2015. When asked about being a SHIBA volunteer, Elouise said, "I like knowing I'm doing some good and working with people. I volunteer with SHIBA because you meet the nicest people, it gets you out of the house, it makes your mind work, and it gets you on the go."

## *Governor's Volunteer Service Award Recipients*



**Phil Maakestad** **Renton**  
*Habitat for Humanity Seattle - King County*  
*Category: Nonprofit Organization*

Phil Maakestad is a long-time volunteer and a dedicated member of the Habitat for Humanity Seattle-King County family. He originally got involved with Habitat for Humanity in the 90's as a pastor, in Renton, coordinating the youth group's volunteer program. When Phil retired a few years later, he began volunteering at a Habitat house in the Central District of Seattle. He has been building homes and communities ever since. Over the last 17 years, Phil has become an ever-dependable presence on site, in the Habitat Stores, and in the community. He is well-respected among volunteers and staff for his versatility with tools as well as his compassionate, service-minded demeanor. "I guess I grew up in it," says Phil. "We didn't call it community service. You just saw things that needed to be done in the community, and you did them. I actually feel like I'm having more of my needs met in being involved with Habitat. I feel almost selfish." When Phil comes to volunteer, he brings much more than the ability to swing a hammer. He'll offer homemade cookies and go install handrails all day. He is known to quietly take tools home from the construction site to fix them and bring them back. If he can't fix them, he'll buy new ones to donate, without mentioning it. Every year Habitat organizes a Thanksgiving feast for volunteers and staff, and Phil provides the big turkey. Phil also regularly drops off coffee and snacks for the other volunteers and team of AmeriCorps members. He truly is the image of an exceptional volunteer, one who takes ownership of the work as well as the group morale. Phil has helped build something invaluable at Habitat; a community of volunteers. He is the glue that holds many of the regular volunteers together; a great mentor and role model to all. Phil's overall commitment and impact on communities is astounding. In his years of service to Habitat, he has volunteered 5,789 hours, over the course of 833 volunteer days. That is the equivalent of three years of full time employment, valued at \$154,913. He has been involved in ten different projects, including the completion of nine housing developments all over King County and the opening of the newest Habitat Store. These houses changed the lives of over a hundred Habitat families who now have a decent place to live. He is a shining example of what one individual can do to help find solutions for affordable housing in communities.

## *Governor's Volunteer Service Award Recipients*



**Charles Newcombe**                      **Everett**  
*Imagine Children's Museum*  
*Category: Nonprofit Organization*

Charles “Chuck” Newcombe has played a vital role at Imagine Children’s Museum for 11 years in the daily operations, educational programs and special events to help enrich children’s lives through playful learning. He strengthens every staff members’ effort in some capacity whether he’s designing, fixing, teaching, entertaining or fundraising. Chuck makes a difference in every child’s life by bringing an innovative approach to learning about science. His contributions and dedication to Imagine and to the community are exceptional and inspiring. As a former Fluke Corporation engineer, he regularly helps design, troubleshoot, repair and maintain Museum exhibits. For seven years he has been instrumental in procuring funds for Imagine’s i-Engineers program, which brings hands-on science, technology, engineering and math (STEM) learning to children once a month. During i-Engineers, Chuck engages children with fun facts and activities as Dr. Science, a longtime family favorite at the Museum who is known for his remarkable ability to excite children about science. He makes a lasting impression with his unique perspective on teaching young learners, and many families visit just to see him. Chuck is an advocate of Imagine’s mission to improve children’s lives and make their world a better place. Not only skilled, he is kind, compassionate and genuinely interested in every aspect of Imagine and ensures he does all he can to serve his peers and his community. For example, he worked closely with Snohomish County PUD to upgrade Imagine’s lighting fixtures to make the Museum more energy efficient. He also helped install new emergency equipment so Imagine would have the newest technology available to keep visitors safe. For ten years, Chuck has put his authentic white beard to use in his role as Santa Claus for all of Imagine’s holiday programs. In addition to donating his time, Chuck has financially supported Imagine’s exhibits, programs and activities, and he encourages others to do the same. Chuck fulfills a need for positive role models who selflessly serve their community. He exemplifies volunteerism by reaching a scope of people including his current and former colleagues, the community’s families and children of all different learning abilities and life circumstance. For the past five years he has volunteered 700 hours per year earning him a gold level President Volunteer Service Award.

## *Governor's Volunteer Service Award Recipients*



**Mark O'Neill**  
*Outdoors for All Foundation*  
*Category: Veteran*

**Olga**

Mark O'Neill, a veteran of the Navy, impacts the lives of hundreds of veterans and thousands of individuals with disabilities through his volunteer service with Outdoors for All. Mark serves as volunteer adaptive ski instructor and spends seven weeks teaching injured veterans how to ski. While many of the Outdoors for All volunteers commit to a full seven-week series with a single program, Mark goes above and beyond by volunteering for two programs – Friday nights and Saturday nights – for the full series and subbing on a regular basis in the Sunday program. He essentially gives up his entire weekends for two months out of the year so injured veterans can have the opportunity to get on the hill and experience the joys and benefits of skiing. Mark has also volunteered on two weekend-long excursions to Mt. Hood Meadows to teach ski lessons to wounded veterans and make adaptive skiing available to veterans throughout the Northwest, not just Washington. Since he began to volunteer as a ski instructor in 2010, Mark has continued to step into leadership roles and now serves as a ski clinician. Mark helps train over 400 winter volunteers by leading clinics at on-mountain training and is one of the most trusted and respected clinicians. He provides instruction on how to teach skiing, how to work with veterans, and how to use adaptive equipment (including sit skis and snow sliders). He has a positive impact on hundreds of lessons by providing other instructors with the information, tips, and experience needed to deliver a safe, fun, and high quality lesson. He continues to support Outdoors for All's participants year-round by helping maintain the organization's fleet of kayaks and sit skis. He ensures the equipment is safe and well-maintained so participants can access ski slopes and waterways whenever they choose. While many of the veterans that he works with are from the post 9/11 generation, Mark has shared how he can relate to the younger generations of veterans because he understands the experience of leaving one's family, moving far from home, and then having to reintegrate into civilian life. He says that he knows first-hand that skiing can be a catalyst for feeling "normal" again and demonstrates his commitment to this belief through his donation of time and dedication to getting veterans out on the hill and skiing. Not only does Mark donate hundreds of hours to these programs and participants, he always does so with incredible enthusiasm and a smile that can light up the room.

## *Governor's Volunteer Service Award Recipients*



**Jackson Owens**                      **Bellingham**  
*Washington Conservation Corps*  
*Category: AmeriCorps Alum*

Jackson Owens has voluntarily responded without reserve or hesitation to every natural disaster call out that the Washington Conservation Corps (WCC) has received. Last year, Jackson participated with his crew in the Grays Harbor County flood response. As wildland fire took over the state during the summer, Jackson responded with some of his crew mates to seven different fires as part of an initial attack crew. With barely a month break, Jackson's talents were called into service again in response to Typhoon Soudelor in Saipan – this time for 50 days straight as part of a FEMA mission to aid in recovery from the storm. Jackson returned home to his crew and continued to enhance the state and his community through natural resource projects and community service. At the time of his nomination, Jackson was 23 days into his last emergency response deployment with the WCC. Jackson will return from a flood relief mission in Missouri where his skills have him serving as the Operations Section Chief for the AmeriCorps response. Jackson has the capacity to continually find more of himself to give when morale drops or mission requirements change. His enthusiasm, straight forward thinking and ability to keep a challenged team productive and on task, combined with his willingness to go where ever he is called, make him an exceptional volunteer.



## *Governor's Volunteer Service Award Recipients*



**Katie Rickman**

**Olympia**

**SideWalk**

**Category: AmeriCorps VISTA**

Katie Rickman embodies the essence of what it means to go above and beyond the call of duty. Katie joined SideWalk as a volunteer in 2013 while she was a student at The Evergreen State College. After serving as a Housing Assessment Advocate, helping to support people experiencing homelessness to transition off the streets and into permanent housing, she moved into an internship and became a volunteer Team Lead. She was responsible for mentoring, coordinating, and supervising fellow volunteers. Katie contributed to SideWalk's success in housing more than 500 clients in less than three years. In 2015, Katie took on a new role as an AmeriCorps VISTA, Development Officer, helping to increase SideWalk's fundraising capacity and improve strategies and systems. Outside of the case management and support provided by volunteer advocates, this role is crucial to the organization as short term financial rental assistance is the primary service SideWalk provides. Since taking on this position, Katie has continually impressed everyone around her with her ability to step outside her comfort zone, quickly learn new skills, and develop documentation and systems that streamline and improve the organization's fundraising efforts. She has helped to develop Standard Operating Procedures for both development and operations teams, improving effectiveness and efficiency. Katie was integral to the success of two major fundraisers. For Gingerbread Village, she recruited and coordinated dozens of volunteer teams to build elaborate gingerbread structures for a contest and auction that raised over \$15,000. At the recent Love for a Change gala dinner, she helped coordinate and grow the event that brought in more than \$80,000. For an average of just \$1,200, SideWalk can help move someone off the street and into their own, permanent home. At these two events alone, enough was raised to provide short term rental assistance to at least 80 people experiencing homelessness. Katie deeply cares about the organization and the volunteers that make it successful. She gives of her time, energy, and expertise, not out of obligation, but out of a desire to truly make a positive impact on her community and to see positive change in the world around her.

## *Governor's Volunteer Service Award Recipients*



**Linda Rogers**

**Belfair**

***North Mason Food Bank***

***Category: Retired Senior Volunteer Program***

Linda Rogers is the Director of the North Mason Food Bank. She earned top honors with the Retired Senior Volunteer Program (RSVP) in Mason County by logging in 1,145 hours for the year. Prior to her taking the helm in 2013, the food bank had been experiencing a multitude of issues and was about to close their doors. Being tenacious and hardworking to save the food bank, Linda, a former food bank volunteer, joined the board of directors at the urging of some of its members. When she became involved she used her auditing background to piece together the problems the organization was having and set out to resolve them. She sought advice from a United Way executive. She reached out and repaired bonds with vital food support resources. Linda and her new team worked tirelessly to bridge relationships with local charities, businesses and outreach programs. She also recruited the local PUD to assist with electrical and lighting improvements at the food bank facility. They cleaned, painted and reorganized the entire operation. The North Mason Food Bank is now a welcoming, bright and cheery space to serve their clients. With a newly appointed board, a group of very dedicated volunteers, along with Linda's leadership, vitality has been brought back to the North Mason Food Bank and it is thriving once again. At this juncture, Linda has set her sights on other objectives, most notably a push to get younger people to volunteer. This is just one thing on Linda's ambitious list of goals, and with her amazing determination and talent she is sure to accomplish them.

## *Governor's Volunteer Service Award Recipients*



**Susie Saalwaechter**                      **Bellevue**  
*The Nature Conservancy in Washington*  
*Category: Environment*

Susie Saalwaechter immediately came to mind when asked, “Do you know an outstanding volunteer - someone who devotes incredible energy to making your community and our state a better place to live?” No one fits that description better than Susie. Her dedication to climate issues and conservation sets an example for public service that is unparalleled. She inspires everyone she encounters to see that we have more to hope for and to work for in cleaning up our environment than we do to fear. Susie has volunteered for The Nature Conservancy for over three years consistently, and in that time has donated over 1,000 hours of service. As a volunteer, Susie has taken on increased responsibility and leadership, and has enabled connection with the local community in a meaningful way that would not have happened without her. Susie serves as the Conservation Ambassador Team Lead. In this role she schedules, coordinates, and leads a volunteer team of 30 people at 24 outreach and community events each year. This means that she spends a day in the office each week, connecting with organizers from events such as Seattle PrideFest, Issaquah Salmon Days, local farmer’s markets, etcetera, completing applications and making sure event requirements are met, scheduling and training a team of volunteers, creating outreach plans and materials, gathering supplies, and seeing to it that every aspect of an event is thought through. On a weekly basis in the spring, summer, and fall, Susie leads volunteers at The Nature Conservancy community booth, sacrificing her Saturday’s and weekends to promote the cause she believes in. Her attention to detail in the logistics and execution of engagements means she can be counted on to successfully perform her role with little staff supervision. Susie’s commitment, dedication, passion, and enthusiasm is contagious. She leads by example, and can talk about The Nature Conservancy’s work and mission more meaningfully than even some of the paid staff. Aside from her service to The Nature Conservancy, Susie is also active volunteering with her local church, and at her son’s school chaperoning field trips and events for the high school band. Susie embodies the spirit of volunteering; giving so much of her time, talent, and energy, for nothing in return except knowing she is doing her part to make the world a better place.

## *Governor's Volunteer Service Award Recipients*



**Royce Travis** **Aberdeen**  
*Grays Harbor/Pacific/Thurston Senior  
Companion Program*  
*Category: Senior Companion Program*

Royce Travis has worked and volunteered in the Grays Harbor community for the past 22 years. She was employed as a HUD certified housing counselor for 27 years and then decided to return to college in 2009 to pursue her degree in social work and is currently completing her master's degree in public administration. Royce has been an outstanding resource trainer and volunteer for the Grays Harbor/Pacific/Thurston Senior Companion Program since moving here in 1993. She utilized her expert knowledge to educate and support local citizens and service programs on housing issues. She personally assisted many Senior Companion volunteers and clients with one-on-one support with their housing issues even after retiring in 2009. Royce came to the Senior Companion Program in September 2009 to offer her volunteer services as an outreach and office management assistant to support the Program Director, who is the only staff person. During the past seven years, Royce has dedicated her time, energy and hard work to keep the Senior Companion Program a viable volunteer service for the Grays Harbor, Pacific and Thurston Counties even while continuing as a full time student. The program is providing her an opportunity to enhance her social work and volunteer management skills, while monthly she performs many hours to assist with maintaining office functions and conduct training and client assessments. Royce has also volunteered many hours to other community agencies and programs such as: Habitat for Humanity, Beyond Survival Program, Grays Harbor Neutral Zone for Teens, Cultural Diversity Committee, Grays Harbor County Health Board, Grays Harbor Juvenile Justice Committee; and local service clubs such as: Aberdeen Kiwanis, Aberdeen Lions Club, St. Andrews Church Homeless Event and Salvation Army Children's Toy Program. Royce Travis is enthusiastic and committed to serving her community.

## *Governor's Volunteer Service Award Recipients*



**Susan Waters**

**Issaquah**

***City of Issaquah Emergency Management***

***Category: Citizen Corps/CERT Program***

Susan Waters has played an integral role in helping advance the mission of the Issaquah Citizen Corps Council, particularly the Community Emergency Response Team (CERT) and Map Your Neighborhood (MYN) Programs. Susan is a state-certified CERT instructor and pivotal to the coordination of the Issaquah CERT classes, which runs twice a year. In addition, she also facilitated CERT classes for Costco Corporate Headquarters in Issaquah. Susan is also a great moulager and together with her children, Jake (13) and Isabel (16), they have put in hundreds of hours in making the CERT drills realistic, fun and educational. Susan also serves the Issaquah community by coordinating public outreach activities to spread the message of individual emergency preparedness and neighborhood preparedness through coordination of the Map Your Neighborhood Program. Susan is the secretary of Issaquah Citizen Corps and a key member of Medical Reserve Corps. She served at the 2015 Seattle/King County Clinic at Key Arena where she joined 3,800 volunteers that provided \$3.7 million in dental, vision and medical care to 4,010 individuals. Susan also responded to the Oso Slide as an emergency worker and served at the Personal Property Reunification Center. Susan is an asset to the City of Issaquah Emergency Management. She takes pride in her volunteer work and is diligent in all of her undertakings. To date, Issaquah has graduated more than 500 CERTs, 100 Costco Corporate CERTs, 15 percent of the City has been mapped or has organized their neighborhoods through MYN, and companies like Costco and Microsoft employees have benefited from public outreach events that Susan helped facilitate.

## *Governor's Volunteer Service Award Recipients*



**Christine Williams**                      **Enumclaw**  
*Neighbors Feeding Neighbors - Senior*  
*Meals*  
*Category: Human Services*

Christine Williams is a community member who stepped forward when she heard of a need in her community. Meals on Wheels are frozen meals in King County. Christine says, "Enumclaw is NOT a frozen community." Christine works full-time driving school bus for special needs children and has been a foster mom for 23 children. Since January 1, 2013, she has taken this new program, Neighbors Feeding Neighbors - Senior Meals, and oversees recruiting and training volunteers and fundraising and has been the "instigator" to deliver over 20,000 hot meals to homebound seniors in the Enumclaw community. As a volunteer, she is on call 24 hours a day, seven days a week to make sure that this program truly lives up to its mission, "No senior will be hungry to experience social isolation." To date, no other community in King County offers a hot home-cooked meal delivery throughout the week with friendly volunteers. All overseen and organized by a volunteer - Christine Williams!

## *Governor's Volunteer Service Award Recipients*

### **EMPLOYER-BASED PROGRAM**



### **Tacoma Public Utilities - Community Connection**

The Tacoma Public Utilities (TPU) Community Connection program is unique. Many companies allow employees paid time off to volunteer. Others offer financial incentives such as Dollars-for-Doers programs or employee giving matches. As a public entity, TPU cannot. TPU's 1,300 employees give back simply to support the customers they serve. As public servants, the employees consider their work an extension of their customer service values. In 2015, employees volunteered more than 2,184 hours of their own time after work and on weekends through Community Connection. They gave back more than \$317,571 in cash, product donations and volunteer hours in the communities TPU serves - an average of \$244 per employee. Unlike other corporate programs, those figures are entirely employee contributions. While the Community Connection program is more than 30 years old, in the last seven years, the 15 employees who manage the program introduced new strategy. Even though their time on the Community Connection Leadership Team (CCLT) is part

## *Governor's Volunteer Service Award Recipients*

of their leadership development, much of their work happens outside of their traditional work hours. Community Connection's mission is to match its employees' unique skills and resources to help meet the most pressing needs in the communities they serve. Employees are uniquely trained in skills that can be more costly for nonprofits to procure; construction, power and water conservation and logistics. The Community Connection Leadership Team looks for solid nonprofit partners in need of such skills who can handle the large capacity the TPU program brings. Community Connection has formed longstanding and deep relationships with Rebuilding Together South Sound, Habitat for Humanity Pierce County and the Salvation Army. Utility bill assistance is the number one or two need in Pierce County every quarter. As such, the program seeks to address other basic household needs such as food security. The employee volunteers repack food at the Emergency Food Network at least one Saturday each month. Last year, they were the number one Repack team, having repacked more than 226,500 pounds of food. The volunteers also serve hot meals and bag groceries at least one Monday each month at My Sister's Pantry. Often, handing out food that they repacked or harvested at Mother Earth Farm. The CCLT hosted more than 40 volunteer or giving events for TPU employees in 2015. TPU partners with 13 local nonprofit agencies, but one recipient is unique. Through a giant bake sale and a motorcycle ride, employees raised \$3,300 for TPU's Senior Assistance Fund. This fund is generated entirely by employee donations, and is used to grant one-time, \$100 utility bill assistance to low-income senior customers in need. It is incredibly rewarding for the employees to be able to help the most vulnerable customers in need. Other community partners include: United Way, St. Leo's, Boys & Girls Clubs, HopeSparks and Comprehensive Life Resources.



## *Governor's Volunteer Service Award Recipients*

### **VOLUNTEER FAMILY**



### **Lynn, Michele and Tommy Fisher** **Port Orchard**

#### *Hood Canal Salmon Enhancement Group*

The Fisher family has dedicated thousands of hours over the last decade to the Hood Canal Salmon Enhancement Group (HCSEG), but in 2015 alone, they served nearly 300 hours. As a nonprofit, HCSEG relies heavily on volunteers to assist in implementing fisheries, restoration and outreach projects. The Fisher family participates in each of these areas, helping to share the natural world with youth and community members alike. One project in particular, the Hood Canal Summer Chum Initiative, requires pairs of volunteers to monitor a trap 24/7 for two months. As has been the case since 2000, the Fisher family was quick to lend a hand to HCSEG in filling the volunteer need as a family. Aside from regularly-scheduled shifts, the Fisher family has always been more than willing to serve as a backup to other volunteers who cannot fulfill their duties. This is incredibly helpful to HCSEG staff who must ensure coverage of the trap at all times for the two-month period. Each of the projects that the Fisher family helps with is a service to not only HCSEG, but also the region as a whole. Both the Hood Canal Summer Chum Initiative and the Hood Canal Steelhead Project are based on reviving threatened salmon species to Hood Canal, important to the community and local tribes for recreational, economical, and environmental value. Additionally, HCSEG's GreenSTEM program, which the family is involved in, serves over 600 students in Mason, Jefferson and Kitsap counties throughout the year, with a culminating event

## *Governor's Volunteer Service Award Recipients*

in the spring when more than 200 students visit HCSEG's office to participate in field-based learning. With the help of the Fisher family, students are able to spend time outdoors while teachers meet curriculum needs. While HCSEG has numerous volunteers who dedicate their time to important community projects and programs, no other family currently is serving HCSEG like the Fisher family. Ultimately, HCSEG's mission is to deepen the connection between land, people and salmon. Not only is the family helping achieve that, but HCSEG's projects serve as a method of deepening the family's connection. Given the hundreds of hours served in 2015 and thousands of hours over the last decade, the Fisher family has demonstrated impact and commitment to community.

## *Governor's Volunteer Service Award Recipients*

### **SERVICE GROUP**



### **Junior League of Seattle**

The Junior League of Seattle (JLS) is an organization of women committed to promoting voluntarism, developing the potential of women and improving the community through the effective action and leadership of trained volunteers. Their goal is to not only create community programs which can be spun off into their own nonprofits, but also provide a group of

nearly 1,300 trained volunteers to assist nonprofits in fulfilling their own mission's goal. Since 1923, JLS has been making an impact in the Seattle community. Members opened the Eastlake branch of the Seattle Day Nursery and took responsibility for the welfare of 50 children, paying all maintenance and operating expenses, managing the medical and dental clinic, and providing members to assist the matron and kindergarten teacher. Today this childcare organization still thrives and is known as Childhaven. Current programs within JLS include: Done-in-a-Day - Over 70 hands-on, short-term projects are planned and implemented each year to benefit organizations in the greater Seattle area in need of assistance; E.N.E.R.G.Y - The program educates and helps children (and their parents) improve their health and wellness. Highlights of the 2014-2015 year include: three field days at North Seattle Boys & Girls Club and Roosevelt High School, attended by over 150 kids; provided 34,200 minutes of activity for kids, and distributed 160 pedometers to kids to encourage healthy behavior; Kids in the Kitchen - The program teaches children how to make healthy food choices and prepare nutritious, delicious meals. Since 2012, Kids in the Kitchen has partnered with the Boys and Girls Club of North Seattle to offer a healthy cooking class for about 20-40 kids each month; Life Skills - Youth League members work with Treehouse to offer mentorship, support, teach life skills, and act as role models for high school girls in the foster care system. Their projects provide information and skills to help the girls develop a hopeful and successful future; Life Skills - Women League members assist and mentor women emerging from crisis by presenting training on life skills such as resume writing, job searching,

## *Governor's Volunteer Service Award Recipients*

interviewing and nutrition. The committee designs and implements training sessions at pre-established community partners; Northwest Art - NW Art marks its 55th year as a substantial arts education program delivered by JLS volunteers to more than 19,000 elementary and K-8 students each year at 46 schools throughout King County. JLS members coordinate and docent exhibitions of original art in JLS' collection from accomplished Northwest artists such as Kenneth Callahan, Marita Dingas, and Mark Tobey. Additionally, JLS members lead "train the trainer" sessions to prepare art teachers and volunteers to docent the art that tours Eastside schools; Training - JLS offers a training curriculum that allows members to deepen their understanding of the issues challenging the community, acquire skills to solve problems within the community, and provide members with the opportunities to impact the community with newfound knowledge. Topics include member development, leadership training, and nonprofit preparation.





# The State of Washington



## Proclamation

**WHEREAS**, since the early days of our nation, volunteers have helped us through our greatest challenges and triumphs – patriots fighting for our founding ideals, and ordinary citizens coming to the aid of neighbors in need; and

**WHEREAS**, while our nation continues on the road to economic recovery, volunteer service plays a vital role in addressing national and local challenges, and is an effective strategy to help unite communities while addressing critical unmet needs; and

**WHEREAS**, Washington's volunteers demonstrated their commitment to improving their communities and ranked 11th among the 50 states, according to the Volunteering and Civic Life in America report, which shows 1.61 million Washingtonians served more than 155 million total hours valued at \$3.6 billion.

**WHEREAS**, engaged community members are improving the lives of our state's most vulnerable residents by helping students improve their academic performance, preserving the environment, supporting veterans and military families, and contributing to our public safety by responding to disasters; and

**WHEREAS**, it is important to honor those who give of themselves for the betterment of their communities;

**NOW, THEREFORE**, I, Jay Inslee, Governor of the state of Washington, do hereby proclaim April 11, 2016 as

### ***Volunteer Appreciation Day***

in Washington, and I urge all people in our state to join me in recognizing and supporting those who volunteer and serve.



Signed this 30<sup>th</sup> day of March, 2016

Governor Jay Inslee

# Celebrate Service

National Volunteer Week

## *Special Thanks:*

*Frances Munez Carter, Executive Residence Director  
Cuan Hoang, Mansion Chef*



Washington Association  
of Retired and Senior  
Volunteer Program Directors  
[www.rsvp-wa.org](http://www.rsvp-wa.org)



**Serve Washington**  
Changing Communities. Changing Lives.

