

# **CITY House: Volunteer Services**

## **2009 Dashboard Overview**

### ***Overview***

An integral part of all programs at CITY House, the Volunteer Services Department connects the needs of our organization with the interests and skills of our community volunteers. Over 60,000 volunteer hours are coordinated each year in an effort to maximize the programs offered to our community.

### ***History***

As long as CITY House has been in existence, there has been a need for volunteers. With the growth in the number of programs offered and clients served, that number increases each year. In fact, between 2006 and 2008, the number of volunteer hours has doubled each year.

Historically, service organizations, such as the Scouts, National Charity League, Kiwanas, Young Men's Service League and Junior League of Plano, etc., have played a huge role in fulfilling our needs. Local churches and businesses host workdays to provide much needed maintenance for our facilities. Individuals and small groups provide meals on a daily basis. Offering administrative assistance, students and interns afford the staff time to take care of other business.

The opportunities to volunteer are varied in skill set, time requirement, interest and location.

### ***Need***

CITY House truly could not function without the support of hundreds of volunteers per month. CITY House programs and departments, including the Shelter, TRIPS, Family Center, Administration, and Outreach, all must have the support of volunteer resources, time, energy, and generosity to function and provide excellent services to the community. Ongoing needs in which individuals may choose to volunteer include:

- Provide our youngest children with much needed social interaction
- Assist in implementing developmentally appropriate activities
- Provide tutoring
- Basic housekeeping and laundry
- Office assistance
- Maintenance work
- Assist in offering birthday parties to residents
- Offer life skills presentations
- Sponsor a donation drive
- Participate in a variety of community events
- Join our Speaker's Bureau and make presentations
- Participate with other volunteers on a monthly basis to accomplish special one-time projects

### ***Services Offered***

Clients, residents, and CITY House staff are assisted by highly trained volunteers to provide supportive roles such as:

- Guest Speaker: presents as an expert of a specific topic to a specific group of CITY House clients
- Project Worker: works as an expert on a specific project for a specific CITY House program
- Client Worker: provides specific work for a specific or general CITY House program(s)
- Intern: provides specific work to CITY House Family Center program

## ***Purpose/Goal***

The goal of the program is to connect community resources with the ongoing needs of the organization.

## ***Objectives***

Objectives are based upon the intention of meeting each programs needs therefore offering our clients a holistic approach to services. Objectives include:

- Appropriately match needs of program to skill set of volunteers.
- Offer support to staff.
- Provide outings and experiences to our clients to broaden their horizons, dreams and goals.
- Allow community partners a place to make the difference in the life of a child through constructive and valued volunteering.

## ***Evaluation Methods***

Volunteer Services are extensively evaluated in the following ways:

- Monthly new hire orientation
- Criminal background check and TB test
- Supervision of volunteers and work groups by Program Director and other staff
- Surveys through letter, phone, and email
- Testimonials and self-reporting by volunteers
- Periodic audits of volunteer files, program budget, and site inspections by Program Director, Clinical Director, and Executive Director
- Annual audit and corrective measures
- Periodic inspections by Board Members
- Feedback from referral sources and other service providers

## ***Outcomes***

As of July 2009, the Volunteer Services Department has added 422 new volunteers to the team this year.

Over 650 volunteer slots need to be filled each month at the Shelter. Meals and life skills volunteers are needed weekly at the TRIPS program. Numerous volunteer interns fill needs in the Family Center. Five to ten volunteers per week are needed to help with administrative duties, including answering phones.

## ***Primary Funding Sources***

Funding through corporate and individual donations contributes to the majority of the Volunteer Services budget to continue and expand the Volunteer Services program.