

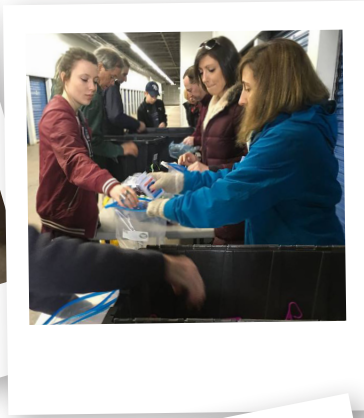
# uaserve

## 2017 impact report

recruit.  
partner.  
match.  
serve.



# serving in 2017



# thank you

Thank you to all of the incredible volunteers who served in 2017!

## groups

Apex International Education Partners  
Calvary Fellowship of West Hartford  
Catholic Heart Workcamp  
Connecticut River Academy  
CREC John J. Allison, Jr. Polaris Center  
Crossroads Community Cathedral  
East Hartford High School  
Grace Baptist Church

High Road School  
Miss Porter's School  
Stanley Black & Decker  
Sunrise Northeast  
The Hartford  
Valley Brook Community Church  
Valley Community Baptist Church

## individual volunteers

Chase Adger\*  
Mo Ahmed  
Zariah Alers  
Ryan Alexander  
Bryan Avilez  
Emitayo Awofala  
Lola Awofala  
Dolapo Awofala\*  
Toke Awofala\*  
Jonathan Balfanz\*  
Sydney Bascom  
Shamsun Begum  
Patricia Belton  
Rebecca Bernardo\*  
David Best  
Brandon Binnie  
Amy Briscoe  
Katie Briscoe  
Amanda Bushy  
Debra Campbell  
Devon Carey  
Dottie Carlson\*  
Victoria Carpenter  
John Carter  
Noelani Cedeno-Roman  
Sebastian Cerna  
Joe Chaban  
Darcie Chaput  
Roger Chaput  
Patrick Chen  
Linda Cheng  
Jeff Clark  
Chimere Cooke  
Schvaugn Cosman\*  
Yesiree Cruz  
Tristan Daniel  
Marla Darius\*  
Jose Diaz  
Lovethus Donald  
Jahney Dudley  
Jayden Duffus  
Colette Enis  
Megan Evans\*  
Matthew Falcon  
Adreian Feliciano  
Lauren Finnie  
Candace Fish\*  
Ashley Fonseca\*  
Elijah Fuentes\*  
Wendy Gavin  
Deborah Germon  
Deborah Glassey\*  
Natalie Gonzalez  
Jordan Gotti  
Danielle Green\*

Holly Greenfield  
Jamia Hackel  
Bonnie Hartz\*  
Aedhan Healy\*  
Charlene Hemp\*  
Houston Hemp\*  
Marcus Henderson\*  
Chloe Hendron  
Charles Henrickson  
Phyllis Holland-Brown\*  
Thomas Hoong\*  
Andrew Hoyle\*  
Suzanna Htoo\*  
Jasen Jackson  
Sadiyah Jackson  
Merianne Jackson\*  
Brittany Janosi  
Mariester Jara  
Tybri'Ona Jarret  
Mary Jean  
Christopher Johnson  
Virginia Jones  
Jason Karson\*  
Daniel Kasjanski  
Latanya Keana  
Kristine Kent\*  
Andrew Kwiecien\*  
Michael LaForge  
Brianna Lara  
Adrienne Lawrence  
Quyem Le\*  
Addy LeFebre\*  
Caleb LeFebre\*  
Taichad Letrell  
Malique Livingston\*  
Chris Long  
Raquel Lozada\*  
Yaika Lugo  
Sarah Lupacchino\*  
Dan Lynch\*  
Madeline Mae  
Ericka Marie  
Malik Martin  
James Mary  
Carmen Mascolo\*  
Sierra Massey  
Rose Matava\*  
Elisha McGuire\*  
Leilani McGuire\*  
Shelby McIntyre  
Colin McKeever  
Joseph Medina  
Coco Meng  
Joyce Meng  
Wenzhi Meng

Donna Myers\*  
Jermaine Mitchell  
Raven Mitchell\*  
Ioana Moldovan  
Minelys Moreno\*  
Nathan Moses  
Gabriel Muniz\*  
Aniyah Nelson  
Jervis Nelson\*  
Chelsea Nevin  
Jimmy Ngeow  
Raya Nicole  
Andrea Oliveros\*  
Hannah Ortiz  
Nasheli Ortiz  
Devi Palaguachi  
Sarah Pan  
Wayne Paradysz  
Justin Pare  
Matt Parson  
Dan Patrick\*  
Allison Peak  
Randall Pekari  
Emma Perlitz  
Elisha Pertillar  
Berlin Pineda  
Alexa Prado  
Mamatha Puttaswamy  
Chanel Quinonez  
Silvia Raill  
Silvia Raill\*  
Pedro Ramos  
Corrine Raphino  
Jahweel Redvil  
Catalina Rivera  
Jacqueline Rodriguez  
Jaqueline Rodriguez\*  
Maritza Rosa\*  
Marlena Rosado  
Aida Rosario  
Nidia Rosario  
Alexys Ross  
Stephanie Rowlette\*  
James Salvatore\*  
Juletsy Santana  
Jimmy Santos  
Jennah Saydee\*  
Ivette Scarleta  
Kevin Searles\*  
Samantha Serrano\*  
Celeste Sherman\*  
Cameron Sherrod  
Sabika Sherwani  
Christopher Shimwell  
Joshua Shook

Anuj Singh  
Cherry Stephens  
Nancy Swiatkiewicz  
Andrew Sylvester\*  
Nancy Sylvester\*  
Beau Szymczak\*  
Jamari Taylor  
Eric Teng  
Stacie Tessman\*  
Steven Tessman\*  
Cyrus Thomas-Walker  
Kayla Thompson  
McKenna Tierney\*  
Jim Todaro  
Joanne Todaro\*  
Marguerite Todaro\*  
Amneris Torres  
Armelio Toska  
Kelly Travers\*  
Sarah Tremaglio  
Jennifer Tsai  
Gwen Tullis  
Daijhmonea Vazquez  
Oliver Ventura  
Alicia Vlisides\*  
Patrick Wang  
Patrick Wang  
Tanying Wang  
Helena Ward\*  
Melanie Wasyl  
Pat Watras\*  
Timothy West  
Justin Wiemert  
Laroyal Williams  
Nadine Williams  
Shilon Williams  
Theori Williams  
Cashree Wilson  
Dylan Wilson\*  
Jennifer Wolfe  
Evan Woodson  
Linda Yanez  
Abigail Yang  
Annabelle Yang  
Nicholas Yang  
Meng yoo  
Carmen Zea\*  
Evan Zoppoli

\*UAServe  
Champions who  
contributed at  
least 25 hours of  
service.

# recruiting & matching

## UAServe table

Churches and organizations often request Urban Alliance to have a UAServe volunteer table at their event or church service. This provides a way to engage their members, congregants and networks to connect to meaningful volunteer opportunities that impact the community. In 2017, UAServe was present at Calvary Church of West Hartford, Calvary Fellowship of West Hartford and the Aetna Workplace Giving Fair.

## New Individual Volunteer Inquiries (January-December 2017)

### online

199 volunteermatch.org  
34 email inquiries  
32 UA website

### other

16 phone  
5 in person

### uaserve table/community

7 from Calvary Fellowship of West Hartford  
1 Aetna Workplace Giving Fair

### uaserve orientations

11 Chinese Baptist Church of Greater Hartford  
12 CDI Corporation

### community ally partnerships

49 from CT River Academy  
10 from Pathways Academy

► **total: 376**

*Of these new individual volunteer inquiries, 123 are currently serving (13 are UAServe Champions), 50 were matched but have not yet served, and 56 remain interested in serving but have not yet been matched.*



*Orientation at UA.*

## 46 uaserve orientations were held

### Custom Volunteer Orientations

Aside from our regularly scheduled volunteer orientations, we also visited sites or conducted custom orientations for churches and organizations that expressed interest in mobilizing volunteers through UAServe.

#### Family of six (February)

*This family serves at Church Army.*

#### Chinese Baptist Church of Greater Hartford (April)

*This group of professionals serves frequently at Sparrow Ministries.*

#### CDI Corporation (July)

*CDI employees served with Church Army USA and continue to serve with Sparrow Ministries.*

#### CT River Academy students and staff (September and November)

*Many volunteers from these orientations continually serve at Bible Way Temple Nation.*



*On-site orientation at Chinese Baptist Church in West Hartford.*

## Volunteer Host Sites

3 Urban Alliance network participants came on board as UAServe volunteer host sites in 2017:

- Kainos Ministries' On Vine joined in February
- Kainos Ministries' LovedIn in April
- Mustard Seed Outreach Center in April

► **68** volunteer opportunities were available at **24** host sites.

# partnering

## UAServe Community Allies

Often we are contacted by various community organizations or schools that are looking for help matching their students or clients to meaningful volunteer opportunities. Our partnership with these UAServe community allies continued to grow in 2017.

We continued partnering with **High Road School of Hartford** (an educational program serving the instructional and behavioral needs of high-school-aged students), **Sunrise Northeast** (a residential and habilitation program for people with disabilities), **East Hartford High School, Connecticut River Academy** (a magnet high school), and **Pathways Academy of Technology and Design** (a technology-centric magnet high school). Interns from Pathways were interviewed and eight were selected:

*Minelys Moreno was selected by Hartford City Mission, Daijhmonea Vazquez and Brandon Binnie were selected by Coram Deo, Dylan Wilson was selected by Poquonock Community Church and Special Touch Ministry, Ashley Fonseca-Gonzalez, Dan Kasjanski and Elijah Fuentes were selected by World Vision, and Jon Balfanz was selected by Youth Challenge of CT.*

- **Connecticut River Academy** had a group of 18 students and a group of 12 students preparing Revitalize bags for **Urban Alliance** in May. During their service day in September, 3 groups volunteered at **Church Army USA, Youth Challenge of CT** and **World Vision**. Individual volunteers also served on an ongoing basis at **World Vision** and **Bible Way Temple Nation**. Together they served **358.25 hours**.
- **East Hartford High School** had a total of 87 students serve at **World Vision**. Together they served **281 hours**.
- **High Road School** had a total of 13 students serve at **World Vision**. Together they served **57 hours**.
- **CREC Polaris Center** had a group of 3 students, a group of 6 students and a group of 4 students preparing Revitalize bags for **Urban Alliance** in May. They also had students who volunteered weekly at **World Vision**. Together, they served **407 hours**.
- **Miss Porter's School** had a total of 29 students/staff serve at **World Vision**. Together they served **233 hours**.
- **Sunrise Northeast** had a group of 4 individuals serve at **World Vision**. Together they served **209.75 hours**.



Top: A group from CT River Academy volunteers at Bible Way Temple Nation. Bottom: Pathways intern Dylan W. volunteers at Special Touch Ministry.

## Volunteer Roles

In 2017, UAServe volunteers served in a wide variety of ways:

### health

- Provided Medical Screenings
- Provided Intake Assistance at Screenings
- Provided Spanish Translation at Screenings
- Assembled Health Resource Bags
- Provided RN Assistance at Pregnancy Resource Center
- Assisted at Disability-Friendly Events
- Created Flyers for Disability-Friendly Events

### children & youth

- Provided Administrative Assistance at Pregnancy Center
- Assisted at After-School Program
- Assisted at a Sunday Morning Children's Program
- Provided In-School Mentorship/Tutoring
- Assisted at Teacher Resource Center
- Sorted and Stocked Donations
- Assembled School Supply Kits
- Cooked and Served Meals at Children's Program
- Supervised Children Engaged in Mobile Imagination Program
- Helped Unload Truck Full of Donations
- Helped Coordinate Breakfast and Serve Meals at Parent Workshop
- Provided Social Media Assistance
- Taught Zumba at a Family-Friendly Event
- Worked on a Website

### basic needs

- Cooked and Served Meals
- Picked Up Food Donations
- Helped at Local Food Pantries
- Repaired Bikes
- Prayed With Community Members
- Helped Distribute Food and Free Clothing
- Helped With Home Maintenance
- Provided Spanish Translation at Pantries
- Helped Load Food into Cars
- Assembled Food Kits
- Assembled & Distributed Hygiene Kits
- Greeted and Engaged People at Pantry
- Delivered Food Pantry Items
- Provided Worship Music
- Assisted Clients and Coordinated Appointments at Men's Residential Home
- Provided Administrative Assistance at Transitional Living Home
- Helped Community Members Shop at Food Pantry
- Created Video Presentations

# servicing

*"One day a week, I get to tutor at Lincoln Elementary, which is a wonderful experience. Thanks for hooking me up with an activity I love!"*  
- Holly G.

*"Things are going great. I like the people and the work we do. I highly recommend Crossroads food pantry to other volunteers."*  
- Dolapo A.

*"We enjoyed interacting with the people at Kainos Ministries' Middletown Outreach, sharing words of hope and love and filling them with food and faith. God is on the move and we are blessed to have been brought to you and Urban Alliance. Through your organization God will use us in a mighty way."*  
- Amy B.

*"I'm happy to say that I've had some wonderful and fulfilling experiences. I already volunteered with Church Army three times now and I enjoy the work that we do."*  
- Sebastian C.

*"I am enjoying my experience at Youth Challenge and am pleasantly surprised at how friendly the staff and clients are here. I think my work is appreciated."*  
- Jonathan B.

*"I have had a great time over at Sparrow Ministries and am very thankful to be a part of all that they do there! I have felt very included every time I go!"*  
- Sierra M.

## Meet UAServe Volunteer Champion: Pat Watras

247 volunteer hours later, Pat Watras is still energized by giving her time to make a difference.

It all started in February 2016, when she contacted Urban Alliance about volunteering through UAServe, UA's volunteer mobilization program that matches volunteers to programs that are helping meet needs in our local community.

Her first inquiry was about volunteering in a behind-the-scenes capacity, using her knitting skills to help provide warm winter items for women at a transitional living home. The next step was to attend a UAServe volunteer orientation, which she cautiously attended, not wanting to over commit or to make a commitment that was not the right fit. But, once at the orientation she found herself excited to sign up for new opportunities.

Initially matched with the food pantry at Crossroads Community Cathedral, she quickly became not only part of the team of volunteers, but a valuable right-hand person to the organizers, Dave and Carol Warner.

"Crossroads is like family to me

and I look forward to going every week. I never miss a week. I know the clients by name and I know their story," Pat shared.

Last fall, Pat reached out to Rosa McGuire, UA's Volunteer Manager, looking for an additional opportunity. This time she was matched to World Vision's Teacher Resource Center where she quickly became someone they could count on. Every Monday afternoon, it is her face that teachers see when they arrive after a long day at school, greeting them with a warm welcome. As part of her role, she answers questions the teachers have as they "shop" for free school supplies. Watras reflected on how grateful the teachers always seem. "They all walk out thinking it's Christmas and they thank me like I did something and I didn't do a thing!"

Mike Bassett, World Vision's Warehouse Manager in East Hartford, credits Pat's efficiency along with her caring and generous heart for the increase in teachers they are able to have come through every day. "Before Pat started volunteering with us, our maximum capacity of teachers we could have come



shop per afternoon session was forty. With Pat's help, we are now able to serve sixty teachers per shopping session because of how quickly and warmly she is able to get them checked in and given instructions. That is astounding increase!"

Pat earned the title of UAServe Volunteer Champion in June 2016 after completing more than 25 hours of volunteer service. When she is not volunteering, Pat loves watching football and working on knitting projects, much like the one she originally contacted Urban Alliance to get involved in.

# servicing

## Breaking Stereotypes, Creating Change: UAServe Champion Thomas Hoong

It all started with two life-changing experiences. After high-schooler Thomas Hoong suffered from a knee dislocation and lost a family member to a terminal illness all within a year, he was motivated to make a difference.

“As I reflected on those experiences, I was inspired to help people see the beauty in positive energy and life, and ultimately reduce the amount of suffering and tragedy in the world,” shared Hoong.

After Hoong browsed online volunteer sites, he learned about the opportunity to help out at Latter Rain Christian Fellowship’s food pantry in Hartford’s North End, which receives support, including volunteers matched through UAServe, to strengthen and expand their services through Urban Alliance’s Beyond the Basics initiative.

Charles Oxley started Latter Rain Christian Fellowship’s food pantry with his own money in 2012, but gives all the credit to God for blessing the pantry with an increase in support to reach more people.

“It has been a passion for me to feed and help people,” he shared. “God has blessed the pantry with an increase of food from different sources so we can reach more people. We now serve more than one thousand people monthly.”

While Hoong was on a mission to be a blessing, he never imagined how much of a blessing he would receive in return by serving alongside Oxley and the other volunteers, which Hoong affectionately refers to as his “Latter Rain family.”

“From setup to distribution to clean up, Latter Rain is the epitome of what teamwork should look like,” explained Hoong. “When we work together and support one another, we make bigger strides in transforming our community. Our success and missteps fill the room with laughter, growth and joy. By giving one hundred percent of our focus and attention to our clients, we transform humanity and inspire others to be leaders in positive change.”

He added, “The adult volunteers are great people with big hearts. They have a great sense of humor and know how to have fun. And of course, those in charge of the pantry showed me that we are all capable of love and joy. They can make anyone’s day happier. I’m grateful that Sisters Pam and Debbie, and Brother Oxley operate the pantry as caring and legitimate leaders.”

As part of his volunteer tasks, Hoong prepares boxes



of food and delivers them to community members who are unable to make it to the pantry and also distributes food on-site at the pantry.

“He is compassionate, intelligent, kind, and eager to please and serve others,” shared Oxley. “No job is too big or small for him, and he is willing to assist with any tasks with a great attitude.”

One of the unique ways that Hoong was looking to grow his skills as a volunteer was by practicing his Spanish language skills. And, by being matched through UAServe, he’s had the opportunity to do so at Latter Rain.

“As one of only five volunteers who can speak Spanish, I will always remember the warm smiles and looks of surprise when I have done my best to communicate with Spanish-speaking clients,” shared Hoong.

It’s this type of effort that has helped bring people together while meeting real needs in the community.

“Urban Alliance has helped our pantry to broaden our racial diversity with our volunteers as well as breaking racial stereotypes by fostering new relationships,” explained Oxley.

Since being matched to Latter Rain a little over a year ago, Hoong has contributed nearly 100 hours of service, qualifying him as a UAServe Champion. His only regret is that he didn’t start sooner.

“UAServe will help you to get involved and figure out where you can allocate your strengths from a variety of options,” explained Hoong. “UA has done a tremendous job partnering with safe, meaningful and friendly non-profit organizations. By volunteering, you have fun, develop real-world skills, and create change through your words and actions. There is nothing to be afraid of because everyone recognizes the full value of the time, effort and love you devote to creating and contributing positive changes toward a more united community. I really wish I had gotten involved earlier in my life.”



# servicing

## Volunteers from Urban Alliance Network Churches

- 1 volunteer from **Calvary Church of West Hartford** served a total of **3 hours** at **Church Army**
- 25 volunteers from **Calvary Fellowship** served a total of **117 hours** at **Church Army, Wellspring and World Vision**
- 1 volunteer from **City Church** served a total of **16 hours** at **Grace Worship Center and Wellspring.**
- 26 volunteers from **Crossroads Community Cathedral** served a total of **401 hours** at **ABC Women's Center, Church Army, Citadel of Love, Crossroads Community Cathedral, FaithCare, Hartford City Mission, Sparrow Ministries, South Congregational Church and Youth Challenge**
- 1 volunteer from **First Church of Christ, Wethersfield** served a total of **24.75 hours** at **Simpson-Waverly School**
- 1 volunteer from **House of Restoration Church** served a total of **3 hours** at **Church Army**
- 5 volunteers from **New Dimension Christian Center** served a total of **168.5 hours** at **Church Army, Grace Worship Center, Latter Rain Christian Fellowship and World Vision**
- 2 volunteers from **Our Savior Lutheran Church** served a total of **16 hours** at **Church Army and Special Touch Ministry**
- 3 volunteers from **Phillips Metropolitan CME Church** served a total of **32.5 hours** at **Sparrow Ministries**
- 3 volunteers from **Poquonock Community Church** served a total of **30 hours** at **Church Army**
- 1 volunteer from **Shiloh Baptist Church** served a total of **27.5 hours** at **Hartford City Mission and Poquonock Community Church**
- 2 volunteers from **The First Cathedral** served a total of **68 hours** at **Church Army and World Vision**
- 1 volunteer from **The Rock CMC** served a total of **18 hours** at **Sparrow Ministries**
- 4 volunteers from **Trinity United Methodist Church** served a total of **94 hours** at **Church Army, Hartford City Mission, Urban Alliance and World Vision**
- 5 volunteers from **Valley Brook Community Church** served a total of **15 hours** at **World Vision**
- 60 volunteers from **Valley Community Baptist Church** served a total of **247 hours** at **Church Army and World Vision**
- 5 volunteers from **Wintonbury Church** served a total of **214.5 hours** at **ABC Women's Center, Church Army, Crossroads Community Cathedral and Grace Worship Center**

▶ **146** volunteers from ua network churches served a total of **1,495.75** in **2017** hours



# servicing

## Group Projects

- **Apex International Education Partners** had two groups of Chinese international high school students serve at **Church Army** and **World Vision** in April. Together, they served **45 hours**.
- **Calvary Fellowship** had a group of 21 people serve at **World Vision** during their day of service. Together, they served **63 hours**.
- **Catholic Heart Workcamp** had a group of 9 youth and adults serve at **Church Army** and 9 at **World Vision** during their week of service in July. Together, they served **103.5 hours**.
- **Crossroads Community Cathedral** had a group of 15 young adults sorting, washing and drying clothes at **Youth Challenge** in May. Together, they served **45 hours**.
- **Grace Baptist Church** had a group of 18 youth serve at **World Vision** as part of their WV 30 hour famine. Together, they served **58.5 hours**.
- **Stanley Black & Decker** had a group of 9 employees sort donations at **World Vision** in December. Together, they served **27 hours**.
- **The Hartford** had two groups of employees serve at **World Vision** in September and October. Together, they served **44.5 hours**.
- **Valley Brook Community Church** had a group of 5 people serve at **World Vision** in October. Together, they served **15 hours**.
- **Valley Community Baptist Church** had a group of 17 and a group of 16 people volunteer for their service day at **Church Army** and **World Vision** in March. A group of 17 and a group of 9 served again in November. Together, they served **244 hours**.



# celebrating

The 2017 UAServe Appreciation Day was held on February 11, 2017.



## summary

In 2017,

**628** UAServe volunteers

- ▶ ranging in age from 2-87
- ▶ from churches, schools, corporations and the community
- ▶ including 67 UAServe Champions

contributed

**5,831** hours

of service to UA or programs supported by Urban Alliance initiatives,

which is valued at

**\$144,142.<sup>32</sup>**

UAServe volunteers have contributed a total of

**13,200** hours

since the UAServe program began in 2013.

- ▶▶ *These volunteers helped strengthen and increase the impact of local health, children and youth, and basic needs programs that are helping people in our communities.*

