

***"I don't know what your destiny will be, but one thing I do know: The only ones among you who will be really happy are those who have sought and found how to serve."
- Albert Schweitzer***

Volunteer Resources Group

VISION:

The Volunteer Resources Group is dedicated to enhancing the quality of life in Plano through Volunteerism.

MISSION:

To serve the volunteer community by providing leadership, increased awareness and understanding of trends and needs.

GOALS:

- Identify priority issues
- Impact City services in positive ways
- Attract skilled volunteers
- Increase volunteer productivity
- Examine future opportunities
- Encourage partnerships and support efforts
- Help coordinate new program initiatives
- Achieve a successful City-wide program outcome and
- Encourage community-wide stewardship through volunteerism

Looking Back, Leaping Forward

Bruce Glasscock, Plano City Manager says, "Volunteers supporting our city services and programs are truly a million dollar asset in this community."



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As we close the year, I look back at the last two decades, where the City of Plano has sponsored an active volunteer program that strategically targets the needs of government and the community. In those 28 years, volunteers have donated one and a half million hours, valued at \$20 million.



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With a shared vision of sustainable communities, City employees have led volunteers in a myriad of activities to help make Plano a better place to live, work and play. Whether it's implementing parks and recreation or library programs, teaching children the benefits of recycling and composting, or patrolling neighborhoods to reduce crime, it is our volunteers who help strengthen both the quality and breadth of Plano's services.

City-led volunteer initiatives have grown from less than 100 volunteers donating 3,372 hours and a monetary value of \$27,290 in 1983 to 6,200 volunteers donating 91,709 hours and a monetary value of \$1.7 million in 2011. The equivalent of 11,463 eight-hour days worked by volunteers, or 44 full time employees. Strengthening City services and stretching the City's bottom line.

The ROI for the VIP Program is \$9.93 to every dollar spent. Volunteer hours are valued at \$18.50 as recommended by The Independent Sector (www.independentsector.org). The value is based on the average hourly earnings of all production by nonsupervisory workers.

Department Volunteer Recap

Administrative and Support Services

Administrative offices have been busy this year, serving Plano citizens with a variety of needs. Bolstered by 90 support service volunteers, staff was able to accomplish more with less utilizing 7,475 hours of donated volunteer time. New positions were added to our Administrative Support area for Accounting, Economic Development, Fire Administration, Parks Administration and Public Information.

Animal Shelter

November 2010 marked the grand opening of the Animal Shelter's 5,000 sq. ft. addition. Providing more space for the animals and volunteer needs. This year 124 dedicated volunteers donated 10,286 hours to help the shelter. 3,916 of those hours were spent fostering animals in Plano homes, up 21% from last year.

Parks and Recreation

This year Plano Parks and Recreation provides numerous programs and services with the assistance of 1070 volunteers. The Senior Recreation Center volunteers provided meal services daily, computer instruction and other programs donating 9,921 hours of service in all. The Interurban Railway Museum links our community to Plano's past, donating 1,895 hours of docent duties and stories for youngsters. Hundreds of volunteers shared caring hearts in our Therapeutic Recreation program, donating 3,636 hours of Leisure Buddy activities.

Plano Police Department (PPD)

More than 97 academy trained volunteers provided support and resources to PPD, which strengthens our community, enhances safety and serves a greater cause. These volunteers donated 17,062 hours of service. The bulk of these hours (6,699) were spent providing patrol duties in Plano streets and neighborhoods. In addition to the academy volunteers, 14 clerical volunteers donated 2,788 hours assisting the Police Administration staff with paperwork and clerical duties.

Plano Public Library System (PPLS)

Those who say that libraries are not utilized due to increasingly busy lifestyles and computer access need to visit their local library. In Plano, 1.5 million people visited our five neighborhood libraries and checked out 3.4 million items. How could staff possibly manage this load? By harnessing the power of 179 adult volunteers who donated 8,017 hours of service time. A new and popular addition this year at Harrington is a Math Tutoring Program. Its first month, 35 volunteer tutors assisted 30+ students with their math homework on Tuesday evenings.

Sustainability & Environmental Services (SES)

In January 2011 the Sustainability and Environmental Services Department opened a new Environmental Education Center which houses classes, training and demonstrations for citizens and volunteers. 75 volunteers designed and spent 350 hours creating an eye-catching tile mosaic on the rain cistern at the new facility. 15,209 total hours of service were donated to the department. 37 new Live Green in Plano volunteers were trained and a new initiative was created to support volunteers promoting green practices at their place of business and within their faith organizations.



Helping Partners Referral Service Program Results



High Impact Volunteerism: Helping Partners

The “Helping Partners” program is in response to a desire to create safe, beautiful and valued neighborhoods for families and help identify residents in need. This is a neighborhood revitalization initiative that focuses on significantly impacting the social and physical conditions of maturing Plano neighborhoods and the individuals that live there.

The *Helping Partners* (HP) program began in October 2010. Staff met with several City departments to educate them on the new program and how their referrals could assist low income families in need of minor home repairs.

In its first year, the City’s Helping Partners Referral Service Program collaborated with volunteer groups, local non-profits and other City departments to assist 82 homeowners and 33 area projects. In addition, 28 creeks, parks, and alleys were beautified by volunteers. 1,534 volunteers contributed 7,436 total hours of labor to the community through this program.



“Deploying large numbers of volunteers does not necessarily translate into success for the nonprofit or the community. Rather, success results when an organization mobilizes and manages its volunteer resources for the greatest possible impact on a problem or need.”

A Guide to Investing in Volunteer Resource Management,” Evren Cooper, former President of UPS Foundation.

London Reporter Visits Plano VIP Program



English reporter Rachel Williams of "The Guardian" newspaper visited Plano to see how our volunteer program achieves its goals.

The article "[Volunteer army takes over Texas town](#)," shares our unique program with those across the ocean. Rachel spoke with people who regularly give up their time and asks if this could work in the United Kingdom.

Volunteer Engagement Survey Results

In May we surveyed volunteers who have been with our program over five (5) years, to see how effectively they were being engaged. 43% of those surveyed responded in the following way:

- 45% have been VIPs for 6-9 years, 19% have been VIPs for 10-15 years.
- 81% felt there was a positive atmosphere among paid and volunteer staff.
- 82% said their supervisor showed appreciation for the work they do.
- 79% felt their role was important to the department and supported the mission of the City.
- 24% are employed full-time in addition to volunteering.
- 36% respondents were men.
- On average, VIP volunteers donate 16 hours a month.

<http://pdf.plano.gov/vip/2011/SurveyResults.pdf>

Comments from VIPs:

"The staff at the animal shelter makes us feel very appreciated."

"Our supervisor at Environmental Services never misses an opportunity to make volunteers feel appreciated."

"The Plano Police Department allows us to use our own initiatives to make improvements to the various volunteer programs."

"The Library Supervisor is always upbeat and appreciates any volunteer time I give."

"The staff at the Plano Senior Recreation Center is very helpful and interacts well with volunteers."

VIP
Teens

TEENS IN PLANO ♥ TO VOLUNTEER!

Each year the VIP teen program receives an incredible number of applicants seeking volunteer service. This year we accepted a hardworking group of 1,275 teens in our Therapeutic Recreation, Teen Court, special events, libraries, summer camps, Environmental Services and other VIP programs. Each student served not only as a volunteer, but as a positive role model for other teens in our community.

VIP TEENS DONATED 11,147 HOURS THIS YEAR!

Volunteer Themes, Strategies and Trends



As Plano gradually comes out of the recession, VIP Supervisors look at the status of our volunteers at the City and in our community and see both themes and strategies that have helped us through this period.

Themes:

- During the past recession, volunteer interest was high and had a positive impact.
- People are treating free time as a social asset, and using it in creative and insightful ways to benefit their community.
- The acceleration of change is affecting social attitudes and volunteers.
- Volunteerism practices are being updated to keep up with change.
- Volunteerism plays an important role for the unemployed and those new in our community.

Strategies:

- Developing creative strategies to respond to the shift in local environment has been helpful.
- Reengineer positions to match the talent offered by today's volunteers.
- Provide a culture that supports volunteerism and integrate them where they can help to accomplish the City's strategic mission.
- Increasing the use of technology in recruiting and communicating with volunteers.
- Form partnerships with colleges, organizations, groups and non-profits to work together.
- Market positions to job seekers and support them in getting added experience.
- Streamline the intake process of volunteers and the operation of the program.
- Involve staff throughout the organization in working with volunteers.
- Invest in staff training to support the effective management of volunteer efforts.

Trend and Challenges in Volunteer Availability

1. **Job seekers are volunteering.** *More people in search of jobs are applying as volunteers to use on their resume and to show their job skills in hopes of a paid position.*
2. **Student volunteering is up.** *The trend for students to seek volunteer experience continues to grow, whether or not it's required by their school.*
3. **The traditional core of stable, older volunteers is declining.** *We have lost some of our older volunteers due to health changes. These volunteers are people who have been very committed to long-term volunteer relationships.*
4. **Religious group volunteering is up.** *Organizations are promoting "volunteer" days, where they are looking for projects for 100 -1,500 participants at one time.*
5. **Corporate volunteering is up.** *Increased focus on corporations that give back to the community.*
6. **Volunteers from immigrant communities are increasing.** *More immigrants have found volunteering with us as a way spend their time, build references, improve their language skills, and build self esteem.*
7. **Interest in one-time volunteering is strong.** *Though the total number of volunteers has been somewhat stable, we see the continued increase of volunteers willing to do one-time volunteer events with no obligation to continuing or making a long-term commitment.*

Reference: [The Status of Minnesota 's Volunteer Programs In a Shifting Environment 2010](#)

Employees Make an Impact



"The essence of America is a willingness of the heart." F. Scott Fitzgerald

Workplace C.A.R.E.S. (City Advocates Recruiting Employees into Service) is an employee-driven volunteer program whose goals align with the City's mission and look for ways to help in our community needs.

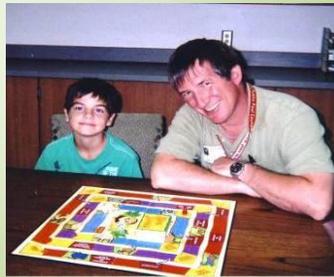
Throughout the world, corporations and organization undertake a wide range of initiatives focused on making a positive impact in their local communities, where we live and work. Through the City's Workplace CARES Program, employee drives provide support and assistance to organizations in need.

Some examples of impact in our local communities include:

- ♥ Local school supply drive
- ♥ Holiday Adopt-an-Angel
- ♥ Warm coat and blanket drive initiatives
- ♥ Mentor students and participate in Career Day
- ♥ Race for the Cure participants
- ♥ Salvation Army Bell Ringers
- ♥ BalloonFest assistance
- ♥ Food and Clothing Drives



***Hunger Doesn't Take Vacation —
Canned Food Drive***



Mentoring Program



Race for the Cure

Plano Citizen Corps Council (PCCC)

The PCCC is dedicated to involving the citizens of Plano in all aspects of public service including Homeland Security through public education, training and volunteer service opportunities. The PCCC is a network of volunteer organizations and public servants utilizing the abilities of citizens to prepare communities to be safer, stronger and better prepared to respond to any emergency situation



City of Plano

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