Board of Directors

PRO2SERVE 2016 BOARD OF DIRECTORS

Alan Wade, Robert Van Hook, Dean Hall, Homer Fisher, Karen Goss, Barry Goss
Message from the Chairman

TO PRO2SERVE EMPLOYEES AND OUR FAMILIES:

Rather than wax poetic, I think the following letter from the Roane Imagination Library, a local community organization serving children, speaks to the impact that Pro2Serve and our employees are having by donating ten percent of our corporate profit to the communities in which we live and work.

Roane Imagination Library
P.O. Box 128
Kingston, TN 37763
RoaneImaginationLibr@gmail.com
6 October 2016

L. Barry Goss, Ph.D.
Chairman & CEO, Pro2Serve
1100 Bethel Valley Road
Oak Ridge, TN 37830

Dear Dr. Goss,

Thank you for again sponsoring the Pro2Serve Challenge Grant for Roane Imagination Library. This fifth year was yet another success. Roane County friends and neighbors matched your check for $5,000.00* with an additional $11,098.00. Based on past experience I expect we will receive additional funds contributed in the Challenge envelopes toward the end of year as individuals reflect on their annual charitable giving.

The continuing success of the grant has kept Roane Imagination Library fiscally strong and enabled us to focus on enrolling children and distributing books widely. Our current enrollment stands at 2,017 children, or 83% of the eligible population. This affiliate is a leader among all of the Dollywood Foundation affiliates. (see attached graphic)

This year we carefully analyzed and updated our mailing list, with the result we sent approximately 125 fewer letters. We also placed an ad in the Roane County News. This approach successfully reached our loyal donor base as well as recruited 12 new donors. I have attached a list of donors for your information.

The importance of literacy was so nicely stated in a recent Los Angeles Child Literacy Initiative, “No skill is more crucial to the future of a child, or to a democratic, prosperous society, than literacy.”

The Pro2Serve Challenge makes a difference. Thank you.

Sincerely,

Jill McMaster
Coordinator

End: Enrollment trends 2011-Present
List of 2016 donors

Thanks for all that you do to make our employee-owned company and our communities successful.

L. Barry Goss, Ph.D.
Chairman and CEO
Corporate Citizenship

MAJOR CORPORATE PROGRAMS

Our Board of Directors has made education and economic development priorities for the corporate giving program. In education, we helped establish the Distinguished Professionals Education Institute, a 501(c)(3) education organization that places professionals in high schools to teach courses in their areas of expertise, such as physicists teaching physics. For the past 16 years we have funded the UT-Pro2Serve Math Contest, which brings Tennessee’s brightest high school math students to the University of Tennessee in Knoxville. In economic development, we continued our support of the East Tennessee Economic Council and the Energy, Technology and Environmental Business Association.

EMPLOYEE MATCHING PROGRAM

Pro2Serve matches up to $100 for any employee who is contributing time or money to a favorite community or charitable program. Beneficiaries range from high school soccer teams to church mission trips to families in need.

JOINT EMPLOYER/EMPLOYEE PROGRAMS

The United Way represents our largest joint employer/employee community program. We proudly offer a dollar-for-dollar match to our employees’ United Way pledge card contributions, and as a result of our generous employees we have been Roane County United Way’s largest corporate annual contributor each year since 2009. Other programs we support in partnership with our employees are the Willow Brook School Bear Tree and the Roane Imagination Library.
PRO2SERVE AND OUR EMPLOYEES SUPPORTED THE FOLLOWING ORGANIZATIONS IN 2016:

Armed Forces Communications and Electronics Association
Amyloidosis Foundation
Foothills Land Conservancy
Roane Imagination Library
Emerald Youth Foundation
Cumberland Presbyterian Children’s Home
Discover Life in America
American Cancer Society
NS2 Serves

Catholic Charities of East Tennessee
National MS Society
MMC Hospitality Houses
Paducah Regional Science Bowl
Leukemia & Lymphoma Society
St. Jude Cancer Research Center
YOKE Youth Ministries
Choice Resource Center
United Way of Anderson County, Tennessee
United Way of Roane County, Tennessee
United Way of Greater Knoxville, Tennessee

United Way of Mesa, Colorado
United Way of Scioto and Adams Counties, Ohio
United Way of Southern Nevada
METHODIST MEDICAL CENTER FOUNDATION HOSPITALITY HOUSES

The Methodist Medical Center Foundation currently operates two Hospitality Houses to serve patients and their families who travel to Oak Ridge for cancer care, cardiac critical care, intensive care, and other extended treatment. Housing is free for guests, and costs are covered by charitable contributions and donations of food and other necessities. In 2015, 211 guests from 18 counties and 14 different states spent 1,787 nights in the two existing houses. The houses are often fully occupied, however, and patients sometimes have to postpone needed treatment because they or their families can’t afford to stay in a hotel for the extended period their care requires.

In 2015 Pro2Serve, along with UT-Battelle, made major donations to enable MMC to begin work on a third hospitality house, to be known as the UT Battelle/Pro2Serve House. Our 2016 contribution will also support the reconstruction of this valuable community resource. Like the other two houses, the third hospitality house is one of Oak Ridge’s original “E” houses built during World War II. Once the extensive renovations are complete, it will offer private suites along with a common living room, kitchen, dining area, and laundry room. The common spaces encourage guests to share their experiences and support one another during a difficult time. Outdoor spaces provide a place to relax and reflect, and volunteers try to create a home-like atmosphere for families facing the uncertainty of a medical crisis.

“With your gift, we will be able to increase the reach of these services to our patients and families by expanding this welcoming, peaceful refuge at a time when it is needed most.”

-Misty Brown, Director, Methodist Medical Center Foundation
EMERALD YOUTH SPORTS
AND KNOXVILLE LADY FORCE SOCCER

Pro2Serve was the 2016 title sponsor for The Lady Force, an affiliate of the Women’s Professional Soccer League which includes more than 70 teams in 12 divisions. For the second year in a row, the Lady Force team won the Southeast Conference Championship and competed in the regional finals.

Knoxville Lady Force is owned by Emerald Youth Foundation, a community development ministry that has been connecting with urban youth for more than 20 years through recreational and competitive sports.

As part of the Emerald Youth Foundation’s sports mission, Lady Force players volunteer to coach youth soccer teams and are encouraged to model positive, Christian values for younger players.

More than 600 children participated in Emerald Force Soccer clubs, and the Monday Night Futbol program sponsored by Knoxville Force and Lady Force engaged over 100 inner-city kids this past winter in having fun while developing their soccer skills.

“We remain grateful for Pro2Serve’s support. A title sponsorship of the Lady Force not only supports the team, but also advances the overall mission of Emerald Youth Sports.”

– Steve Diggs
President and CEO
Emerald Youth Foundation
When Dolly Parton founded the Imagination Library program in 1995, her goal was to foster a love of reading among children and their families by making sure every child would have books, regardless of their family’s income. For the fifth year, the Pro2Serve Challenge to benefit Roane Imagination Library, an affiliate of Dolly Parton’s Imagination Library, supported the fiscal health of the organization and enabled Roane County children from birth to age 5 to receive a book in the mail each month. The high-quality, age-appropriate books are selected by a team of professional writers, editors, and educators to support educational and developmental themes and promote a love of reading. As of January 2017, 2,067 Roane County children representing 87% of all eligible preschoolers participated in the program, making the Roane Imagination Library a leader among all Dollywood Foundation affiliates. Pro2Serve again matched employees’ donations dollar-for-dollar, in partnership with the Governor’s Books from Birth Foundation.

“Love of reading is one of Roane Imagination Library’s missions. With your help, we are making that happen, every month, for our neighbors.”

-Jill McMaster, Coordinator, Roane Imagination Library
“Your gift ensures that we remain a great department where the best and the brightest can learn, teach, and perform research that will improve our world.”

- Jeffrey M. Becker
Chancellor’s Professor and Head
UT Department of Microbiology

UT DEPARTMENT OF
MICROBIOLOGY
ENRICHMENT FUND

The Department of Microbiology at the University of Tennessee Knoxville seeks to provide quality education through teaching and research in order to meet the needs of this rapidly growing field, and Pro2Serve is honored to support them in this endeavor. Faculty members pursue research in areas such as immunology, virology, microbial ecology and pathology, and microbial genetics through collaboration with and support from prominent sources including the U.S. Department of Energy, the National Institutes of Health, Environmental Protection Agency, National Science Foundation, United States Department of Agriculture, and NASA.
For the fifteenth year, Pro2Serve employees provided gifts for Willow Brook students through the Bear Tree program. Willow Brook Elementary School offers a year-round program for children in kindergarten through fourth grade, including special needs students.

A beautifully decorated Christmas tree in the lobby of our Oak Ridge office was hung with 40 teddy bear tags, each bearing the name and hoped-for gifts for a student in kindergarten through fourth grade. Employees chose a tag, purchased the gifts, and placed them around the tree in the lobby, creating a wonderful reminder of the importance of sharing at this special time of the year.

A few days before Christmas the bicycles and colorful bags of toys were delivered so the child’s parents could place them under their tree on Christmas morning. Besides making sure each child has a gift, employees’ generosity shows the students and their parents that someone cares.

“Your donation helped us to ensure that children had gifts under the tree, a home to put up the tree, utilities on in a warm house, and/or food in the refrigerator. I cannot thank you enough for helping make sure that all children receive the magic that this holiday brings and for allowing us to help ensure that our children are safe and secure for the New Year.”

- Jo Bruce, Director, Family Resource Center at Willow Brook Elementary School
UT HASLAM COLLEGE OF BUSINESS/CONSORTIUM FOR BUSINESS EXCELLENCE IN NONPROFITS

Pro2Serve helped establish the Consortium for Business Excellence in Nonprofits, a program of the University of Tennessee’s Haslam School of Business, in 2011. At that time Alex Miller, the William B. Stokely Chair of Management in the College of Business Administration and the Pro2Serve Director of the Consortium, noted that “the nonprofit sector is an important and rapidly growing part of our society and economy and this pioneering gift positions the school to take a much greater role in addressing the challenges and opportunities in nonprofits.” The Consortium offers a one-year certificate program designed to develop leaders of social mission organizations and to foster skills in creating organizational strategies to address the special challenges faced by nonprofits. Pro2Serve’s 2016 gift will support the mission of the Consortium as it seeks to enhance the effectiveness of area nonprofits.

“We are ever mindful of our call to educate leaders and create thought leadership through research. Your investment in the Consortium for Business Excellence in Nonprofits is helping to make these things possible.”

-Stephen L. Mangum, Dean, Stokely Foundation Leadership Chair
Support for High School Graduates in DCS Custody

For eight years the Clinton Baptist Association, representing churches in Anderson County, Tennessee and the surrounding area, has offered special support to students graduating from one of the area’s three high schools who are in Department of Children’s Services custody.

To recognize their success in reaching this important milestone, the organization sponsors a special dinner and provides a care basket and a $100 Walmart gift card. Pro2Serve is pleased to support this much-appreciated and much-needed program to help young adults celebrate this significant achievement.

“Thank you so much for your generous contribution to some of the youth of our county. Your gift will help us purchase gifts for the 12 students who graduated from one of our three high schools this year.”

- Susan F. Wright
Clinton Baptist Association WMU Director
Pro2Serve continues its strong support for this highly respected organization and its mission to protect, preserve, and enhance the environment of the Southern Appalachian region, and was a Silver sponsor of the 2016 FLC Summer Celebration held at RiverView Family Farm in Knox County in August 2016. More than 300 Friends of the Conservancy, directors and staff, and others interested in conservation gathered to learn more about FLC’s programs to protect crucial land from development through conservation easements.

In 2016 a record-breaking 24,800 acres were permanently preserved through agreements with landowners in 17 Tennessee counties and in Alabama, Georgia, and North and South Carolina. To date Foothills Land Conservancy’s efforts have preserved more than 90,000 acres across the diverse region, protecting valuable natural open space and safeguarding critical wildlife habitat.

Foothills Land Conservancy is a 501(c)(3) organization, and does not receive financial support from the local, state, or federal government. It relies solely on individual and corporate contributions to carry out its land acquisition and preservation activities.

“Foothills Land Conservancy is dedicated to meeting, preserving, and enhancing the lands and environments of the Southern Appalachian region and promoting the character of the land for the benefit of the general public, now and in the future.”

- Foothills Land Conservancy mission statement
YOKE YOUTH MINISTRIES

Founded at Knoxville’s Christenberry Junior High School in 1977, today YOKE connects with middle schoolers in 27 schools in Anderson, Blount, Grainger, Jefferson, and Knox counties. Volunteer college-age mentors, called YOKE Folk, organize after-school or evening clubs and also meet with students at weekend retreats in the spring and fall, during week-long summer camps, at special events, and in smaller, informal groups to offer friendship and faith support to kids during what may be a confusing and difficult time in their lives. Through mission projects, kids also begin to understand what it means to love and serve others.

Many YOKE kids go on to become mentors themselves, and interested high school students can participate in Future Folk clubs to gain experience and develop their leadership skills.

Pro2Serve is proud to contribute to YOKE’s mission to transform communities through its four primary areas of impact: mentoring middle school students, equipping college leaders, engaging local churches, and impacting local schools.

“YOKE helps kids find friends, find themselves, and find Jesus.”

- former YOKE kid and current youth mentor
INTEGRITY. We maintain a fine sense of our obligations—to our customers, coworkers, suppliers, families, and our communities.

COMMITMENT. We are stakeholders in the success of our business, exerting our best efforts in everything we do. We are committed to giving more than we receive.

MUTUAL RESPECT. We celebrate the human spirit and are dedicated to preserving human dignity, diversity, and equality.

CREATIVITY. We foster individual initiative, continuous improvement, innovation, and entrepreneurship.

BALANCE. We seek to achieve balance between our family, work, spiritual, and recreational activities.

Business
Principles

PROFESSIONAL SKILLS MATCH CUSTOMERS’ NEEDS.
We place professionals whose skills and training expertly match each client’s specific job requirements.

CUSTOMER SATISFACTION GUARANTEED.
All of our professionals are dedicated to excellent performance for clients. We guarantee to deliver the highest quality skills and services, on time and within budget.

WE DEVELOP STRONG PARTNERSHIPS WITH CLIENTS.
Our professionals establish and maintain highly productive and cost-effective relationships with our customers’ work teams.

PROFESSIONALS RECEIVE OUTSTANDING SUPPORT.
We provide our professionals with superior opportunities, an excellent compensation and benefits package, outstanding administrative support, and advanced training.