

City of Plano
Volunteer Resources Data Sheet
Fiscal Year 2004 – 2005



"The people we seek to recognize are our most priceless resource and therefore deserve our most creative and sensitive thinking!" --Sue Vineyard

The City of Plano's Volunteer Resources Group has three programs, all are 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

The City of Plano volunteers complement paid staff and expand community services by:

- Providing resources and expertise at no additional cost to the City.
- Enhancing and expanding services provided to the community.
- Giving departments an opportunity to test new ideas and initiate new services.
- Promoting citizen understanding of municipal problems, issues and programs.

VIP Statistics for 2004 – 2005
Active volunteers 5,000 +
Hours donated 80,691
Total value \$1,197,055.

Since its inception in 1983, volunteers have contributed 981,453 hours to municipal initiatives valued at over \$10.8 million dollars!



Workplace C.A.R.E.S. (City Advocates Recruiting Employees into Service) is an employee driven volunteer committee directed by the Volunteer Resources Supervisor.

The program's goals are aligned with City of Plano goals, identifying community needs, while creating employee benefits and developing a management structure to support the recruitment and placement of C.A.R.E.S. volunteers.



The EVRC serves as the City's staging point for emergent volunteers and provides an organized system to identify, register, track and assign volunteers in the areas with the greatest needs. It will also serve as the liaison to community non-profit organizations during and after a disaster.

Deployment of volunteers is based on the size and type of disaster.

PARKS & RECREATION

received 34,035

hours of donated time, a contribution of \$499,704 in services.

As Plano continues to grow, our committed volunteers work hand-in-hand with staff to help provide the extra manpower to offer additional services and programs our citizens want and need", explains Director Don Wendell.

PLANO PUBLIC LIBRARY SYSTEM

received 13,791 hours of donated services, carrying a value of \$210,898.

"Without library volunteers, the Plano Public Library System could not offer some of the programs and services that impact so many people in our community," says Director Joyce Baumbach.

Business Centers Volunteer Activities

Public Services & Operations 72%

DEPARTMENT	Total #Vols	Total Hours Donated	Value
Parks & Recreation	1,147	34,035	\$499,704
Libraries	430	13,791	\$210,898
Environmental Waste	3,435	10,156	\$143,082
Customer Utility Billing	3	354	\$4,963
Sub Totals	5,015	58,336	\$358,943

Public Safety & Technology 16%

DEPARTMENT	Total #Vols	Total Hours Donated	Value
Fire	38	5,451	\$85,710
Police	95	3,670	\$57,751
Animal Shelter	32	2,827	\$39,578
Environmental Health	1	418	\$6,506
Sub Totals	166	3,245	\$46,084

Administration 7%

DEPARTMENT	Total #Vols	Total Hours Donated	Value
Municipal Court	315	5,026	\$ 74,962
City Manager's Office	3	751	\$ 11,930
Miscellaneous	9	124	\$ 1,736
City Secretary	1	88	\$ 1,664
Sub Totals	332	5,989	\$ 15,330

Development 5%

Property Standards	300	2,512	\$ 35,168
Planning	20	664	\$ 11,504
Building Inspections	6	500	\$ 7,018
Engineering	4	324	\$ 4,881
Sub Total	330	824	\$ 11,899

TOTAL	5,839	80,691	\$1,197,055
	volunteers	hours	value

Quick Facts

- ◆ **Municipal Teen Court's** 312 teen jurors and attorneys heard 593 teen cases assessing them with 25,285 hours of community service.
- ◆ **Therapeutic Recreation's** 700 volunteers assisted over 4,000 participants in 140 programs.
- ◆ **Senior Center** volunteers served over 500 meals a month; assisted over 400 daily visitors and callers; knitted 2,000 blankets, sweaters, & hats which were donated to patients in medical facilities; offered 439 social, fitness and educational programs with a total enrollment of 6,459.
- ◆ Keep Plano Beautiful's **Adopt-A-Highway** program had over 300 volunteers who logged in 3,606 hours completing 166 road cleanups; over 9.16 tons of litter were picked up!
- ◆ **Douglass Community Center** had 34 volunteers who tutored 26 children, coached 61 games, and ran 23 classes and trips.
- ◆ **Literacy For Life** served over 180 patrons with 155 volunteers contributing more than 4000 hours.
- ◆ **Small Talk's** 27 volunteers served almost 300 patrons, improving their daily conversational English.
- ◆ Cataloging, mending, and Interlibrary Loan volunteers have spent 2,087 hours in **Library Technical Services**. They have cataloged over 10,000 materials and mended approximately 4,500 items.
- ◆ Five volunteers worked with **Library Links** to bring smiles to seniors by presenting library-based programs at seven senior care homes to 1,033 participants in Plano.

Employees from the City of Plano have long been committed to community service and being good Plano citizens. The Workplace C.A.R.E.S. Program is a planned, managed effort by volunteer employees that seeks to motivate and enable others to become involved in the community.



“Employees volunteering together can strengthen work teams and build employee skills as well as contribute to professional development” explains City Manager Tom Muehlenbeck.

City volunteers say:

- ◆ The Salvation Army Bell Ringers program “is a great experience for a great cause.”
- ◆ An Adopt an Angel volunteer said, “I had the opportunity to deliver the gifts and food to the family: It really humbled me. As I was driving back to work, I felt good

about what we had done and understand even better the meaning of giving and expecting nothing in return. I know the family is going to have a great Christmas!”

- ◆ Four Park Inventory volunteers helped survey eight locations covering almost 100 acres. One volunteer emailed to say, “I took my whole family along. We visited four area parks and recorded the entire inventory in the park. Our favorite part was using the GPS polygon feature to walk around the playgrounds and sports courts. What better way to spend your Saturday?”
- ◆ Habitat for Humanity volunteers worked with teams from four different departments, some meeting each other for the very first time. “Building a home for someone makes me feel thankful for all I have and what I can share with others,” said one volunteer.

C.A.R.E.S. projects also include on-going student mentoring at local schools, school supply drives, food, clothing and coat collections.

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

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.



Services for Hurricane Evacuees

Many organizations partnered with the City of Plano earlier this year to serve those who evacuated to Plano due to Hurricanes Katrina and Rita. Your donations and time have enabled us to serve over 4,000 evacuees.

After the Hurricanes, the EVRC set up a phone bank to assist evacuees on where to go or who to contact for their needs. At the same time, an application was posted on the Web for volunteers to complete and be assigned. Three faith-based organizations, Hunter's Glen Baptist Church, Custer Road United Methodist Church and Willow Creek Fellowship Church, stepped up to set up shelters, fed, transported, clothed, and even counseled evacuees. The shelters enlisted a total of 1,415 volunteers who donated 15,002 hours in just three week's time.



The First Baptist Church and Willow Bend Church, along with four other churches, opened up a Katrina Relief Center where evacuees could go to find clothes, personal supplies and bedding. The Center was open for seven weeks and had over 450 volunteers who donated a total of 2,406 hours. The site assisted 700 Katrina and Rita families (which we estimate may be as many as 3,000 people). Before the donation site closed, it opened its doors to 2,000 Plano residents who had needs as well. Leftover items were donated to Goodwill.

Other volunteer activities included medical check-ups, canvassing hotels to find where the evacuees were located, registering evacuees, and assisting families in locating and setting up housing. The Tzu Chi Foundation donated and set up 300 bed sets at the Rita Shelter. Total hours donated were 35,888, with a value of \$538,320.

Although we saw the great majority of those evacuees in September and October, many have become a permanent part of our community, accessing ongoing services such as counseling, support groups, food pantry, emergency financial assistance, and job placement. A Regional Long-Term Committee has been set up to work with evacuees to make their adjustment to living in the Metroplex easier.