



Leadership Montgomery County  
Class Project  
Presentation: Revitalize Our Volunteer Program

Agency Name: Crisis Assistance Center “Doing Business As” Community Assistance Center (CAC)

Location: 1022 McCall Avenue, Conroe, TX 77301

Area Served: CAC services all areas of Montgomery County, Texas and is not zip code restricted. Our main office is in Conroe. In an effort to reach the underserved areas, we have offices in Willis and Splendora.

Founded: 1981

Number of Paid Staff: 14

Project Contact: Renee’ Blacklaws, Community Engagement Manager, 936-494-4414, [renee@cac-mctx.org](mailto:renee@cac-mctx.org)

Mission: Providing resources to meet basic needs and improve quality of life for our neighbors in Montgomery County.

Vision: Strengthening Montgomery County one neighbor at a time.

Proposed Project Description: Community Assistance Center (CAC) kindly requests the support of Leadership Montgomery County (LMC) to provide significant upgrades and improvements to our charity’s volunteer program. While volunteer participation with our organization has increased by 55% in the past four years, for us to continue to grow and cultivate new relations with talented members of our community, we must have the proper structure in place in order to retain and develop volunteers. With this in mind, between November 2022 and April 2023, CAC would like the LMC class to revitalize our volunteer program, starting with the creation of a CAC volunteer handbook, including volunteer specific policies & procedures, job descriptions, liability waivers, application, standards for termination or reassignment of volunteers, and expense reimbursement guidelines. CAC request LMC to establish a volunteer orientation program for us by creating a 7-to-10-minute video highlighting the organization, its services and the key roles of volunteers. The LMC class would also assist with purchasing the first year of Volunteer Local software and assist with installing the program and entering current volunteer data. CAC would budget the annual cost in 2024. In conjunction with the volunteer software, LMC would upgrade our volunteer check-in and security processes through purchasing 2 Samsung Galaxy Tablets, 2 Tablet Floor Stands and 1 Tablet Holder Desktop for check-in at CAC or for use at offsite events along with volunteer badges and lanyards. CAC also requests LMC to create a volunteer space that includes storage for personal items, décor like motivational quotes, and a white board for volunteer notes and updates. CAC asks for LMC to build or purchase and install six or more horizontal lockers with locks and large enough for volunteers to store purse, wallet, phone, etc. to be in the volunteer space. In the Spring of 2023, CAC would like LMC to provide funding for a mobile market for approximately two hundred families. The LMC class and/or their families (up to fifteen volunteers) would provide volunteer support to distribute the food to families. Lastly, to round the project out, CAC would like to ask LMC to host a volunteer appreciation breakfast or lunch during the month of April, which is volunteer appreciation month. Tasks include securing a venue, determining menu, and create and send save the date cards and invitations for approximately 160 volunteers. This event can be in a restaurant or catered depending on the LMC class decisions, and the event should include table décor and small thank you gifts for the volunteers. LMC, CAC volunteers and staff could come together for a delicious meal, all while saying thank you to the volunteers.

Proposed Project Budget: Community Assistance Center (CAC) is requesting \$20,920 from Leadership Montgomery County (LMC) to support the costs associated with revamping the agency’s volunteer program. The budget is based off actual costs of specific items such as software, supplies, and materials along with industry estimates and anticipated expenses for specific items. Details of expenses associated with the project are outlined below.

Description	Units	\$/Unit	Budget
<b>Volunteer Orientation Video</b>			
<b>Video production</b> Costs based on industry estimate of \$1,500 per finished minute.	10	\$1,500.00	\$15,000.00
<b>Software, Supplies, &amp; Materials</b>			
<b>Volunteer Lockers</b> space for volunteers to store personal items that is secure. Keyed locks are required.	2	\$427.00	\$854.00
<b>Tablets</b> to use for volunteer sign in replacing paper. Samsung tablet	2	\$229.99	\$459.98
<b>Tablet Kiosk Floor Stand</b> for mounting volunteer sign in tablet at volunteer station	2	\$119.99	\$239.98
<b>Tablet Kiosk Table Stand</b> for mounting volunteer sign in tablet in Resale Shop and for recruitment events	1	\$39.99	\$39.99
<b>VolunteerLocal</b> integrates with CAC's donor database, DonorPerfect. CAC will take over costs for software after project.	1	\$1,050.00	\$1,050.00
<b>Volunteer Lanyards</b>	2	\$32.99	\$65.98
<b>Volunteer Badge Holders</b>	2	\$29.99	\$59.98
<b>Misc. Expenses</b>	1	\$150.00	\$150.00
<b>Volunteer Support &amp; Appreciation</b>			
<b>LMC Mobile Market</b> LMC to purchase food and distribute items at mobile market to approx. 200 families at CAC.	1	\$500.00	\$500.00
<b>Volunteer Appreciation</b> LMC to create, host, and implement a 160-person volunteer appreciation event or distribution in April for Volunteer Appreciation Month	1	\$2,500.00	\$2,500.00

Constraints that might keep project from April 2023 completion: None that we anticipate.

Ways for forty-five class members to be involved: Community Assistance Center (CAC) has multiple opportunities through this project to engage all forty-five members of the LMC class. The overall revitalization project can be segmented into four categories: 1) policy and procedure focuses on the creation of organization documents related to volunteers with LMC members interested in drafting the volunteer handbook, 2) orientation and data management will focus on creating the volunteer orientation video as well as data entry into the new database and creating a volunteer station space at CAC complete with lockers and digital check in tools, 3) volunteer engagement focuses specifically on those who wish to participate as volunteers for the spring mobile market, assisting in purchasing food and distributing to clients, and 4) volunteer appreciation and retention wraps up the project with a group interested in event planning and execution as they will be responsible for the creation and implementation of a volunteer appreciation event in April as part of Volunteer Appreciation Month.

How will this benefit the organization and the community: This project will play a vital role in educating our volunteers on CAC programs and services and provide a more welcoming space for our volunteers with ease in checking in and out of their shifts, all while helping increase security for clients, volunteers, and staff. The software will increase efficiency when tracking contact information, duplicate information and calculating volunteer hours. This is extremely important when applying for grants. The mobile market is such a blessing to families that are unable to visit food pantries during the week due to their work hours. Appreciation to our volunteers is extremely important and the event in the Spring of 2023 will play a huge part in showing them how valuable they are to our clients and staff.