



Administrative Report

N.2., File # 22-4473

Meeting Date: 8/9/2022

To: MAYOR AND CITY COUNCIL

From: CAMERON HARDING, COMMUNITY SERVICES DIRECTOR

TITLE

DISCUSSION AND POSSIBLE ACTION ON THE COORDINATION OF CITY VOLUNTEER OPPORTUNITIES

EXECUTIVE SUMMARY

The City Council's Strategic Plan includes an objective to develop a plan for coordinating the City's various volunteer groups. Currently, there are a number of volunteer opportunities throughout the City that would benefit from being organized and accessible through a single, centralized online portal. After assessing various volunteer management processes and consulting with other cities' volunteer coordinators, staff have developed a volunteer page on the City's website that provides comprehensive information related to volunteer service opportunities in the City. Offering a single online location for community members to find information on the City's varied volunteer activities is expected to improve accessibility and ultimately attract new volunteer interest.

BACKGROUND

In January 2022, the City Council completed a Strategic Plan that included specific objectives to be completed within six-months. One of these objectives was the development of a plan that would coordinate the City's various volunteer groups including a centralized and systematic approach to how volunteer opportunities are shared with the community.

Currently, the City provides volunteer opportunities across several departments including Community Services, Police, City Clerk, Library Services and Community Development. Each Department manages its own volunteers for specific roles through coordination with the Human Resources Department to ensure each volunteer is appropriately screened prior to service. In an effort to centralize the City's various volunteer opportunities, staff developed a volunteer page on the City's website that provides information regarding each department's volunteer opportunities, contact information for those seeking additional information, and clear expectations outlining the process for approval, including necessary background or medical screenings. This page can be accessed at www.redondo.org/volunteer <<http://www.redondo.org/volunteer>>.

In addition to volunteer opportunities within the City, the webpage includes a link to the Volunteer Match and LA Works websites, two databases that share upcoming events throughout Los Angeles County that are seeking volunteer assistance. These databases may be searched by zip code or keyword. Organizations on these sites include the California Native Plant Society, Boy and Girls Clubs and the American Cancer Society.

There are also several local non-profit organizations that regularly seek volunteer assistance for special events or projects. As part of the new Volunteer webpage, a section dedicated to volunteer opportunities with outside organizations has been created. A "Request to Post" form is now included to allow organizations to submit event information and methods by which volunteers can sign up to help at an upcoming event. Following review of the submission, staff will update the City's Volunteer page with the event information so that interested volunteers can see the volunteer opportunity and learn how to participate.

Lastly, a new email inbox has been created specifically for inquiries related to volunteering. Anyone with questions related to registering as a volunteer, attending specific events, or posting an event can contact staff using the volunteer@redondo.org <<mailto:volunteer@redondo.org>> email address.

Looking ahead, staff will continue to pursue avenues that further enhance the City's approach to volunteer coordination. Through an informal outreach to cities throughout Southern California, staff identified various ways to more effectively engage volunteers including development of a comprehensive volunteer manual that outlines volunteer opportunities, expectations and policies. Staff is also actively exploring software programs that would support a more robust volunteer program by automating application processes and providing volunteer-specific web portals for event scheduling and management.

COORDINATION

The Community Services Department coordinated with the City Manager's Office, City Clerk's Office, and the Police and Library Departments.

FISCAL IMPACT

There are no fiscal impacts associated with the development of the volunteer webpage. Staff will return if there are future budgetary considerations needed for the purchase of any recommended volunteer program software, services or support.

APPROVED BY:

Mike Witzansky, City Manager