

# CITY OF LAS VEGAS VOLUNTEER MANAGEMENT PROGRAM



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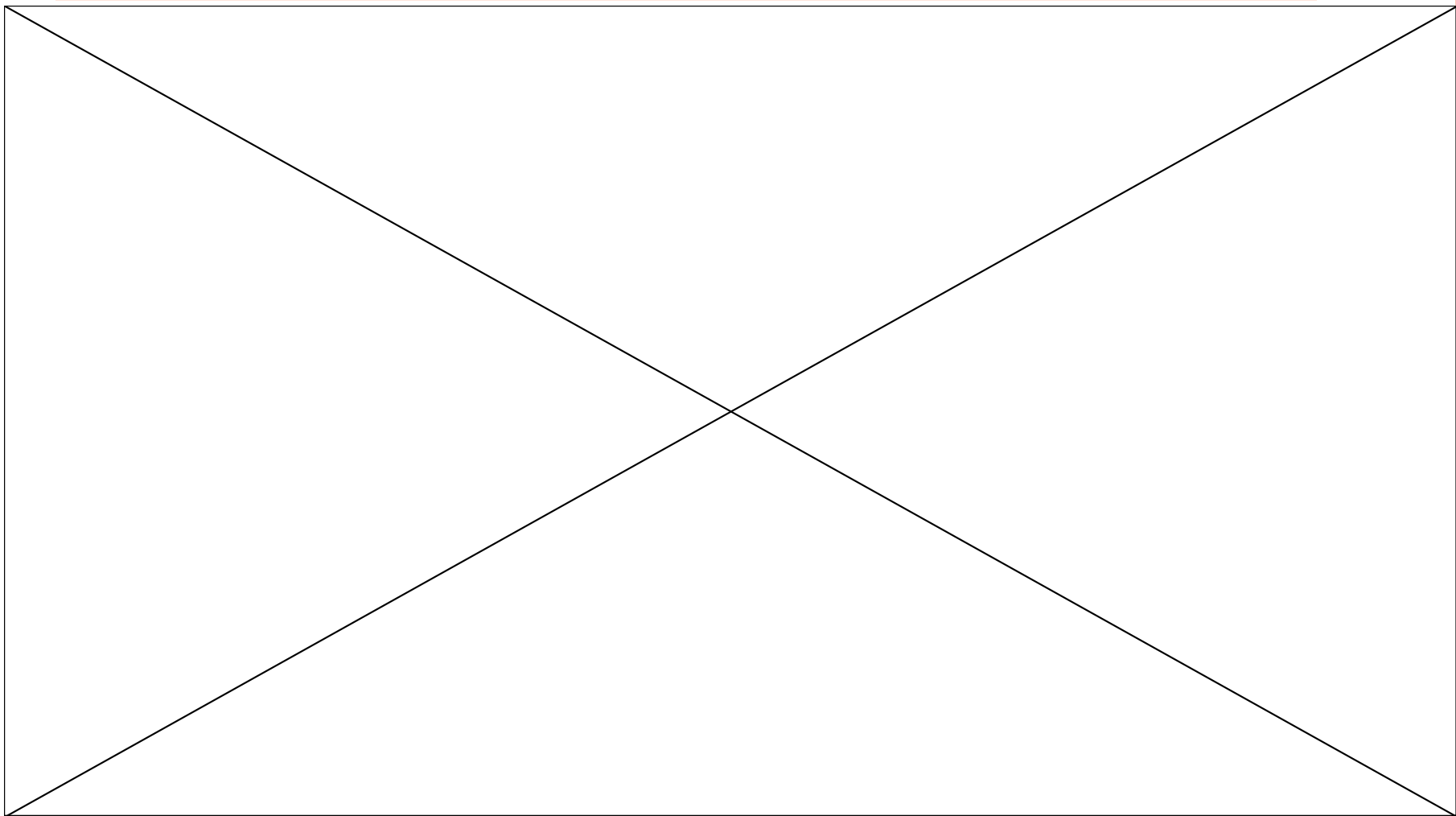
# RESEARCH QUESTION



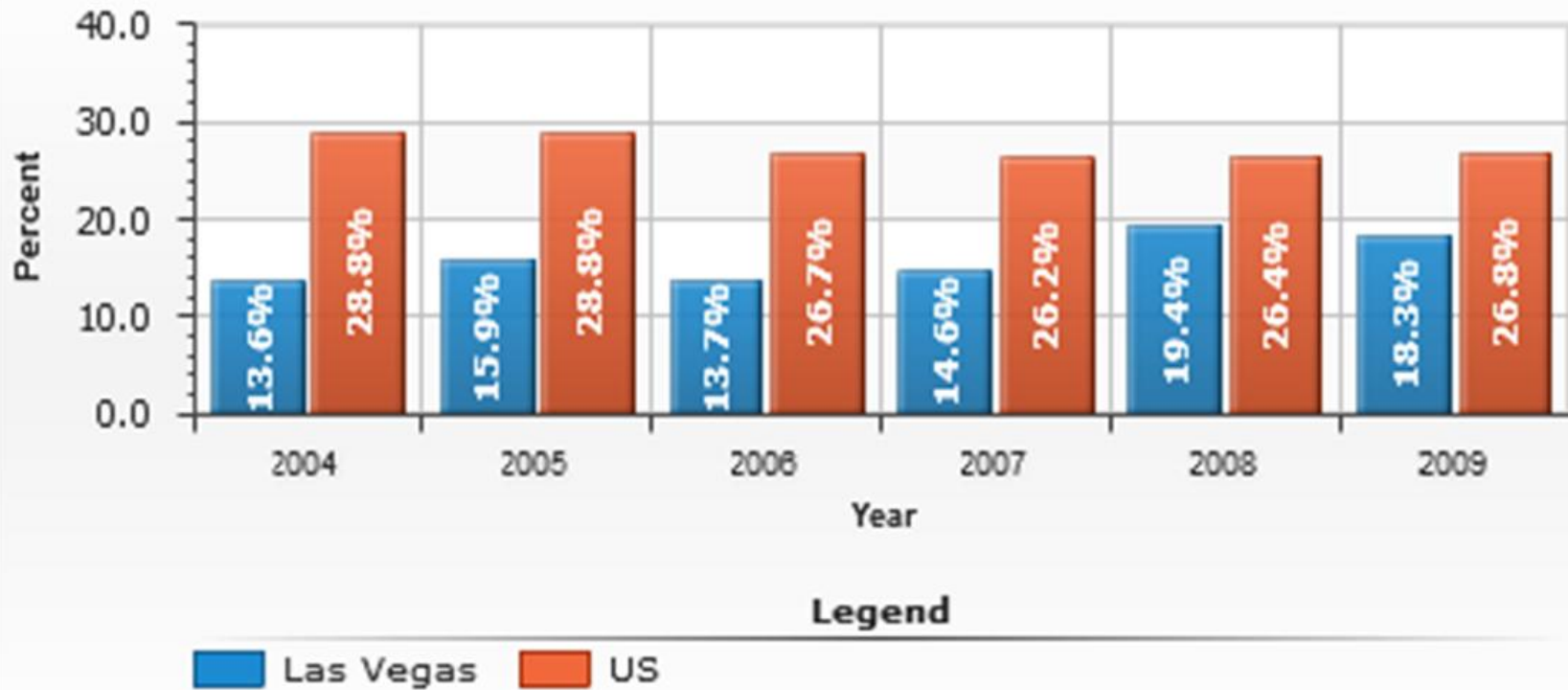
- What type of volunteer management program will work best for the City of Las Vegas?



# VOLUNTEER EXPERIENCE



# CITY OF LAS VEGAS VOLUNTEER RATE



- 17.5% of residents volunteer - ranking them **49th** within the 51 large cities in America.

**Volunteers!**



# CITY OF LAS VEGAS PRIORITIES

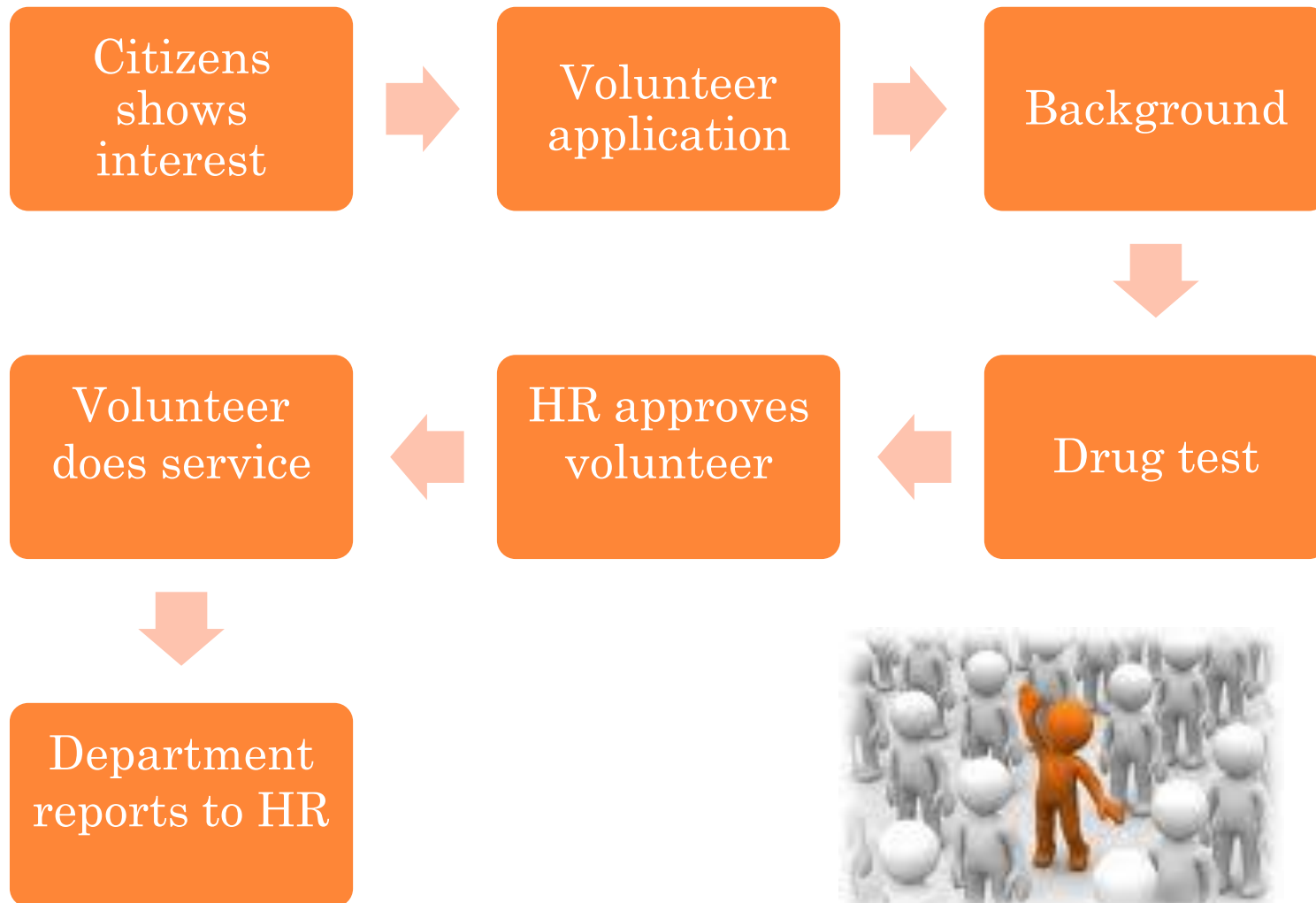


# CITY OF LAS VEGAS CHALLENGES

- Economic downturn
- Organizational culture
  - Resistance to change
  - Entitlement at the departmental level
- Providing accurate reporting of performance measures (volunteer hours, cost-effectiveness, etc.)
- Lack of consistency
  - Definition of a volunteer
  - Complying with city policy

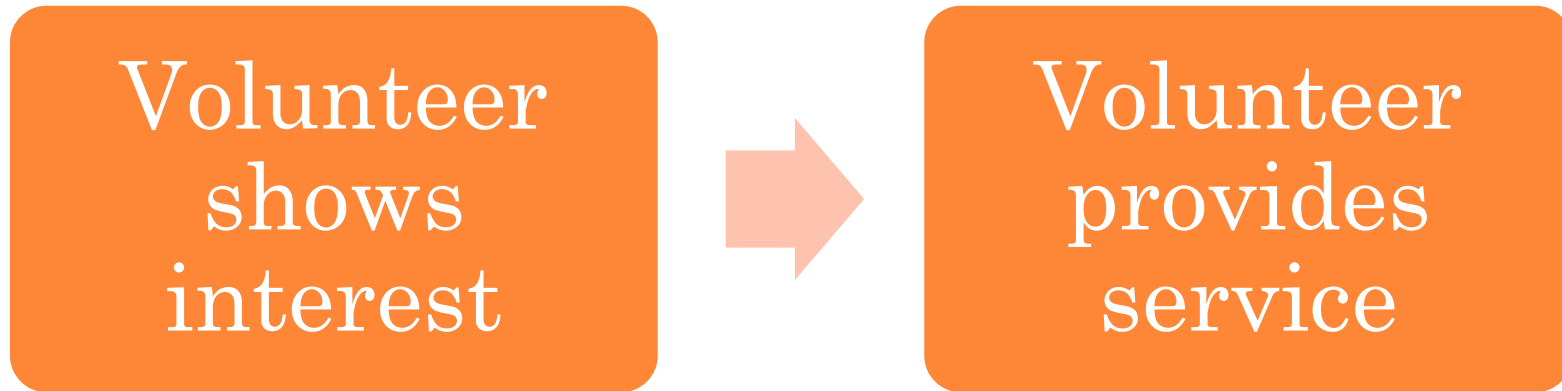


# CITY POLICY STATED PROCESS FOR VOLUNTEERISM

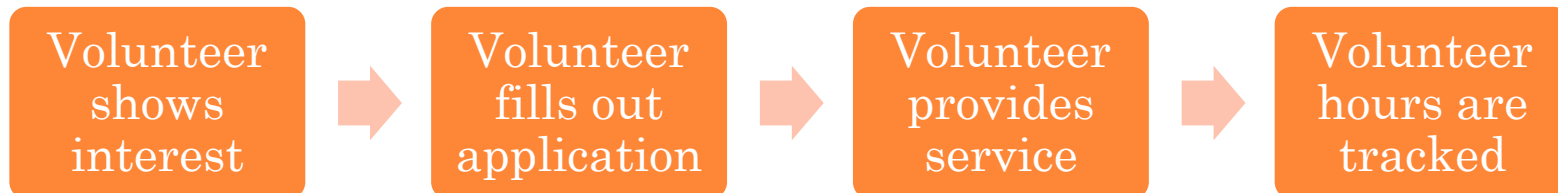


# DEPARTMENTS CURRENT PRACTICES

## Example One



## Example Two





# CURRENT POLICY FINDINGS



- A city-wide policy is in place, however not every department complies with the policy.
  - Departments have their own policies/process to manage volunteers.
- The City is unable to produce timely and accurate numbers to its City Council.
  - Unable to provide evidence of benefits that volunteer bring to the community.
- No set definition for volunteer.



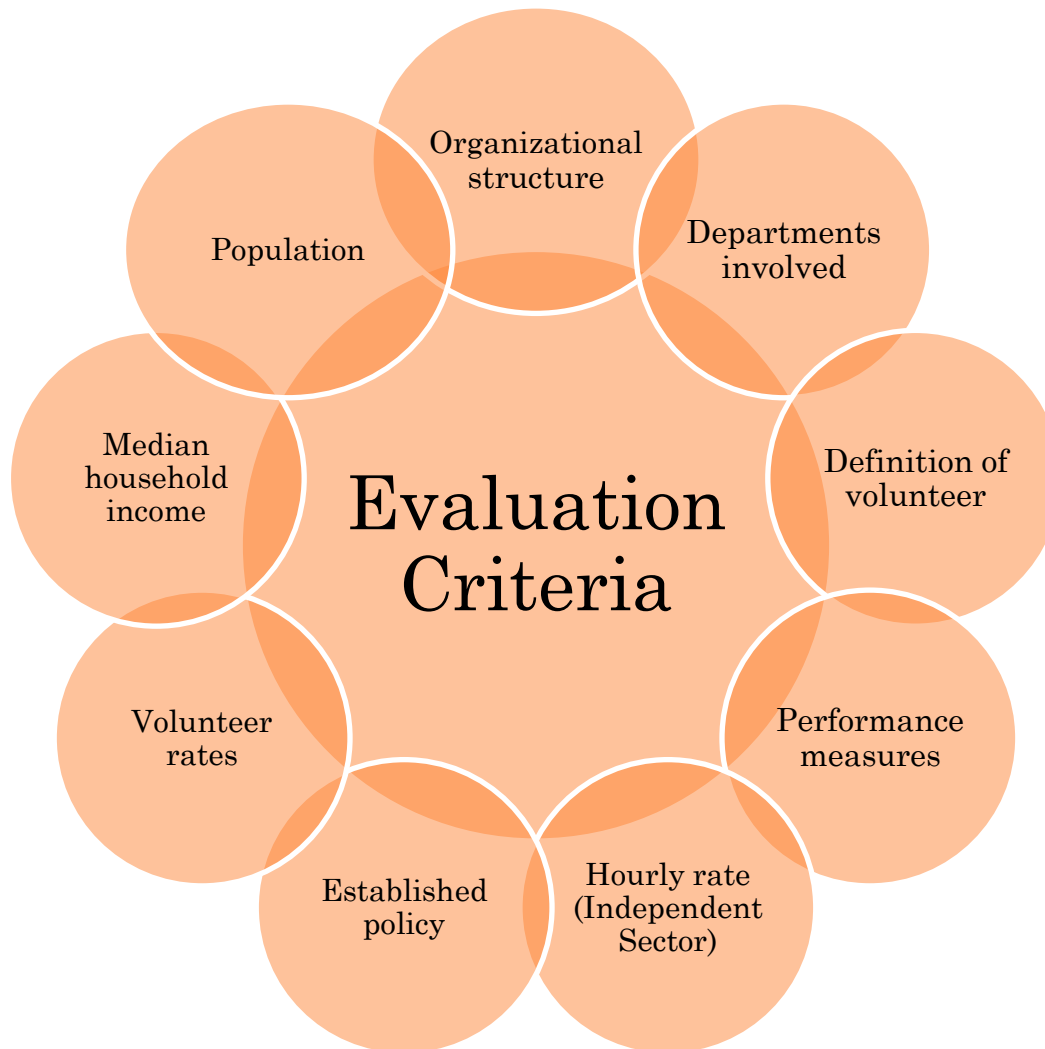
# METHODOLOGY



- Selected cities/counties in the Western the United States.
- Developed criteria to evaluate the volunteer programs.
- Conducted interviews with cities and counties.
- Spoke with subject matter experts to help develop our knowledge of volunteer administration.
- Conducted research/literature review on volunteer management.
- Reviewed current partnerships with community coalitions and nonprofits.



# VOLUNTEER MANAGEMENT PROGRAMS



# RESEARCH FINDINGS



## ○ Facts

- 36 cities/counties were contacted
- Best Practices
  - Most were decentralized/department driven
  - Volunteer coordinator positions varied
- Hourly Rate Calculation
  - Independent sector
- Volunteer Partnerships
  - Nonprofits, community groups, faith-based organizations, coalitions, etc.



# RECOMMENDATIONS

## Centralized

- Position for volunteer coordinator-city wide
- City-wide volunteer application
- Departmental based policy
- Centralized point of contact for volunteerism

## Decentralized

- City-wide volunteer application
- Department based policy
- Departmental administration and reporting

## Current

- Stay the same



# RECOMMENDATIONS

## Creating a centralized system

**Pros:** A central point of contact, reduction of duplicate services, facilitator of resources

**Cons:** Current budget, additional cost

## Creating a decentralized system

**Pros:** Freedom to develop process as needed, track and maintain all numbers

**Cons:** Overload current employees, 19 different processes, no common form of reporting



# CONCLUSION

- Revise the policy (clarity, reduce restrictions)
- Educate and enforce city employees
- Establish an citywide empowered volunteer coordinator
- Define levels of volunteer categories/ responsibly
- Expand with public and private partnerships
- Market to the community and tourism outlets

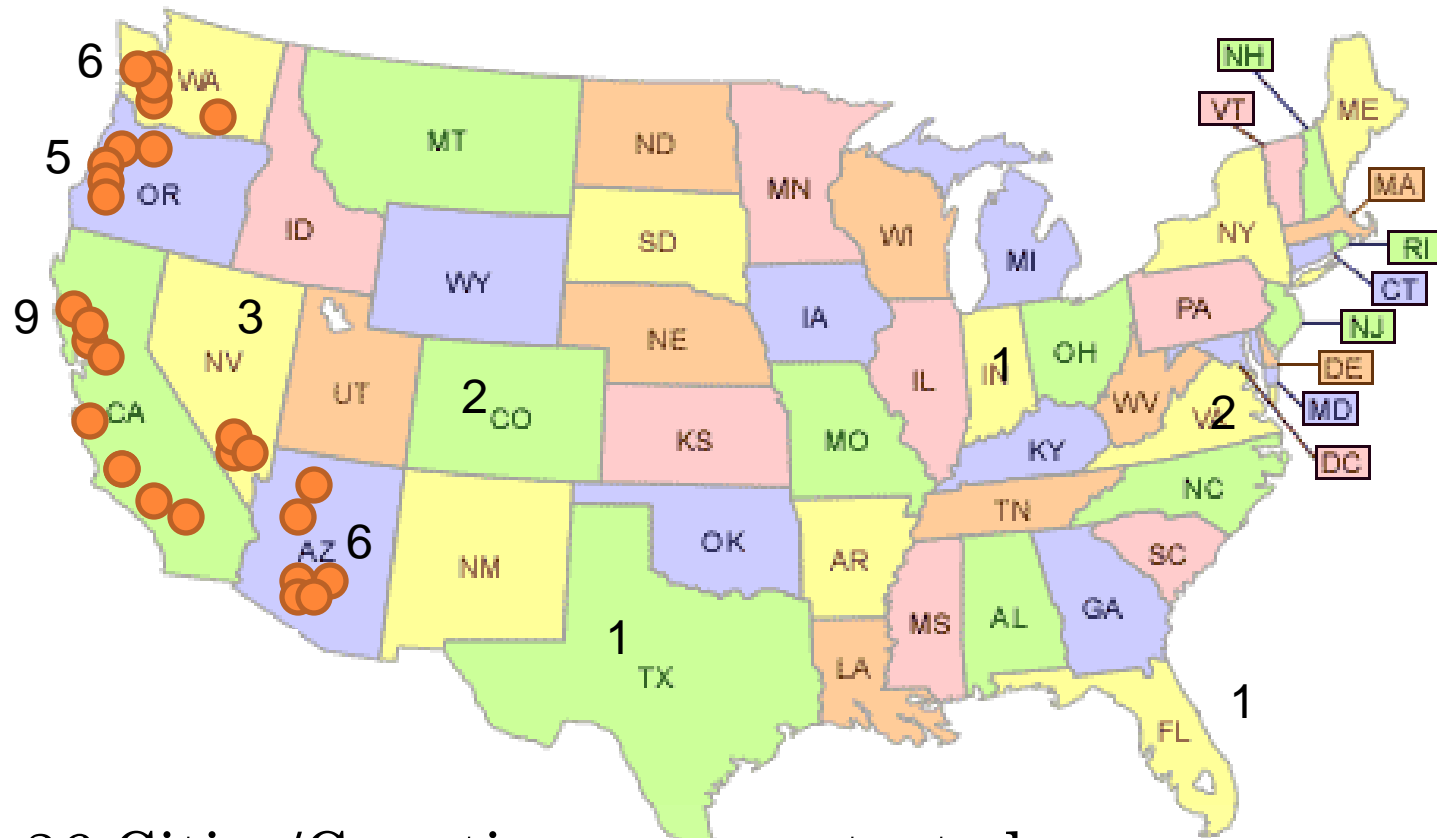


# QUESTIONS





# CITIES/COUNTIES CONTACTED



- 36 Cities/Counties were contacted
  - From Western States:
    - Arizona: 7, California: 9, Oregon: 5, Washington: 6



# SAMPLE QUESTIONNAIRE TO CITIES/COUNTIES OUTSIDE OF LAS VEGAS

- Does your city currently have a policy on volunteer programs?
- Is it possible to get a copy of this stated policy?
- What departments are involved in the policy management (HR, administration, etc)?
- Does this policy have in influence on tracking and reporting (number of volunteers, hours served, etc)?
- Do have any reference to share (e.g. how did you develop your program, best practices, benchmarks, examples of other programs, what did or has not worked, challenges)

