



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2024.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: _____

Program Title: _____

Program Category: _____

CONTACT INFORMATION

Name: _____

Title: _____

Department: _____

Telephone: _____ Website: _____

Email: _____

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: _____

Title: _____

Signature: _____

Nomination Summary

1. Executive Summary:

Chesterfield County invests in employee engagement to ensure the County’s strategic plan objective, Everyday Excellence, is achieved. One way Chesterfield County supports this is by providing employees up to 24 hours of paid community service leave per calendar year.

To align with Everyday Excellence and the community service hours provided, Internal Audit created a departmental community service volunteer program to encourage employee engagement and connection with their community in a unique and cost-effective manner.



2. Problem/Program Need:

Internal Audit's mission is to provide objective analysis and information to management and those charged with governance to support county government and schools' goals benefiting the community. To achieve this, it is essential that our employees understand the community in which they serve and the more our employees can connect with and understand our community, the more likely we are to achieve our goals.

When the pandemic began in 2020, County buildings closed and employees were sent home to telework. Over the next few years, our team remained flexible throughout multiple variations of in-office and at-home work routines in response to changing pandemic requirements. Subsequent to the pandemic, our team remains in a hybrid work environment. With employees working at home, our department needed to rethink ways to connect, communicate and maintain team morale.

Although the County supported volunteering by providing an employee benefit, the Internal Audit department had low individual participation rates in community service activities.

Because of these identified needs, our department developed an Internal Audit Community Service program which allows employees a regular voluntary opportunity to participate in group community service activities. Volunteering as a group has helped our department increase our personal connection to our community, improve our morale and teamwork opportunities and to regularly engage with the citizens in which we ultimately serve.



3. Program Description:

During 2020, Internal Audit began planning and coordinating quarterly volunteer activities for the entire department. Each quarter, the director assigns planning and coordination to a different staff to provide a wide variety of different volunteering activities. The assigned employee works with the director to get approval of the activity and send invitations to the entire department. Planned volunteer activities are voluntary for staff and are planned for Chesterfield organizations or within Chesterfield County.

Non-profit organizations our department has coordinated efforts with over the past several years include:

- **Chesterfield Colonial Heights Alliance for Social Ministry (CCHASM)** – provides emergency food, financial assistance, and women’s clothing to area residents in Chesterfield County, Colonial Heights, Dinwiddie, Hopewell, Petersburg, and Prince George, Virginia.
- **Chesterfield Chamber of Commerce** – works to advocate, mentor, and promote business.
- **Chesterfield Food Bank** – feeds those in need and empowering individuals and families to overcome the root causes of food insecurity.
- **Christmas Mother** – exists to ensure that in our community no family is without food, no child is without toys and clothing, and no elderly person is forgotten as we celebrate the holidays.
- **Habitat for Humanity in Chesterfield** – brings people together to build homes, communities, and hope.
- **Junior Achievement at Chesterfield County Public Schools** – offers lessons in financial literacy, work and career readiness, and entrepreneurship.
- **Lucy Corr Village** – enhances their residents’ quality of life and build meaningful relationships in our community by assisting with social activities, supporting fundraisers, and working in small groups, such as book clubs and bible study groups.
- **Mercy Mall** – offers free clothing, housewares, baby items, and more to individuals and families experiencing crisis situations.
- **Chesterfield County Parks and Recreation** – County department that has a responsibility for maintaining County parks and facilities.
- **Salvation Army in Chesterfield** – offer multiple programs but includes helping families and individuals financially at year-end with toys, meals, and other assistance.
- **SOAR365** – creates life-fulfilling opportunities for people with disabilities.



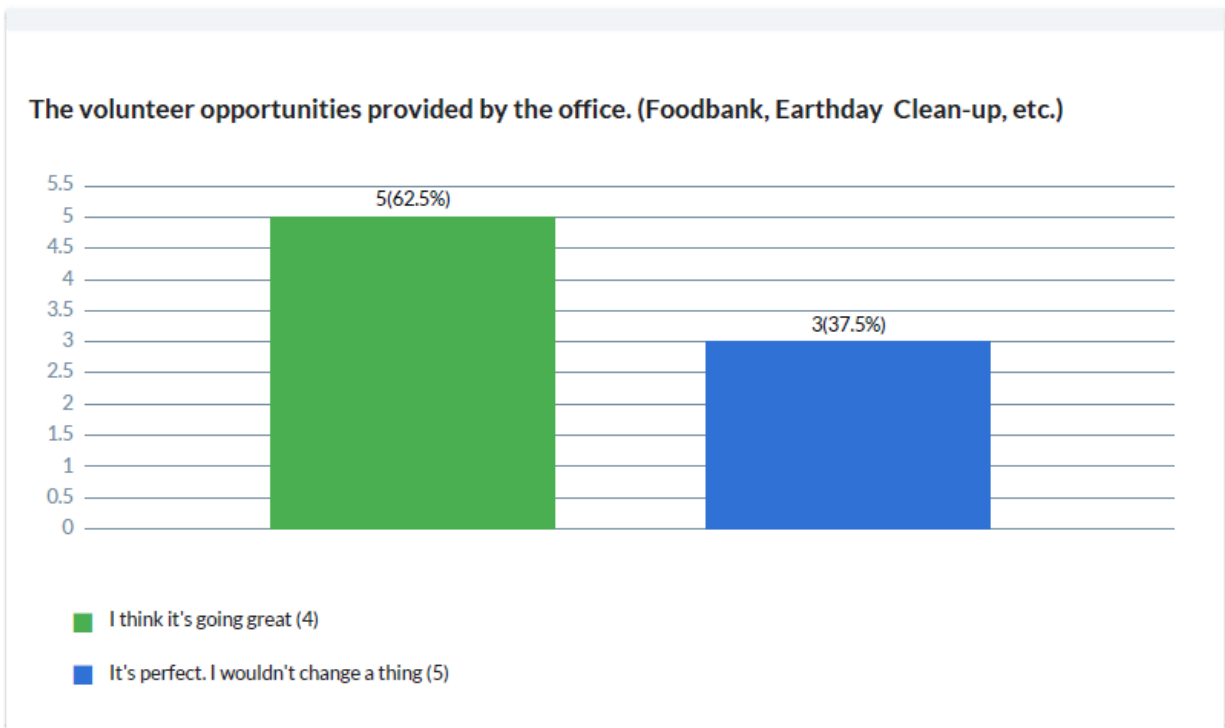
4. Program Cost

The County provides employees up to 24 community service hours per calendar year as a voluntary employee benefit with no additional costs to the organization.

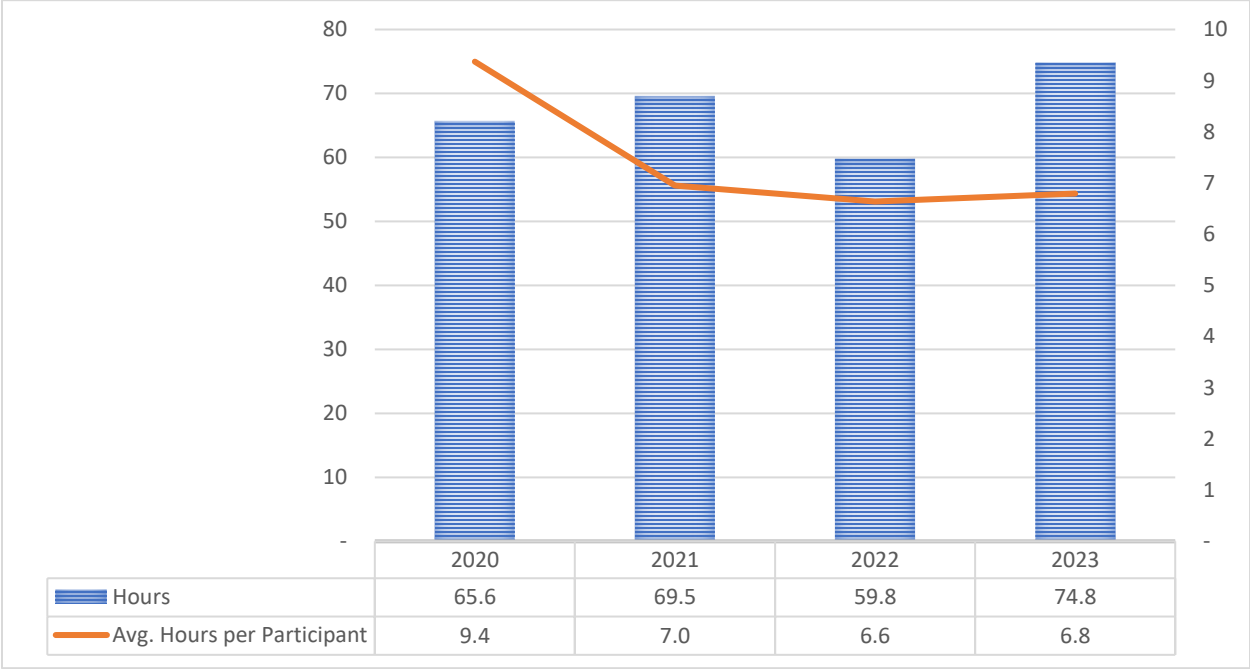
5. Program Results/Success

Since 2020, the department has volunteered approximately 270 hours and continues to provide quarterly opportunities for group community service participation. Internal Audit, when fully staffed is a small department of 10 FTEs and has experienced some vacancies since 2020. The program has helped our department increase community awareness, improve employee engagement and team building opportunities, improve employee job satisfaction, and strengthen connections with our organization.

An internal FY22 year-end department survey reported that 100% of employees thought the department volunteer program was beneficial and worthwhile. The survey results are shown below.



The following chart summarizes the annual community service hours and average service hours per participant:



The following list illustrates our service projects our department has participated in and some of these projects have been done repeatedly over several years.

- **CCHASM** – Thanksgiving Meal Program that prepared 4,192 meal bags for 12,535 residents from Chesterfield, Colonial Heights, Dinwiddie, Hopewell, Prince George.
- **Chesterfield Chamber of Commerce** – Assisted Highlands Golf Course Charity Event participants which included taking photos for the chamber’s event.
- **Chesterfield Food Bank** – We gathered meals and distributed to families in need.
- **Christmas Mother** – Assisted less-fortunate families select and distribute holiday gifts for their loved ones.
- **Habitat for Humanity** – Spent a day helping a builder complete landscape items to prepare for resident move-in.
- **Junior Achievement** – Spent a day providing 3rdth grade students at Fall Creek Elementary School the knowledge and skills they need to own their economic success, plan for their future, and make smart academic and economic choices.
- **Lucy Corr Village** – Helped a group of senior citizens prepare holiday crafts.
- **Mercy Mall** – Organized items to assist with product distribution for families in need.
- **Parks and Recreation** – Picked up trash to clean a park site for Earth Day.
- **Salvation Army** – Provided gifts for a family using the angel tree program.
- **SOAR365** – Painted buildings and railings to assist with normal maintenance and upkeep.



6. Worthiness of an Award

Chesterfield County’s strategic plan includes volunteerism and service to ensure vital service delivery throughout Chesterfield. Internal Audit is committed to providing our employees the resources that will allow all our department to provide a first-choice community by giving back to our community.

