

ANNUAL REPORT 2023

UNITE
PEOPLE
WITH HEART

EMPOWER
THEM WITH
COMMUNITY,
GOODS,
AND IDEAS

AND TOGETHER, WE WILL CREATE
THE CHANGE WE WANT TO SEE IN THE WORLD.

VOLUNTEER  NOW®

IMPACTING COMMUNITIES

across the country

2023 Highlights

500K
VOLUNTEERS

4,200
NONPROFITS

860
SCHOOL
CAMPUSES

18
RETAIL
PARTNERS

6,000
SERVICE
OPPORTUNITIES

1 OHIO/TEXAS

Coordinated **7-Eleven Corporate Cares Day** with 700 employees, volunteering with 20+ nonprofits in Ohio and Texas.

2 NORTH CAROLINA

Connected 2,070 volunteers to 34 campuses at **Wayne County Public Schools**, one of our newest clients using VOLY.org.

3 SOUTH TEXAS

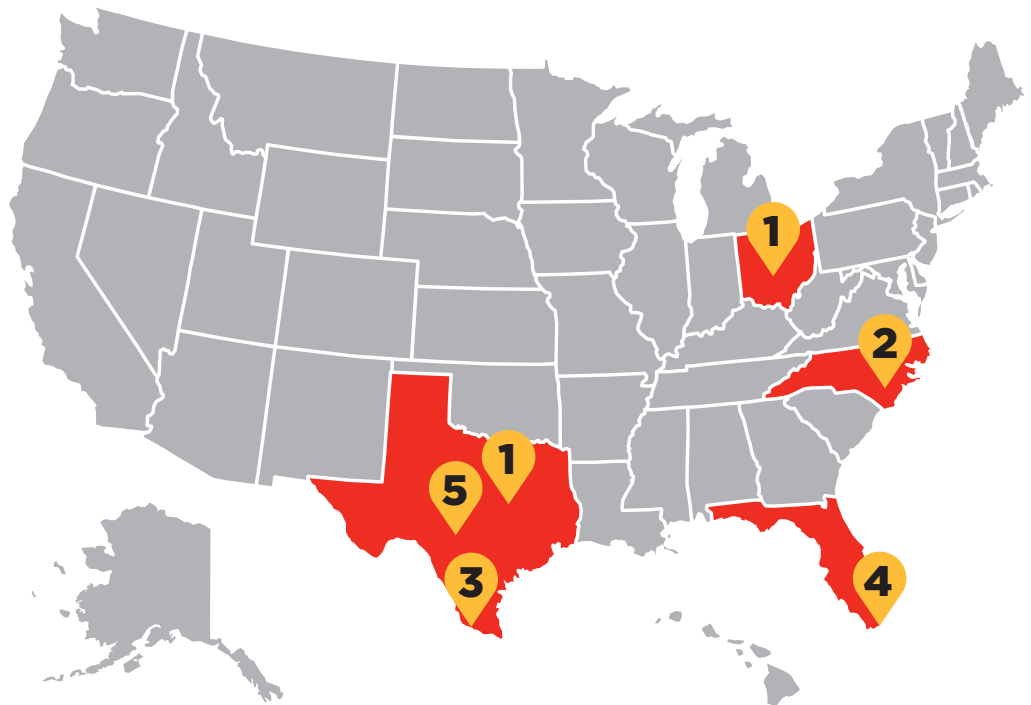
In partnership with **Interloop**, **JCPenney**, and the **Salvation Army**, over 6,000 articles of clothing were distributed to refugees seeking asylum at the Texas border.

4 FLORIDA KEYS

Communities Foundation of the Florida Keys joined VOLY in 2022 and is now supporting 76 nonprofits on our platform.

5 THE TEXAS VOLUNTEER MANAGEMENT CONFERENCE

Powered by VolunteerNow, **TVMC** expanded its reach with participants from all **50** states and **43** countries.



A MESSAGE FROM OUR LEADERSHIP

VolunteerNow was founded in 1971 (as the Dallas Voluntary Action Center) by four visionary leaders – Annette Strauss, Helen Boothman, Mitch Jericho, and Jan Sanders – who knew how much the service of volunteers matters to the community. Today, VolunteerNow is one of the nation’s largest volunteer centers, widely recognized for our impact in marshaling 500,000 volunteers to strengthen more than 4,200 nonprofit organizations.

We believe volunteers change everything; in the same spirit, VolunteerNow is changing to meet the needs of our communities and to better serve the nonprofits we exist to support and resource. In 2023, we brought on a new CEO, went through a full reorganization, rearticulated our mission and core values, and began development of our 2024-2026 strategic plan.

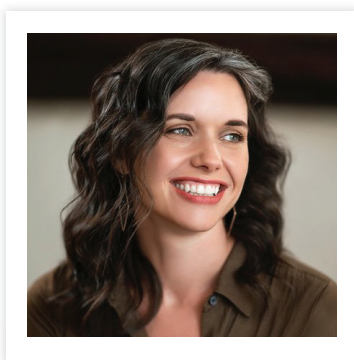
What’s not changing is the heart of our agency and our work, which will always focus on serving others. We are committed to serve in ways that bring diverse communities together, build empathy and understanding, and create meaningful and measurable change.

We are excited to share the impact we’ve made in the last 12 months, and we’ll also share stories from the last few years that you may have missed along the way. Together, we have done so much good!

As we look forward, we want to say thank you. Thank you to each volunteer who has given of themselves and allowed us to be a part of that journey. Thank you to every donor who has trusted us with resources of many kinds. Thank you to the nonprofits, schools, and municipalities who have chosen VOLY.org to expand their reach and impact. Thank you to the corporations who have allowed us to partner with them in giving back. Thank you to every community member and civic leader who has been a part of shaping VolunteerNow into what it is today.

We are 52 years strong. It’s been a beautiful journey of transforming communities, one act of service at a time.

Sincerely,



A handwritten signature in black ink that reads "Rachel Currie Triska".

RACHEL CURRIE TRISKA
Chief Executive Officer

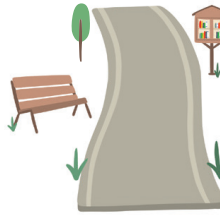
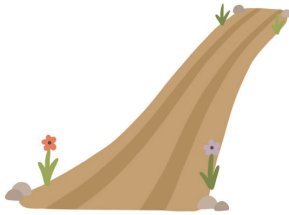


A handwritten signature in black ink that reads "Tracy Steiner".

TRACY STEINER
Board Chair

OUR MISSION

VolunteerNow unites people with heart and empowers them with community, goods, and ideas, so that together we can create the change we want to see in the world.



COMMUNITY

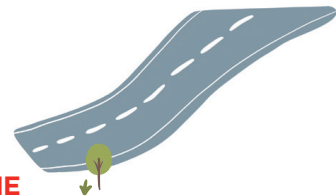
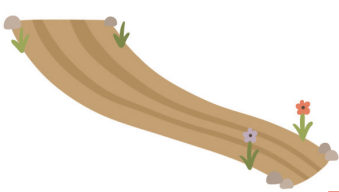
IDEAS

GOODS

VOLY.org
Corporate Volunteer Activations
veriFYI.org
Community Service Restitution

Texas Volunteer Management Conference
Young Leaders Council
Consulting and Training
Research Partnerships

Discount Depot
Goods Giveaways
Goods Grants



THE *change* WE WANT TO SEE IN THE



TRANSFORMING LIVES

through community, ideas and goods



COMMUNITY | Light Up the Garden

A Collins Aerospace grant supported a project with their employee volunteers to install 18 pole-mounted solar lights in community gardens located in South Dallas, including Restorative Farms, Joppy Momma's Farm, The Oak Cliff Veggie Project's Tenth Street Garden, Unity Garden, T.R. Hoover CDC, and GROW North Texas's Owenwood Farm and Neighbor Space. Designed by Green Space Careers, the solar lighting will make gardening in these locations more secure, sustainable, and accessible, while also lowering operating costs.



IDEAS | TVMC expands to serve a global audience

For over 30 years, VolunteerNow has been the backbone organization for the Texas Volunteer Management Conference (TVMC), which went virtual in 2021 and 2022 in response to the pandemic. The outcome was beautiful: TVMC expanded to serve a global audience and drew record-breaking attendance (500 registrants) both years.



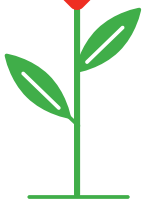
GOODS | Bringing holiday cheer to kids in need

Each holiday season, we aim to serve up holiday cheer! In our December Goods Giveaway, we provided 200 children at Dallas ISD's Richard Lagow Elementary School with toys for Christmas and assisted 6 families who lost everything in an apartment fire through the gift of Donated Goods vouchers.

“I am in tears! Thank you all for your love and kindness! Thank you for bringing joy to our students!”

— Delanna Sanders, Dallas ISD Special Education

C♥MMUNITY



Our work doesn't work without community!
That's why our organizing principle is:

We can do more good, together.

5 essential ways we show up for those we serve:

1

VOLY.org. VolunteerNow is a national provider of volunteer recruitment and management software through our proprietary technology, VOLY.org. The easy-to-use system pairs VolunteerNow's volunteer engagement expertise with state-of-the-art technology that engages, tracks, and manages volunteers in service to their communities.

2

COMMUNITY SERVICE RESTITUTION. VOLY also serves those who have court ordered Community Service Restitution (CSR) by providing appropriate opportunities, guidance in logging and submitting hours, and providing verification of service to probation offices.

3

veriFYI.org. Our volunteer background checking service ensures nonprofits across the country have well-vetted volunteers and safe environments for those they serve. Since its inception in 1994, this service has provided background checks for over 1 million volunteers.

4

VOLUNTEER AND VOLUNTEER MANAGER TRAINING. Support for the VOLY community is critical. Our team provides consistent education and support for our software and best practices for volunteers and volunteer managers.

5

CORPORATE VOLUNTEER ACTIVATIONS. With thousands of nonprofit partners and a network of 860 schools, VolunteerNow is uniquely positioned to be a bridge between corporations and our partner agencies, hosting volunteer activations for everyone from Disney to 7-11.

Our Volunteer Services program is a hub for good as we support the missions of our partner agencies.

Growth and Impact Indicators | 2021 to 2023



Volunteer accounts created
108,951

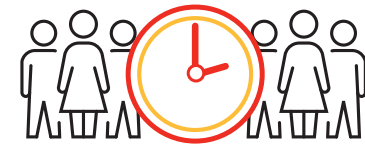
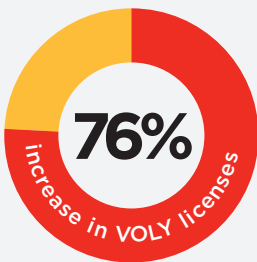


Volunteer opportunities created
18,875



Volunteers/volunteer managers trained
962

Partner agency growth



Volunteer hours logged
324,098



Community service restitution hours logged
87,000



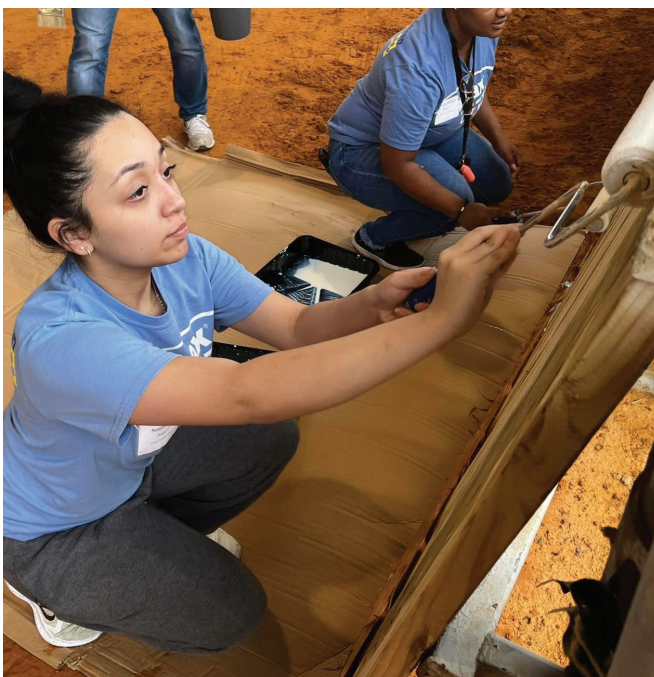
Corporate volunteers
2,000+



Background checks completed
24,000+



Financial impact for partner agencies
\$13,072,916



GOODS

VolunteerNow transforms the excesses of consumerism into a generative economy that benefits those who most need access to goods. Via strategic partnerships with retailers, the Donated Goods program redistributes new and needed goods to Low and Moderate Income (LMI) communities and nonprofits serving these communities.

Once donated, our goods follow one of **3** paths:



1

DISCOUNT DEPOT. This program started in 1989 with our partners at JCPenney and has grown to 18 retail partners, including eight Fortune 500 companies. Our stores have everything from clothes and home goods to food and over-the-counter medicines. The minimal fees we charge cover our program expenses, allowing Donated Goods to be a self-sustaining program the community can count on.

2

GOODS GIVEAWAYS. When corporate partners give big, so do we. Large scale donations are redistributed on a first-come, first-served basis at no expense to our nonprofit partners. Since this program's inception in March 2023, we have donated over 87,000 items to nonprofits across DFW.

3

GOODS GRANTS. VolunteerNow's Goods Grants program helps us deliver new goods to nonprofit partners. These grants fill gaps in our partners' operational or programming budgets, thus reducing expenses and freeing up funds for allocation where they are needed most.

The Donated Goods program serves our partner agencies as well as low and moderate communities in practical ways.

Growth and Impact Indicators | 2020 to 2023



Tons of goods diverted from landfills

1,970



Nonprofits served

1,202

21 Fulltime jobs created



Volunteer hours

36,387

18 Retail partners



Financial impact to the community



\$24.3M



People served

497,384



IDEAS

We know ideas can change the world, which is why creating space to generate and share ideas is a significant part of our work, as is activating collaborative partnerships like these:

RESEARCH PARTNERSHIPS VolunteerNow partners with institutions of higher education to study issues that directly impact our work in building capacity for nonprofits and ensuring we deliver the most effective and impactful volunteer experiences possible. In the spring of 2024, we launched a study with UT Dallas to evaluate whether court ordered volunteerism reduces recidivism and whether CSR volunteers report the same benefits as other volunteer populations.

YOUNG LEADERS COUNCIL Our Young Leaders Council is designed to train the next generation of philanthropists and volunteer leaders to help create and lead a stronger North Texas community. This group establishes a pipeline of engaged and trained next-generation leaders as civic volunteers, nonprofit board members and community change-makers in North Texas.

CONSULTATION AND TRAINING VolunteerNow designs practical, proprietary curriculum based on our 52 years of experience working with organizations to improve their recruitment, engagement, and retention of volunteers. Our expert staff provides new and seasoned volunteer engagement professionals with tools and tips to build sustainable volunteer programs and recruit strategically.

TEXAS VOLUNTEER MANAGEMENT CONFERENCE The Texas Volunteer Management Conference (TVMC), is the leading educational event for current and emerging volunteer management professionals in Texas and throughout the world. Since 1991, TVMC has provided sessions led by top-level speakers, trainers, and experts who are leaders in their fields.

MASS CARE TASK FORCE The Mass Care Task Force (MCTF) is a collaboration between the American Red Cross North Texas Region, the Salvation Army DFW Metroplex Command, the North Texas Food Bank, and VolunteerNow. This collaborative effort was established in 2006 in the aftermath of Hurricanes Katrina and Rita to maximize the disaster-related services provided by the four nonprofit agencies.

“If I have a thousand ideas and only one turns out to be good, I am satisfied.”
- Alfred Nobel, founder of the Nobel Prize

CONTINUOUS IMPROVEMENT for greater impact

Donated Goods was selected as the client for **SMU's Master of Arts in Design and Innovation (MADI)** design studio project for social impact. Previous clients include the Water Cooler at Pegasus Park, Dallas Police Department, and Dallas College's Labor Market Intelligence Center.

MADI In the fall of 2023, the MADI team engaged in an immersive 16-week, human centered design process exploring the challenge:

How might we improve the in-store experience for the Discount Depot Community?

MADI's key findings, summarized below, will guide us in our process of continuous improvement.

KEY FINDINGS

Community Design Principle: There is a direct relationship between the experience of those we serve and how well our team members are supported and resourced.

- Moms and teachers are two major groups who shop with us, stretching their dollar to support kids at home and in school.
- 87% of those we serve are regular shoppers and have been coming to our stores for as long as 15 years.

Goods Design Principle: When products are intentionally displayed and curated, it conveys care to customers.

- The need we meet most is clothing. On average, shoppers receive an 80% discount off retail prices.
- Household items are reported as the second most significant need that brings community members to Discount Depot.

Ideas Design Principle: Clear, consistent communication improves the experience for all in the Discount Depot community.

Our team has been workshopping a new name for Discount Depot and we asked MADI to test it.

- Our community's response to the new name of "Do More Goods" was overwhelmingly positive.
- Eighty-two percent of those surveyed shared "Do More Goods" communicates the reason they shop with us: **"When we shop here, it means we're doing more good for the community and for each other."**

We're excited to announce that in 2024, we will rebrand Discount Depot as "Do More Goods."

CELEBRATING 50 YEARS

VolunteerNow celebrated its Golden Anniversary on April 28, 2022 at our 15th Annual Hearts of Texas Luncheon. We honored five extraordinary organizations that have supported our mission for many years with the VolunteerNow Lifetime Achievement Award:



A collective of generous philanthropists led by Lyda Hill supported an incredible vision to bring volunteering to the masses, and thus VOLY.org was born in 2013. At that time, just under 10,000 volunteers were registered to the platform; today we're 500,000 volunteers strong.



Hillcrest Foundation supported VolunteerNow's building campaign and was an early investor in the development of VOLY.org, leveraging their knowledge of nonprofit needs in North Texas to help the organization create and sustain the platform.



Since 1983, the Volunteer Center has made its home in The Wilson Historic District in Dallas, thanks to support from The Meadows Foundation.

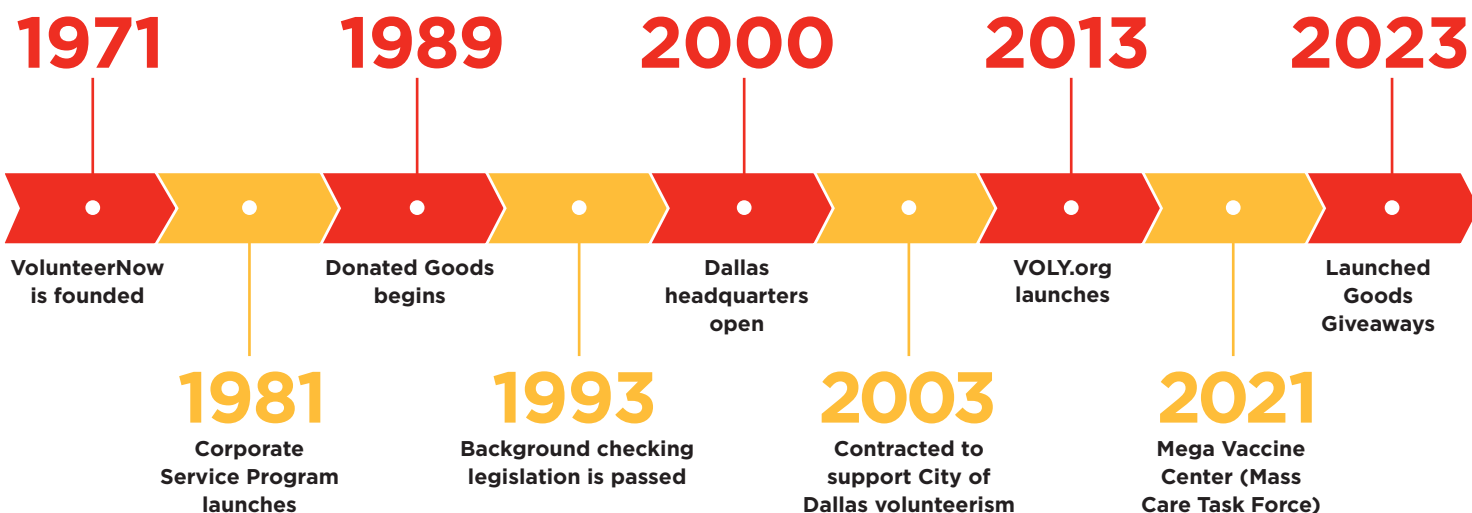


JCPenney has partnered with Donated Goods since day one; the company's 35+ years of support continues to help LMI communities thrive via access to high-quality goods.



Texas Instruments has been a staunch proponent of corporate volunteerism for many years and has provided their top executives as VolunteerNow board members, leveraging their technology and business acumen.

Our journey over the years



Increasing volunteer hours exponentially with the 50th Anniversary Infrastructure Grant

Lyda Hill Philanthropies' generous \$250,000 Challenge Grant came at a crucial time as nonprofits adjusted to the realities of a post-pandemic world, where the need for volunteers is rising. From 2022 to 2023, VOLY partners experienced an increase of 99,500 hours logged by volunteers. Overall, we saw VOLY.org customer needs increase by 288% during the term of this grant.

Powered by the generosity of Lyda Hill Philanthropies and partners like The Hoglund Foundation, we met the increased need for volunteers, implemented needed improvements in the VOLY system, and continued our heritage of excellence in service to our community.

According to an assessment by an outside technology partner, the improvements made possible by the 50th Anniversary Infrastructure Grant have secured and stabilized VOLY.org in a way that will allow us to operate for the next three years with minimal investment of additional capital for development. As we slow our investment in developing new features for VOLY.org, we are not slackening our commitment to provide the most innovative solutions for today's volunteer needs. We believe technology has reached a level of complexity that requires us to reimagine how to better use emerging technologies to tackle the challenges and opportunities of today's world. VolunteerNow's leadership has committed to a thoughtful research and development process as we explore how we can build on the 15-year history, successes, and learnings of VOLY.org.

Increase in new volunteers logging hours



19,500
2021-2023

Volunteer hours logged

37,000
2021

112,000
2022

215,000
2023

FINANCIAL IMPACT

VolunteerNow 50th Anniversary Capital Campaign (Sept. 2021-July 2023)

\$392K 176 UNIQUE DONORS

\$250K LYDA HILL PHILANTHROPIES MATCHING GIFT

\$500K IN-KIND DONATION FROM PARTNERS LIFEBLUE & PARIVEDA

HISTORIC MOMENTS



Volunteer Center, 1986 in our little yellow house on Liberty Street



Member of The Wilson Historic District

VolunteerNow was the first nonprofit to become a member of The District. For the past 40 years, we have benefited from the partnership and generosity of our neighbor, The Meadows Foundation. It was a joy to be one of four nonprofit grantees featured at their 75th anniversary celebration.



COVID-19 mega vaccine site

In 2021, VOLY.org supported the volunteer efforts at the COVID-19 mega vaccine site at Fair Park. In partnership with Dallas County and The Lions Club, over 10,000 volunteers signed up for shifts, donating 200,000 hours from January to March.



16th Annual Hearts of Texas Luncheon

In 2023, we celebrated doing good as well as we do “big” in Big D with our Lifetime Achievement Honoree, Lynn McBee (CEO of Young Women’s Preparatory Network). We also honored Dallas CASA with the Ruth Collins Sharp Altshuler Award for excellence in volunteerism and Dallas ISD with the Tammy Richards VOLY Impact Award.

THANK YOU for your support!

Financial models drive impact. In 2023, we aligned our budget with our vision and our pursuit of outcomes we believe will be most impactful to our sector. We appreciate every contribution and the trust you've placed in us to invest your gifts and resources for the good of our community.

The support of our partners fuels all aspects of our work. Together, we are creating the change we want to see in the world.

PARTNER ACKNOWLEDGMENT

Community VOLY Partners – It would be impossible to acknowledge all 4,200 Community VOLY partners, but here are some of our highest utilizers from 2023:

CBATES
Helen's Project
Hope Health Care
SPCA of Texas
Zavala Elementary PTA

Educational Partners

Bastrop ISD
Cedar Hill ISD
City of McKinney
Cityscape Schools
Communities in Schools
Crandall ISD
Dallas ISD
DeSoto ISD
Dickinson Public School District
Frisco ISD
Katy ISD
Lewisville ISD
LISA Academy
Little Elm ISD
Plano ISD
Richardson ISD
Sunnyvale ISD
Uplift Education
Wayne County Public Schools

Technology Partners

Lifeblue
Pariveda

Retail Partners & Donated Goods Contributors

AmerCareRoyal
Bank of America
Behind Every Door
Boxed.com
Charter Furniture Outlet
CVS
Deanne Termini
Ericsson
Girl Scouts – Fort Worth
Healthy Teachers of America
Hillary Cullum
Hunt Energy
Hunt's Corporate Services
Interloop
JCPenney
Karen Wasserman
Kay Christie
Lowe's
Meadows Mental Health Policy Institute
Neiman Marcus
Pepsico-Frito Lay
Quorum International / Cyan Design
Shutterfly
Target
The Family Place
Trader Joe's
Walgreens

Legacy Partner (\$50,000+)

Lyda Hill Philanthropies
Points of Light

Thought Leader (\$30,000+)

7-Eleven
Fannie Mae
The Heglund Foundation
The Meadows Foundation

Community Builder (\$10,000+)

City of McKinney
Collins Aerospace
Lisa and Clay Cooley Family
RHSB Foundation
Teladoc
Texas Instruments Foundation
Texas Instruments Incorporated
Young Women's Preparatory Network

Volunteer Champion (\$5,000+)

Allyn Media
Bill Braxton
Christopher Burroughs
Ernst & Young
Murray Media
Ruth C. and Charles S. Sharp Foundation Inc.
The Marianne & Roger Staubach Fund of
The Catholic Foundation
The Netzer Family Charitable Foundation
UT Southwestern Medical Center/
Southwestern Medical Foundations
William and Casey McManemin

Resource Amplifier (\$2,500+)

Charles Knight
Cheryl Alston
Children's Health
Chitra and Venkat Raman
Community Foundation of the Florida Keys
HandsOn Bay Area
Kristi Estes
LaRhonda Brown-Barrett

Resource Amplifier (cont'd)

Lisa and Peter Kraus
Locke Lord LLP
North Texas Giving Day
Sarah M. Losinger
Susser Bank
Tammy Richards and Mike Douglass
The Rosewood Corporation
Tracy Steiner

Patron (\$500+)

AT&T Performing Arts Center
Brandi Parker
Caren H. Prothro
Carolyn and Karl Rathjen
Dallas Foundation
David Engfer
Embrey Family Foundation
Erle A. Nye
Harlan R. and Katherine Raymond Crow
HundredX
J.M. Haggard Jr. Family Foundation
Jarvis Press - David Carpenter
John Hall (RHSB)
Linda P. Custard
Lisa Nelson
Lottye and Bobby Lyle
Mersina P Stubbs
Michal L. H. Powell
Neha Kalantri
Northway Christian Church
Sonoma Taylor
Wanda and Gary L. Webb Family Fund

TEAM MEMBERS

RACHEL CURRIE TRISKA | Chief Executive Officer | rcurrietriska@volnow.org
HILLMAN “HILL” EVANS IV | Senior Director of Programs | hevans@volnow.org
MEGHAN DELANEY | Director of Volunteer Services | mdelaney@volnow.org
PATRICK HICKS | Director of Donated Goods | phicks@volnow.org
GERTRESA “TAY” SMITH | Data and Product Analyst | tsmith@volnow.org
YOLANDA DAVALOS | CSR Program Manager | ydavalos@volnow.org
VICKI FUENTES | Senior Accounting and Human Resources Manager | vfuentes@volnow.org
MARIESA JIMENEZ | Fort Worth Store Manager | mjimenez@volnow.org
JOB MARQUEZ | Warehouse Manager | jmarquez@volnow.org
ROCHELLE RODRIGUEZ | Partner Relationship Manager | rrodriguez@volnow.org
ADRIANA TAMAYO | Dallas Store Manager | atamayo@volnow.org
CATHY HURST | Agency Relations Coordinator | churst@volnow.org
IVONNE RODRIGUEZ | VeriFYI Program Specialist | verifiyi@volnow.org
SUSAN BLACKBURN | Community Engagement Ambassador | sblackburn@volnow.org

BOARD OF DIRECTORS

TRACY STEINER | Chair | Texas Instruments
CHARLES KNIGHT | Vice-Chair | Pariveda Solutions
KRISTI ESTES | Secretary | Morgan Stanley
CHITRA RAMAN | Treasurer | Resolve Tech Solutions
CHERYL ALSTON | Dallas Employee’s Retirement Fund
BILL BRAXTON | Goldman Sachs
LARHONDA BROWN-BARRETT | HollyFrontier Corporation
PETER JACOBSON | Amplio
SONOMA TAYLOR | City Electric Supply
BRANDI P. WEATHERSPOON | Walmart



“ VolunteerNow’s programming has positively impacted our clients and their ability to hold their heads up as they navigate tough transitions in life.”

— Kayla Mainja, LCSW,
President/Founder, Helen’s Project



volunteers change **EVERYTHING**[®]

WWW.VOLNOW.ORG