

Happy Anniversary

We congratulate these volunteers who celebrate their anniversaries this month and thank them for their ongoing involvement.

- 23 years** **Madeleine Rethmeyer** (SR) Consumer Mediator, DA
16 years **Cynthia Wood** (Bol) Sr. Peer Counselor, H&HS
15 years **Ralph Lunan** (SR) Spec. Project Aide, Sheriff
14 years **David Hyams** (CM) Internet Tutor, CM Library
10 years **Alfred Ardelle** (ForestKnls) and **Virginia Dziomba** (SA) Patient Advocates, H&HS
9 years **Ellen J. Andersen** (PtRysSt) Sr. Peer Counselor, H&HS; **Bob Deutsch** (MV) Patient Advocate, H&HS
8 years **Leslie Miller** (SA) Proofreader, HR; **John Sullivan** (CM) Marine Patrol Volunteer, Sheriff; **David Williams** (Nov) Docent, Civic Center Library
7 years **Mary Melissa Grafflin** (SF) Tutor, Probation
6 years **Catherine Gowdy** (Nov) Docent, Civic Center Library
5 years **Catherine McKinney** (SR) Docent, CS
4 years **Tomoko Gusek** (SR) and **Brijette Overby** (Frfx) Advocates, H&HS; **Jon Snyder** (MV) Sr. Peer Counselor, H&HS
3 years **Linda Godfrey** (SR) Aide, H&HS; **David Hunter** (Frfx) Ombudsman, H&HS
2 years **Jim Davenport** (MV) Transcriber, Civic Center Library; **Nirosha De Silva** (SR) Public Information Asst., H&HS; **Carrie Dobbin** (CM) Psychology Intern, H&HS; **Gayanne Enquist** (Inv) Asst., Inverness Library; **Owen Henry** (SRosa) Intern, CDA; **Stephen Shimm** (ForestKnls) LBW Researcher, Library
1 year **Kristin Anderson** (Nov) Data Entry Clerk, P&OS; **Ola Bonds** (Sau) and **Elvira De Santiago** (Mrshl) Patient Advocates, H&HS; **Ann Borkin** (Frfx) Assistant, Law Library; **Albert C. Burnham** (CM), **Joan Gosliner, Ken Gosliner** and **Charles James Wallace** (SR) Mediators, DA; **Kevin Cushing** (Nov) Shelver, Novato Library; **Jessica Diaz** (MV) Social Work Intern, H&HS; **Jim Farias** (SR) Translator, H&HS; **Marie Fitzgerald** (MV) Admin. Asst., HR; **Lisa Frisch** (MV) Home-visit Parent Partner, H&HS; **Nancy Koors** (Nov) Intern Program Aide, HR; **Pashia Lord** (MC) EEO Intern, HR; **Tessa McGrue** (Nov) Intern, Probation; **Lynn Merlo** (SR) Aide, Civic Center Library; **Susan Orma** (Nov) Legal Self Help Receptionist, Courts; **Guadalupe Sierra** (SR) Patient Asst., H&HS; **Michael Turrigiano** (Napa) MFT Intern, H&HS; **Neftali Tuyub** (SR) Centering Pregnancy Asst., H&HS; **Belinda Zell** (StBch) Shelver, Stinson Beach Library

Civic Center Volunteers
 Marin County Human Resources
 3501 Civic Center Drive, Suite 415
 San Rafael, CA 94903



Volunteer Notes

A REMINDER!

County offices are closed on Monday, September 5 in honor of Labor Day.

"I am of the opinion that my life belongs to the whole community, and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die, for the harder I work, the more I live. Life is no brief candle to me. It is a sort of splendid torch which I have got a hold of for the moment, and I want to make it burn as brightly as possible before handing it on to future generations."

— George Bernard Shaw

VOLUNTEER HOURS

Please send CCV your hours at the end of each month via:
Fax: 415-473-6557
Email: volunteers2@co.marlin.ca.us
Mail: HR/CCV, Room 415
Phone: 415-499-7047
 Thank you for volunteering!

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Volunteers:

Barbara Webb, Profiles Writer
Shirley Trimble, Profiles Writer
Tina Gallier, Copy Editor
Russ Bevans, Layout Editor, on leave
Jerry Johannessen, Layout Editor
Steve Sarhad, Computer Consultant

Administrative Volunteers:
Joanne Elder, Dolores Fiscalini, Marie Fitzgerald, Vivienne Freeman, Nancy Koors, Susan Levine, and Eric Roddie



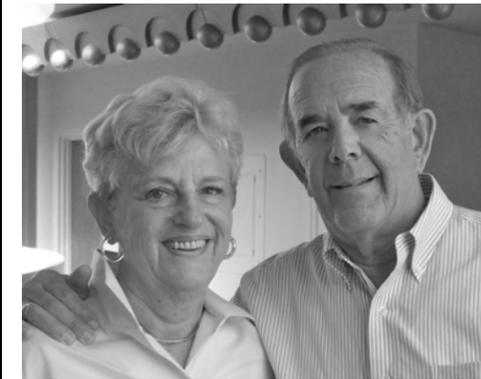
The Volunteer View

The Monthly Newsletter for Marin County Civic Center Volunteers

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Joan and Ken Gosliner help consumers



Joan and Ken Gosliner use their mediation skills to guide adversaries toward agreement.

One year ago, the Marin County District Attorney's Consumer Protection Consumer Mediation Program, under coordinator **David Ball**, assumed responsibility for all county mediation programs.

"A great crew of experienced volunteer mediators came from former mediation services with a wealth of information and experience in landlord-tenant issues," said David. "A seamless transition to the DA's Office has helped us deal with a 140% increase in phone calls alone."

Husband-and-wife duo **Joan and Ken Gosliner** were two volunteer mediators—along with **Al Burnham, Chuck Wallace, Linda Davis**, and bilingual mediator **Maria Figueroa**—who "hit the pavement running" to answer phone calls, mediate disputes, and learn consumer issues.

With her financial and accounting background, Joan took mediation training five years ago and did mediations for two and a half years. Now she deals mostly with landlord-tenant issues.

"Most callers say, 'I can't believe I'm calling a county office and a real person called me back promptly,'" claims Joan. "They get really excited to have someone listen to their problems. The majority of

the cases are solved by talking. Most of my work is in educating people how to help themselves find solutions and direct them to service agencies if necessary. It's a much nicer way, as each side gets to be heard."

David said, "I appreciate Joan as she has a vast realm of knowledge and background in landlord-tenant issues."

Ken hears many parking ticket appeals about three to four half-days a month. He echoes Joan's enthusiasm for the District Attorney's Consumer Protection Mediation Program, calling it a "wonderful service," and adding, "It is really satisfying to be able to give people help." David said he draws on Ken's business expertise and his background as an arbitrator for the Financial Industry Regulator Authority (FINRA, an independent board under the U.S. Securities and Exchange Commission).

After running the family business, Sofabed Warehouse, Ken volunteered for the Marin Housing Center (Home-ward Bound) and Fair Housing as a member of their boards. He is currently a board member for Image for Success, a nonprofit serving disenfranchised individuals in transition. He took mediation training because he was already an arbitrator for FINRA, mediating cases involving stock brokerage firms.

Introduced by their parents, the Gosliners married after Ken completed his degree at San Jose State and Joan hers at San Francisco State. They are world travelers, enjoy an annual trip to Cabo San Lucas, and recently have included their four grandchildren on special trips. At the Gosliners' San Rafael bayside home, pets Max, a Havanese pup, and Jake, an older Tibetan terrier, keep things lively through their antic play.

By Shirley Trimble

Who's New & Welcome

Robert B. Austrian (Tib) Intern, DA
Julia Bell (Ptlma) Tutor, Novato Library
Jennifer D'Ambrosio (SF) MFT Trainee, H&HS
Vera De Ferrari (SR) Tutor, Novato Library
Scott DiCarlo (Nov) Intern, DA
Angela Dominguez (StaMaria) Inventory Aide, PD
Gloria Dzul (Nov) Shelver, Novato Library
Sam Forester (SR) Shelver, Novato Library
Gricelda Gomez (SR) Investigative Aide, PD
Samer Hernandez (Grnb) Intern, PD

Caitlin Jacobs (Grnb) Investigative Aide, PD
Andie Liao (MV) Intern, BOS
Christopher Martinez (Nov) Shelver, Novato Library
Tara Matthews (Nov) Data Entry Specialist, H&HS
Anne Nadler (Wdacr) Advocate, H&HS
Diana Nava (MV) Administrative Asst., H&HS
Christopher B. Pollock (SR) Shelver, Novato Library
Teerachai Supakorndej (SF) Dental Clinic Intern, H&HS
Maria S. Vidalon (SR) Tutor, Novato Library



UC Berkeley student **David Jaulus** (R) and his assistant, **Andrew Snook** (L), returned to the Public Defender's Office in August for a second stint as David continued a college internship that began last summer. "This is valuable experience for the profession that I one day hope to be a part of," said David. Public Defender **Jose Varela**, who sponsors an active intern program for students from high school through law school, said, "It's great to work with David and Andrew," and complimented the intellectual energy and expertise that David and other interns contribute to the department.

Lauren Reed serves neglected, abused adults as an intern with the Public Guardian's Office

Lauren Reed has been interning 15 to 20 hours a week since May assisting deputy public guardians in the Health and Human Services Department. The Public Guardian's Office is charged with investigating reports of abuse and neglect and serving as the legally appointed representative for vulnerable adults whom the courts have found to be unable to care for themselves.

Lauren said, "I just finished my junior year at UC Berkeley and I'm beginning to think more seriously about future career paths. I pursued this, my first internship, because it is an interesting mix of accounting, government work, and law. I don't know yet what career I want to pursue, but this internship has given me a unique perspective that I could not have received anywhere else."

Lauren has attended court regularly during her internship to assist in conservatorship court proceedings. She has also joined deputies in the



Lauren Reed's efficient skills support deputy public guardians serving vulnerable adults.

field to visit conservatees, and she drafted two post-visit case reports.

When Lauren's internship ends, she will leave for the Netherlands to study at the University College Maastricht. She is excited about her plans and said, "I will be living in dormitories with other international students. Maastricht is the

southernmost city in the Netherlands, so it is well positioned for travel throughout the European continent." She will return to UC Berkeley to complete her degree.

"I am confident that I will get at least one degree after my BA – probably an MBA or JD; maybe both," she said. "I want to take my time before I start to pursue a career and take various internships and positions in different fields."

Her internship supervisor, Supervising Deputy Public Guardian **Mark Vanderscoff**, said, "Lauren has been a welcome addition to our office. She is enthusiastic and very bright. Several of our deputies have commented how quick and efficient Lauren is. If you give something to her, it gets done immediately! She is dependable and cheerful as well as professional. We will really miss her when she goes."

by Barbara Webb

Eric Roddie's skills benefit the Marin Civic Center Volunteers office



Eric Roddie keeps an eye on details for Civic Center Volunteers and Public Health.

Eric Roddie has been volunteering ten hours a week since April as an administrative assistant in the Human Resources Department's Civic Center Volunteers office. His work includes emailing volunteers

for their service hours, proofreading *The Volunteer View*, writing resolutions of commendation, and data entry.

He said, "I enjoy the experience of working in an office environment. It's a very easygoing atmosphere, and I'm sure the additional computer skills I am learning will come in useful for future jobs."

Eric volunteered at the county's San Rafael Health & Wellness campus for a few months last winter and was invited back in August to help update the project. His assignment there involved entering vaccination data into a public health database. "I liked helping out at the center," he said. "My job was straightforward and the people I met there were very friendly."

He recently graduated from Occidental College in Los Angeles with a BA degree in economics and history. He is considering career options, including possibly attending law school.

Eric plays jazz piano, works out at the gym, plays tennis, and loves to travel. He remembers in particular a trip to Barcelona, Spain. He said, "It's such a unique culture, I'd love to explore it again."

His supervisor, Administrative Coordinator **Susan Levin White**, said, "Eric came to us highly recommended from his volunteer assignment in public health and has lived up to that recommendation. He takes responsibility for his work and is intelligent, motivated, kind, and a welcome addition to the CCV team!"

by Barbara Webb

Law student Charles Litchfield applies his analytical skills with Marin Superior Court

Charles Litchfield, a judicial extern with the Marin Superior Court Legal Support office since May, finds that "volunteering 15 to 20 hours a week at the courthouse is a rewarding way to gain valuable experience. I write memos for several judges on the motions that arise in their civil trials, many of which involve default and summary judgments. I analyze the law, apply it to the facts, and propose an order for the judge based on my conclusions."

Marianne Graham, Supervising Research Attorney, said, "Charles caught on quickly and has been able to assist the judges in the legal research department. We are sorry that his term here is so short."

Following in the footsteps of his father, Charles plans to practice civil



Charles Litchfield assists with legal research in Marin Superior Court.

law in Marin after graduation from law school. He has worked with his father, Perry D. Litchfield, at his alternative dispute resolution firm in San Rafael. Charles said, "I haven't decided what area I want to focus my practice on, but I have

a strong interest in business, patent, and insurance law."

Charles double majored in neurobiology and English at UC Berkeley, graduating in 2009. He moved back to Los Angeles in August to finish his final year of law school at the University of Southern California and will graduate with a JD in 2012. At school, Charles serves as the executive editor of the *Southern California Law Review* and has written an article on health care reform that will be published in an upcoming issue.

Charles learned to play classical piano when he was younger and said, "After a long break, I picked up the piano again last year and have been playing as a hobby. My goal is to finish Chopin's *Fantaisie Impromptu* someday."

By Barbara Webb