

EXECUTIVE SUMMARY

Volunteers – when we found ours, we struck gold! They have made our lives richer with their caring and warmth and our workplace shine with their capable assistance. Boca Raton is a wealthy community; we are rich in the time and talent that our 1,417 volunteers share with us. Our treasure is the gift of self that each volunteer shares.

FY 2003-2004 started out pretty much as any previous year for volunteers in the City of Boca Raton and around the State of Florida. It ended, however, quite differently. From August 2004 through October 2004, Florida hosted four unwelcome guests: Hurricanes Charley, Ivan, Frances and Jeanne. These four wrecked havoc across, up, down and all around our state. This is what happened next:

DONATIONS

8 Million Meals ~ 26 Million Bottles of Water ~ 1 Million Bags of Ice

Cost savings through donated Food/Water/Ice: **\$40.6 Million**

VOLUNTEER POWER

9.3 Million Meals Served ~ 6,184 Roofs Tarped

85,572 Volunteers worked 1.5 Million Hours **

Value of Volunteers: **PRICELESS !**

Volunteers all over the state respond to the needs of their communities. The City of Boca Raton's Volunteer Program provides a high level of assistance and service to citizens and employees. I sincerely appreciate the strong support of management; the efforts of the staff supervisors and all who helped make FY 03-04 a success.

We thank our volunteers for making our community rich in so much more than gold and jewels. In FY 03-04, City of Boca Raton volunteers contributed an unprecedented **68,235** hours of service, more than any year in program history! It is my great pleasure to report their progress and accomplishments.

Susan Kores

**Volunteer Coordinator
City of Boca Raton**



Mayor Steven Abrams, Susan Kores

** Statistics compiled by Volunteer Florida





To coordinate and develop a professionally administered citywide volunteer program with a screened pool of trained and properly placed volunteers that will enhance and expand the delivery of quality services to the community in a cost effective and efficient manner; to promote citizen participation and to encourage community involvement.

DESCRIPTION AND ACTIVITY

The Volunteer Program Office is responsible for the recruitment, placement and management of the City's volunteer force; design and delivery of training for staff supervisors; design and delivery of orientation to volunteers; development of volunteer policies and procedures and administration of City policies and procedures that include/impact volunteers; volunteer/staff relations; coordination of City-wide volunteer events; design and production of handbooks, manuals, brochures and promotional materials; provision of technical assistance to management, employees and the public regarding volunteer activity.

PROGRAM ACHIEVEMENTS

New Initiatives

Boca Raton Fire Rescue Explorer Post #315 was established in March 2003. Fire Explorers are young adults between the ages of 14 and 21 who meet every Thursday evening from 6-9 pm at Fire-Rescue Station 5. Exploring is a nationally recognized program through the Boy Scouts of America that offers training, teamwork, physical fitness, leadership, and socialization skills to youth. Fire Rescue Explorers learn basic firefighting skills, CPR, first aid, rope rescue and haz-mat. Their classroom training includes CPR/AED, Firefighter Safety, PT training and an introduction of the engine, rescue and brush truck. In addition, the Explorers participate in a large variety of community service projects. The Volunteer Coordinator provides Policies and Procedures training to each Explorer.



Boca Raton Police Services Department (BRPSD) now has a presence in the Town Center Mall. Since January 2004, from 9:30 am to 3:00 pm, citizens can stop at the BRPSD Kiosk in the Mall and get information regarding a variety of programs information regarding domestic violence, identity theft and elder crime. Fingerprinting services are provided to the public and police report forms are available. This public service is made possible through the use of 22-member volunteer team.

New Volunteer Opportunities

Thirteen new volunteer positions were created in FY 03-04. These positions offer potential volunteers the opportunity to serve the public, work with children and young adults, hone their skills, learn some new ones and fulfill community service requirements for school. Detailed position descriptions are available in the Volunteer Program office.

City Manager

Executive Office Assistant
Volunteer Program Assistant

Recreation Services

Timecard Coordinator

Boca Raton Library

TeenZone Program Assistant
Word Processing Lab Assistant
Children's Craft Night Assistant

Fire Rescue Services

Training Records Facilitator

Sugar Sand Park

Special Events volunteers

Police Services

Chaplain Coordinator Assistant

Crime Watch of Boca Raton

Public Information Specialist
Crime Reporter

Lois Martin Community Center

Telephone Operator
Summer Camp Assistant

Special Events

The City of Boca Raton is fortunate to have a Special Events and Community Resources Office located at the Boca Raton Community Center. We are doubly lucky to have Emily Lilly and Jose Schmidt running the show! This office brings a variety of unique citywide events to our community; seasonal events such as Halloween Happenings, Spring Fling and the Children's Winter Parade and Spring Fairs; as well as a Martin Luther King Day commemoration, Veterans Day and Memorial Day commemorative programs, annual holiday events which include the Tree Lighting, Street Parade and Boat Parade, July 4th Fireworks, and the weekly Boca Raton GreenMarket. They are also responsible for organizing the Music in the Park Series, Cinema in the Park, Summer Music Concert Series, Sunset Music Series, and the Fiesta of Arts weekend at City Hall.

Large-scale events such as these require superior organizational skills, vision, humor and community wide support in the form of volunteers. In this regard, we are indebted to the Kiwanis Club of Boca Raton Sunrise. In partnership with the Special Events and Community Resources Office, they assist in the staging of these events as backers and volunteers, and they recruit volunteers from the Key Clubs of various High Schools and colleges in the Boca area as well.

Volunteers can sign up to assist at any (or all!) of the City of Boca Raton's Seasonal Events (over 15 opportunities) or 28 GreenMarket days. The majority of these volunteers are students fulfilling their required community service hours for school. Proof that these events must be enjoyable as well as volunteer friendly:

**394 volunteers contributed a total of 1813 hours
to Boca Raton's Special Events!**



In Fiscal Year 2003-2004, volunteers were also involved in assisting with a variety of special projects and events sponsored by different departments and divisions of the City of Boca Raton. They are:

- ? Employee Safety Fair
- ? Employee Health Fair
- ? Employee Picnic
- ? Employee Leadership Banquet
- ? Volunteer Fair
- ? Annexation
- ? Fire Rescue Fair
- ? Sugar Sand Park Puppet Festival
- ? Boca Raton Police Department Open House, Citizens Police Academy, National Night Out Against Crime, Elder Outreach Program seminars/training
- ? Office Coverage for departmental meetings, trainings, luncheons
- ? The Jason Project, Beach cleanup, Gumbo Limbo Cookbook, Boo at the Zoo



Streamlined Application Process

For Volunteer Supervisors:

- ? The *Request for Volunteer Form* no longer needs to be submitted to begin the volunteer recruitment process; just a phone call or email!
- ? The *Volunteer Position Description* is now written by the Volunteer Coordinator, with the assistance and approval of the Volunteer Supervisor.

For Volunteers:

- ? The *Volunteer Application* has seen several different forms since the summer of 2002. The result of it's two year metamorphous is a one-page version for all applicants (students and adults) that even includes the program logo!
- ? The *Minor Waiver Form* was reviewed and redone. A witness signature is no longer required.
- ? The *Volunteer Services Agreement* was reviewed and redone. A witness signature is no longer required.
- ? The *Managed Care Contract* information is no longer included with the application but instead is now distributed in the Volunteer Handbook.

New Volunteer Program Products

A Volunteer Handbook has been designed, written and produced. It is given to volunteers upon completion of their application requirements and acceptance into a particular position, or at a group orientation session. The Handbook welcomes volunteers with a letter from the Mayor, city information, volunteer program information, guidelines and a city organizational chart. City policies such as Violence in the Workplace, Drug and Alcohol, Volunteer ID Badge, Sexual Harassment, Dress Code and Workers Compensation information are also included. Upon receipt, or at orientation, volunteers are required to sign an Acknowledgment Form. The signed forms are kept in the Volunteer Program office. The Volunteer Handbook is presented in a bright, yellow, two-pocket folder and includes the Volunteer Coordinator's business card. A copy of the Handbook is available in the Volunteer Program office and on the City's website.



The Volunteer Orientation session has been redesigned. It has been shortened from 4 hours to 45 minutes and is no longer a requirement. Orientation sessions are now scheduled as needed for Divisions that have large groups of volunteers such as the Golf Courses and Police Services Department. Staff Supervisors are involved in the orientation process and are required to either schedule an orientation session for their volunteers with the Volunteer Coordinator, or distribute the Handbook as volunteers start and send the required signature pages (Acknowledgement Form and Workers Compensation Form) to the Volunteer Coordinator. Staff Supervisors are responsible for the training of their volunteers and they have been equipped with the proper tools and training to successfully accomplish this through Supervisor Workshops, the Manual for Managing Volunteers and one on one technical assistance, all provided by the Volunteer Coordinator.

Volunteer Evaluation Program

The Golf Course Volunteer Supervisor, Doreen Strand, designed and implemented an evaluation process for all Golf Course volunteers. Each volunteer now has the



opportunity to sit down with Doreen or Francis Sanatan, the Volunteer Supervisor at Red Reef Golf Course, discuss their skills, responsibilities and job performance, learn new guidelines or procedures and offer ideas. A variety of positive outcomes have resulted; job performance has improved, stronger relationships between staff and volunteers have been developed, and a constructive forum for communication has been established. Volunteers now feel like an integral part of the team. Evaluation is a powerful tool that, when designed and implemented properly, can be extremely

beneficial to volunteers and staff alike.

Technical Advancements

Volunteer Opportunities are now available to the public via the City of Boca Raton Website. The Volunteer page includes application instructions, volunteer position descriptions, and special events information. A potential volunteer can download an application, peruse the annual report and check out the Volunteer Handbook. Many thanks to Stuart Oskins for assisting the Volunteer Program become part of the 21st century!



The Volunteer Database has been modified to reflect the changes made to the volunteer application, and all previously entered data has been updated. New information that will be captured and analyzed is volunteer referral sources, the start and end dates of all volunteers for each position, volunteers' years of service and email addresses.

Media/Promotion

The City of Boca Raton Volunteer Program was well represented in the media in FY 03-04. The following are all the articles and advertisements printed, at no cost to the city, regarding the Volunteer Program in FY 03-04.

- ? Each month, volunteer opportunities are advertised in the Boca Raton News.
- ? The Boca Raton Times printed an article, with photo, about Harold and Phyllis Homonoff, volunteers at the Boca Raton Fire-Rescue Services Department. 11.19.03
- ? The Boca Raton/Delray Beach News wrote an article highlighting several of our volunteer teams – those married couples that volunteer together. 12.19.03
- ? The 2004 Volunteer Fair was advertised in the Gold Coast, Delray Times, the Boca Raton News, the Sun-Sentinel, Channel 20 and BRET TV. 1.04
- ? The Boca Raton News printed an article about a special Boca Raton Police Services Department volunteer, Sam Iselin, when the Department helped him celebrate his 90th birthday. 2.7.04
- ? The Boca Raton News printed an article with a picture of the volunteers of the Elder Outreach Program operated by the Family Services Bureau at the Boca Raton Police Services Department. 2.14.04
- ? The Boca Raton News printed a 1/4-page advertisement during National Volunteer Week thanking our dedicated volunteers for their service. 4.23.04
- ? The Sun-Sentinel, *Unsung Heroes*, printed an article and picture about a young volunteer, Danny Workman, who volunteers at Sugar Sand Park's Summer Science Camp. 7.2.04
- ? The Volunteer Program was featured three times, with pictures, on the front page of the Boca Beat. 1.04, 3.04, 6.04

Partnerships/Affiliations

The Volunteer Coordinator represents the Program in the following organizations.....

DOVS – Directors of Volunteer Services of Palm Beach County
NAVPLG – National Association of Volunteer Programs in Local Government
National Points of Light Foundation
AVA – Association of Volunteer Administrators (International)

Receives the following industry publications.....

Grapevine – A Volunteer Manager's Newsletter
The Volunteer Management Report
AVA E-News
NAVPLG Newsletter
DOVS Newsletter (Broward County and Palm Beach County)

And works in partnership with the following organizations.....

City of Hollywood Volunteer Program
Brevard County Volunteer Program
Morikami Museum Volunteer Office
City of Boynton Beach Volunteer Program
Boca Raton's Promise – The Alliance for Youth





Total Active Volunteers: 1,417

It's important to understand, in context, what the above figure portrays. The total number of volunteers in the City of Boca Raton, 1417, reflects only volunteers that were active in FY 03-04. These volunteers do not **all** volunteer **each** day. However, they have **all** volunteered, in some capacity, during FY 03-04. This total includes students, snowbirds, special project/event volunteers, as well as 364 CERT volunteers, 305 Gumbo Limbo Nature Center volunteers and 394 Special Events volunteers. Please see Figure I: Departmental/Divisional Breakdown of Volunteers FY 03-04.

Total Hours Contributed: 68,235

This is a record for the City of Boca Raton's Volunteer Program –

THE MOST HOURS EVER CONTRIBUTED BY VOLUNTEERS IN A SINGLE YEAR!!

Please see Figure 2: Volunteer Hours Comparison, which reflects the number of hours volunteers have contributed to the City since the inception of the Volunteer Program.

This total includes long term, short term and episodic volunteers; individuals who volunteer only at special events; high school students who contribute between 10-75 hours in a school year; special project volunteers, those who work only during the summer, only during season or every week throughout the year. Please see Figure 3: Monthly Volunteer Hours for FY 03-04.

Value of Volunteer Time: \$17.19 per hour

The 2003 economic, or dollar, value of volunteer time per hour, \$17.19, is set, and annually updated, by an organization called Independent Sector¹. It is based on the average hourly earnings of all nonagricultural workers as determined by the Bureau of Labor Statistics. Independent Sector takes this figure and increases it by 12 percent to estimate for fringe benefits.

Total Economic Value Contributed: \$1,172,960

This figure reflects the amount of hours worked multiplied by the dollar amount per hour. ($\$17.19 \times 68,235 = \$1,172,960$) This figure is best viewed as a contribution to the city's budget as opposed to a cost savings to the taxpayer for several reasons: the City does not replace paid staff with volunteers; the City involves volunteers to enrich and enhance the services and programs for which there is a budget; and the City provides a certain level of service regardless of the assistance of volunteers.

¹ Independent Sector is a nonprofit, nonpartisan coalition of more than 700 national organizations, foundations and corporate philanthropy programs, collectively representing tens of thousands of charitable groups in every state across the nation. Its mission is to promote, strengthen and advance the nonprofit and philanthropic community to foster private initiative for the public good.



FY 03-04 compared with the past two years:

	FY 2002	FY 02-03	FY 03-04
Total number of Volunteers	784	829	1,417*
Total number of volunteer hours	57,759	53,783	68,235
Total dollar value contributed	\$927,023	\$889,571	\$1,172,960

* There are several reasons for the large increase in this number. CERT added 115 volunteers, Gumbo Limbo added 87 volunteers and this is the first year that the special event volunteers (those that volunteer for citywide events) have been counted. Please see page 7, Total Active Volunteers and page 3, Special Events for additional information.

Total Volunteers Placed: 332

Figure 5 shows the breakdown of positions into which new volunteers were placed, by Department and Division. (The numbers on the following table add up to 333 because one of these volunteers holds two positions.)



"Hello, I'm Matilda, a volunteer librarian. Our featured book of the millenium is 'From Here to Eternity.'"

Figure 4: Volunteer Placement FY 03-04

CITY MANAGER

Citizens' Greeter 3
 Volunteer Program Assistant 1
 Executive Office Assistant 1

FIRE RESCUE SERVICES

CERT 115

POLICE SERVICES

COP 1
 Parking Enforcement 4
 Clerical Assistant 1
 Fingerprint Specialist 22
 Crime Watch 4
 Elder Outreach Program Vol 5

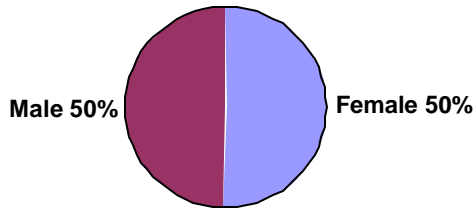
RECREATION SERVICES

Library Youth Services 23
 Library Adult Services 2
 Literacy Program Tutors 17
 Golf Course Starter/Ranger 29
 Golf Course Special Events 1
 Sugar Sand Park 3
 Tim Huxhold Skate Park 1
 Junior Lifeguard 1
 Administration 1
 Gumbo Limbo 87

DEVELOPMENT SERVICES

Planning/Zoning 7
 Lois Martin CATS Program 4

Figure 5: Gender Breakdown of Active Volunteers



Rate of Volunteer Turnover: 1%

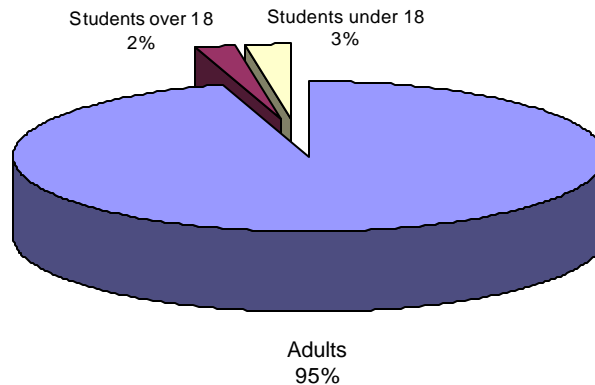
The total number of volunteers in FY 02-03	1,417
Additional volunteers placed in FY 03-04.	<u>332</u>
Subtotal	1,749
33 became inactive in 2003.	<u>(33)</u>
Total	1,716

1,749 divided by 1,716 = 1.02%

The rate of volunteer turnover stayed relatively stable from 1.03% in FY 02-03 to 1.02% in FY 03-04. This is due to a number of factors.

- ? The City’s Volunteer Program has been extremely proactive in placing volunteers according to the needs of the department/division as well as the skills and interests of the volunteer.
- ? Volunteers often remain on “active” status although they are not volunteering every day or even every week. (e.g. CERT and special events volunteers)
- ? There were less student volunteers in FY 03-04. Students are generally short-term volunteers and the majority of them become “inactive” after they have completed their required volunteer hours.

Figure 6: Adult / Student Breakdown FY 03-04



Volunteer Positions City-Wide:

DEPARTMENT	DIVISION	POSITION
City Manager	City Clerk/Records Mgmt. Human Resources/Admin. City Manager Office Volunteer Services	Citizens' Greeter
		Records Assistant
		Executive Office Assistant
		Computer Specialist
Development Services	Administration Building/Permitting	Special Events
		Vol. Program Assistant
	Planning and Zoning	General Office Assistant
		Customer Service Rep
	Boca Housing/Banyan Place	One Stop Center Expediter
		Mapping/Graphics Assistant
	Boca Housing/Lois Martin	Special Projects
		Entertainer and Musician
		Activities Assistant
		After School Assistant
Financial Services	Accounts Payable Customer Service Risk Management	Summer Camp Counselor Assistant
		Tutor
		Telephone Operator
		Accounting Assistant
Fire Rescue Services	Operations Administration	Customer Service Assistant
		Special Projects
		CERT Program
Police Services	Administration	Clerical Assistant
		Chaplain
	Professional Standards Investigations Marine Special Services	Chaplain
		Chaplain Coordinator Assistant
		Fingerprint Technician
	Family Services Bureau Crime Watch	Greeter
		Accreditation Assistant
		Investigative Assistant
		Marine Patrol Assistant
	Recreation Services	Administration Community Center
Parking Enforcement Specialist		
Gumbo Limbo Nature Center		Elder Outreach Program Vol.
		Public Information
Library/Adult Services		Crime Reporter
		Office Assistant
Library/Literacy Library/Youth Services		Timecard Coordinator
		Special Events Volunteer
Municipal Golf Course		Coordinator Assistant
		Gift Shop Assistant
	Volunteer Guide	
	Ranger	
Sugar Sand Park	Information Desk Assistant	
	Shelving Assistant	
	Tutor	
	Summer Reading Program Assistant	
Tim Huxhold Skate Park Ocean Rescue	TeenZone Program Assistant	
	Children's Craft Night Assistant	
	Word Processing Lab Assistant	
	Ranger/Starter	
Administration Engineering	Cart Barn/Driving Range Attend.	
	Special Events	
	Science Explorium Presenter	
	Science Exp. Presenter Assist.	
	Science Explorium Summer Camp Counselor Assistant	
	Special Events	
	Skate Park Assistant	
	Junior Lifeguard	
	Clerical Assistant	
	Engineering Specialist	

VOLUNTEER RECRUITMENT

City of Boca Raton Volunteer Fair 2004

The seventh citywide Volunteer Fair was held January 29, 2004 in the Royal Palm Room of the Boca Raton Community Center from 1 pm to 4 pm. The community turned out to see what volunteer opportunities are available at the City and City staff did a fabulous job of presenting creative, visual booths and speaking to all interested, potential volunteers. We even had a putting green and golf cart! Sixteen booths were set up to receive approximately 75 attendees from whom we garnered 50 potential volunteers. Raffles, chosen and called by the children of the Lois Martin Community Center CATS Program, were held throughout the afternoon for attendees and staff.



Community Recruitment Activities

During FY 03-04, the Volunteer Coordinator presented the program to the following organizations:

- ? The Federation of Boca Raton Homeowners Association
- ? Dixie Manor Residents and Pearl City Community
- ? Kiwanis of Boca Raton
- ? Lynn University Career Development/Internships and Student Activities Depts.
- ? FAU Weppner Volunteer Center
- ? Olympic Heights High School

The City of Boca Raton Volunteer Program was represented at the following recruitment events:

- ? FAU Volunteer Fair
- ? Lynn University Career Fair
- ? Lynn University Volunteer Fair
- ? Pope John Paul II High School Volunteer Fair
- ? Area Agency on Aging Volunteer Fair

VOLUNTEER RECOGNITION

Volunteer Proclamation

On April 12, 2004, a Proclamation was issued by Mayor Steven L. Abrams proclaiming April 19-23, 2004 National Volunteer Week and recognizing the significant service volunteers contribute to our city. Susan Kores, Volunteer Coordinator, accepted the Proclamation on behalf of the city's volunteer force, and then presented the City with a Treasure Chest containing a scroll documenting the 53,783 hours of volunteer service donated to the City of Boca Raton in FY 2002-2003.



Volunteer Recognition Luncheon

"WE TREASURE OUR VOLUNTEERS" was the theme of the seventh citywide Volunteer Recognition Event held on Friday, April 23, 2004 at the Boca Raton Executive Country Club. Two hundred volunteers and staff gathered to celebrate the time and expertise given to the City by its dedicated volunteer force. The room was decked out with Treasure Chests filled with gold and jewels and a variety of awards were presented to our many volunteer "gems". The Treasure Hunt video was premiered to great acclaim and enjoyment! The video, produced by Mark Wizen of the City of Boca Raton's Video Production Division, starred the smiling faces of our volunteers, set to a jaunty soundtrack, with cameo roles by Susan Kores and Stephanie Biagini. All attendees received a small, glass 'treasure box' with the City logo etched on top, to show our appreciation of everyone's contribution to the success of the Volunteer Program.



Volunteers were also recognized at the following events:

- ? Boca Raton Library Volunteer Recognition Tea
- ? Boca Raton Police Services Department Luncheon
- ? Boca Raton Fire Rescue Services Department Holiday Luncheon
- ? Boca Raton Fire Rescue Services Department CERT Holiday Dinner
- ? Gumbo Limbo Volunteer Recognition Picnic

VOLUNTEER AWARDS FY 2003-2004

Most Hours Contributed:

Adult: Arnold "Al" Scheinberg - Fire-Rescue Services/Police Services

Student: Euridici Barahona - Boca Raton Public Library

School: Boca Raton High School

Volunteer Rookie: Olga Basham - Literacy Tutor

Best Volunteer Team: Susan Fenichel, Lynne Diamond, Joy Fishkind - Library

New Initiative Award: Clem Storch - Crime Watch

Most Helpful Project: Fred Kleber - CERT

Best Volunteer/Employee Team: Lela Negri/Utility Services/City Clerk

Outstanding Youth Award: Andrea Huber - Development Services

Special to Us Because.....: G. David Hirschfield - Finance

Gerry Hoffman - Banyan Place

Super Starters: Jack Schueler, Nick Amen, Lou Bravo - Golf Courses

2004 Volunteer Supervisor of the Year: Claudia Reilly - Police Services

Special Service Award: Julian Bell

In Memoriam: Charles "Chuck" Ritchie





TRAINING AND EDUCATION

The Volunteer Coordinator had the opportunity to receive the following training and continuing education in FY 03-04:

- ? Finding the Leader Within – City of Boca Raton
- ? Policy Refresher Training – City of Boca Raton
- ? Donations Management Workshop– Federal Emergency Management Institute
- ? Customer Service Seminar – Fred Pryor Seminars

The Volunteer coordinator delivered the following training in FY 03-04:

- ? CERT Sexual Harassment Training – 4 sessions
- ? Staff Supervisor Workshop – 2 sessions
- ? Fire-Rescue Explorer Program – City Policies and Procedures – 3 sessions
- ? Group Volunteer orientation – 4 sessions



PROGRAM BUDGET

1. <u>Exams and Tests (Background Screening Checks)</u>	\$ 1,327.
2. <u>Education, Training, Travel</u>	\$ 926.
3. <u>Postage</u>	\$ 544.
4. <u>Printing and Binding</u>	\$ 200.
5. <u>Employee (Vol.) Awards</u>	\$ 5,640.
6. <u>Office Supplies</u>	\$ 300.
7. <u>Dues and Subscriptions</u>	\$ 218.
TOTAL:	<u>\$ 9,155.</u>



VOLUNTEER PROGRAM STAFF SUPERVISORS

CITY MANAGER

Stephanie Biagini
Gail Campos
Diane King
Alice Hall

RECREATION SERVICES

MJ Beasley
Stacey Cooney
Emily Lilly
Shannon Lotito
Rose Marie Mandese
Pat Michalski
Joan-Marie Mueller
Harry Pappas
Shilo Perlman
Francis Sanatan
Jose Schmidt

Becky Self
Doreen Strand
Debbie Wilson

FINANCIAL SERVICES

Jean Bonds
Patricia Borsdorf
Pam Gardiner

POLICE SERVICES

Eric Lawrence
Claudia Reilly
Tricia Robben
Raul Travieso

DEVELOPMENT SERVICES

Lillian Haughton
Moira Hayes
Maureen Heller

Peggy Hoglund
Carolyn Metcalf
Lorena Osguedo
Dick Randall
Julie Rutherford

FIRE-RESCUE SERVICES

Joanne Barnes
Frank Coreggio
Jackie Mabesa
Cindy Metcalf
Victoria Osborne
Amy Ross
Carrol Ann Stankovitz

UTILITY SERVICES

Zofia Dabrowski
Erin Francisco
Jeri Gallagher



FUTURE GROWTH AND PROGRAM DEVELOPMENT

The Volunteer Program hopes to achieve the following goals in Fiscal Year 2004-2005.

Volunteer Recruitment

- ? Create and implement a new method of volunteer recruitment in lieu of sponsoring a citywide Volunteer Fair designed to introduce the program to a wider audience and increase the placement of qualified volunteers.
- ? Produce a "Volunteers in Action" recruitment video.

Volunteer and Staff Training and Continuing Education

- ? Schedule one brown bag lunch meeting for Volunteer Supervisors on a volunteer management topic of interest.
- ? Complete the Volunteer Florida Certification Seminar for Volunteer Directors through the United Way of Palm Beach County.
- ? Design and schedule one continuing education or training event for volunteers on a topic of interest.

Volunteer Recognition

- ? Produce, distribute and analyze volunteer Recognition Style Sheets.

Volunteer Office Administration

- ? Send 2 one-page “Volunteer Newsletter” type correspondences to volunteers via email.
- ? Design a process to track service levels of the volunteer program(e.g., applications processed, requests handled, technical assistance meetings, volunteer calls, etc.)

Program Growth

- ? Explore the potential need for volunteers in Municipal Services, the only City Department not currently participating in the volunteer program.
- ? Build a cadre of “on-call” volunteers to do short term projects as required and requested by any City office.

As always, many thanks to **Bob Chang** for his input, advice, charts, graphs and the database that makes it all possible!

The cartoons found throughout this report were borrowed from Chicken Soup for the Volunteer’s Soul. These same cartoons were enlarged and exhibited throughout City facilities during National Volunteer Week, April 19 – April 23, 2004.

