



Volunteer Program





Volunteer Program Overview

- Evaluate the Volunteer Program
- Identify Best Practices
- Review Program Expansion

FISCAL & RESOURCE MANAGEMENT			
			
ACTION ITEM	DESCRIPTION	RESPONSIBILITY	TIMEFRAME
Volunteer Program	Evaluate expanding program based on best practices	HR	FY25



Volunteer Program History

- 19 years
- Variety of opportunities
- Source for talent
- Positive fiscal impact
- Support the Council focus areas

[Our Amazing Volunteers](#)



Felicia Chouteau
Learning & Development Specialist



Evelyn Howell
Volunteer



Volunteer Program Research



- Benchmark city research
- Interviewed volunteers
- Department needs assessments





Volunteer Program Best Practices

Program Design

Alignment with City Goals	Clear Mission and vision
Variety of Opportunities	Volunteer Committee Utilization

Recruitment

Inclusive outreach	Strategic Partnerships
Online Visibility	

Onboarding

Orientation	Safety and Risk Management
Supervisor Responsibilities	Role Clarity





Volunteer Program Best Practices

Recognition

Annual Event	Coaches & other opportunities
Make a Difference Day	Core Value Awards

Leverage Technology

Volgistics - VicTouch	NEOGOV
G-Net	

Measure Impact

Performance Measures	Collect Feedback
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Volunteer Program Impact

Monetary Value of Volunteer Time Fiscal Year 23-24

18,080.25 hours

\$574,951.95

Make a Difference Day 2024

285 Volunteers

\$40,188

Positive Impact

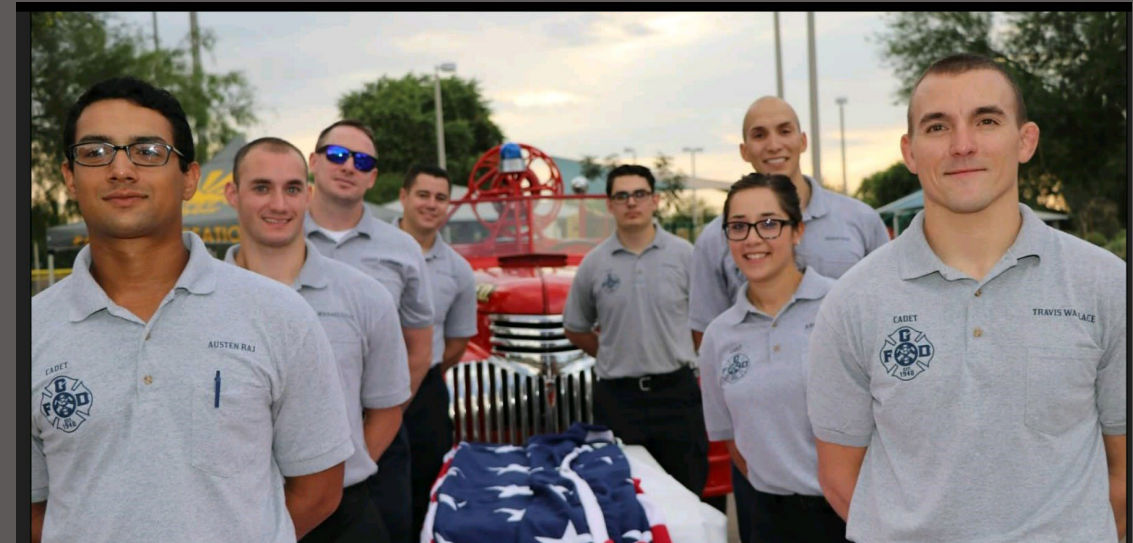
Priceless





Volunteer Program Expansion Opportunities

- Explore City Employee Incentives to Volunteer
- Proactive Approach
- Increase Volunteer Opportunities
 - Support Roles
 - Crisis Services
 - Special Events
 - Reserves
 - Adaptive Programming
 - Youth Sports



Volunteer Program Enhancement and Expansion

FY 25-26

Best Practice Enhancements

- No additional staffing or budget requirements
- Expand Volunteer Committee
- Leverage Technology
- Develop Recruitment Plan
- Finalize Volunteer Guideline and Handbook
- Diversify Recognition



Beyond FY25-26 Expand Volunteer Program

- Increase volunteer roles, and department participation
- Strategically grow the program with a proactive approach
- Orientation
- Explore City Employee Incentives to Volunteer