Volunteer
The “Barbaras” of the World

Lead
Enabling Leaders

Collaborate
Community Collaboration

Annual Report
2018
In 2018, the Volunteer Center of Lubbock inspired 49,130 people to find their purpose and act on it.
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Our Champions
Dear friends,

As busy and stretched as we all are, it’s easy to get through the day/week/month/year and just move on to the next thing. Putting together this annual report gives us a chance to look back and reflect on the past year. We get to pause and consider all the lives we’ve touched. And all of YOU who have made it possible.

When we added up the people served in 2018, it totaled more than 49,000 – an increase of more than 8,000 people from 2017. Wow!

The numbers matter but each of the people represented in that total matters most. These are people who live throughout the South Plains ranging in age from 2-92 with all kinds of interests.

They share a common interest in getting outside of themselves and helping someone else. It is each of those connections that one-by-one build community. And one-by-one we see the results of how tapping into our purpose changes us and the people we touch. We truly do transform the world together. It’s community engagement at its best.

At our 2018 Service and Leadership Symposium we focused on making powerful moments. One of the moments from last year that stands out to me was on Make A Difference Day. As did several of our partners, the Volunteer Center hosted opportunities here. The room was packed with 40+ people making blankets, writing cards of appreciation, and creating dog chew toys. But the biggest draw was getting to help paint the new mural so beautifully designed by Jerrod Shelton and his team at Contract Cre8ive. Everyone wanted to help. I watched as our staff quickly took the sign-in sheet, started calling out names, helped people find a spot to work, and ensured they had paint and a brush. It was beautiful chaos. Some were meticulous and some got a little creative. But at the end of the morning everyone had painted as well as done all the other projects. New friends were made. Old friends shared a new experience together. Priceless moments in action!

We are excited to share other moments with you in the following pages. Please know that none of them would have happened without you. Whether you gave your time or attended one of our events or provided a sponsorship or participated in one of our workshops or gave us a grant or offered funding to use however we most needed, we are grateful for you. All of you generous people came together and made it possible for us together to impact the lives of 49,000 folks!

That’s worth taking a moment to celebrate.

Thank you for making it possible for us to do our joyful work. And let us know how we can help…

Ps...See the mural results on the front and back covers:}
Highlights of 2018

2018 was a great year for the Volunteer Center thanks to your generous support. We held multiple opportunities for volunteers of all ages to give back, helped future leaders develop their skills personally and professionally, long-time partnerships continued and new ones flourished, and so much more. Thanks for playing such a crucial role in our year!

January
- 5 new Board Members welcomed to the VCL Board of Directors
- MLK Day of Service
- Youth In Service Teacher workshop
- Leadership Open House

February
- First From the Heart opportunity of the year at Catholic Charities of Lubbock
- Emerging Leaders, High Performing Teams, and Volunteer Manager Leaders kicked off
- Advocacy workshop with Kyle Jacobson

March
- VCL received Guide Star Platinum Seal of Transparency
- David Collins of i9 Intelligence joined us on Transformative Leadership Day
- 3 Spring Break From the Heart opportunities
- Social Media workshops with Sabine Jacobson and Allison Matherly

July
- Reached 1,000 followers on Instagram
- Staff development with Tom Lombardi
- Project Management workshop with the West Texas Project Management Institute

August
- Brown Bag Lunch about Non-profit Insurance with guest speaker Doug Sanford
- 3rd year of Lubbock HYPE begins

September
- Symposium Donor Reception
- Service and Leadership Symposium with keynote speaker Susan Heath Hays
- VCL staff volunteered at United Way’s United We Read volunteer event
- Lunch & Learn with Western Bank
April
- 14th Annual Lubbock Post-Masters Invitational golf tournament
- 3rd Annual Tech to Town
- TTU Spring Non-profit Fair
- Global Youth Service Day
- Ethics workshop with Dr. Mike Ryan

May
- Meadow High School announced highest hours of volunteering per student at Celebration of Service
- Featured in the Lubbock Avalanche Journal
- Featured in Senior Link magazine
- Marketing workshop with Sabine Jacobson

June
- Reached 3,000 page likes on Facebook
- 2 Non-profit Fellows joined us for the summer
- 2 High School interns joined us for the summer
- Summer From the Heart opportunities weekly
- Powerpoint workshop with Rex Castle

October
- Contract Cre8ive created front fence mural for volunteers to paint on Make a Difference Day
- Reached 3,000 followers on Twitter
- VCL and LCU team up for 1st LCU Non-profit Fair
- TTU Fall Non-profit Fair
- Volunteer Brown Bag Lunch
- Lunch & Learn with UMC
- Information Tech workshop with Michael Horton

November
- Family Volunteer Day with over 900 volunteers
- LBKind Holiday Guide featured on Lubbock in the Loop’s Christmas in Lubbock website
- 22nd Annual Cornucopia Luncheon
- Giving Tuesday
- Grant Writing workshop with Dr. Nathaniel Wright

December
- 1st place in our category for City Bank’s Community Rewards
- Ended 2018 with 1,100 Instagram followers, 3,006 Twitter followers, and 3,203 Facebook page likes
- Transformative Leadership Closing Celebration
2018 Volunteer Impact

An unknown author once said, “One of the greatest gifts you can give someone is your time.” The Volunteer Center believes in helping people use their precious time to purposefully engage in the community. We make it easy for people of all ages to give back through programs like From the Heart, United Way Youth Division, Youth In Service, Get Connected, Tech to Town, Volunteer Fairs, and personalized volunteer referrals.

Get Connected

Our Get Connected website allows volunteers to search and sign up for volunteer opportunities, track their hours, and learn more about our agency partners in the community. In 2018, we had 3,615 active registered users on Get Connected who contributed to:

• Our From the Heart family volunteering program
• Tech to Town (partnered with TTU Student Activities Board)
• National Days of Service
• Numerous agency partner needs

United Way Youth Division

United Way Youth Division (UWYD) is a student-led program for high school students coordinated through the Volunteer Center. The program is open to all area high school students who are interested in meeting other teens, learning more about agencies, and volunteering. Students engage in youth-organized meetings, hands-on service projects, and opportunities for leadership. All of these activities work toward creating the next generation of community leaders! In 2018, UWYD had 150 members.

National Days of Service

The Volunteer Center of Lubbock takes part in five National Days of Service each year. These include Martin Luther King, Jr. Day in January, National Volunteer Week and Global Youth Service Day in April, Make a Difference Day in October, and Family Volunteer Day in November. All together, these days contributed to 2,692 people volunteering 5,948 hours in our community in 2018.
It was a cold day in December when Barbara arrived at the Garrison Geriatric Center. Barbara had recently moved with her partner, who was completing a PhD at Texas Tech, from Mexico. A department chair from the university connected Barbara with the Volunteer Center. Barbara accepted this offer and benefited from the Service and Leadership Symposium in September.

Barbara dawning a festive holiday sweater walked into the Garrison ready to make the most of the moment, just as Symposium participants were encouraged to do by Susan Heath. Quickly Barbara began decorating and speaking with residents of the facility. However, one particular Spanish speaking resident seemed to have a need that no one could meet—she wanted to talk. The resident had been chatting with a Volunteer Center employee, but conversation came to a halt due to a language barrier. The employee, remembering Barbara’s story, found her and inquired if she would be willing to speak with this resident.

The Barbaras of the World

Barbara’s eyes seemed to sparkle as she agreed. The resident was elated to find a conversation partner as the pair did crafts and chatted about their lives.

Volunteering is important because we never know who needs us to make a moment matter for them. In December a resident at the Garrison needed someone to listen—And not any someone, but Barbara.

When later asked about her time volunteering, Barbara expressed that visiting with this resident was one of the best opportunities of her life, noting that, “the most valuable thing a person can give is time.” Even though she is still learning the language, it doesn’t prevent her from being an active part of the community.

Thank you for giving your time and resources. Your gifts allow the Barbaras of the world to serve those in the Lubbock community who need connection.
Lead

2018 Leadership Impact

Everyone has the potential to become a leader. The Volunteer Center strives to help people develop or enhance their leadership skills, so that together, we can spend our time creating a more engaged community. As John C. Maxwell said, “Leadership is not about titles, positions, or flow charts. It is about one life influencing another.”

Our Transformative Leadership programs include Emerging Leaders, High Performing Teams, Volunteer Manager Leaders, and Executive Director Boot Camp. Each program is designed to develop a specific kind of leader. Every participant takes a transformative leadership assessment created by David Collins of i9 Intelligences, followed by the opportunity to learn more about their results on Transformative Leadership Day. The Volunteer Center also offers workshops over various topics taught by leaders in the community.

We believe that by encouraging young people to explore their leadership potential and understand the importance of service, we are building a more engaged community. Lubbock HYPE (Helping Youth Purposefully Engage) allows high school juniors to do just that.

By offering these various opportunities, we are here as a resource to use your time developing your skills and influencing the next generation of leaders.

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<th>Engaged Adults</th>
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<tr>
<td>Hours Reported</td>
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<table>
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<tr>
<th>Engaged Youth</th>
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<tr>
<td>Hours Reported</td>
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Enabling Leaders

Our mission is to help people find their purpose and act on it. This includes enabling young professionals in our community to become the leaders they were meant to be through Transformative Leadership programs.

Katie-Beth participated in our High Performing Teams program in 2018. Participants have the opportunity to discover more about themselves and their best fit on a team. They learn to be more accountable, practice being more assertive and authentic, learn to leverage healthy conflict, develop skills for crucial conversations, and learn how to become a visionary team.

Katie-Beth initially approached High Performing Teams as a way to help motivate her team to achieve organizational goals. Through the program, she learned how to become a high performing manager who can coach her team to become successful. She also learned her own personal style of leadership, how to leverage her and her team’s strengths to grow, and how to be authentic to align with her team. She took away how big of an impact a conversation can have if you go into the conversation with an open mind and a genuine objective. After she went through the program with her peers, they were able to align their new style of coaching within the company in order to increase their overall performance.

While Katie-Beth knows that being a leader is not always easy, she feels armed with a few resources that she didn’t have before. “I hope to help my team members grow in their roles to become successful within our company. Thanks to High Performing Teams I have the tools to help start that journey.”

Being a part of Katie-Beth’s success with her team is the reason we do what we do. Enabling leaders helps build a stronger community.
Participant Ratings

Leadership Programs: 4.3/5

Workshops: 4.6/5

Consultations: 5/5
2018 Partnerships

Jose Angel Gurria said it best, “It takes collaboration across a community to develop better skills for better lives.” The community thrives on collaboration, and so does the Volunteer Center. Together with our non-profit agency partners, our South Plains area school partners, and our business partners, we hope to connect, empower, and transform the community. We are so grateful for each and every partnership, new and old, in 2018.

**123 Agency Partners**

Our Agency 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. The Volunteer Center refers volunteers to agencies and holds volunteer opportunities to benefit them as well.

**40 Area Schools**

The goal of the Youth In Service (YIS) 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 following year.

**62 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 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.
Community Collaboration

Community collaboration is the heart of everything at the Volunteer Center. Without it, we wouldn’t be able to accomplish our goal of transforming the world together.

We had the opportunity to see the incredible effects of community collaboration, when two of our Agency Partners came together to give the gift of transportation to a local community member. The partnership started back in March of 2018, when Chris Bost and Rory Thomas met at our Executive Director Boot Camp.

Chris created Wrench It Forward as a way to help low income families and individuals in the community get back on the road safely. “Everybody was giving away food, clothing, shelter, but nobody was funding the transportation side of it,” said Chris. Rory is the Executive Director of Lubbock Impact, which exists to help residents of Lubbock who are in a difficult situation through medical and support services.

Both Chris and Rory were new Executive Directors for non-profits here in Lubbock and took advantage of our leadership development program for ED’s and CEO’s (taught by our very own ED Sharon Bass and Dr. Nathaniel Wright). Here, they connected and pursued a collaboration that would soon help a Lubbock citizen in need.

After the recent donation of a vehicle from Redeemer Church, Chris and Rory developed a plan. While Chris and his team did the necessary work on the vehicle, Rory sought out the perfect, most deserving candidate. “She has had a life full of different things, and not all of them have been fortunate,” said Rory Thomas, of Lubbock Impact. “When I met her she was very quiet, but she has worked as hard as anybody I’ve ever seen.”

On January 18, 2019, she was surprised with a newly refurbished vehicle. “I was brought to tears, she is so deserving and I know this car can really help her life and journey,” Rory said. Chris and Rory felt that we helped by connecting them and encouraging collaboration. We are grateful to play this small part in such a wonderful example of how the community can come together to make a difference.
2018 Agency Partners

100 Black Men of West Texas
Across the Street Ministries
Agape United Methodist Church
Alstrom Angels
Alzheimer’s Association
American Cancer Society
American Red Cross
Animal Rescue of Crosby County
Backyard Mission
Ballet Lubbock
Big Brothers Big Sisters
Boys and Girls Club of Lubbock
Breedlove Foods
Broadway Festivals
Buckner Children & Family Services
Caleb’s Closet
Carillon LifeCare Community
CASA of the South Plains, Inc.
Charles Adams Studio Project
Catholic Charities of Lubbock
Children’s Advocacy Center of the South Plains
Children’s Home of Lubbock
Communities in Schools of the South Plains
Community Foundation of West Texas
Community Partners of Lubbock
Covenant Children’s Hospital
Covenant Health System Foundation
Covenant Health Center
Dismas Charities
Early Head Start - Texas Tech
Early Learning Centers of Lubbock
East Lubbock Community Alliance
Easy R Equine Rescue
Epilepsy Foundation Texas
Eyad Karkoutly Lymphoma Leukemia Research Foundation
Family Counseling Services
Family Guidance & Outreach Center
Family Promise of Lubbock
Foster*A*Life
Friends of Legacy Play Village
Friends of the Library
Garrison Geriatric Education & Care Center
Girl Scouts of Texas Oklahoma Plains Council
Grace Campus - Paul’s Project
Goodwill Industries
Guadalupe-Parkway Sommerville Centers
Harmony Science Academy
Haven Animal Care Shelter
Heart of Lubbock Neighborhood Association
High Point Village, Inc.
Hospice of Lubbock
Humane Society of West Texas
Joe Arrington Cancer Research & Treatment Center
Junior League of Lubbock
Kingdom Come Ministries
Larry Combest Community Health & Wellness Center
League of Women Voters of Lubbock County
Legal Aid Society of Lubbock, Inc.
LifeGift Organ Donation Center
Literacy Lubbock
Louise Hopkins Underwood Center for the Arts
Lubbock Area United Way
Lubbock Arts Alliance
Lubbock Chamber of Commerce
Lubbock Children’s Health Clinic
Lubbock Christian University
Lubbock Dream Center
Lubbock Habitat for Humanity
Lubbock Habitat for Humanity ReStore
Lubbock Impact, Inc.
Lubbock Meals on Wheels
Lubbock Memorial Arboretum
Lubbock Museums
- Buddy Holly Center
- Silent Wings Museum
Lubbock Roots Historical Arts Council
Managed Care Center for Addictive/Other Disorders
Metropolitan Lubbock Rotary Club
Mosaic
National Cowboy Symposium & Celebration
National Multiple Sclerosis Society
National Ranching Heritage Center
North & East Lubbock Community Development Corp.
Nurturing Center
OneVoice Home
Open Door
Optimist Club of Lubbock
Panhandle Pop Culture Ventures (Lubbock-Con)
Parenting Cottage
Project Linus
Project Management Institute West Texas Chapter
Refuge Services
Ronald McDonald House Charities of the Southwest
Salvation Army
Science Spectrum
Shepherd King Lutheran Church
Small Business Administration
Sondra’s Song
South Plains Association of Governments
South Plains Council Boy Scouts
South Plains Food Bank
South Plains Kidney Foundation Southwest
Parkinson Society
Spike & Sharon Dykes Foundation
StarCare Specialty Health System
St. Benedict’s Chapel
Stockings Project
St. Joseph Catholic Church
Susan G. Komen for the Cure
Texas Boys Ranch
Texas Hunger Initiative
Texas South Plains Honor Flight
Texas Tech Parents Association
Thrivent Financial - Llano Group
Tomorrow’s Leaders
TTU School of Medicine Admissions Office
TTU Health Sciences Center
TTU Institute for Leadership Research
TTU Military & Veterans Programs
University Medical Center Health System
Voice of Hope
Volunteer Services Council Lubbock State Supported Living Center
Women’s Protective Services
Workforce Solutions South Plains
Wrench It Forward
YWCA
2018 YIS School Partners

**Lubbock Schools**
- All Saints Episcopal School
- Atkins Middle School
- Christ the King Cathedral School
- Coronado High School
- Dunbar College Preparatory Academy
- Estacado High School
- Evans Middle School
- Frenship High School
- Frenship Middle School
- J. T. Hutchinson Middle School
- Ed Irons Middle School
- Heritage Middle School
- Lubbock High School
- Lubbock-Cooper High School
- Lubbock-Cooper Middle School
- Mackenzie Middle School
- Monterey High School
- O.L Slaton Middle School
- Roosevelt High School
- Shallowater High School
- Shallowater Middle School
- Terra Vista Middle School
- Talkington School for Young Women Leaders

**Rural Schools**
- Brownfield High School
- Dimmitt High School
- Floydada High School
- Lamesa High School
- Littlefield High School
- Meadow High School
- Olton High School
- Post High School
- Ralls High School
- Springlake-Earth High School
- Sudan High School
- Sundown High School
- Tahoka High School
- Whitharral High School

2018 Business Partners

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<tr>
<th>Lubbock</th>
<th>Rural</th>
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<td>Alderson Auto Group</td>
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<td>American National Bank</td>
<td>Floydada High School</td>
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<td>AquaSmart Enterprises</td>
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<td>Atmos Energy</td>
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<td>Benchmark Business Solutions</td>
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<td>Betenbough Homes</td>
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<td>Border Management</td>
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<td>Bolinger, Segars, Gilbert, Moss</td>
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Every year, the Volunteer Center of Lubbock holds an invitational golf tournament to allow business partners to help support our impact - and have fun doing it. The 14th Annual Lubbock Post-Masters Invitational golf tournament was a blast at the Lubbock Country Club. Thanks to our teams and sponsors Lee Lewis Construction and Atmos Energy, the raised funding enabled volunteers of all ages to give back in 2018.
Celebration of Service

Our annual Celebration of Service luncheon honors youth that have volunteered their time in our community, including students in Lubbock Helping Youth Purposefully Engage (HYPE), Youth In Service partnering schools, 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. The following stats are the final numbers for the 2017-2018 school year.

South Plains Area Youth 15,123
Hours Reported 260,446
Leadership Training Hours 4,218
Money Raised $288,679
Service & Leadership Symposium

The Service and Leadership Symposium is a day dedicated to living out everything the Volunteer Center of Lubbock is about - inspiring a more engaged community by helping people find their purpose and act on it. Our goal each year is for every attendee to leave with a renewed sense of purpose and practical tools to act on their personal and organizational missions. The event brings together business and community leaders, teachers, students, and nonprofit organizations with the purpose of building a stronger South Plains.

Last year, the theme was Sparking Significance: Making Moments That Matter, based on Chip and Dan Heath's best-seller *The Power of Moments*. Our keynote speaker, Susan Heath Hays, inspired attendees to create powerful moments rather than waiting for them to happen. Attendees also had the chance to connect with nonprofit organizations at the agency fair, participate in several hands-on projects, and do a labyrinth walk.
22nd Annual
Cornucopia Luncheon

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 2018, we honored 12 outstanding volunteers, including youth, adults, and organizations who were all nominated by someone in the community. A big thanks our Community Builder sponsors, Betenbough Homes and Lee Lewis Construction.

Cornucopia Luncheon Award Honorees

Child Individual
Youth Individual
College Individual
College Group
Young Adult
Adult Individual
Adult Individual
Family
Adult Group
Volunteer Coordinator
Louise Cummins Outstanding Organization
Ray J. Diekemper Lifetime of Service

Sophie Dudley
Gracie LaQuey
August Zimmerman
LCU Veterans of Faith
Kristin Murray
Jon Mark Bernal
Julie Doss
The Stephens Family
UMC NEIDS
Dr. Bob McDonald
Lubbock Professional Firefighters (Local 972)
Dr. Frank M. Ryburn, Jr.
How Your Dollars Change Lives

Income

Actual Revenue
$690,448
- Grants: 39%
  - $269,756
- United Way: 29%
  - $200,143
- Donations: 12%
  - $84,561
- United Way: 29%
  - $200,143
- Donations: 12%
  - $84,561
- VCL Programs: 91%
  - $598,813
- Fundraising: 4%
  - $25,488
- Management/General: 5%
  - $32,422
- Other: 5%
  - $34,652
- Earned Revenue: 3%
  - $18,829
- Interest: 1%
  - $8,934

Expense

Actual Expenses
$656,723
- VCL Programs: 91%
  - $598,813
- Fundraising: 4%
  - $25,488
- Management/General: 5%
  - $32,422
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. With your support, we inspired 49,130 people to find their purpose and act on it in 2018. We cannot do it without you!

Impact Society
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Lee Lewis Construction
Lubbock Aero
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Vista Bank
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Jungwon Park  Youth Engagement &
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