

Your Story  
 Volunteer Recognition  
 Utah Commission  
 on Service  
 & Volunteerism  
 Training for  
 Volunteer Managers  
 Engage  
 AmeriCorps  
 National  
 Service  
 Local  
 needs  
 Service  
 Volunteerism  
 Strong  
 communities  
 #1 in volunteerism  
 Power of  
 Service  
 Utah  
 Volunteerism  
 Impact  
 Community  
 Engagement  
 Healthy  
 Futures  
 Civic engagement  
 UServe Utah  
 Education  
 Get involved  
 Philanthropy Day  
 Corporation for National  
 & Community Service  
 Environmental  
 Stewardship  
 Community  
 Pay it Forward  
 Disaster Services  
 Economic Opportunity  
 Veterans &  
 Military Families

Share Your Story  
 Volunteer Recognition  
 Utah Commission  
 on Service  
 & Volunteerism  
 Training for  
 Volunteer Managers  
 Engage  
 AmeriCorps  
 National  
 Service  
 Local  
 needs  
 Service  
 Volunteerism  
 Strong  
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 Utah  
 Volunteerism  
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 Futures  
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# 2014

## Year of Service



**UServeUtah**

Utah Commission on Service & Volunteerism

## A MESSAGE FROM THE DIRECTOR

2014 has been a time of pride, celebration and anticipation at UServeUtah. We moved our office to the Rio Grande Building in downtown Salt Lake City, we started work in a new focus area of Disaster Service and we began implementation on a new 3 year strategic plan. Above all, 2014 was memorable because it was UServeUtah's 20th anniversary and in honor of that anniversary Governor Herbert declared 2014 a Utah Year of Service.

Twenty years ago, the Utah Commission on National & Community Service (now UServeUtah) opened in a small office in Orem with 2 AmeriCorps programs and a mission to improve communities through service and volunteerism. Through the effort and encouragement of many people who believed in this goal, UServeUtah has grown and developed and today has 1,150 AmeriCorps members statewide and national service and volunteerism in Utah is now estimated at over \$3.3 Billion in economic impact annually.

Twenty years later, because of this amazing culture of service within our state, strong partnerships have been formed among organizations that invest time, funds, and other resources in support of using service and volunteerism as strategies to improve local communities. Utah continues to rank #1 in the nation in volunteerism for the ninth consecutive year, with an annual volunteer rate of 45%, and thousands of people over the years have chosen to engage in everyday good deeds and long term, intensive service opportunities that add up and have made a tremendous difference in our state.

Anniversaries also prompt us to look around and take stock of those who have shared our journey. The opportunity to work with many talented people at UServeUtah, and elsewhere, is one of the joys of leading this organization and it is a pleasure to share these accomplishments and vision with all of you. This annual report highlights some of the things that made the 2014 Year of Service successful and that continue to make our work as fun as it is important. Thank you for your support of UServeUtah and let's spend the next twenty years strengthening Utah communities through the power of service and volunteerism!

Yours in Service,





Gary Richard Herbert

Governor

Declaration

Whereas, volunteerism and community engagement improve the quality of life for all Utah residents through an increased recognition of self-determination and the ability to solve community and statewide problems at a local level;

Whereas, last year, each Utah resident rendered on average more than 81 hours of service, earning Utah #1 ranking in the nation for volunteerism for the eighth consecutive year;

Whereas, volunteers produce an estimated \$3 billion in economic value in Utah annually, contributing significantly to our state's economic growth and prosperity;

Whereas, the Utah Commission on Service and Volunteerism was established in 1994 to serve as the central coordinating body for community service and volunteerism in the state, with the mission to advocate the value of volunteerism, train skilled volunteers, coordinate a statewide system to facilitate service, develop innovative AmeriCorps programs, and promote Utah's national leadership in volunteerism; and

Whereas, the State of Utah recognizes the twentieth anniversary of the Utah Commission on Service and Volunteerism and encourages all Utah residents to participate in this momentous occasion by rendering an additional 20 hours of service in their communities during the year 2014;

Now, therefore, I, Gary R. Herbert, Governor of the great State of Utah, do hereby declare 2014 as

A Year of Service in Utah

Gary R. Herbert

Gary R. Herbert  
Governor

## 2014 YEAR OF SERVICE

In celebration of the 20th anniversary of the Utah Commission on Service and Volunteerism Governor Gary Herbert signed a declaration making 2014 a year of service in Utah.

The declaration recognizes that community engagement improves the quality of life of residents and that volunteerism contributes significantly to our state's economic growth and prosperity.

Lt. Governor Cox kicked off the 2014 Year of Service in honor of UServeUtah's 20th Anniversary by presenting the declaration at a special ceremony on behalf of Governor



# ABOUT US

The **purpose** of the Utah Commission on Service and Volunteerism is to enable individuals, **communities** and organizations in Utah to benefit from the **service**, power, skills, and passion of **volunteers**.

Our **mission** is to strengthen Utah communities through the **power of service and volunteerism**.

To achieve our mission UServeUtah concentrates efforts in three focus areas; **National Service, Community Engagement and Disaster Service**.

Our **vision** is to have vibrant productive communities with active **engaged** citizens.



## COMMUNITY ENGAGEMENT

We seek to build & cultivate capacity in the volunteer & service community through collaboration, consensus & the concept of collective impact. We function as a consultant & training resource to expand partnerships & volunteer mobilization capacity. UServeUtah recognizes outstanding volunteers across the state & sponsors National Days of Service.

## NATIONAL SERVICE

AmeriCorps engages more than 80,000 Americans nationwide annually in intensive, results-driven service. UServeUtah manages the Utah AmeriCorps\* State program portfolio & provides administrative, fiscal & programmatic oversight, technical assistance & program development with the guidelines set forth by the Corporation for National & Community Service.



## DISASTER SERVICES

We seek to help local communities plan for coordination of spontaneous & unaffiliated volunteers during disaster recovery efforts. In the event of a disaster, UServeUtah serves on the State Emergency Response Team (SERT) & is the lead in coordinating volunteer & donations management.

We also act as the liaison with the Corporation for National & Community Service to call upon National Service resources such as AmeriCorps NCCC (National Civilian Community Corps) & FEMA Corps.



# Volunteering in Utah

Last Year 937,770 Utahns Volunteered!



Each year the national study, Volunteering and Civic Life in America, is released by the Corporation for National and Community Service and the National Conference on Citizenship. The report shows that millions of Americans and Utahns make volunteering a priority in their lives.

Volunteering goes beyond helping other people. Studies have shown that volunteers themselves benefit from service, whether through enhanced job prospects, better health, or improved overall well-being.

## Economic Impact



3.5 Billion Dollars in Service Contributed



## Comparing Utah to the Nation



77.9% of residents engage in "informal volunteering" For example, doing favors for neighbors.

The average Utahn volunteers 76 hours a year and the national average is only 32 volunteer hours per person.



Volunteering  
& Civic Engagement

# AmeriCorps

*Celebrating 20 Years of Service*



Every day in communities across Utah, AmeriCorps members are making a powerful impact on the most critical issues facing our state. Whether improving literacy, rebuilding after disasters, removing barriers to health care, assisting the unemployed, preserving the environment, or supporting veterans and military families, AmeriCorps members are getting things done.

The year 2014 marked 20 years of AmeriCorps service in Utah. In celebration over 300 members participated in a historic swearing-in conducted by President Obama. Members also joined together in a service project at Red Butte Garden and participated in training designed to enhance their service year. Over the last 20 years, Utah AmeriCorps Members earned more than 28 million dollars in Education Awards that can be used to pay for college. Currently, there are more than 1,200 AmeriCorps members in Utah who are serving in more than 200 community organizations.



UServeUtah administers the AmeriCorps national service portfolio in Utah. Through its programs, National Service provides opportunities for Utahans to make an ongoing, intensive commitment to service. Our priority focus areas for AmeriCorps programs include: disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families.

Over the past **20 years** more than **13,000 AmeriCorps** members served **13 million hours** in **Utah**.





# AmeriCorps

## *Environmental Stewardship*

### UTAH CONSERVATION CORPS

AmeriCorps members work in partnership with state and federal land management agencies to complete needed statewide conservation projects in creation, maintenance, and improving access to trail; fence construction and maintenance; noxious weed removal; and habitat restoration. Many members are also certified first responders and are available for deployment in the event of an emergency or disaster anywhere in the US.

129 UCC members recruited 4,214 community volunteers who served 9,582 hours. Members improved or created 159 miles of trails & rivers, & restored 4,045 acres of parks and public lands.

### FOUR CORNERS SCHOOL

Four Corners School of Outdoor Education received a planning grant in 2014 to support the development of an AmeriCorps program that will provide underserved and at-risk youth ages 15-25 training, education, and employment opportunities in public lands management. This project will result in healthier public land ecosystems and meaningful workforce development for economically disadvantaged youth in Utah's poorest county, San Juan.



# AmeriCorps

## *Veterans & Military Families*

### UTAH DEPARTMENT OF VETERANS AND MILITARY AFFAIRS

Utah Department of Veterans and Military Affairs (UDVMA) received a planning grant in 2014 to support the development of an AmeriCorps program that will increase its capacity to enhance and expand its veterans outreach program to all areas of the State. Through the use of a VeteransCorps UDVMA would be able to better evaluate the needs of Veterans and determine solutions. Their goals for the program include: helping veterans transition to civilian life, aiding veterans in obtaining viable employment, helping Veterans access resources for healthcare and accommodations for disabilities, and helping to connect them to federal programs that address chronic homelessness.

Over **160,000** military veterans call Utah home. The unemployment rate for **veterans** is **2.5%** above the statewide average. Only **9.10%** of Utah veterans obtain VA benefits and the average enrollment in the VA Health Care system is **16.60%**.



## UTAH HEALTHCARE CORPS

The Utah Healthcare Corps (UHC) has contributed greatly to the improvement of health outcomes in the areas of immunization, diabetes, reproductive health, and has worked to reduce health disparities for special populations. The program supports AmeriCorps members serving in community health centers and other community health based organizations throughout the state of Utah. Members have two primary purposes: outreach and enrollment and patient education. The mission of the UHC is to reduce economic, geographic, cultural, and language barriers to health care and to expand primary care services for the medically underserved populations of Utah. Since 1996, UHC has provided service opportunities for almost 400 individuals.

## THE BYU FAMILY, HOME AND SOCIAL SCIENCE (FHSS) AMERICORPS PROGRAM

The BYU Family, Home and Social Science (FHSS) AmeriCorps program uses AmeriCorps members recruited from the BYU FHSS student body to increase the capacity of mental health and substance abuse treatment facilities. Under the supervision of a licensed mental health professional, AmeriCorps members serve in a variety of locations in Utah, giving direct clinical treatment to clients.

**112** BYU AmeriCorps members  
recruited **1,162** community volunteers who served  
**2,480** hours. Members provided **6,390** clients with  
mental health care services including  
**685** veterans at **28** service sites.

**26** Healthcare Corps AmeriCorps  
members recruited **236** community  
volunteers who served **1,615** hours.  
**21,046** clients received language  
translation services and members provided  
**13,899** clients health education.  
They enrolled **3,617** clients in health  
insurance and benefits programs.





AmeriCorps  
*Education*

## PLAYWORKS

Playworks is a full-time school-based program that serves children in low-income at-risk elementary schools in the Salt Lake City area. Playworks will enable students to improve their social and emotional development by creating a positive and supportive school climate by teaching inclusive behavior and mutual respect. Members will create a school environment that provides emotional and physical safety, engages students and deepens student connections to school and the overall learning experience.

**10 Playworks** AmeriCorps members in **8** low-income elementary schools mentored **3,726** students. **5,282** students completed K-12 education programs and showed **improved engagement** in school.

## READ.GRADUATE.SUCCEED.

Read.Graduate.Succeed was created to help teachers meet the challenge of No Child Left Behind. This program provides schools across the state with AmeriCorps members who serve as a resource to classroom teachers in improving reading instruction for challenged students and improve home literacy efforts. The members recruit and train community volunteers to tutor children and coordinate cross-age tutoring programs. The focus is in the primary grades 1-3 to assure that children are reading at or above grade level by the end of third grade.

**157** Read.Graduate.Succeed. AmeriCorps members tutored **8,044** students. **6,781** students demonstrated improved academic performance in literacy and or math and **191** students **graduated** from high school **on-time**.

## MENTORING FOR SUCCESS

Mentoring for Success focuses on supporting at-risk students and providing services for elementary schools, including: tutoring, mentoring, case management for families, attendance tracking/early warning systems, and positive behavioral intervention support. Across the state, AmeriCorps members will ensure participating K-6 students are provided with the supplemental services needed to be successful.

**27** mentoring for success **AmeriCorps** members tutored **1,534** youth. **1,380** students showed improvement in school attendance by at least **10%**.



19 AmeriCorps members.  
 133 volunteers recruited.  
 522 hours served.  
 29,831 community members  
 trained in disaster preparedness.

Engage  
 Volunteer Managers  
 AmeriCorps  
 National Service  
 Local needs Service  
 Volunteerism  
 Strong  
 Serve  
 Utah  
 Power of Service  
 Civic engagement  
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 UServe Utah  
 Education #1 in volunteerism  
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 Corporation for National & Community Service



AmeriCorps  
 Disaster Services

**THE RED CROSS UTAH PREPAREDNESS AND RESPONSE CORPS**

The Red Cross Utah Preparedness and Response Corps (UPRC) is designed to support a commitment to community resilience through three primary activities: Disaster Preparedness, Disaster Response, and Capacity Building. Using evidence-based successful Red Cross interventions such as Community Disaster Education Programs and Disaster Services delivery mechanisms, AmeriCorps members and the volunteers they recruit and train will serve in four different cities, and will increase Utah’s resiliency by ensuring residents are prepared for disasters of all types.

## HABITAT FOR HUMANITY

Habitat for Humanity AmeriCorps members work with the Utah County Habitat affiliate and four other Habitat affiliates in the Davis/Weber, Summit/Wasatch, Castle Country, and Southwest Utah areas to eliminate poverty and homelessness. In these areas, AmeriCorps members will build, renovate, and repair homes for area residents in need of affordable shelter.

## THE AMERICORPS ENDING CHRONIC HOMELESSNESS PROGRAM

The AmeriCorps Ending Chronic Homelessness Program is located in Salt Lake County and involves AmeriCorps members across the state with mentoring and functions that supplement case management operations in segments of the population who are determined to be at 'high risk' for homelessness. The targeted populations include; chronically homeless who are now housed; young people who have aged out of foster care; children in homeless families and families at risk of becoming homeless.



**AmeriCorps**  
*Economic Opportunity*

20 Habitat for Humanity AmeriCorps members built **6 housing units** for low-income **families** and revitalized **23** declining neighborhoods to build stronger communities. **26** low-income families were able to remain in their **homes**.

20 Ending Chronic Homelessness AmeriCorps members transitioned **79** individuals into housing and placed **199** clients in jobs.



## GLOBAL YOUTH SERVICE DAY

UServeUtah awarded four \$600 grants to assist organizations in planning and implementing GYSD projects. The goal of these grants is to increase the number of youth ages 5 to 25 serving as volunteers to address important needs in communities across Utah.



Global Youth Service Day

**656** youth **volunteers** participated in **GYSD** projects in Utah donating **1,737** hours. Between the **4** projects **8,400** individuals benefited from the service.

## SEPTEMBER 11TH NATIONAL DAY OF SERVICE AND REMEMBRANCE

The September 11th National Day of Service and Remembrance is the culmination of an effort originally launched in 2002 by 9/11 family members and support groups who worked to establish the charitable service day as a forward-looking way to honor 9/11 victims, survivors, and others who rose up in service in response to the attacks. UServeUtah awards local grants to support 9/11 service projects across the state.



There were **11** projects in honor of the **9/11** Day of Service and Remembrance across Utah. **3,050** volunteers participated and contributed **16,103** service hours.

## MARTIN LUTHER KING JR. DAY OF SERVICE

Each year, Americans across the country come together on the King Holiday to serve their neighbors and communities. The MLK Day of Service is a part of United We Serve, the President's National Call to Service initiative. It calls for Americans from all walks of life to work together to provide solutions to our most pressing national problems. UServeUtah grants money for MLK Day projects to increase the number of people who serve in meaningful roles as volunteers dedicated to addressing important needs in communities across Utah.



UServeUtah funded **8** grants in support of **MLK** Day of Service projects. **7,560** volunteers contributed **13,704** hours.





## SPONTANEOUS VOLUNTEER MANAGEMENT TRAINING

Volunteers can be essential in helping to rebuild lives and communities after a disaster. It's important that volunteers are given meaningful and constructive opportunities to serve, while not overwhelming the affected community during the response and recovery. UServeUtah provides regular trainings to help local communities plan for coordination of spontaneous and unaffiliated volunteers during disaster recovery efforts.

UServeUtah offered **4** Spontaneous Volunteer Management **trainings** that were attended by **168** people from **11** counties across **Utah**.

## VOLUNTEER MANAGEMENT TRAIN THE TRAINER

Individuals become Volunteer Management Trainers through the Volunteer Management Training Certification course offered through UServeUtah. When certified, these trainers then schedule and teach volunteer management courses to nonprofits in their communities. Upon completion of the volunteer management course, coordinators have the necessary skills to match volunteers with the strategic goals of the organization and to develop relevant, competency-based volunteer roles and opportunities that attract and retain high caliber volunteers.

UServeUtah awarded **4** regional training grants to organizations with a train the trainer certification. **12** trainings were offered across the state through local nonprofits. In total more than **213** people were trained.

# Festival of Trees

2104



## FESTIVAL OF TREES

UServeUtah donated a “Give the Gift of Time, “ themed tree to the Utah Festival of Trees. The festival solicits donated, decorated trees, which are then auctioned off to businesses, organizations, individuals or families. The proceeds benefit Primary Children’s Hospital. The trees are on display at the South Towne Expo after being auctioned off.

Our tree was decorated with UServeUtah logos, “Pay it Forward” cards, and clocks. Under the tree were gifts that represented the many different ways a person can volunteer. The project was a great success and our tree was sold at auction on the first day of the festival!

# UServeUtah 20 Year Timeline

*In celebration of our 20th Anniversary let's take a trip down memory lane and look at our major accomplishments and milestones over the years...*



1994

The Utah Commission on National and Community Service was formed in 1994 and merged with the Utah Council on Volunteers in 1995 to form the Utah Commission on Volunteers. The Commission funded its first two AmeriCorps Programs: Salt Lake County Reads and the Association for Utah Community Health.

1997

The Utah Unified State Plan was established in March 1997 and envisioned a state where local volunteer service is a valued and expected responsibility and where service by citizens improves the quality of life in the community.

America's Promise is launched in Utah with a mission to strengthen the character and competence of America's youth through voluntary service.

2000

AmeriCorps in Utah expands from 2 programs to 8 and from 50 members in 1999 to 477 members in 2000.

A partnership with 2-1-1 was formed. 2-1-1 is a tool to build communities through service and volunteering, as well as connecting neighbors to neighbors.



2008

The Utah Conservation Corps program, "Access to Service" was named the Corps Network Project of the Year. This project made it possible for people with disabilities to participate in projects to protect, preserve, and enhance the environment.



The first statewide volunteer website was launched to connect volunteers with opportunities to serve the community.

2009

The Edward M. Kennedy Serve America Act or Serve America Act (H.R. 1388, Public Law 111-13) was signed by President Barack Obama on April 21, 2009. The bill reauthorized and expanded AmeriCorps which was first established in 1993.

Senator Orrin Hatch, co-sponsor of the Serve America Act, was the keynote speaker at the Utah Conference on Service.

2010

UServeUtah was awarded its first Volunteer Generation Fund Grant, which supports efforts to expand the capacity of organizations to recruit, manage, and retain individuals to serve in high quality volunteer assignments.

Congress designated September 11th as a National Day of Service and Remembrance. In Utah, over 2,102 volunteers worked on a variety of service projects, donating a total of 7,301 hours.

9/11



The "Team AmeriCorps Serving Utah" project partnered with the Winter Olympic Games. The Salt Lake Winter Olympic Committee's volunteer program had approximately 8,000 volunteers for pre-game activities and 18,000 core volunteers for the Olympic Winter Games.



2002

The Commission hosted the National Conference on Community Volunteering and National Service, which brought over 3,500 people to Utah, including First Lady Laura Bush.

2004

For the first time, Utah was ranked as the state with the highest rate of adult volunteers in the nation, according to the Volunteering & Civic Life in America Report.



2005

LaDawn Stoddard, UServeUtah Director, and Lani Nisbet helped with coordination of donations and volunteers at Camp Williams as part of Hurricane Katrina relief efforts.

2006



The Commission has enrolled 1,000 AmeriCorps members since 1994.

The Commission launched Utah Citizen Corps with the Utah Division of Homeland Security. Citizen Corps provides training to assist in the recovery after a disaster or terrorist attack.

2,000 AmeriCorps members have been enrolled since 1994.

The Be Ready Utah Campaign is launched. Be Ready Utah is the Governor's statewide preparedness campaign to promote individual, family, and community preparedness for disasters of all kinds.

The Utah Literacy Initiative, an AmeriCorps program, is named Community Partner of the Year by United Way of Northern Utah.



2012

Utah is ranked as the # 1 volunteering state for the 8th year in a row! 48% of adults in Utah volunteer.

2013

Thanks in large part to The SLC AmeriCorps homeless program, Utah's "Point in Time" count evidenced a decrease of 10 percent in overall homelessness.

2014

The first pilot for the Volunteer Management Train-the-Trainer Course was held in February. There were 20 attendees from volunteer connector organizations throughout the state.

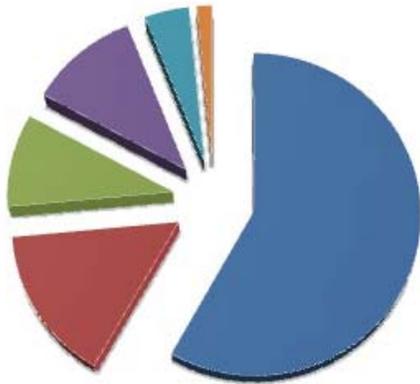
The Read.Graduate. Succeed. AmeriCorps program was highlighted in, "Transforming Communities Through Service: A Collection of the Most Innovative AmeriCorps State and Volunteer Generation Fund Programs in the United States."

The Utah Conservation Corps, an AmeriCorps program, was featured in the Nature Conservancy Magazine for its work on the Escalante River Watershed.

UServeUtah Celebrates its 20th Anniversary. Governor Gary Herbert signed a declaration making 2014 a year of service. Since 1994, more than 13,000 Utahns have participated in AmeriCorps, dedicating 13 million hours to building up communities across the state.

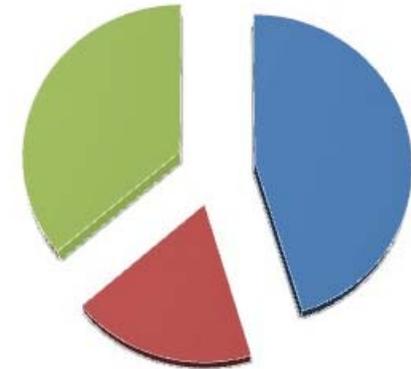
## FINANCIAL REPORT

A wide range of financial contributions are necessary to meet the critical needs of the state, coordinate thousands of AmeriCorps members and volunteers, and promote national service in Utah. Local organizations have made commitments to identify needs in their communities and address them. For service programs to provide solutions to serious needs in the community, there must be ongoing support from local and state organizations. We express appreciation for all who contribute to make Utah communities stronger.



### *Commission Funding*

\$250,000 Commission Support Grant (federal)  
\$101,580 Volunteer Generation Fund (federal)  
\$200,000 State Funding



### *Sub-granted Funding by Focus Area*

Education \$1,729,867  
Environment \$454,883  
Healthy Futures \$281,074  
Economic Opportunity \$327,669  
Disaster Service \$132,990  
Veterans & Military Families \$45,922

### *AmeriCorps Program Funding*

\$2,962,405 AmeriCorps Program Funding  
\$6,438,972 AmeriCorps Program Match  
\$2,542,774 AmeriCorps Education Awards



The Utah Commission on Service and Volunteerism is an active Board of Commissioners appointed by the Governor to support volunteerism in Utah. The commission meets bi-monthly to direct and carry out the mission and objectives of the Utah Commission on Service and Volunteerism, and fulfill the statutory responsibilities for State Commissions under the National and Community Service Trust Act of 1993. Each commission member serves a 3-year term and can be appointed to serve up to two consecutive terms. Time spent as a commission member is completely voluntary. They function as “Ambassadors of Service” in their local communities to promote service and service opportunities.

### **USERVEUTAH COMMISSIONERS**

*For more information on legislatively-required commission composition see title 9-1-801.*

Lieutenant Governor Spencer Cox, State of Utah

Chris Bray, CEO, Utah Nonprofits Association & UServeUtah Board Chair

David Buhler, Commissioner, Utah Higher Education

Dave Clark, Director of International Banking, Zion’s Bank

Julie Fisher, Director, Utah Department of Heritage & Arts

Alan Griffin, Specialist- Curriculum Content, Media/Instructional, State Office of Education

Kris Hamlet, Director, Utah Division of Emergency Management

Debbie Hardy, Manager- Corporate Giving Programs, Intermountain Health Care

Ron Humphries, Retired, LDS Church

Diane Lewis, Business Manager, Utah Laborers Local #295

Joel S. Moriyama, Manager- Missionary & Volunteer Resources, LDS Church

Melissa Miller Kincart, Assistant Commissioner for Outreach & Access, Commission of Higher Education

Senator Ann Milner, Utah Senate District 18

Jake Murakami, State Program Director, Corporation for National & Community Service

Anne O’Brien, Assistant Dean- Programs for Continuing Education, University of Utah

Stan Penfold, Executive Director, Utah AIDS Foundation

Evelyn Salazar, Student, Salt Lake Community College

Brad Smith, State Superintendent of Public Instruction, State Office of Education

Dwight Rasmussen, Independent Aging Program Manager, Salt Lake County Aging Services

Lynette Rasmussen, Executive Director, Utah Afterschool Network

### **USERVEUTAH STAFF**

LaDawn Stoddard, Director

Katie Barlow, Administrative Support Specialist

Karrie Beardall, Disaster Services Coordinator

Mandee Curtis, Special Projects Coordinator

Erin Jemison, National Service Program Manager

Rochelle Runge, Outreach Coordinator





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 Healthy  
 Futures  
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 Stewardship  
 Community  
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Utah  
National  
Service

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300 South Rio Grande Street  
Salt Lake City, Utah 84101  
1-888-755-UTAH  
UServe.Utah.gov