

2015 ANNUAL REPORT

FISCAL YEAR 10.1.2014 TO 9.30.15



MISSION: To create and support meaningful community engagement and to facilitate community partnerships through new and innovative opportunities which elevate City services and the quality of life in Plano.

6 BIG THINGS

We Accomplished in 2015



506 ADULTS
RECEIVED
ENGLISH LANGUAGE
SUPPORT



REVITALIZED
59 HOMES



15,000
LUNCHES
SERVED TO
SENIORS

SHORTER TERM VOLUNTEERING IS BECOMING A NATIONAL TREND

This has been a stimulating year for VIP staff. New departments continue to request information on how to utilize volunteers. At the same time, we are continuing to form alliances inside with City staff and outside with our new neighbors and corporations. Yet, we are noticing a trend that is showing a shift in the volunteer environment towards shorter term volunteering. This shift is being felt all around the US.

The Minnesota Association for Volunteer Administration has been researching this shift. Their survey, Shorter Term Volunteer Commitments, explores how the trend is affecting them and what strategies agencies are using to respond.

Here are some of the comments:

Time is the main limiting factor.

80% of the agencies expect the shorter term volunteer trend to grow.

The top reason for involving short-term volunteers is a hope they will return.

Most organizations are planning to make changes to address this trend in the future.

This trend is perplexing and difficult for all agencies, including us, since much of what we need done doesn't fit with short-term volunteering. As Corina and I discussed this trend, we realized a lot of new volunteers are looking for shorter opportunities. We are still very lucky that our retention rate is high.

Of our 1,331 long-term volunteers, 76% have been here over 2 years, while 5% have been volunteering with us for more than 10 years.

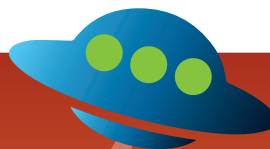
So as our friends in Minnesota are doing, we are looking at finding meaningful experiences for shorter term volunteers, holding shorter training when possible, and balancing what is doable and cost effective. The questions I continue to ask are: How will volunteers and supervisors build relationships in short-term shifts? How will the volunteers connect to our organizations, and will we be able to access the skills, energy, and/or ideas we usually get from our long-term volunteers?

If the value of volunteering remains out of sight, it is likely also to remain out of mind.

Andrew G. Haldane,
Chief Economist, Bank of England

The good thing about this trend is it forces us to innovate, which may result in new and valuable volunteer roles. I am thankful that as we continue to survey our City staff and VIPs, they feel a sense of pride and accomplishment in what they are doing. Our volunteers have a strong connection to their program's mission and experience a sense of fulfillment and camaraderie with their co-volunteers.

With this in mind, we continue to train our staff on the newest trends and best practices but hope we will beat this short-term trend.



BEAM ME UP SCOTTY

Four internationally known volunteer management trainers were beamed into the Technology Conference Room via a first of its kind hybrid conference. VIP invited City staff and area government and nonprofit volunteer managers to train together for a one day event. The conference goal was "Shaping the Future of Your Organization" and included training on strategic vision, engaging 21st century volunteers, positioning the profession, and learning from corporate leaders.

This livestream conference offered Plano volunteer staff leaders an opportunity to engage with one another without the expense of traveling to see these great presenters. Ongoing training empowers staff to be successful leaders when directing volunteers and handling day-to-day activities.

7,374 VOLUNTEERS

94,331 HOURS

\$1.76 MILLION VALUE



P O L I C E

137 VOLUNTEERS 18,468 HOURS

Patrolling streets • Assisting with warrant callouts • Helping with special events, such as Drug Take Back and Christmas Cops
Specialized training • Academy support



PARKS & RECREATION

1,089 VOLUNTEERS 18,003 HOURS

Greeting guests, preparing meals, and assisting in the computer lab at the Senior Rec Center • Storytelling and leading tours at the Interurban Museum • Ushering and taking tickets at Plano Stages
Cleaning up parks • Assisting the Adapted Recreation program



ENVIRONMENTAL SERVICES

3,464 VOLUNTEERS 16,826 HOURS

Assisting with workshops • Providing community outreach
Teaching Live Green in Plano training classes • Staffing the Household Chemical Reuse Center • Tending community gardens
Training PISD students in organic recycling



OTHER PROGRAMS

1,967 VOLUNTEERS 14,660 HOURS

Administrative Support • Love Where You Live • Fire • Teen Court
Plano Television Network • Property Standards • CERT
Texas Pure Products



LIBRARIES

474 VOLUNTEERS 13,400 HOURS

Shelving, mending, and cataloging books • Tutoring math students • Sorting donations • Conducting genealogy research
Assisting patrons with computer classes • Assisting adults in English conversation



ANIMAL SHELTER

243 VOLUNTEERS 12,974 HOURS

Socializing and exercising animals • Providing adoption counseling
Fostering animals • Photographing animals for website • Assisting staff at adoption events

I have a real strong love for animals. This opportunity came up and it was just an instant connection. I absolutely love it. Whatever your passion is, if you can parlay that into a volunteer opportunity, it's a win-win.

David Reed, Animal Shelter

I enjoy learning new things about the City. You meet new people. You develop relationships that go far beyond the volunteer opportunities.

Denise Yealy, CERT, Fire, Police

Volunteering gives me self-fulfillment and satisfaction knowing I can help and share my knowledge with younger students.

Abbigrae, Age 14

*UBS volunteers
spent a morning
at the Animal
Shelter washing
dishes, doing
laundry, and
having fun.*



NEW PARTNERSHIPS INCREASE POWER OF CORPORATE VOLUNTEERISM

PARK & NATURE PRESERVE CLEANUPS

Toyota, Capital One, Bank of America

ANNUAL BOOK SALE

Market Street, OnTarget Partners, Starbucks, MiCocina, Intel

ANIMAL SHELTER

Capital One, UBS, Cigna, Jones Carter, Genband,
Intel, University of Texas at Dallas, Dell, Intuit

ENVIRONMENTAL EDUCATION

Genband, TopGolf, Intel/McAfee, Whole Foods, Watermark
East Skis, PepsiCo, Yum! Brands, Trader Joe's, Harley
Davidson Financial Services, CLEAR, American Cancer
Society, Kohl's Wylie, The Home Depot, CENA, Bank of
America Home Loans, Med Assets, University of Texas at
Dallas, Capital One, Dell, Capgemini, Samsung, Ericsson,
Research Now, Hewlett Packard

LOVE WHERE YOU LIVE

Collin College, Lennar Homes, Plano Children's Medical
Clinic, Starbucks, Viewpoint Bank, The Home Depot,
Plano Sunrise Rotary Club, J Parker Custom Homes,
Watley Roofing, Dunkin' Donuts, Racetrac,
University of Texas at Dallas

*Intel volunteers
mulched trails,
pulled invasives,
and picked up
litter at Arbor Hills
Nature Preserve.*



VIPS UNITE FOR BUILD PROJECT

The Tom Muehlenbeck Recreation Center needed help after 30 picnic table bases and 12 benches arrived unassembled.

Heading into a busy summer season, the staff knew community support would be key in getting the build project completed on time.

Volunteers from the Animal Shelter, Libraries, CERT, Police, Special Events, and Administration answered the call for help and went to work.

Supported by Boy Scout Troop 261 and the University of Texas at Dallas Health Occupation Student Association, the project was completed in one day. This intergenerational project shows the many varied skills of our volunteers.



VOLUNTEER RESOURCES GROUP

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