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A MESSAGE FROM THE DIRECTOR



LaDawn Stoddard

Dear Friends in Service and Volunteering,

As the director of UServeUtah, I am fortunate to work within an amazing state that recognizes and embraces the value of Service and Volunteerism. I am also privileged to work with a staff and commissioners who understand the importance of service in uniting individuals and communities.

Real and lasting change that benefits everyone is only possible when people from all walks of life are willing to roll up their sleeves and work together. This ability of people to work willingly together for the betterment of their community is a valuable resource that we enjoy here in Utah. Thank you for your gifts of time and talents that make a significant difference in people's lives.

Our work at UServeUtah is all about enabling individuals, organizations, and communities to benefit from the power, service, skills, and passion of volunteers. I am pleased to share this 2016 Annual Report outlining our past year's efforts with you, our friends and partners, and I am looking forward to another amazing year in 2017!

Sincerely,



LaDawn Stoddard

Director, UServeUtah, Utah Commission on Service and Volunteerism

VOLUNTEERING IN UTAH

#1 ELEVEN YEARS IN A ROW

Each year, the Volunteering and Civic Life in America report is released by the Corporation for National and Community Service.

For the **eleventh consecutive year**, the Corporation for National and Community Service (CNCS) has ranked Utah first in the U.S. for volunteerism because of Utahns' generosity and their commitment to improving their communities.

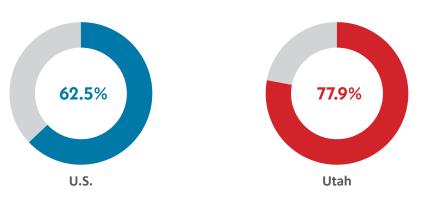


Percentage of People who Volunteer



Utah

Percentage of People who Engage in Informal Volunteering (Neighbor Helping Neighbor)



UTAHNS
VOLUNTEERED

840,000

MILLION HOURS
WITH AN ECONOMIC
— IMPACT OF —

\$3.8

ABOUT THE COMMISSION

PURPOSE

The purpose of UServeUtah, 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.

MISSION

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

VISION

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

UServeUtah, the Utah Commission on Service and Volunteerism, was created by state statute in 1994 and is comprised of 20 members representing local government, community-based organizations, and statewide networks, as well as 8 staff. As the state's central coordinating body for service and volunteerism, the Commission is responsible for developing, implementing, and sustaining a vision and culture of civic engagement and national and community service within the state.

Since its inception in 1994, UServeUtah has focused on increasing the capacity of organizations to serve, strengthen and transform communities through service and volunteerism. It furthers its mission by promoting volunteerism, administering national service programs, connecting people with opportunities to serve, building organizational capacity for effective volunteer engagement, and participating in strategic initiatives that mobilize volunteers to meet local needs.

CORE VALUES:

- Service Unites. Volunteering collectively grows bonds across various experiences, beliefs, backgrounds and barriers.
- We believe that volunteerism is a uniquely American form of civic engagement that is fundamental to our democracy and critical to our communities.
- We believe volunteers build strong communities and have a lasting impact on local needs.
- Utah volunteers are exceptional. They are willing to make the time and the connections that come from reaching out in service to, and with, others.

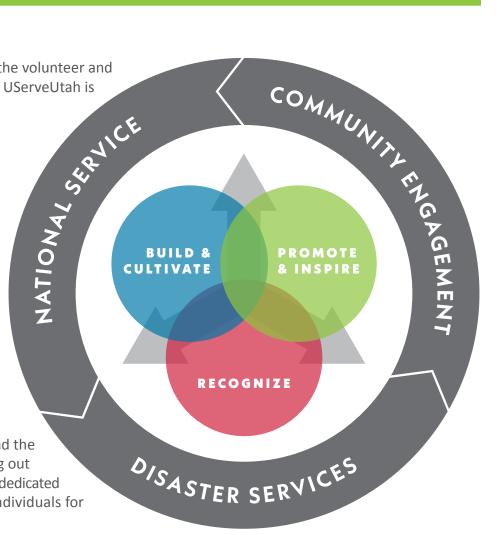
- We know that volunteers are bedrock in any community. Neighborhoods where volunteers gather and serve are more vibrant, safe, and engaged.
- People who volunteer feel a unique sense of ownership and responsibility and are in turn transformed by the experience.

2014-2016 STRATEGIC PLAN

BUILD & CULTIVATE capacity in the volunteer and service community. A primary aim of UServeUtah is to help organizations effectively use service and volunteerism as a strategy to fulfill their mission and to address critical community problems.

PROMOTE & INSPIRE statewide national service and volunteerism. Utah has a culture of volunteerism and UServeUtah is committed to creating ways for Utahns to identify and engage in quality volunteer and service opportunities.

RECOGNIZE the efforts of outstanding volunteers. As our values state, Utahns are exceptional. They are willing to make the time, and the connections that come from reaching out in service to, and with, others. We are dedicated to recognizing and acknowledging individuals for their volunteer efforts.



NATIONAL SERVICE

UServeUtah manages the
Utah AmeriCorps State
program portfolio comprised
of programs that target
underserved populations
in the areas of: Economic
Opportunity, Education,
Environmental Stewardship,
Disaster Preparedness,
Healthy Futures, and Veterans
and Military Families.

DISASTER SERVICES

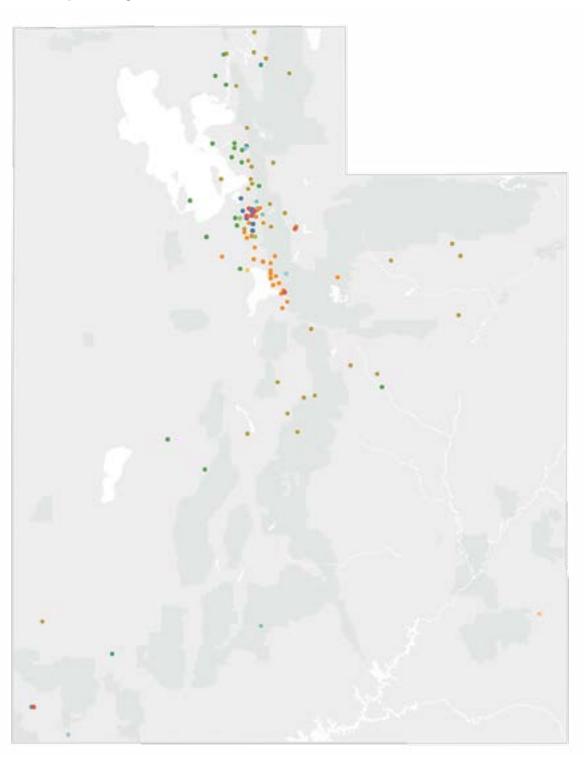
UServeUtah seeks to help local communities plan for coordination of spontaneous and unaffiliated volunteers during disaster recovery efforts. In the event of a disaster, UServeUtah serves on the State Emergency Response Team and is the lead in coordinating volunteer and donations management.

COMMUNITY ENGAGEMENT

UServeUtah strives to build and cultivate capacity in the volunteer and service community through collaboration, consensus, and the concept of collective impact. UServeUtah functions as a consultant and training resource to expand public/private partnerships and volunteer mobilization capacity.

NATIONAL SERVICE

Utah AmeriCorps Programs



- Utah Preparedness & Response Corps
- Utah AmeriCorps STEM Initiative
- BYU Family, Home & Social Science
- Utah Campus Compact
- Utah Conservation Corps
- Utah Healthcare Corps
- Mentoring for Success
- Most Vulnerable Populations Operation AmeriCorps
- Playworks

- Read. Graduate. Succeed.
- Canyon Country Youth Corps

AMERICORPS STATE GRANTEES



Utah Preparedness & Response Corps (UPRC) members work to educate individuals and communities on disaster preparedness.

Number of Sites: 4

Through tutoring and mentoring activities, **Utah AmeriCorps STEM Initiative** members engage underprivileged youth in the fields of Science, Technology, Engineering and Math (STEM).

Number of Sites: 18

Under the supervision of a licensed mental health professional, **BYU Family, Home & Social Science (FHSS)** AmeriCorps members increase the capacity of non-profit mental health and substance abuse treatment facilities. *Number of Sites: 45*

Utah Campus Compact AmeriCorps members increase the ability of organizations to continue providing much-needed services in the areas of education, healthy futures and economic opportunity.

Number of Sites: 8*

Utah Conservation Corps is a statewide program that partners with federal, state, local, and nonprofit agencies to protect, restore and enhance our environment. Conservation Corps members participate in construction and maintenance, noxious weed removal, habitat restoration, fuel reduction, environmental education, and volunteer management.

Number of Sites: 14

Operating through the Association for Utah Community Health, **Utah Healthcare Corps** members work to improve health outcomes in the areas of immunization, diabetes, insurance enrollment and reduction of health disparities for special populations.

Number of Sites: 12

Playworks AmeriCorps members enable students to improve their social and emotional development by creating a positive and supportive school climate and teaching inclusive behavior and mutual respect.

Number of Sites: 11

Developed to align with Governor Gary R. Herbert's "On PACE to 66% by 2020" initiative, **Read. Graduate.**Succeed. AmeriCorps members focus on the urgency to implement a strong education program in schools throughout the state.

Number of Sites: 127

Mentoring for Success AmeriCorps members focus 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.

Number of Sites: 51

Most Vulnerable Populations Operation AmeriCorps is based in the Salt Lake County area. AmeriCorps Members work in a variety of agencies that help the homeless obtain housing, gain employment, and connect those in need to other mainstream services to increase self-sufficiency.

Number of Sites: 15

Canyon Country Youth Corps (CCYC)

members address environmental needs in Utah's most rural and economically challenged area: San Juan County. CCYC completes fuel reduction, invasive species removal, riparian restoration, trail maintenance, and construction projects on public lands.

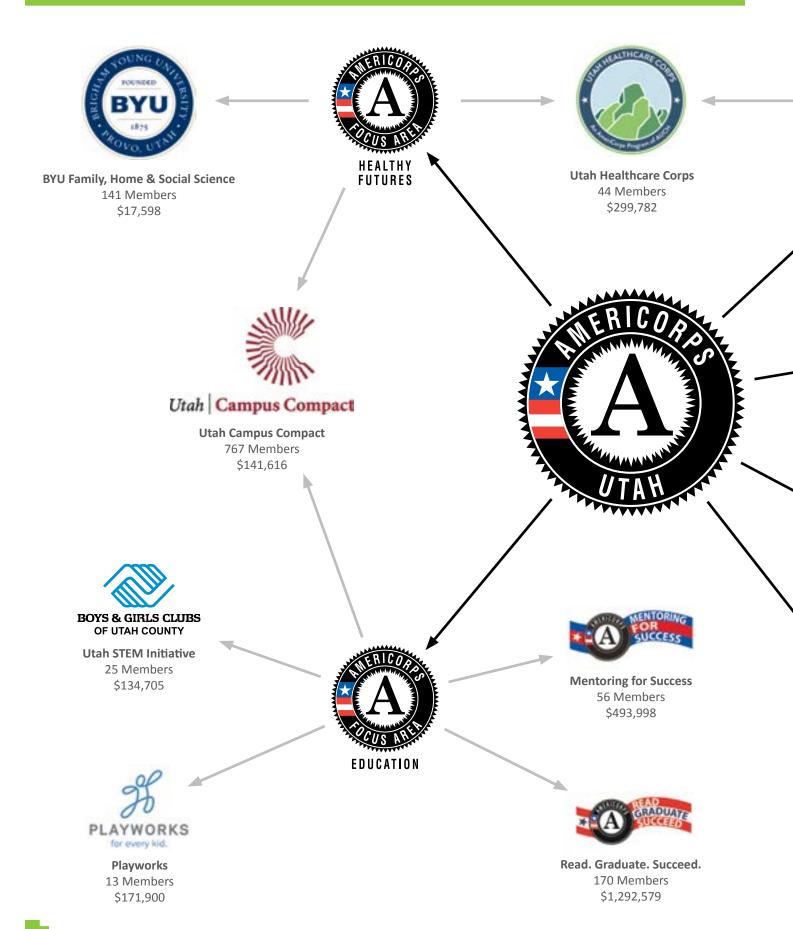
Number of Sites: 1

*Service Sites are listed by University. Each University may have additional sub-sites.

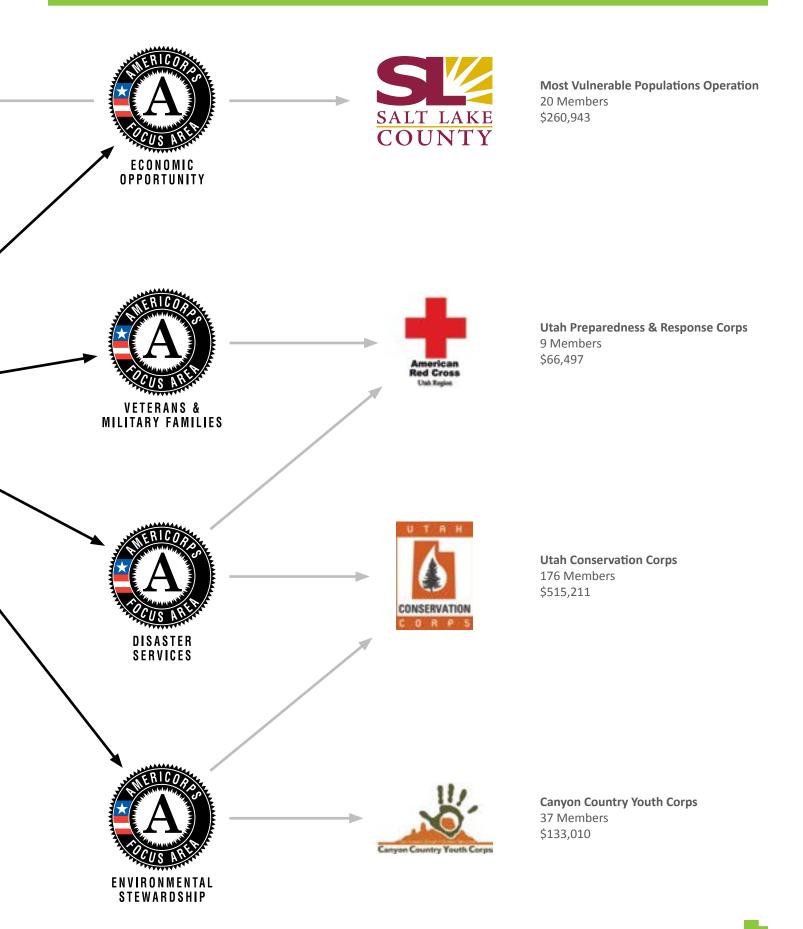
AmeriCorps engages more than **80,000** Americans in intensive service each year at **21,600** unique sites including nonprofits, schools, public agencies, and community and faith-based groups across the country. Since the program's founding in 1994, more than **1 million AmeriCorps members** have contributed more than **1.4 billion hours** in service across America while tackling pressing problems and mobilizing more than **2.3 million volunteers** for the organizations they serve.

In Utah, over **691 members** serve in full or part-time positions over a 10-12 month period. Upon completion of their service, members receive a Segal AmeriCorps Education Award to pay for college, graduate school, or to pay back qualified student loans. Members also have access to other benefits such as: health insurance, child care, training, and student loan forbearance during their service. Some members also receive a modest living allowance depending on the terms of their program.

AMERICORPS STATE GRANTEES



AMERICORPS STATE GRANTEES



RESOURCES LEVERAGED:





PROVIDED COACHING, MENTORING TO 22,357
STUDENTS

ASSISTED
TRANSITION OF

-- 310
INDIVIDUALS
INTO PERMANENT
HOUSING

DISASTER SERVICES:



PREPAREDNESS
INFORMATION WITH
3,193 INDIVIDUALS

ENVIRONMENTAL STEWARDSHIP:

933.7 ACRES

OF PARKS &

PUBLIC LANDS

HIGHLIGHTS





National Service Day on the Hill

On February 10, 2016, UServeUtah hosted the second annual National Service Day on the Hill. National service programs from across the state gathered at the Utah State Capitol to educate legislators on the role of national service in communities throughout Utah.

Representatives from AmeriCorps, VISTA, and Senior Corps were recognized in the House and Senate. Lt. Gov. Spencer Cox also addressed the national service programs and highlighted the collective impact of national service efforts in Utah.



Member Gathering

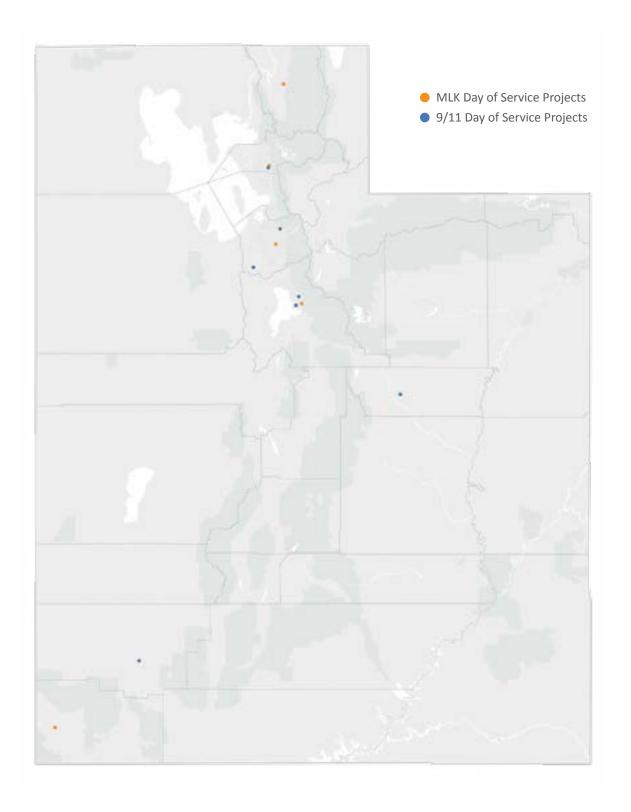
In conjunction with the National AmeriCorps Week March 5-12, UServeUtah hosted an AmeriCorps member gathering on March 10 at the Radisson in Salt Lake City with the theme of "Living a Life of Service." This event provided networking opportunities, training courses, and service projects for approximately 450 AmeriCorps members and program managers in Utah.

Participants from AmeriCorps State and VISTA programs convened for a day of workshops, networking, and service projects that benefitted numerous nonprofit organizations statewide including Volunteers of America, the Utah Food Bank, the Utah Health Policy Project, Primary Children's Medical Center, the Red Cross, Fourth Street Clinic, and youth in correctional facilities.



COMMUNITY ENGAGEMENT

Day of Service Projects



NATIONAL DAYS OF SERVICE

Designated National Days of Service provide individuals, families, organizations, and communities with opportunities to come together to make our nation stronger. UServeUtah awards grants to increase the number of people who serve in meaningful roles as volunteers dedicated to addressing important needs in communities across Utah.



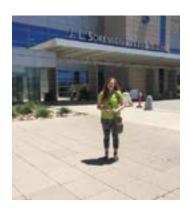


The Martin Luther King Jr. Day of Service is a way to transform Dr. King's life and teachings into community service that helps empower and strengthen local communities. This "Day On, Not a Day Off" calls for Americans from all walks of life to work together to provide solutions to our most pressing national problems.



Celebrating and Serving on September 11 provides a positive and forward-looking way for Americans and others to forever honor and remember the victims, survivors, and the many that rose in service in response to the 9/11 tragedy, including first responders, recovery workers, volunteers, public safety officers and members of our military.

SEASONS OF SERVICE





Summer of Service

This summer, UServeUtah honored youth across Utah for their service to their communities as part of Summer of Service, an initiative calling on Utah youth ages 5-25 in Utah to make a meaningful difference in their communities by volunteering June 1 to August 31. Youth sign up to participate, volunteer their time, log their hours online, and submit photos and stories from their service.

Summer of Service participant Madelyn Flower (pictured left) shared the following insight on how volunteering has affected her:

"With so much hatred and darkness filling our world lately it is nice to help out and see the bright smiles of others. Just seeing the happiness of another person makes my day a million times better. Volunteering allows me to see that there can be peace and happiness in this chaotic world. With doing volunteer work I am not only helping others but also myself. Volunteering at the IMC in Murray at the Baby Gift Shop is one of the most amazing and fun things I have ever done. I get to interact with people who have some of the most beautiful souls. It is so amazing to see new lives just brought into this world. I also had a great time at Utah Arts fest helping kids build paper robots. It was so much fun and I loved helping them and seeing their excitement when their robot would start buzzing around. Volunteering helps me see that there is light in this dark world."

Festival of Trees

The UServeUtah staff (pictured below) put together a pirate-themed display for Intermountain Healthcare's Festival of Trees fundraiser. The Festival of Trees solicits donated, decorated trees, which are then auctioned off to businesses, organizations, individuals or families. UServeUtah's "treasured volunteers" tree, which inspired others to get involved in their communities, was sold at auction on December 3 for \$3,000, with 100 percent of the proceeds going towards helping children at Primary Children's Hospital.





VOLUNTEER RECOGNITION



Power of Service Award

The Power of Service Award, given three times per year, honors a volunteer who shows significant commitment to the overall well-being of the populations for which the volunteer serves. Recipients of the award were honored by UServeUtah Commissioners at Commission Board meetings.

2016 Recipients were Bruce Draper, Mo Reeder, and Victor Villa (pictured left).

Utah Philanthropy Day

November 17, 2016, marked the annual Utah Philanthropy Day Luncheon honoring Utah's dedicated philanthropists and volunteers who inspire so many individuals and organizations throughout the state with their spirit of giving. Over 950 individuals attended this gala event which is hosted by UServeUtah, the Utah Society of Fund Raisers, and the Utah Nonprofits Association.





Lt. Governor's Volunteer Recognition Certificate Program

The Lt. Governor's Volunteer Recognition Certificate program is an opportunity for nonprofit, faith-based, corporate, and government agencies to recognize the on-going volunteer efforts in their own agencies with a certificate signed by the Lieutenant Governor. In 2016, 176 certificates were awarded to volunteers across the state.



VOLUNTEER MANAGEMENT TRAINING



Volunteers are the heart of many nonprofits and are often vital to an organization's success, but many volunteer managers are not given the tools necessary to succeed. UServeUtah's training helps organizations manage their volunteers in a way that brings out the best in them.

Attendees are trained on the "how to" of effective volunteer management including recruiting, interviewing, training, motivating, and recognizing volunteers. UServeUtah hosts these trainings in partnership with other organizations several times each year throughout the State of Utah.

NEW THIS YEAR: Customized Volunteer Management Training

In partnership with the Utah Division of Arts & Museums, UServeUtah developed a Volunteer Management Training curriculum customized for Museum Managers across the state. The training is offered as a two part series with participants completing hands-on implementation homework between sessions. The training was offered Fall 2016 in Northern Utah to 21 trainees from museums in 10 different counties. It will be offered to Southern Utah museum managers Spring 2017.









95%
OF ATTENDEES
IMPLEMENTED
3 OR MORE
BEST PRACTICES



CROSS-SECTOR COLLABORATION

GIVE Salt Lake

In October, UServeUtah hosted GIVE Salt Lake, a 2-day event where nonprofits, for-profits, and donors came together to discuss how to accelerate positive change in the world. Over 200 people were in attendance, and 18 organizations participated in a pitch competition where \$55,000 in cash, in-kind and pro bono services was awarded. Ann Romney spoke to participants about her long history of community service through the Ann Romney Center for Neurologic Diseases. At the gala awards luncheon, collaboration awards were given to The Other Side Academy, Cotopaxi, Larry H & Gail Miller Family Foundation and Salt Lake County. GIVE Salt Lake partners included Forever Young Foundation, University of Utah Business School, Full Circle Group, United Way of Salt Lake, Community Foundation of Utah, Utah Nonprofits Association, Intermountain Healthcare, Kirton McKonkie, Pathway Associates, as well as many corporate sponsors.







Trainings

One way UServeUtah seeks to build and cultivate capacity in the volunteer and service committee is by providing trainings to organizations on how to use volunteers. UServeUtah staff members provided training at the following events:

- Utah Nonprofits
 Association Annual
 Conference
- Mountainwest Arts Conference
- Utah Association of Career and Technical Education
- GIVF Salt Lake

Cyber Seniors

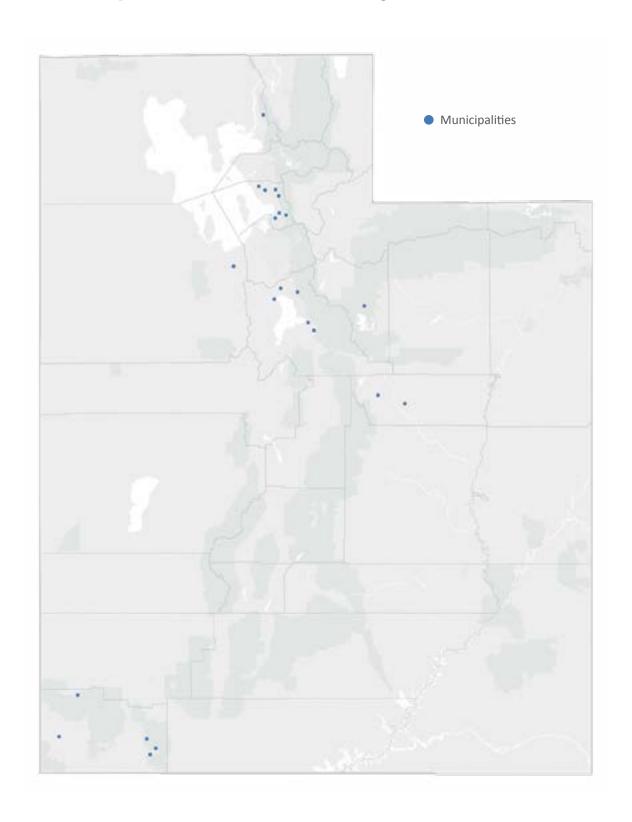
In Summer 2016 UServeUtah facilitated the launch of a Cyber-Seniors program which engages youth to be skills-based volunteers teaching seniors—one on one—digital literacy and access skills, from using a mouse to creating an email account or a YouTube video. Cyber-Seniors was an 8-week program offered at Salt Lake and Provo senior centers with the goal of strengthening communities through service by bridging the generational gap between seniors and youth and the digital divide through the power of volunteerism and cross-sector collaboration. UServeUtah secured the following partnerships crucial to the program's launch:

- Google Fiber
- University of Utah Gerontology Department
- BYU Gerontology department
- University of Utah Bennion Center
- Epik Deliberate Digital

- Sorenson Multicultural Center
- Salt Lake High Rise senior apartments
- Cascade Gardens senior apartments (Provo Housing Authority)
- MyTech High Utah

DISASTER SERVICES

Areas Trained in Spontaneous Volunteer Management



SPONTANEOUS VOLUNTEER MANAGEMENT



The Spontaneous Volunteer Management (SVM) training provides local municipalities with best practices and materials, in order to prepare local communities to handle the management of spontaneous or unaffiliated volunteers in times of disasters.

Topics in the training include Disaster Basics, Benefits and Challenges Associated with Spontaneous Volunteers, Intro to Risk Management, National Service and Disasters, Stake Holders, Roles and Responsibilites, and Volunteer Coordination Center (VCC) Exercise.

COMING SOON: Donations Management Training

Our staff is currently in the process of creating a donations management training for municipalities. This training will prepare participants to effectively manage cash and in kind donations in the event of a disaster in their area.







STATE EMERGENCY RESPONSE TEAM



UServeUtah acts as the state lead for the Volunteer and Donations Coordination Team (VDCT). The VDCT is part of the State Emergency Response Team (SERT) and meets monthly at the state Emergency Operations Centers to train and exercise with other Emergency Support Functions that are needed to help run the state in event of a large disaster. UServeUtah's roles include:

- Helping coordinate volunteer efforts throughout the state.
- Making important decisions about how donations will be managed at a state level.
- Working closely with volunteer agencies, as well as local and state emergency management, to ensure that the volunteer and donations needs of the state are being met.









Mountain West Regional VOAD Conference

In April 2016, Montana VOAD (Voluntary Organizations Active in Disaster) hosted the third annual Mountain West Regional VOAD Conference in Bozeman, Montana. UServeUtah gave a presentation at the conference on the benefits and challenges associated with spontaneous volunteerism during disasters and VOAD's role in using those volunteers in the aftermath of a disaster. VOAD representatives from all over the West attended the conference and participated in networking events and workshops aimed at a variety of topics which included building and strengthening the capacity of VOAD coalition members, highlighting accomplishments, and fostering relationships with other disaster-related organizations.





Whole Community Preparedness

In September 2016, UServeUtah participated in the first ever Whole Community Preparedness training presented by Montana's Governor's Office of Community Service. Organizations came to this all-day event to be trained on how to interact during a disaster. The morning was spent in training and the afternoon was a "whole community" exercise where a disaster scenario was presented. Donation and volunteer management were a large part of the exercise and UServeUtah participated in the setting up and running of the Volunteer Coordination Center that registered and placed spontaneous volunteers during the disaster.



Utah Preparedness Expo

Also in September 2016, UServeUtah manned a booth at the second annual Utah Preparedness Expo at the South Town Expo Center. The event was well attended and offered presentations and workshops on disaster preparedness. UServeUtah spoke with attendees about their role in a disaster and encouraged them to affiliate with disaster organizations now instead of waiting for a disaster to occur.

COMMISSION FUNDING

Commission Support Grant (Federal) \$250,000

Volunteer Generation Fund (Federal) \$110,150

State Funding \$205,000

SUB-GRANTED FUNDING BY FOCUS AREA



Education \$2,234,798

Environment \$667,369

Healthy Futures \$347,380

Economic Opportunity \$290,943

Disaster Services \$66,497

AMERICORPS PROGRAM FUNDING



AmeriCorps Grant Funding \$3,606,987

AmeriCorps Grant Match \$4,697,866

AmeriCorps Education Awards \$3,034,820

LOOKING FORWARD TO 2017

JANUARY

16 MLK Day of Service

18 AmeriCorps Competitive Applications Submitted

19 Commission Board Meeting

FEBRUARY

9 National Service Day on the Hill

17 Random Acts of Kindness Day

MARCH

5-12 AmeriCorps Week

13-14 Volunteer Management Training - Southwestern Utah

16 Commission Board Meeting

22 AmeriCorps Member Gathering

APRIL

4 Mayor & County Day of Recognition for National Service

20 Great Utah Shakeout

21-23 Global Youth Service Day

23-29 National Volunteer Week

TBD Launch of JustServe

MAY

6 Join Hands Day

11 AmeriCorps Program Director Meeting

11-12 Volunteer Management Training - Salt Lake County

18 Commission Board Meeting

22-24 Regional AmeriCorps Training

JUNE

19-21 National Conference on Volunteering and Service Seattle AmeriCorps Formula Application Review

JULY

20 Commission Board Meeting

AUGUST

23 AmeriCorps Program Director Meeting

SEPTEMBER

11 9/11 Day of Service & Remembrance

18-19 Volunteer Management Training - Grand County

21 Commission Board Meeting and CNCS Grantee Meeting

OCTOBER

22-28 Pro Bono Week

28 Make a Difference Day

NOVEMBER

9 AmeriCorps Program Director Meeting

15 National Philanthropy Day

16 Commission Board Meeting

18 National Family Volunteer Day

19 Volunteer Pledge Drive Begins

DECEMBER

1 Volunteer Pledge Drive

7-8 Volunteer Management Training (Utah County)

TBD VCLA Report

COMMISSIONERS & STAFF

COMMISSIONERS

SPENCER J. COX
LIEUTENANT GOVERNOR
State of Utah

DEBBIE HARDY
COMMISSION CHAIR

Manager, Corporate Giving Programs Intermountain Health Care

CHRIS BRAY

COMMUNITY ENGAGEMENT CHAIR

Vice President of Collective Impact United Way of Salt Lake

DAVID CLARK
NATIONAL SERVICE CHAIR

Retired Zion's Bank

KRIS HAMLET
COMMISSION PAST CHAIR

*Director*Utah Division of Emergency Management

STAN PENFOLD

Executive Director

Utah AIDS Foundation

JILL REMINGTON LOVE

Executive Director
Utah Department of Heritage & Arts

DAVID BUHLER

Commissioner
Utah Higher Education

JACOB MURAKAMI

State Program Director
Corporation for National
& Community Service

PAUL LEGGETT

Director

Aging & Adult Services at Salt Lake County

REP. BECKY EDWARDS

Rep. Utah House District 20 Utah House of Representatives

JOEL S. MORIYAMA

Manager, Missionary & Volunteer Resources LDS Church

LINDSEY KNEUVEN

Chief Impact Officer Cotopaxi

MELISSA FROMM

Director of Special Projects Forever Young Foundation

SYDNEE DICKSON

State Superintendent
Utah State Board of Education

STAFF

LADAWN STODDARD

Director

ANNA DECKER

Community Engagement Program Manager

GREG BATES

National Service Program Manager

KARRIE BEARDALL

Disaster Services Support Specialist

MARY BUEHLER

Community Engagement Support Specialist

CORYNN BENOIT

National Service Program Support Specialist

KATE HULME

Outreach Coordinator

RUQIA QASIM

Administrative Support Specialist

COMMISSIONER DUTIES

- Appointed by the Governor to support volunteerism in Utah
- Meets bi-monthly to direct and carry out the mission and objectives of UServeUtah
- Fulfills the statutory responsibilities for State Commissions under the National and Community Service Trust Act of 1993
- Serves a 3-year term and can be appointed to serve up to two consecutive terms
- Completely voluntary
- "Ambassadors of Service" in their local communities

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



THE MISSION OF USERVEUTAH IS TO

STRENGTHEN UTAH COMMUNITIES

THROUGH THE UNITING POWER OF —

SERVICE AND VOLUNTEERISM

