

Think "SCORE" to motivate volunteers

Seek suggestions. Ask people to suggest ways to solve problems and use their ideas. When they see that you heed their advice, they will offer more ideas.

Comfort them. Be visible and available. Have a cup of coffee with them. Ask about their families. By showing them you care, you build loyalty.

Offer opportunities. Delegate even if you know you can do the job better and faster. This shows you trust them and have confidence in them.

Reassure them. Tell them how they are doing. You will turn them off if you make them guess about their performance.

Encourage participation. When you do this, make sure volunteers know you will not criticize them if they fail. This approach will reduce the fear of failure that stymies many from becoming involved in community improvement projects.

Adapted from an article in *Library Administrator's Digest*, April 1993.



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with soybean ink.

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This newsletter is published to provide communication among communities participating in the Kansas PRIDE Community Improvement Program. Your input is welcome.

PRIDE is jointly administered by the KSU Cooperative Extension Service and the Kansas Department of Commerce & Housing.

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Kansas State University, County Extension Councils and United States Department of Agriculture cooperating. All programs and materials available without discrimination on the basis of race, color, national origin, sex, age or disability.



PRIDE

Kansans Building Better Communities

Project record books due September 1

In order to be eligible to compete in PRIDE's Community Achievement (cash awards) Program, each participating PRIDE community must have been enrolled by the April 15, 1993 deadline and submit a summary of its improvement activities for the year in the form of a project record book. Only PRIDE related projects worked on during the program year, Sept. 1, 1992 through Aug. 31, 1993, may be included. A project record book, with the insert pages included, may be ordered from the Kansas Department of Commerce & Housing. It is the only book that may be used and only one project record book may be submitted by each community.

Judges give no extra consideration for a book's thickness or elaborate appearance. Be selective in what

goes into the book; in other words, be concise. The book is used by the judges to gain insight into the community's PRIDE Program; however, there are no points given for the book. The judges' decisions are based on what they hear and see in the community during their judging trip (September 20-24, 1993). Some suggestions on how to complete the project record book include:

1. Appoint an individual or a committee to be responsible for the PRIDE project record book. Documentation, such as before and after pictures, newspaper clippings, and project related materials need to be gathered during the year.
2. Complete each section of the PRIDE Summary (located in book) and be sure it is signed by the PRIDE chairperson. The summary relates di-

rectly to the critique tool used by the judges to evaluate your program.

3. Include only projects undertaken between September 1 and August 31 of the program year. Do not include any PRIDE projects that were completed prior to the current program year.

4. Put only information in the project record book that is relevant to the PRIDE organization's goals, projects, and accomplishments during the program year.

5. List each project on a separate project record sheet (forms located in book). State individuals involved, accomplishments (tell the impact of the project on the community), number of volunteer hours, and number of individuals involved.

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PRIDE judges will visit in September

During the week of September 20-24, a judging team will visit each city enrolled in the Annual PRIDE Achievement Recognition competition that submits a completed PRIDE record book by Sept. 1, 1993.

Each judging team will include one Kansan who is familiar with the PRIDE Program and one out-of-state community development professional. The 1993 judges include: Tim Garman, Mayor, Courtland; Katherine Henisey, Economic Development/Planner, Coffeyville; Anita Madison, Director, Community Resource Program, Manhattan; Sandra Morice, Assistant City Clerk & Librarian, Wakefield; Don Wiles, Ford County Commissioner, Dodge City; Robert Blair, University of Nebraska, Omaha, Nebraska; Randle Lee, State Chamber of Commerce & Industry, Oklahoma City, Oklahoma;

Daryl Murray, Department of Economic Development, Baton Rouge, Louisiana; John Schler, Colorado Center for Community Development, Grand Junction, Colorado; and Shirley McNally, Tagge Engineering Consultants, Holdrege, Nebraska.

Each community will be notified by the Kansas Department of Commerce & Housing at least one week prior to judging as to the exact date and time of the judges' visit. Each PRIDE chairperson should have a location for the visit confirmed prior to this notification.

The judges will spend one hour in communities with a population less than 5,000, and one and one-half hours in communities over 5,000.

(Continued on page 2)

Next newsletter to highlight PRIDE Day

The September/October issue of the PRIDE newsletter will highlight PRIDE Day, 1993. Many special activities will be happening in Salina on Oct. 23, 1993. The theme for PRIDE Day - 1993 is "Volunteers: The Heart of the Community."

Important PRIDE dates

September 1, 1993
PRIDE Project book is due
September 20-24, 1993
PRIDE Judging Week
October 23, 1993
State PRIDE Recognition Day,
Salina

Let's promote PRIDE

The success of the PRIDE Program is largely dependent upon public awareness. One of the most effective ways to develop awareness in communities is a planned, ongoing publicity program.

There are many community events in which your PRIDE Program has an opportunity to increase visibility of a specific project, recruit volunteers and keep PRIDE in the public eye. This is the season of reunions, centennials, fairs, parades and festivals. All of these "happenings" are opportunities for PRIDE to increase public awareness of what is being done in the community.

As community events are being planned, remember to use PRIDE lapel pins (\$3 each), PRIDE balloons (\$.15 each), and PRIDE flags (\$25 each). PRIDE memorabilia are available to all enrolled PRIDE communities and can be purchased from Bev Wilhelm, Kansas Department of Commerce & Housing, 700 SW Harrison Street, Suite 1300, Topeka, Kansas 66603-3712, phone: (913) 296-3485.

PRIDE Judges will visit in September (continued from page 1)

The State PRIDE Board of Directors has determined the following point system for judging: Effective organization, 30 points; Knowing the PRIDE Program, 10 points; Assessment of needs, survey and analysis, 20 points; Annual program of work, 20 points; Awareness, promotion, communication, and publicity, 20 points; Involvement, 30 points; Accomplishments, 40 points; Recognition, 20 points; and Evaluation, 10 points. The PRIDE Judges' Score Sheet can be found in Appendix A of the "Community Achievement Awards" section of the PRIDE Manual.

The community should be in control and set the format for the judges' visit. Use the time allotted to best showcase your program. Remember to present only PRIDE's efforts and not the community's as a whole. Following are a few suggestions:

Which group describes your community?

Why are some PRIDE committees more successful than others? Why are some PRIDE committee members able to work together more easily than others? People who have worked with groups and studied group behavior report these differences:

In productive groups:

1. People listen and pay attention to one another.
2. People discuss the subject at hand.
3. Everyone's ideas and suggestions are welcomed by the group.
4. Everyone has a chance to state his or her views.
5. The group uses its agenda as a guide for discussion.
6. One or two members are appointed to summarize the discussion and to see that everyone has had a chance to speak.
7. Members know and use problem-solving steps.
8. Members are clear about group decisions and committed to them.

In less productive groups:

1. People do not listen and everyone tends to talk at the same time.
2. The discussion jumps from one idea to another.
3. Members' ideas do not seem to count, thus they do not belong.
4. One or two people do all the talking.
5. The agenda is not clear, there is no written guide for discussion.
6. No one summarizes or checks to see if everyone who wants to speak has actually spoken. Discussions go on and on until people get tired.
7. No order is followed for identifying and solving problems.
8. Decision making is muddy, people are not committed to the plans.

The laws of life

The more generous we are, the more joyous we become.

The more enthusiastic we are, the more valuable we become.

The more interested we are, the more alive we become.

The more caring we are, the more radiant we become.

The more curious we are, the more creative we become.

The more trusting we are, the wiser we become.

The more patient we are, the more responsive we become.

The more serving we are, the more prosperous we become. - Author unknown

1. In planning the judges' presentation, stress judging criteria with the highest point value due to its importance in evaluating program efforts.
2. Practice the presentation prior to the visit.
3. After a short welcome, distribute an agenda.
4. To show involvement, have a number of different persons describe the various projects. Invite local citizens to the presentation so they may learn more about PRIDE's accomplishments and show the judges your community's awareness and involvement. Invite the media so the judges' visit and the local improvements can be publicized.
5. Describe the projects in terms of the judging criteria mentioned.
6. If planning to serve refreshments, keep them simple. The PRIDE judging rules do not allow communities to host any meals prior,

- during, or after the presentation.
7. A quick tour highlighting the improvements made during the program year may be considered to show the judges your accomplishments.
8. If a tour is planned, the narrator should have an organized presentation. It is important that the judges hear and see the same things. Use only one vehicle. The tour driver should have a mapped route and have driven it before the judges' visit.
9. Allow time for the judges to ask questions.
10. Judges must leave at the appointed hour. Out of courtesy to them and the next community, please do not detain the judging team.
11. Time is limited. The better organized, the more effective the presentation will be.
12. Relax, be positive and enthusiastic, and have fun showing off your PRIDE accomplishments.

A ticket to the best deal going, PRIDE's blue ribbon approach

Where is your community able to receive expert advice (free of cost) on how to meet community development standards in 19 areas of community facilities and services? The answer is the PRIDE Program's Blue Ribbon Approach component. The purpose of the Blue Ribbon Approach is fourfold:

1. To assist communities to evaluate themselves in 19 areas of community development.
 2. To provide a vehicle to achieve and document set standards in a wide range of community facilities and services which combine to enhance the quality of life in the community.
 3. To inform citizens of available resources for improvement in the Blue Ribbon categories.
 4. To better understand the existing local facilities and services.
- The PRIDE Blue Ribbon component provides each participating community an opportunity for self-

appraisal. The evaluation forms contain suggested standards prepared by outside evaluators and approved by the Board of Directors of Kansas PRIDE, Inc. Each evaluator takes into consideration the population of the community when determining acceptable standards.

If citizens feel they cannot meet the suggested standards, they may still benefit by entering the program. If the evaluators do not approve a community in a particular category, they comment on possible deficiencies. Deficiencies may be corrected by addressing the evaluator's recommendations and the application re-submitted. These evaluations can provide valuable feedback and serve as a guide for community goals and projects. The evaluators are composed of experts from institutions, organizations, and state agencies.

The Blue Ribbon component is the non-competitive part of the Kan-

sas PRIDE Program. This evaluation may lead to projects which will make the community a better place to live.

Board approves Blue Ribbon applications

The following communities were evaluated and approved in meeting the requirements for Blue Ribbon recognition at the July 8, 1993, State PRIDE Board meeting:

Baldwin City	Fire Protection, and Police Protection
Fall River	Sewage Disposal, and Water
Ottawa	Culture & Arts
Park City	Water

Assistance and information available from recycling hotlines

Many PRIDE communities are actively recycling to do their part to help save the environment. In an effort to assist in these activities the following toll free hotlines may be helpful (all times listed are Central):
Aluminum cans: (800) 228-2525, seven days a week, 24 hours a day.
Household hazardous wastes (paint, solvents, insecticides, etc.): (800) 424-9346, Monday-Friday, 9:30 a.m. - 8:30 p.m.
Paper products: (800) 878-8878, Monday-Friday, 9:30 a.m. - 6:30 p.m.
Plastic containers: (800) 243-5790, Monday-Friday, 10:00 a.m. - 6:30 p.m.

NOTE: Technical assistance and information on recycling can be received from Claud Shelor, Recycling Coordinator, Kansas Department of Commerce & Housing, (913) 296-3481.

Project record books due September 1 (continued from page 1)

6. Include on the project narrative sheet (forms located in book) newspaper clippings, radio and TV scripts, before and after pictures, and other support materials which describe the project. Highlight or underline important parts of news clippings. Pictures and news clippings must be dated.
7. If competing in one or all of the special Emphasis Awards of Water Conservation, Waste Reduction/Recycling or Outreach, be sure to plainly identify these in an easily identifiable section of the project book and fully document everything that relates to the PRIDE Program in each activity. Too often, much has been accomplished but little docu-

- mentation is put in the project book.
8. Give credit where credit is due. For example, if a PRIDE community survey identifies a project to be undertaken, PRIDE gets credit for the impact of the survey but the group or organization that initiates the project receives credit for carrying out the project. Include only projects in the project record book that the PRIDE organization has initiated or has assisted in its completion. Projects not associated with PRIDE will not be judged and are not to be included in the project record book. Communities wishing to use the PRIDE project record book for a historical record of all community improvement activities during the year should remove all

- non-related PRIDE activities prior to the submission of the record book. The information can be replaced following PRIDE Day.
9. Make an extra copy of each project record sheet (prior to book submission) so that PRIDE committee members will have a point of reference during the judging session.
10. The completed PRIDE project record book must be submitted to the Kansas Department of Commerce & Housing postmarked on or before Sept. 1, 1993. No late entries will be accepted. Mail or bring the book to the: Kansas Department of Commerce & Housing, 700 SW Harrison Street, Suite 1300, Topeka, Kansas 66603-3712.