

## Welcome to Santa Clara County Park's Samaritan Software!

Greetings from the Santa Clara County Parks volunteer program office,

I couldn't be happier to share the news that our new Samaritan Software volunteer management system is now LIVE!! This project has been over two years in the making and offers many new possibilities for us to recruit, train, and recognize you as County Parks volunteers for the great things you do on behalf of our Parks.

Attached is a “**how-to**” guide on what to do and where to find it. It also includes an FAQ section at the end for those of you that may have questions. Each of you will need to follow these step-by-step instructions in order to sync your new volunteer account (profile) in Samaritan with all the information we collected on your service history in our previous software system. *I ask each of you to consider doing this as soon as possible, as this step is crucial in maintaining accurate records on the volunteer activity and service legacy within our organization.* Once you've completed these steps, you will be able to log in to your volunteer profile at any time, from any device, and sign up for recruitment opportunities, scheduled shifts, record service hours, complete Trail Watch logs, record training hours, and much more!

All your information should be in the new system, but it will require you to log in and double-check that all the information is up to date and accurate.

Whether you've served 10 hours with us, or 10,000, you will need to update your profile and re-register for any long-term service opportunities you currently wish to continue volunteering for. This applies mainly to commitments such as Trail Watch, Camp Host, Visitor Center Host, and Interpretive Docent, for example. For those of you that just like to volunteer for our short-term volunteer commitments such as Special Events, Park Beautifications Days, Trail Days, and the like; you can still log in, update your information and check to see that your hours served appears accurate. From there, just check back periodically to register for special event opportunities as the recruitment is released on our website and/or social media.

For those in long-term positions, we have made some changes to the overall position description titles, however, they should still be easy enough to find using the search tools. The biggest change to note is the Visitor Center (Museum) Host position – that was previously called Interpretive Docents, but have now been split from the Interpretive Docent position due to a difference in training and prerequisite requirements. If you can't find what you're looking for, just ask – we are here to help, and some volunteer opportunities may not be viewable by all volunteers. Best way to contact us is by email [volunteer@prk.sccgov.org](mailto:volunteer@prk.sccgov.org) or by

phone (408) 918-4930 between 8am and 4:30pm Monday through Friday.  
\*Please note that Monday, 2/19 is a County-observed holiday, so we will be out of the office.

Once you've re-registered for all your existing opportunities please let us know if there are any questions about anything in your account related to hours history, volunteer placements, training records, or anything else that may not look right, or you're not sure about. The process of transferring the data in increments has presented some challenges, but we are committed to making sure all the information is correct – which may need some manual adjustments by our program staff. Don't worry if something looks a little off, just let us know so we can fix it. Please don't hesitate to let us know if something doesn't look right.

If you prefer, we will have several drop-in opportunities in the coming weeks for you to sit down with our program staff in-person and walk through these steps on a computer or mobile device with someone present to help you.

For now, those scheduled drop-in support sessions are as follows:

- Saturday, March 3<sup>rd</sup> at the *Quicksilver Mining Museum* from 10am-1pm; address is: 21350 Almaden Road San Jose 95120
- Saturday, March 10<sup>th</sup> at the *Anderson Lake Park Office/Visitor Center* from 9am-12pm; address is: 19245 Malaguerra Ave. Morgan Hill 95037
- Saturday, March 17<sup>th</sup> at the *Vasona Administration Building* from 1pm-4pm; address is 298 Garden Hill Dr. Los Gatos 95032

Additional dates, times and locations will be offered at all parks and added as necessary.

We look forward to continuing your service legacy with us in the coming year and beyond. Thank you very much for your service!!

Julie Lee

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[www.parkhere.org](http://www.parkhere.org)