

Volunteer Center of Lubbock



2017 Annual Report

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Volunteer Center of Lubbock

exists to inspire a more engaged community by helping people find their purpose and act on it. Your support in 2017 made it possible for *40,650 people* to help. Everything we do is about nurturing a culture of service and developing the next generation of leaders through partnerships. Thank you for helping us transform the world.

Letter From the Executive Director



In 2017, the Volunteer Center inspired 40,650 people to find their purpose and act on it.

When I think of each of you, my first thought is of *passionate gratitude*.

You allow us to be part of the magic that is the Volunteer Center. The magic that cultivates support of our neighbors, developing new skills only to serve others, and bettering ourselves by bettering the world for one another.

But the Volunteer Center isn't magic - it's real and it's work. Often, it is manual, physical, hard work done by many hands together - which changes the workload from heavy to light-hearted. The Volunteer Center of Lubbock is one big community collaboration. We are fortunate to work with over 120 agency partners to cultivate our nonprofit leaders and enhance volunteerism. We are blessed to partner with 40 area middle and high schools as we build the next generation of community leaders. And, we are privileged to collaborate with over 50 area businesses through volunteer support, leadership training, and service projects.

It is through *passionate gratitude* that I reflect on 2017, for without you - our partners, our supporters, and our clients - we would not be the vibrant community hub that has been cultivated for the past 28 years.

- We are *passionate* about the 40,650 people that we were able to serve in 2017.
- We are *grateful* that we delivered more community presentations, consultations, and participated in more community fairs than in prior years.
- We are *passionate* about an increase in the engagement level of our business partners and their commitment to community service and promoting volunteerism.
- We are *grateful* for an increased level of individual donors and record-breaking years for our golf tournament and our Cornucopia luncheon .
- We are *passionate* about training individuals and youth to become leaders within their communities, and we are finding more of our participants are returning or staying to be involved in multiple ways with us.

All of this **YOU** helped make happen. For you, we are *passionately grateful*. Thank you!

With *passionate gratitude*, we take a look at 2017 and present a snapshot of our work together. Thank you for helping us increase our capacity for community engagement as we cultivate a culture of service on the South Plains. Thank you for helping us spread the magic of the Volunteer Center by pulling together and doing the real, hard work that betters our community. Thank you for your vision, your passion, and your heart.

British psychologist Richard Holden said, "The real gift of gratitude is that the more thankful you are, the more present you become." When you are present in your life, you are able to realize your purpose. We exist to help people find their purpose and act on it. Thank you for joining hands as we act on our purpose together.

With *passionate gratitude* we are transforming the world.

A handwritten signature in black ink that reads "Sharon".

Sharon Hyde Bass

2017 Volunteer Impact

People are passionate about many things. Those passions often direct us towards finding our particular purpose – our place we want to be involved in the community. For the Volunteer Center, service is about more than just volunteering. It's about discovering your personal passion and purpose and then putting that purpose into action.



Engaged Adults

19,255



Engaged Youth

19,798



Hours Reported

30,947



Hours Reported

316,965

Get Connected

According to Lao Tzu, “the journey of a thousand miles begins with one step.” For many volunteers, this is that one step! The Get Connected website link allows volunteers to search and sign up for volunteer opportunities, track their hours, and learn more about our agency partners in the community. In 2017, we had **2,387 active registered users** on Get Connected who contributed to:

- Our From the Heart family volunteering program
- TTU Student Activities Board's Tech to Town
- National Days of Service
- Numerous agency partner needs



The Volunteer Center takes part in five National Days of Service each year, including Martin Luther King Jr. Day, Global Youth Service Day, Make a Difference Day, 9/11, and Family Volunteer Day. All together, these days contributed to **1,696 people volunteering 4,236.5 hours** in our community in 2017.



Lindsay Kerr

Lindsay Kerr has always had a passion for others and giving back to her community.

After spending several years in Colorado working for a homeless shelter, Lindsay moved back to Lubbock to be closer to her family. She enjoys her time managing The Coffee Shop downtown, but she was looking for a way to match her compassion for the homeless population with her skills and love for yoga.

Not knowing where to couple these two interests, a friend encouraged her to contact the Volunteer Center for direction. It only took one email to Paris Wright, the Volunteer Center Engagement Manager, for Lindsay to be connected with Family Promise. Family Promise provides homeless families with children the tools necessary to achieve long-term financial, parental and personal self-sufficiency through a comprehensive program of temporary housing, case management and supportive services. Now through this

partnership, Lindsay has been able to teach yoga to multiple families staying in the temporary shelter.

One thing Lindsay enjoys is watching the whole family participate in and experience the benefits of yoga together. One night a mom, her toddler, and two teenage children were in the class. In the beginning they showed signs of anxiety, but became more relaxed. Lindsay also volunteers with the Lubbock Yoga Association, where she serves as their Community Service Coordinator, making sure their practice of seva, or selfless service, is performed throughout the community. She loves volunteering and serving others through her passion for yoga, and also has an interest in sharing her compassion for others through volunteering with her young daughter. Lindsay is a remarkable person – one individual, using her time and talents to align with her purpose.

The Swindell Family

Kara, a science teacher at Margaret Talkington School for Young Women Leaders, came to the Volunteer Center about 10 years ago when her school asked her to serve as a Youth In Service sponsor for her students. When she began with the YIS program, she had no idea about the many programs and agencies the Volunteer Center touches.

Her Youth In Service students are caring, compassionate and driven to make an impact in Lubbock, and often seek out volunteer opportunities outside of the program. Kara loves to watch their excitement build as they plan a new project, reach out to agencies with new-found confidence, and work their hardest to make their project a success. Seeing these young people find their volunteering “place” in the community is truly a blessing, and the Volunteer Center gives them this avenue to become leaders and role models. Kara describes the Volunteer Center as the “glue that holds it all together” - providing support, being cheerleaders, and facilitating interactions within the community.

As her son Spencer grew older, Kara and her husband Rick wanted to expose him to the world of volunteering, and they engaged in the From The Heart program through the Volunteer Center. Kara describes the program as a blessing to the whole family because it gives Spencer a time to volunteer with kids his age on projects that are age appropriate. For any families that worry their children are too young to get involved or think that they are too little to make a difference, Spencer is certainly evidence of how much impact any individual of any age can make. His favorite volunteer experience so far has been with the South Plains Food Bank, but he has also spent time helping at the Ronald McDonald House, the Texas Boys Ranch, Hope Lodge, Family Promise and on-site at the Volunteer Center of Lubbock.



This year, Rick and Kara saw their son take that next step into giving “from the heart”, when Spencer chose to accept donations for Hope Lodge in lieu of receiving gifts at his birthday party. His friends were very generous with their “presents”, and Spencer was thrilled to make a sizeable donation to the Hope Lodge.

Lead

The success of a community will be defined by its next generations. At the Volunteer Center, we believe it is our responsibility to help build these future leaders. We help them discover how to use their personal strengths and talents to benefit those around them - in their workplace, in their neighborhood, and every area of their lives. Programs for both adults and youth contribute to the overall strength of our community.

Participant Ratings

Leadership Programs: 4.5/5



Workshops: 4.7/5



Consultations: 5/5



2017 Leadership Impact

Since our leadership programs began in 2010, we have developed over **400 community leaders** through programs such as High Performing Teams, Emerging Leaders, and Volunteer Manager Leaders. Many of these leaders have continued to serve on community boards, volunteer at numerous nonprofits, and have advanced in the workplace. Your support helps build the next generation of leaders.



Engaged Adults

1,093



Engaged Youth

554



Hours Reported

3,999.5



Hours Reported

3,371





Mariam Chidmi & Daniel Latour

Being an active part in the lives of so many outstanding youths is one of the secrets to the Volunteer Center's vibrancy and overall community impact. Each year, we are fortunate to serve alongside some of the brightest and most talented students within our community.

Developing the next generation of leaders and creating a culture of service for all ages on the South Plains is important.

Two exemplary members of that next generation of leaders are Mariam Chidmi and Daniel Latour, who are both seniors at Lubbock High School. Mariam and Daniel are familiar faces at the Volunteer Center, as well as with many of our nonprofit partners across the community. Both of these leaders have been involved with United Way Youth Division (UWYD) during their entire high school career—actually, they both are currently UWYD officers for the second year in a row.

Their participation in UWYD has presented them with countless opportunities to impact their community through meaningful service projects. We have been lucky to see both Mariam and Daniel grow as leaders among their peers, as well as in the broader community.

Through their involvement with UWYD, Mariam and Daniel were introduced to a new Volunteer Center youth leadership program, Lubbock HYPE - Helping Youth Purposefully Engage. The program is designed to engage high school juniors in their community by teaching every student that they can use their uniqueness to make an impact in the world. Through Lubbock HYPE, Mariam and Daniel have significantly developed their strengths as leaders. As Mariam says, “being in Lubbock HYPE has showed how intricate and necessary the roles of community leaders are, and has inspired me to be more active behind the scenes.”

What is most impressive about these students is their consistent desire to grow the impact they have on those around them. Last spring, they approached the Volunteer Center about the possibility of getting more involved during their summer break. As a result, Mariam and Daniel were our first high school interns. They are living examples of what we try to accomplish every day through working at the Volunteer Center: inspiring a more engaged community by helping people find their purpose and act on it.

As these students enter college this fall, we are confident they will continue finding ways to act on their purpose.



Collaborate

2017 Partnerships

A thriving community is a collaborative community - a community in which everyone is coming together to meet needs. The Volunteer Center of Lubbock exists to be a hub for collaboration between for-profits, non-profits, schools, individuals, and organizations of all types. Everything we do is made possible through partnerships. Together our goal is to not only transform the South Plains but to transform the world.



122 Agency Partners

Our agency partnerships are at the very heart of everything we do at the Volunteer Center. Partners receive benefits such as a free account on our online volunteer community Get Connected; promotion in our Guide to Volunteering in Lubbock and eNewsletters; discounted fees on workshops and consultations; opportunities to connect with other agency partners at Brown Bag lunches; and opportunities to connect with the community at Volunteer Center agency fairs and events.



40 Area Schools

The goal of the Youth In Service Program is to build the next generation of community leaders by recognizing young people for the service they provide and giving them training and support to develop service programs in their schools. Throughout the school year, the schools submit reports, photos, and videos documenting school-wide volunteer efforts and receive ongoing support from our program coordinator, Jungwon Park. Participating schools are then recognized at our annual Celebration of Service Luncheon in May and receive an award check to use for volunteer projects the next year.



54 Business Partners

We help to make service easy by connecting businesses with local agencies needing volunteers. We offer presentations on volunteering and community engagement. Volunteer matching services help employees find their best fit. We also help companies create employee volunteer programs. Businesses also find value in our extensive leadership programming for young professionals wanting to make an impact and for teams that want to become more high performing.





Kohl's Cares for Lubbock

One of the core components of Kohl's Department Store is serving the community. For several years, the Volunteer Center has been blessed to collaborate with Kohl's in a variety of ways, allowing their associates to impact a wide range of community needs, including gardening, yard clean-up, and hands-on projects.

This past year, Kohl's participated in the Project-In-A-Box program. The Volunteer Center creates, gathers resources, and delivers all the materials needed to an office (or arranges for the project to be done onsite) for a hands-on project for a group. This proved to be a meaningful way for associates to volunteer right at the store—using their “breaks” to give back by making ornaments at Christmas, coloring bookmarks, creating coloring books for a children's hospital, and assembling hygiene kits.

“Our team especially loves the gardening,” Carlos Rodriquez, Assistant Store Manager states. “It helps us get outside within our community.”

Through the Volunteer Center, Kohl's discovered a connection to over 100 community partners, providing diversity in their impact and service. It kept employees engaged and allowed them to learn about various welfare concerns within our community. They gained a sense of fellowship and service that only comes from working alongside your fellow employees.

“Our Associates have benefitted from the team building, as well as a sense of accomplishment from volunteering with the Volunteer Center,” Carlos says. “Anytime you can help someone else by taking a few minutes of your day is always a win.”

As a result, the Lubbock Kohl's store was recognized as the 2017 Top Outstanding Store for community service (out of 17 stores in their district). As their slogan states, “Kohl's Cares” for its community.

Carlos is humbled by the recognition. “We are just grateful for the opportunity to volunteer, that they want us to come out to help. I see it as a win-win.”

Events

Golf Tournament

The 13th Annual Lubbock Post-Master's Invitational was a blast for all 26 teams that joined us. Thanks to our teams and sponsors, we were able to raise **more than \$26,000** towards inspiring a more engaged community.



Golf Teams
26



Sponsors
11



Celebration of Service

Our annual Celebration of Service honors youth that have volunteered their time in our community, including students in Lubbock Helping Youth Purposefully Engage (HYPE), Youth In Service (YIS), United Way Youth Division (UWYD), and From the Heart. Youth speakers share stories of their programs and impact after the Agency Fair, which provides an opportunity for youth, sponsors, and agency representatives to connect with one another.

During the 2016-2017 school year,
19,647 South Plains area youth:

- Served 315,052 hours at 387 organizations
- Received 3,342 hours of leadership training
- Raised \$124,825.67



Cornucopia

The annual Cornucopia Luncheon celebrates and recognizes the impact of volunteers in the community and builds upon our culture of service across the South Plains. In 2017, we honored 14 outstanding volunteers, including youth, adults, groups, and businesses, who were all nominated by someone in the community.

Adult Individual: Carol Alonzo

Adult Individual: Dr. Mark Wilkinson

Adult Group: Flatlander Harley Owner's Group Chapter of Lubbock

Young Adult: Jennifer Sowder Clements

College Individual: Mayra Ramos

College Group: Atkins Health Careers Club

Youth Individual: Danisha Lewis

Youth Group: Keep Teens Alive Youth Coalition

Child Individual: Eboni Stewart

Family: Jennifer and Isabella Garcia

Business: Bahama Buck's

Volunteer Coordinator: Patrick Tran

Louise Cummins Outstanding Organization: Unified Juneteenth Commission of Lubbock

Ray J. Diekemper Lifetime of Community Service: Donna Chandler



Events

Service and Leadership Symposium

The theme for the 2017 Service and Leadership Symposium was “Acting on Purpose.” The Service and Leadership Symposium is an annual event dedicated to helping people find their purpose and act on it. This event was held to inspire, gather resources, and provide the Lubbock community opportunity to celebrate service. The Keynote Speaker was Vicki Clark, who provided **615 people** with inspirational words on what it means to be a “Servant Leader.” First coined by Robert K. Greenleaf, Servant Leadership is the idea that “The servant–leader is a servant first... It begins with the natural feeling that one wants to serve, to serve first.”



Adults
393



Care Packages Made
800+



Youth
222

“[The Service and Leadership Symposium] is about acting on purpose in our communities and manifesting our ability to act as a servant leader.”

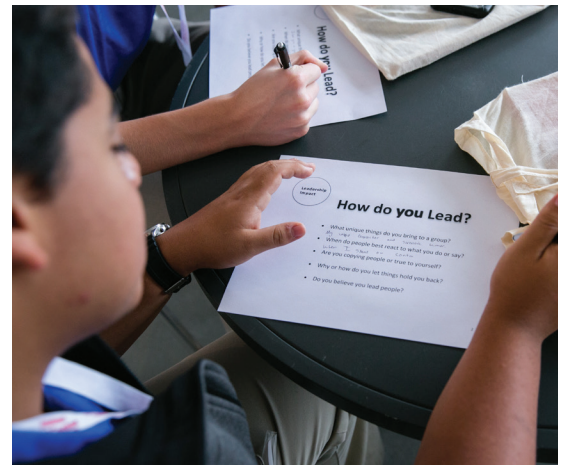
-Byrnie Bass





"...Just by saying 'You're not by yourself, you have everybody here with you.' That's how you add value to people's lives and that's what servant leaders do."

-Vicki Clark

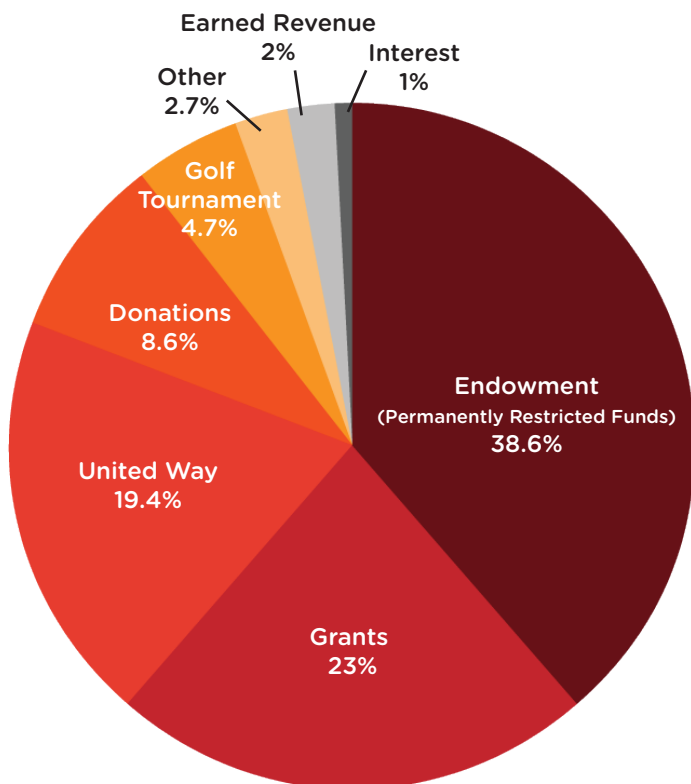


How Your Dollars Change Lives

INCOME

Actual Revenue

\$1,021,822



Endowment: 38.6%
\$394,564

Grants: 23%
\$234,700

United Way: 19.4%
\$198,734

Donations: 8.6%
\$88,399

Golf Tournament: 4.7%
\$48,892

Other: 2.7%
\$28,010

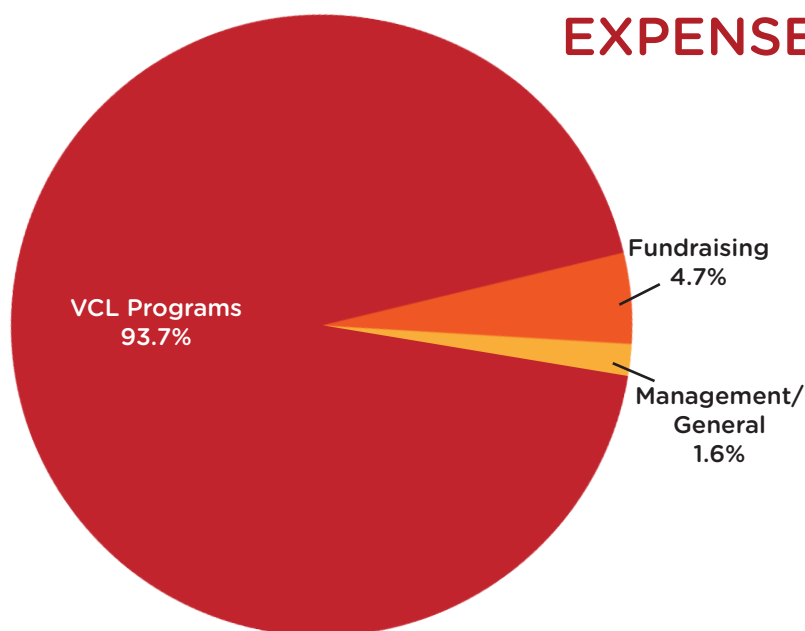
Earned Revenue: 2%
\$21,415

Interest: 1%
\$7,108

EXPENSE

Actual Expenses

\$626,365



VCL Programs: 93.7%
\$586,757

Fundraising: 4.7%
\$29,269

Management/General: 1.6%
\$10,339

Our Champions

THANK YOU to each of our generous supporters. Together, we are able to fulfill our mission of connecting, empowering and transforming the community through purposeful volunteerism and leadership development. We cannot do it without you!

3-K AG Services, LLC
Sandy, Roy and Matt Adams
Alan Henry Insurance Agency
Alderson Motors
Cicely Alexander
American National Bank
Don Appling
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Atmos Energy
Denise Avery-Moore
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Gary Chesnut
Trevor Chilton
Holly and Bruce Churchwell
City Bank
City of Lubbock Mayor's Office
Nancy and Jim Clopton
Colton Street Dentistry
Commercial Property Services
Community Foundation of West Texas
Wes Condray
Lark Cooper
Covenant Health System

Chase Craddock
Julie Crow
Louise Cummins
Renee Davis
Annie and Brent Dickerson
Diekemper Family Foundation
Lou Diekemper
Patti and Jim Douglass
Nicholas Dragga
Drest by Scott Malouf
Ginger Driscoll
Melissa Durham
LaDonna and Shon Elliott
Shannon Elrod
Rachel Ennis
Kristopher Espino
Barbara and Robert Ewalt
Colleen Farley and Theodore Wiesner
Jennifer Fidler
Jane and Mike Field
Isaac Flores
Tim Foster
Dahlia French
Lisa Gammon
Kirsten Garcia
Gill Holdings
Denise and Wallace Glab
Glasheen, Valles and Inderman
Gloria Gonzalez
Joy Gorsuch
Lynn Gorsuch
Brad Green
Janae Griffith
Kent Hance
Brandi Hargrave
Matt Hayes
Christopher Haynes
Bryan Hays
Helen Jones Foundation
Alan Henry
Yvette Hinojosa
Heather and Mark Hocker
Kristi Huguley
Vicki Hunker
Virginia and Choc Hutcheson
Linda Hutchins

Loraine Jackson
Julie Jay
J.T. & Margaret Talkington Foundation
Kohl's Department Store
Craig Kuehnert
Lam & Co.
Patricia and Jonathan Latour
Claire and Wyatt Leavell
Lee Lewis Construction
Lehman Dermatology
Valerie Lira
Lone Star State Bank
Lubbock Aero
Lubbock Area United Way
Lubbock National Bank
Lubbock Sports Medicine
Madera Companies
Randy Martens
Allison and Kris Matherly
Jane and Donald May
Amanda and Andy McAfee
Karen McDonald
McMahon Vincent Bennett
Kevin McMahon
Gertrude and Lon Miller
Morgan Stanley
SarahLee and William Morris
Carmyn Morrow
Grace Myers
Denise Neeb
CiCi Nunez
Nuwave Capital Solutions
Kathryn Pandolfo
Jungwon Park
Parkhill Smith and Cooper
Gary Phillips
Penny Pierce
Rachel Pigg
Plains Capital Bank
Mary and Norval Pollard
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Tanna Rodriguez
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Beth and Ryan Scheckel
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Kara and Rick Swindell
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Karen and Mike Worley
Paris and Nate Wright
Xcel Energy
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Ann and John Zwiacher







Thank You

For Being Our Champion!

2017 Board of Directors

Kathy Rollo	<i>President</i>
Brian Borthwick	<i>Past President</i>
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Matthew Adams	Shannon Elrod
Stacy Caviel-Watson	SarahLee Morris
Julie Crow	Corey Powell
Curtis Diaz	Jerod Slay
Joseph Diaz	Mitzi Ziegner
Shon Elliott	

Volunteer Center Staff

Sharon Hyde Bass	<i>Executive Director</i>
Sabine Wohlschlag	<i>Assistant Director</i>
Paris Wright	<i>Adult Engagement Manager</i>
Kathleen Burrell	<i>Development Manager</i>
Jungwon Park	<i>Youth Engagement & Operations Manager</i>
Jennifer Simek	<i>Events & Outreach Coordinator</i>
Morgan Hale	<i>Communications Assistant</i>
Taryn Seidler	<i>Executive Assistant</i>
Roxana Rashid	<i>Student Assistant</i>
Savannah Shelby	<i>Student Assistant</i>
Valerie Castañeda	<i>Student Assistant</i>



Volunteer
Center
of Lubbock

