



## VOLUNTEER RESOURCES GROUP CITY OF PLANO 2007-2008 ACCOMPLISHMENTS

The City of Plano's Volunteer Resources Group is committed to encouraging citizen participation, developing money-saving programs and responding to the needs of the community, while enhancing municipal services. Our mission is to serve the volunteer community by providing leadership, increased awareness, and understanding of trends and needs.



### GOALS:

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

## Same Web site, New Functions!

In 2008 the Volunteer Resources Group made a move towards going green by purchasing an online volunteer management software package called Volunteer<sup>2</sup>. The software will help staff to recruit and manage volunteers in a more efficient, effective and engaging manner.

Volunteer<sup>2</sup> will enhance the VIP program by making it easier for citizens to access available opportunities, register online, sign up for shifts, cancel shifts, track volunteer hours and learn about new opportunities quickly.

Applications will be stored in the system, cutting down on paper usage. Staff will be able to share data with supervisors without making copies and be able to send out correspondence, newsletters and updates through e-mail.

Current volunteers have a new Volunteer<sup>2</sup> profile and will be provided with a username and password by their supervisors or they can request their information from VIP by calling 972-941-7617.

Information input via this software cannot be distributed or seen by the public. The software integrates with the VIP Web site, [www.volunteersinplano.org](http://www.volunteersinplano.org) to offer a streamlined process for volunteers to contact VIP and start volunteering.

Each City department that utilizes volunteers has a special account which allows supervisors to better manage opportunities and volunteers in real-time! The staff will also benefit from access to highly accurate reporting that will reflect the contributions and efforts of our many volunteers.

Powered by [myVolunteerPage.COM](http://myVolunteerPage.COM)

### ALREADY REGISTERED?

To log in as a volunteer for a particular organization or to access your personal profile, type in your username and password and click "Login Now".

USERNAME:

PASSWORD:

[Forgot your password? Click here!](#)

Imagine if every dollar spent in your program generated \$8.75 in return. VIP does!

## Interns Provide \$51,000 Value to City

According to Independent Sector, a nonpartisan coalition of America's charitable sector, an hour of volunteer time is worth approximately \$18.50. Based on this data, interns working for the City of Plano this past year gave more than \$51,000 in time and effort.

During the 2007-08 fiscal year, the City of Plano hosted 15 interns in five departments including: Police, Park Planning, Building Inspections, Health and the libraries. Interns worked on special projects and assisted with day-to-day operations.

The Volunteers In Plano (VIP) Program hopes to increase the number of internships within the City this year. "Our goal is to give interns real responsibility, real work and real opportunities to help them jumpstart their careers," explained Robin Popik, Volunteer Resources Supervisor. "They will have experiences they can't find in a classroom and their skills will take shape in our departments with our teams."

Internships offer a way for students to test drive careers, explore different businesses, expand their knowledge and learn leadership skills. They give students once-in-a-lifetime opportunities and provide employers with distinct advantages. Internships are excellent recruiting tools and provide better trained employees. They also encourage partnerships with educational institutions and facilitate the development of new talent.

College academics are just one part of preparing for a future career. Internships provide hands-on experience and show employers that students have taken the extra step of learning more about their chosen career. Best of all, they introduce supervisors to their next generation of employees.

## Meet Two of our Plano Interns...

### Carl Heath



As an intern for Building Inspections, Carl Heath gave more than 500 hours. "This is my first work experience, so I did not know what to expect. I have been pleasantly surprised," explained Heath. "The assignments have given me insight into setting the intricacies of sharing equipment and working in a team environment."

"Carl has been a valuable addition to our teams," said Tony Han, Plan Review and Permit Services Manager. "He has been instrumental in helping us archive important blueprints and documents relating to buildings constructed throughout the City."

"My supervisor was a great mentor," Heath continued. "He not only taught me about architectural codes and teamwork, but introduced me to experiences that will help me throughout my career, such as Toastmasters."

### Jacob Reach

Jacob Reach recently received his master's degree in Public Administration from Texas Tech University. During his 300-hour internship, Reach created data files and maps, collected field data and inventoried park facilities using GPS equipment.

"I learned to create maps with GIS software, read plans and other geospatial skills," said Reach. "This is a universal skill that I can use in any number of departments."

Reach now works for the Texas Education Agency reviewing, approving and assisting with discretionary grants. He learned the value of his internship while interviewing.

"I was told during interviews that potential employers are excited to know that I learn and adapt quickly," said Reach. "That combined with taking the class showed I put a lot of work into my interest."



# VOLUNTEERS IN PLANO VIP DATA SHEET

Departments	Volunteers	Hours	Value
<b>PUBLIC SERVICES &amp; OPERATIONS</b>			
Customer Utility Billing	1	68	\$1,258
Environmental Services	5,058	15,732	\$291,051
Libraries	338	17,447	\$322,769
Parks & Recreation	1,338	32,668	\$604,358
<b>Total</b>	<b>6,735</b>	<b>65,915</b>	<b>\$1,219,428</b>



<b>PUBLIC SAFETY &amp; TECHNOLOGY</b>			
Animal Shelter	50	5,827	\$107,809
Fire	55	4,962	\$91,787
Health	2	208	\$3,848
Plano TV Network	6	47	\$870
Police	138	10,855	\$200,818
<b>Total</b>	<b>251</b>	<b>21,899</b>	<b>\$405,132</b>



<b>DEVELOPMENT</b>			
Building Inspections	12	1,421	\$26,298
Engineering & Planning	23	1,833	\$33,901
Property Standards	576	2,818	\$52,133
<b>Total</b>	<b>611</b>	<b>6,072</b>	<b>\$112,332</b>



<b>ADMINISTRATIVE</b>			
Audit	4	263	\$4,875
City Manager's Office	2	538	\$9,953
Municipal Court	611	4,396	\$81,316
<b>Total</b>	<b>617</b>	<b>5,197</b>	<b>\$96,144</b>



**TOTAL**                      **8,214**                      **99,083**                      **\$1,833,036**

(Value based on hourly rate of \$18.50 per Independent Sector, a nonpartisan coalition of America's charitable sector.)

## Volunteer Satisfaction... Survey Results Are In!

During the fall of 2008, VIP conducted a survey of active volunteers and received 204 responses. Seventy two percent said assignments matched their needs and supervisors are effectively communicating with them. Forty percent responded they would enjoy recognition at a department level, so 2009 will mark the first year VIP will host departmental recognition events, instead of a City-wide event.

A growing number of volunteers are accessing information on the Internet. Forty percent said the VIP Web site is very important and they are interested in reading the newsletter and annual report online. Sixty three percent prefer receiving communications through e-mail rather than regular mail. VIP will continue to distribute newsletters by mail for those without e-mail.

Half of those surveyed volunteer 5 to 15 hours per month. The top three favorite aspects of volunteering are: 1) receiving personal satisfaction; 2) associating with others; and 3) assignments meet personal goals. Eighty one percent of VIP participants are happy in their current placement and plan to continue. For those few volunteers no longer volunteering, the top two reasons for leaving were: 1) time commitment and 2) moving out of the area.

## CARES Volunteers Give Back to Plano

City of Plano employees have long been committed to community service and giving back to the citizens of Plano. Our employee volunteer efforts have truly made a difference in the community during the past 13 years.

Since the start of the Workplace CARES program (City Advocates Recruiting Employees into Service) in 1995, City of Plano employees have given untold resources through mentoring Plano students; providing food, clothing and school supplies to those in need; assisting with the Plano Balloon Festival; and helping make the holidays brighter for local families, children and seniors.

Workplace CARES is driven by an employee volunteer committee and employee feedback is vital to the success of the program. In a recent survey of City employees, 43% of respondents said they have participated in the Workplace CARES program in the last five years. More than 50% take part in the program for the opportunity to serve the community and 45% choose to give their time and resources to the community exclusively through Workplace CARES programs. One hundred and seventy City employees have volunteered with the program for five years or more.

This year's CARES programs impacted the community and schools through the active support of *School Mentoring, Adopt an Angel, Job Shadowing, School Supply Drive Success Closet, Canned Food Drive* and *Salvation Army Bell Ringers*.

City of Plano  
Parks & Recreation Department  
**Volunteer Resources Group**

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**Volunteer opportunities  
can be found on our  
Web site at  
[www.volunteersinplano.org](http://www.volunteersinplano.org)**

**College Internships:**  
Volunteer opportunities can be  
designed for credit or noncredit,  
and can be designed with  
*your goals* in mind.

**Community Service:**  
Opportunities for 14 to 18  
year olds are available  
throughout the year.

## Test Your Volunteer IQ

According to the Corporation for  
National and Community  
Service in 2007...

- ◆ 60.8 million people volunteered
- ◆ 80.1 billion hours volunteered
- ◆ \$158 billion = the value of hours volunteered
- ◆ 26% of the adult population volunteered

