

City of Plano

Volunteer Resources Data Sheet

Fiscal Year 2005 – 2006



Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.

Marjorie Moore, Minds Eye Information Service

The City of Plano's Volunteer Resources Group has committed to encouraging citizen participation, developing money-saving programs, and responding to the needs of the Plano community, while enhancing municipal services.

Volunteers In Plano

Program objectives:

- ◆ Develop a reliable and varied skill network of human resources to support the delivery of services to the community.
- ◆ Provide opportunities for all segments of the community to participate in local government.
- ◆ Bring together volunteer resources to enhance and augment municipal services.
- ◆ Encourage City employees to become part of the volunteer efforts throughout the community.



City employees have a long-standing tradition of community service. Many charitable organizations and schools benefit from the generosity and the hard work of these volunteers.

- ◆ Employees participate in community service projects that meet community needs and promote goodwill.
- ◆ Employees invest their skills and time to have a positive impact on the community.
- ◆ These projects contribute to increasing employee morale, building leadership skills, and increasing collaboration between City departments.

VIP Statistics for 2005 – 2006
Monthly active volunteers 1,000
Total number of volunteers 5,201
Hours donated 77,673
Total value \$1,218,316

Since the inception of VIP in 1983, volunteers have contributed 1,059,086 hours to municipal initiatives valued at over \$12 million dollars!



The mission of Citizen Corps is to harness the power of individuals through education, training, and

volunteer service to make communities safer and better prepared to respond to disasters of all kinds. Community preparedness programs in Plano include:

Community Emergency Response Team (C.E.R.T.) which educates people about disaster preparedness and trains them in basic disaster response skill.

Volunteers in Police Service (VIPS) which works to enhance the capacity of state and local law enforcement to utilize volunteers.

Fire Corps which enhances the ability of fire departments to utilize citizen advocates and provide individuals with opportunities to support their local fire departments with their time and talent.

The **Neighborhood Watch** which provides a unique infrastructure that brings together local officials, law enforcement officers, and citizens to protect our communities.

VOLUNTEERS MAKE A DIFFERENCE

Volunteers are a valuable resource for many City departments and programs. They fill the gap between City resources and community needs. We respect our volunteers and consider each person's contribution valuable.

Volunteers include teenagers, retirees, students, senior citizens, professionals, and homemakers. City volunteers range in age from 13 to 93. Representing a cross-section of Plano's population, they are people like you—with ideas, talents, and visions of the future, working together to create a better Plano.

VIP MISSION STATEMENT

The City of Plano's Volunteers are committed to encouraging community participation and the comprehensive coordination of volunteers to enhance municipal services and community needs.

CITY BENEFITS

City of Plano volunteers perform an invaluable service to the community. Their generosity and selfless dedication help make Plano a better place to live, work, and play. Our VIPs improve the quality of life in Plano by:

- ◆ Complementing paid staff
- ◆ Providing resources and expertise
- ◆ Enhancing and expanding services
- ◆ Giving departments an opportunity to test new ideas and initiate new services
- ◆ Promoting citizen understanding of municipal problems, issues, and programs

VOLUNTEER BENEFITS

- ◆ Gaining personal satisfaction
- ◆ Acquiring new skills
- ◆ Learning about City government
- ◆ Making a difference
- ◆ Utilize untapped skills
- ◆ A good way to spend your time

Business Center Volunteer Activities

Public Services & Operations	17%
---	------------

DEPARTMENT	Total Volunteers	Total Hours Donated	Total Value of Donation
Parks & Recreation	1,859	31,961.5	\$ 497,205.00
Libraries	307	14,052.0	\$ 225,700.00
Environmental Services	2,244	11,572.0	\$ 171,542.00
Customer Utility Billing	3	245.0	\$ 3,653.50
Human Resources	3	273.5	\$ 4,367.00
Sub Totals	4,416	58,104.0	\$ 902,467.50

Public Safety & Technology	14%
---------------------------------------	------------

Police	192	4,523.0	\$75,700.00
Fire	50	3,968.0	\$66,243.50
Animal Shelter	39	1,695.5	\$24,943.50
Health	3	262.5	\$4,450.50
PTN	2	152.0	\$2,584.00
Sub Totals	286	10,601.0	\$173,921.50

Administration	8%
-----------------------	-----------

Municipal Court	367	4,754.0	\$ 76,289.00
City Manager's Office	4	1,055.0	\$ 17,559.00
City Secretary	1	37.0	\$ 607.00
Sub Totals	372	5,846.0	\$ 94,455.00

Development	4%
--------------------	-----------

Building Inspections	12	712.5	\$ 11,203.50
Planning	20	662.5	\$ 10,772.50
Engineering	15	639.0	\$ 10,407.00
Property Standards	25	662.0	\$ 8,820.00
Miscellaneous	55	446.0	\$ 6,269.00
Sub Total	127	3,122.0	\$ 47,472.00

TOTAL	5,201	77,673	\$1,218,316.00
	volunteers	hours	value

MEASURE THE IMPACT OF TODAY'S TEENS

Among other findings, the Corporation for National Service shows that the state of youth volunteering is robust – with 55% of youth participating in volunteer activities each year. This past year over 2,600 teens, college students, and younger students joined forces with the City to take on special projects and programs, such as internships, tutoring, gardening, Summer Read, camp activities, jurors and attorney positions at Teen Court, and Police Explorers. Teens also helped with filing, typing, scanning, data entry, and organizing inventory.

Supervisors have found today’s young people to be capable of making important choices, helping with decision-making, planning, and assessing needs. They are taught at a young age to identify problems, brainstorm, implement solutions, and evaluate needs. Today, our young people work in conjunction with the City of Plano team helping to achieve our overall mission of exemplary service.

Walt Disney said, “In order to make good in your chosen task, it’s important to have someone you want to do it for. The greatest moments in life are not concerned with selfish achievements but rather with the things we do for the people we love and esteem, and whose respect we need.”



Volunteering is not only beneficial for the community but also for the individual helping. **Khanh Nguyen, a returning Therapeutic Recreation (TR) volunteer currently working to become a nurse,** says her experience as a high school volunteer gave her the edge when applying for colleges. “Not only does community service look good on the resume, but it also gives the volunteer experience - a factor that distinguishes those who give to the community from the other applicants.”

TR Programs introduce volunteers to people with different needs. In fact, prior to becoming a TR volunteer, individuals are given a list of disabilities describing common characteristics and also offering strategies to help them interact better. Khanh adds, “This not only gives the volunteer exposure to various disabilities, but for those who wish to serve in the medical or nursing field, this program provides beneficial early experience and skills that can be carried on later into their selected professions.”



Oriana Wen, a volunteer in the Engineering Department, states that not only does she gain skills for the future but also experience to cite in her college applications. She also feels she gained insight regarding job experience, computer skills and “those little things that help you mature.”

Supervisor Irene Pegues explains, “When volunteers apply, we meet and interview them to discuss their objectives and scheduling options, and how their skills and experience can be utilized to work with the department’s goals and objectives. If this sounds professional, it is. The interviewing process helps the volunteer gain a greater understanding of the business environment, not only from the personal aspect of calling in if you can’t make an appointment but also from the professional interaction in an office, which includes learning good communication skills and working both quickly and efficiently.” It is a great experience for all volunteers as they will undoubtedly use these skills in the future.



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

**Robin Popik
Volunteer Resources
Supervisor**

**Judi Gradt
Sr. Administrative
Assistant**

**1409 Ave K
Plano, TX 75074**

**Phone: 972-941-7114
972-941-7436**

Fax: 972-941-7469

**E-mail:
robinp@plano.gov
judig@plano.gov**

**Website:
www.planotx.org/vip/**

**Volunteer opportunities
can be found on our web
site along with other
programs information.**

College Internships

Volunteer opportunities can be designed for credited or non-credited summer internship in libraries, public administration, and more. Internships can be created with *your* goals in mind.

Community Service

Opportunities for 14–17 year olds are available through year-long programs and special spring and summer breaks programs.



***Have you ever really thought about the word
“advocacy”?***

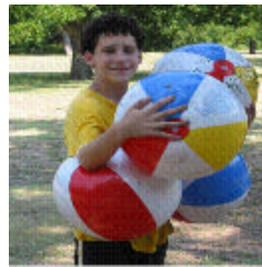
Workplace CARES
City of Plano

The word “advocacy” has interesting connotations and an even more interesting outcome. The Latin origin actually is in two words: ad vocare, or literally “to give voice to” someone or something. It includes supporting action and encouraging others to participate and help. The Workplace CARES program sponsors opportunities for employees to become advocates in the community. Programs include: School Mentoring, Adopt an Angel, Job Shadowing, Success Closet, Canned Food Drive, Salvation Army Bell Ringers, and School Supply Drive.



Teen Impact continues

Cindy Boatfield, Children’s Library Services Supervisor, noted “Volunteers were major contributors from start to finish through the entire program. They helped to advertise the program by creating posters and they also single handedly ran the puppet shows.” **Zeenet Abdulali, Summer Read volunteer** said, “The puppet shows were the best part of the whole program. It was so much fun to entertain the kids because they really, really enjoyed what we did.”



Adam Bader, Police Department intern during the 2006 summer break, would like to thank all the police officers and employees who have helped him learn throughout his internship. As a senior at Texas State University in San Marcos, majoring in Criminal Justice with a minor in Forensic Psychology, Adam’s summer internship gave him some valuable experience. “I sought out an internship in Plano because I would like to apply for a job as a police officer after completing college,” Adam explains.

