2017 COMMUNITY REPORT
Values

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

CUSTOMER SATISFACTION IS GUARANTEED.
All of our professionals are dedicated to excellent performance for clients. We guarantee we will 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.

OUR PROFESSIONALS RECEIVE OUTSTANDING SUPPORT.
We provide our professionals with superior opportunities, an excellent compensation and benefits package, outstanding administrative support, and advanced training.
To Pro2Serve employees and our families:

Young children (and, in Karen’s and my case, grandchildren) have a special place in all of our hearts. The Pro2Serve Board of Directors has identified education and economic development as our two primary areas of focus for our charitable and community contributions. We also give to organizations and causes that come to our attention through our employees. In reviewing our 2017 contributions, I noticed several charitable gifts made by Pro2Serve and our employee owners to help meet the needs of children including Roane Imagination Library, Emerald Youth Foundation, St. Jude Children’s Research Hospital, Cumberland Presbyterian Children’s Home, and the Willow Brook Elementary School Bear Tree. We received the following letter from CASA of the Tennessee Heartland for a contribution recommended by a Pro2Serve employee who devotes significant time to the organization. I think you will appreciate the impact gifts like this can have on children’s lives.

Dear Pro2Serve:

Please accept our heartfelt thanks for your support and sponsorship of this year’s Second Annual Festival on the Green. We are deeply grateful for your gift of $1500.00. Because of your generosity, many more children will achieve a safe, stable, nurturing home in as short a time as possible, helping ensure that there is a positive, long-term outcome for the child who has been abused. While permanency is being achieved, they will also receive needed services and support to help them recover from their trauma.

The accomplishments of our volunteers are heroic. For example, we have made it possible for a nine-year-old child who had been moved ten times in two years to count on staying in one good place for a while. It took one of our volunteers many hours to make this happen, but in the end a judge issued an order that said this child could not be moved again.

You have made such safety for children possible by taking action through your sponsorship donation to CASA of the Tennessee Heartland. Your attention to the plight of children in need of a permanent, safe, loving home will be the catalyst for positive action in our community for a long time to come. We thank you, and the children thank you.

– Maura Vespie, Director of Operations, CASA of the Tennessee Heartland

I continue to be humbled by the giving hearts of Pro2Serve employees.

L. Barry Goss, PhD, 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. We helped to create and provide significant support for the University of Tennessee Consortium for Business Excellence in Nonprofits. In economic development, we continued our support of the East Tennessee Economic Council and the Energy Technology and Environmental Business Association.

**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 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. In partnership with our employees, we also support the Willow Brook School Bear Tree and the Roane Imagination Library.

**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.
American Cancer Society
Amyloidosis Foundation
Blount County, TN Veterans Affairs
CASA of the Tennessee Heartland
Cumberland Presbyterian Children’s Home
Cystic Fibrosis Foundation
Disabled Veterans of America
Discover Life in America
Emerald Youth Foundation
Emory Valley Center
Foothills Land Conservancy
HonorAir Knoxville
Mu Alpha Theta Tennessee State Math Convention
NS2 Serves
Oak Ridge High School Boys’ Soccer
Ohio Valley National MS Society
Paducah Regional Science Bowl
Roane Imagination Library
Roane County Heritage Commission
St. Jude Children’s Research Hospital
The Bridge Children’s Advocacy Center
Tipitapa, Nicaragua Mission and Medical Trip
United Way
Willow Creek School Bear Tree

PRO2SERVE AND OUR EMPLOYEES SUPPORTED THESE ORGANIZATIONS IN 2017:
Partners in Christ, based in Lenoir City, Tennessee, connects people in Nicaragua who have educational, physical, spiritual, or emotional needs with those who can address them by organizing, training, and equipping short-term mission teams; developing long-term, meaningful partnerships with local churches to meet ongoing needs; establishing feeding programs and caring for abandoned children; and providing assistance for higher education. They coordinate mission trips with individuals, schools, churches, and other groups in the U.S. to provide hands-on local engagement and address targeted needs.

In the summer of 2017, a group from Shoreline Church in Knoxville teamed with Partners in Christ to travel to Tipitapa, Nicaragua. The team found the people of the village were friendly and welcoming. But while they were rich in spirit, they had many other needs. Dr. Laura Asbury, a Knoxville pediatrician, found that treating children who live in tin shacks and walk barefoot on dirt roads is very different from treating kids in Knoxville. She knew she would need financial help to purchase the supplies she would need to treat the many patients she expected to see, including antibiotics for common childhood illnesses, vitamins for pregnant mothers, and long-term medicines for adults who would otherwise go without. Pro2Serve was glad to support this effort to help people in a part of the world that lacks even basic health care, and to further change their lives by bringing a message of hope in Christ.

“Pro2Serve’s donation allowed me to purchase essential medicine for more than 150 people. On behalf of myself and the people of Tipitapa whom you helped, thank you. We are forever grateful for your generosity.”

– Dr. Laura Asbury, Knoxville pediatrician
Leaders of nonprofit organizations might have plenty of zeal for their mission, but the University of Tennessee’s Haslam College of Business wants to make sure they also have the business and organizations skills to carry it out.

A key program the UT college has created for doing this is the Consortium for Business Excellence in Nonprofits, which Pro2Serve helped establish in 2011 and has supported with yearly gifts.

A one-year certificate program is available through the Consortium, with the goals of giving social mission organization leaders the skills needed to succeed, and of crafting strategies to help them meet the challenges nonprofits face.

Stephen L. Mangum, Dean of the Haslam College of Business and Stokely Foundation Leadership Chair, said this year’s gift by Pro2Serve to the Consortium is among the important contributions by alumni and friends of the college that have driven its growth.

“I am so grateful as your donations allow students like me to have life-changing educational experiences. Because of your generosity, I am able to pursue my dreams and foster my passions. “

– Lauren Patterson,
UT Class of 2018 Business Analytics student
WILLOW BROOK SCHOOL BEAR TREE

Willow Brook Elementary School in Oak Ridge offers a year-round program for children from kindergarten through fourth grade, including special needs students. For the sixteenth year, a huge decorated Christmas tree in the lobby of Pro2Serve’s Oak Ridge headquarters was hung with teddy bear tags as part of Willow Brook’s Bear Tree giving program.

Pro2Serve employees chose a tag printed with the name and hoped-for gifts for a student (or sibling of a student) at the school. Employees look forward every year to purchasing gifts requested by the children and placing the bright-colored bags around the tree in the lobby.

Employees deliver the presents to the school the week before Christmas so parents can put them under their family’s tree on Christmas Eve. Thank you notes from grateful parents and children attest to the difference it makes to have special gifts on Christmas morning, and most of all to show families that someone cared.

“I cannot thank you enough for helping make sure that all children receive the magic that this holiday season 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 School
Roane Imagination Library reached a milestone this year, helped by support from Pro2Serve and a generous community. Thanks to the organization, 2,188 children in Roane County received new books in November, representing 92 percent of children eligible for the program and setting a new record for the county, according to M. Jill McMaster, Roane Imagination Library Coordinator. The Roane County program is considered one of the top Imagination Library programs in the state of Tennessee.

For six years Pro2Serve has provided gifts to support the organization through its Pro2Serve Challenge program, encouraging others to match the firm’s contributions. Pro2Serve also matches employees’ donations to Roane Imagination Library dollar-for-dollar, in partnership with the Governor’s Books from Birth Foundation.

Founded by Dolly Parton in 1995, the Imagination Library program provides books to children from birth to age five, regardless of family income. McMaster believes the effort is paying off. The Kids Count 2017 report by the Annie E. Casey Foundation noted improvements in education, health, and economic well-being in Tennessee, raising its ranking to 35th in the nation compared to 44th eight years ago. The report cited the Governor’s Books from Birth Foundation, which is the state’s organization for Imagination Library, as a factor in this significant achievement.

“Your support over the years has allowed us to focus on enrolling children and not worrying about having the funds to pay for each additional enrollment.”

– M. Jill McMaster, Coordinator, Roane Imagination Library
Shay came to Bridge after telling her mom that her cousin did something bad to her. At first, Shay had a big smile as she made an imaginary hamburger and fries in the center’s pretend kitchen. During an interview, she happily talked about drawing pictures at school. But when asked why she was at Bridge, she put her head down and said her cousin had done something she didn’t like.

Shay is one of many children being helped along a path of healing by Bridge Children’s Advocacy Center. Based in Amarillo, Texas, Bridge provides a variety of services to help children placed in the legal system because of child abuse. It was formed in 1989 when social agencies in the Texas Panhandle realized that the system meant to help child abuse victims was often re-victimizing them as the children were bounced from one agency to another and made to tell and re-tell their stories of abuse. One of the key services provided by Bridge is videotaping children as they are interviewed by professionals trained to take testimony from children using non-leading techniques. The tapes do not take the place of a child having to testify in court, but they eliminate the need for the child to be interviewed by multiple agencies.

In addition to the taped interviews, Bridge services include family advocacy, therapy, training, and tracking cases through the system. Bridge Children’s Advocacy Center serves 26 counties in the Texas Panhandle, and the organization receives 35 percent of its funding from private and corporate sponsors, including Pro2Serve.

“It is with support from companies like you that we are able to touch the lives of children like Shay. We appreciate your generosity and willingness to give back. Thank you!”

– April Leming,
Executive Director, Bridge Children’s Advocacy Center
NS2 Serves is an independent, non-profit organization established by SAP National Security Services, Inc. to give back to the community by training and employing veterans in high-tech careers. As its signature initiative, NS2 Serves offers training and employment assistance to post-9/11 U.S. veterans of U.S. national security missions, including disabled veterans, and Gold Star spouses who meet certain eligibility requirements. Full-time, paid participants are trained in world-class software solutions that support U.S. national security, leading to official SAP certifications which open the door to many career paths in the U.S. and worldwide. NS2 has pledged to train and place 400 veterans by 2021, and as of May 2016 the organization had trained over 100 graduates within its first three years.

Mark Brummitt was a member of the very first NS2 Serves class in the fall of 2014. He spent 13 years in the U.S. Army working in anti-terrorism, intelligence, and response and serving as commander of a SWAT team. When he left the Army, he discovered that the skills he’d developed during his military service didn’t help him land a civilian job. Moreover, he was disabled due to combat injuries and could no longer perform the kind of work he’d trained for. He returned home and volunteered for a food pantry and homeless ministry run by his church, but struggled to find full-time work to support his family. Mark took a chance and applied to the NS2 Serves program, although he had no background in technology. The coursework was challenging, but Mark persevered and, with the program’s connections with firms looking to hire SAP consultants, he found a life-changing new career as a Business Intelligence Consultant.

“Your generosity has a significant impact on our ability to offer training and employment assistance to our Nation’s veterans. We have enjoyed tremendous success in graduating and finding employment for virtually all of the program participants.”

– Joseph Kernan, Chairman
**METHODIST MEDICAL CENTER FOUNDATION**
**UT BATTELLE – PRO2SERVE HOSPITALITY HOUSE**

Imagine you’ve been diagnosed with cancer. Your doctors are encouraging. But weeks of outpatient chemotherapy will be required, and you live two hours from the hospital. You can’t drive yourself to and from treatment, and finding a friend or family member who can take you back and forth will be hard. Or imagine your child is seriously ill and must be hospitalized for several weeks. She’ll need you to spend every minute you can with her, but it’s too far to drive every day and you can’t afford to stay in a hotel for more than a couple of nights.

The Methodist Medical Center Foundation Hospitality Houses offer a supportive and comfortable place to stay for patients undergoing prolonged tests or treatment and their families. MMC’s Hospitality Houses are a welcome solution. Guests pay nothing, thanks to generous donations of money and necessities such as food, toiletries, and household supplies by businesses, churches, individuals, and community groups. Patients and their families can stay in a warm, caring place that feels like home, without the financial stress. Volunteers help with cleaning, yard work, errands, and grocery shopping, and share friendly smiles and caring words at a difficult time.

In 2016 Pro2Serve and UT Battelle contributed funds for the extensive renovation of another of Oak Ridge’s World War II-era E houses to provide a much-needed third Hospitality House. The UT Battelle–Pro2Serve House opened in late 2017. Pro2Serve is proud to support Methodist Medical Center and its ability to care for the community through this worthwhile effort.

“We are now ready to open this house to be the home away from home for patients and their families in need of housing, food, rest and companionship as they deal with stressful times and difficult diagnoses.”

– Jeff Elliott,
Vice President of Development,
MMC/Covenant Health
Since 1985 the Foothills Land Conservancy has been working to preserve and enhance open lands throughout the Southern Appalachian region. Pro2Serve has been a part of that effort, providing ongoing support as a major sponsor of the organization.

Foothills Land Conservancy works with interested landowners to set up voluntary agreements in which the natural features of a property are to be permanently preserved. Called conservation easements, these agreements specify what activities may or may not take place on the property. The landowner and Foothills Land Conservancy work together to protect the property, and the owner may continue to own, use, or live on the land.

Among its efforts to support Foothills Land Conservancy, Pro2Serve has been a Silver Sponsor of the organization’s annual FLC Summer Celebration, held at Riverview Family Farm in Knox County. Foothills Land Conservancy used the proceeds from this year’s event to establish its new headquarters at the 300-acre Harris Farm in Blount County. FLC founding member Gail Harris donated the land, which includes a spring-fed pond, cave, former dairy farm, an old tobacco barn, and other features.

“To date, FLC’s cumulative land preservation efforts now cover 90,000 acres across 35 Tennessee counties and the six additional states of Alabama, Georgia, Kentucky, North Carolina, South Carolina, and Virginia.”

– Madge Cleveland, FLC Board President
In 1955 a group of Oak Ridge and Clinton parents chartered the Oak Ridge Council for Retarded Children and used a metal barracks building donated by the Atomic Energy Commission to start a school devoted to improving life for children with intellectual disabilities.

This evolved into what is today Emory Valley Center, which offers a host of programs for children and adults dealing with intellectual disability. These programs include in-home early intervention services for children, an early learning center for children from six weeks old through kindergarten, and a family support program. For adults there are supported living facilities, a personal assistance program, and workforce development and employment services.

In June the organization opened its Caldwell Thompson Building, which has facilities for Special Olympics training, physical therapy, a clinic, workforce development, adult day care, and services to meet other needs. Pro2Serve put its support behind this effort with a $30,000 contribution. The gift helped Emory Valley Center buy a dishwasher, stove, sinks, refrigerator, freezer, and other major appliances for the kitchen at the new Caldwell Thompson Building.

With a staff of 290 employees, the Emory Valley Center serves 1,200 children and adults in a 16-county region of East Tennessee, and has a network of 28 partnering businesses and organizations that provide job and volunteer opportunities to the clients the center serves.

“Emory Valley Center’s goal is to provide the most integrated setting for people to live, work, and play. We believe that people with disabilities should be provided the opportunity to be involved in their community and participate in activities of their choosing.”

– Emory Valley Center

Statement of Purpose