

2019/Annual Report 2020

SEE WITH HIS EYES

LIFT WITH HIS HANDS

LOVE WITH HIS HEART

OUR MISSION AND VISION

Our mission is to provide every student with a **meaningful service opportunity**, following our Guiding Principles of Safety, Respect, Meaning, Revelation, Selflessness and Reflection.

We seek to instill in the heart and mind of every student a **desire to give lifelong service.**

CONTENTS

Administration Messages

Service Statistics

2020 Service Council Message













6 Program Overviews **12** Miracle Moments 15 Service Awards

HIGHLIGHTS

I think the largest highlight was seeing so many new and brilliant personalities come and join us and bring their light. The Christlike love and acceptance of the group we serve is inspiring. We literally spend every Tuesday in the presence of angels.

- Adaptive Show Choir Program Leader







I have learned that service is truly all about loving. It can be hard to get out of your comfort zone at times, but it's extremely rewarding to get outside of yourself, especially when life gets busy or rough. Even just thinking about those you serve can make such a difference in your life.

- ACCESS Program Leader



Chris CRIPPEN

Director, Center for Service and Learning

Silver Linings of Service

his will, no doubt, be a period of time that no one will ever forget. We could never have predicted how the coronavirus pandemic would affect us. Starting in mid-March 2020, COVID-19 has altered lifestyles around the world and put a halt to our formal service outreach through the Center for Service & Learning. Despite this setback Service Council members, Executive Directors and Program Directors have continued ministering to their volunteers in very unique and innovative ways amidst the change and have consequently found new meaning in their service.

Most report silver linings, however, as they notice their frantic and hectic schedules slowing down and choose to make time to contemplate the little things for which they're grateful. Certainly, there will be much in life that we will never again take for granted. At the onset of this past school year, the Service Council chose as the following vision: "See with His eyes, Lift with His hands, and Love with His heart."

"See with His eyes, Lift with His hands, and Love with His heart."

Our Savior extends His influence, love and ultimately, His saving grace, to each of us not just collectively as a human family, but especially to each one of us as individuals. This has been our focus this past year, to lift the one, to have eyes to see and ears to hear the needs of individuals around us, and to be the difference in the individual lives of those around us.

As we have sought to emulate the constant acts of service rendered by our Savior, we have grown closer to Him and His love has been shared more broadly within our spheres of influence. It is estimated that, in the 2019-20 reporting period, over 18,750 student volunteers chose to serve in one or more of Y-Serve's 70 service programs, compiling over 85,580 student service hours. This service brought light to the lives of students on campus who chose to serve others through programs such as Tutoring, as well as giving hope and peace to many members of the Utah Valley community and beyond through dozens of other service programs.

Y-Serve has 70 service programs, each run by volunteer student leaders who give freely of their time and talents. Our Center's programs provide a wide variety of service opportunities to the student body. Students are able to supplement their education with authentic, hands-on learning experiences in the service of others in fields such as education and mentoring, working with the disabled or elderly, event planning, etc. Leadership opportunities are also fostered as student volunteers receive further training and apply to become Program Directors, Executive Directors, or serve on the Service Council.

Through our student leaders' direction and the diligence and commitment of thousands of volunteers, our Savior's influence has reached many individuals and brought to them His love and support. Many have been seen, lifted and loved in His behalf. I'm eager to see the many silver linings that will have come from our individual experiences and the renewed perspective we each have following this worldwide pandemic. I hope and pray that as we return to the highly anticipated normalcy over the coming months, our new normal will be filled with fresh appreciation for the many gifts God has given us, and for innovative ways to use them in His service.

1



Rebecca SMOOT

Community Service Coordinator

"Hear Him"

resident Russell M. Nelson recently invited us all to listen to the Savior's voice and to "Strive with all your heart, might, mind and soul to hear Him."

"Strive with all your heart, might, mind and soul to hear Him."

This invitation aligns perfectly with the theme of our annual report which is based on this year's Service Council mission statement to "See with His eyes, Lift with His hands, and Love with His heart." At the Center for Service and Learning I see wonderful examples of BYU students who are seeking to emulate the Savior's example of service by listening with their hearts and acting on promptings. Each year we have the opportunity to review new program proposals from selfless students who see a need in the community and are prompted to act. It is an uplifting experience to listen to the compassion and caring students have for their fellow-beings.

A new program that was introduced in 2019 is Foster Love. This after-school program connects foster care children from the local community with one another and with BYU student volunteers to help build friendships and strengthen social skills. The children are mentored by BYU volunteers and participate in activities which include team building games, crafts, field trips to the BYU MOA, the Bean Museum, and other on-campus locations. The BYU student who

proposed this program was adopted into a wonderful family, but she had seen children who were not so lucky, including children in foster care. She wanted to make a difference in the lives of local foster care children.

Digital Inclusion is another new program at Y-Serve. Working with United Way of Utah County, this program recruits BYU volunteers to help teach basic computer literacy skills to community members at computer help labs located in local libraries and community resource centers. The goal is to help remove barriers that stand in the way of anyone being able to access the internet and technology resources.

Y-Serve offers a wide variety of programs that enables BYU students to find meaningful opportunities to serve and touch the lives of others in positive ways while gaining valuable servant leadership experience. BYU volunteers can choose a program that best fits their individual interests, talents, and time commitments. As each BYU volunteer continues to strive to see with the Savior's eyes and lift with His hands they invite the Spirit to more fully enter their lives, increasing their ability to "hear Him" and feel the Lord's love more fully in their lives. We look forward to seeing what the future holds for our students as they graduate and become contributing citizens by serving others wherever they may go.



Theodore OKAWA

Community Service Coordinator

My Testimony

s I ponder what to write, especially since this will likely be the last article I write in the Y-Serve Annual Report, I am moved to share my testimony which has been a great gift to me and one I feel directed to share. This pivotal experience came during my freshman year in college and is appropriate for Y-Serve as service was a required component in the process of my acquiring my testimony. I have had many meaningful spiritual experiences, however, my most powerful experience—a truly defining moment in my life—came when I needed to know God really exists.

Like many of you, I was born and raised in the Church of Jesus Christ of Latter-day Saints, baptized when I turned 8 yrs old, became a deacon at 12, a teacher at 14, and a priest at 16. I faced no big challenge to my faith until after I graduated from high school and went to college. In my first year in college, my cousin, who was like an older brother to me and whom I'd always respected and had influenced me for most of my life, told me that God is something men created in their weakness and concluded that "there actually is no God -other than in man's imagination." Due to the life-long credibility and influence he had on me, I began to seriously wonder.



I went to my former seminary teacher, Roger Gull, and told him I was having doubts about the Church and the existence of God. I expected him to respond as I had heard some of my Protestant or Methodist high school friends were told by their ministers when they mentioned having doubts. They were told to stop thinking about it and then those doubts would go away. But Brother Gull's response was totally different. In response to my concerns about having doubts he responded, "Good! That shows you're thinking. There's nothing wrong with having doubts. The only problem is if you don't go to the right place for answers."

There's nothing wrong with having doubts. The only problem is if you don't go to the right place for answers

Then he asked, "Do you know where to go for answers?" I answered, "Well, I came to you." He said, "Not good enough. What do we tell investigators?" I didn't know what we tell investigators. I was born in the Church so I'd never investigated. He prompted me by saying, "What is the promise of the Book of Mormon?"

I responded, "You mean Moroni 10:4? Which says, 'And when ye shall receive these things, I would exhort you that ye would ask God, the Eternal Father, in the name of Christ, if these things are not true; and if ye shall ask with a sincere heart, with real intent, having faith in Christ, he will manifest the truth of it unto you, by the power of the Holy Ghost. And by the power of the Holy Ghost ye may know the truth of all things.' In short, ask God?" He assured me that I should do that.

2

My initial reaction was, "Are you serious? You want me to ask God?" Indeed this is exactly what he expected me to do. Then he asked me a few questions. He asked, "Are you living the commandments?" I was a good boy and was fine regarding worthiness. Brother Gull asked me if I had read the Book of Mormon, which I had. After he was satisfied with my responses, Brother Gull told me to go pray. Having been raised in the Church, I was in a habit of praying before going to bed.



That night as I knelt at the side of my bed I asked, "Heavenly Father, are you really there? I really want to know." I waited for an answer, expecting an angel to appear in my bedroom or something. After a while, when nothing happened, I climbed into bed and went to sleep. I continued to do this night after night. As I did so, I could feel more and more of my heart going into my prayers. My pleading for an answer became deeper and more sincere. After about two weeks, I got an answer. The answer was like an idea popping into my head, an acceleration of intelligence, like a voice speaking to my brain. It was not the answer I was seeking. The voice said I would not have an answer until I gave to others. I understood what this meant.



As I grew up in the Church and in my loving family, I received instruction, love and attention all my life. It was now time for me to turn around and give to others. It was also clear to me how I was to do this, through my church calling. I was called as the YM MIA secretary. Although I fulfilled my duty in that calling, I did it very begrudgingly. MIA (called "Mutual" now) was held on Tuesday evenings and took most of the evening. Now that I was in college, I felt I needed to spend that time studying. So, although I went to MIA and fulfilled my responsibilities as Secretary, my heart was not in it and my demeanor probably reflected that. However, now that I understood that I was unworthy to receive an answer to my prayer to know if God exists until | gave to others by serving through my church calling whole-heartedly, I did my calling with greater zeal. There seems to be a pattern in the Church that when you fulfill your calling happily, you are given more to do. The more you do, the more you are given to do.

When you fulfill your calling happily, you are given more to do. The more you do, the more you are given to do.

So along with being YM MIA secretary, I was called to be the M-Men and Gleaner representative for my ward to the Stake M-Men and Gleaner Council ("M-Men and Gleaners" are called "YSA - Young Single Adults" now.) When the president of the Stake M-Men and Gleaner Council left, I was called to be the president. I did this calling with great fervor, with all my heart, mind and strength.

After serving as president for about 8 months, I felt I had done it. I gave my all in service to others. I earned an answer to my prayer. I rode my motorcycle up a small hill alone, overlooking the sugar cane fields. As the rays of the setting sun cast shadows, I thought of how far man has progressed to tame plants and extract sugar. But still man must abide by natural laws to grow sugar cane.



I thought to myself,
this could not have
come about by accident
There must be a creator



In my botany class I learned of the meristematic region from which stem cells evolve to become roots, veins, leaves, etc. The setting sun made me think of the remarkable mechanism we call our solar system. I thought to myself, "This could not have come about by accident. There must be a creator." But I did not want to fool myself into believing there is a god just because I cannot explain the wonders of nature and how the world came about. Still, it was unfathomable that this came about accidentally. There must indeed be a creator. I bowed my head and prayed asking Heavenly Father, "Is this You?" I felt like I was struck by lightning with the answer, "YES!" I felt the spirit within my body jump. I looked at my body recognizing that I'm not just calcium, bones, flesh and blood which are elements of the earth. I'm also spirit.

My mind started running at the speed of light. I knew I was a spirit and the Father of my spirit is God. Since God is our Father, He loves us, and because He loves us He provides us with prophets to teach and guide us.

Joseph Smith was a prophet. David O McKay was the prophet at that time. As I continued on my motorcycle down that hill, I felt as though I had always known all of this. This testimony of God has been the basis of my life ever since, along with the testimony that giving is an important part of following Christ.

A few months later I left on my mission and was able to bear testimony that I know God lives. He is our Father and loves us. Because He loves us, He has provided us with prophets. Joseph Smith was a prophet. We have living prophets today. Anyone can learn this truth through study, prayer and good works. I believe we all need to be converted; even those, like me, who are born in the Church. I continue to have spiritual experiences which add to my gospel understanding and strengthen my testimony.

True conversion is not a single event, but a lifelong process. The formula remains constant; study, prayer and good works, obedience to commandments, and selfless service are required. May we do these things and achieve a strong testimony, is my prayer in the name of Jesus Christ, Amen.



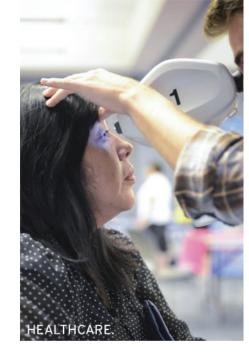
I HAD RECEIVED INSTRUCTION,
LOVE AND ATTENTION ALL MY LIFE.
IT WAS NOW TIME FOR ME TO
TURN AROUND AND GIVE TO OTHERS.

PROGRAM OVERVIEW

The Center for Service and Learning offers over

70 PROGRAMS

to serve a wide variety of people in the community. Each of our programs is run by student leaders, all of whom are volunteers.



COMMUNITY HEALTH

BLOOD DRIVES. Donate blood or assist donors before and after they give blood at monthly blood drives.

CRUZ ROJA. Teach Red Cross emergency preparedness classes in Spanish.

HEALTHCARE. Volunteer in a variety of positions with local health programs.

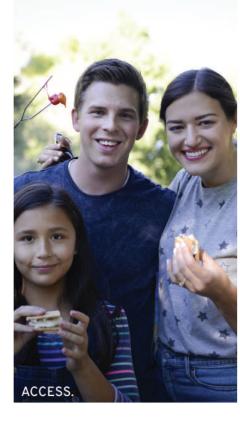
HOSPICE. Assist homebound and terminally ill patients one hour per week.

RED CROSS SERVICES.

Teach weekly classes on CPR, Home Fires, or Disaster Action to the general community.

SHARE YOUR HAIR. Donate your hair for wigs to help people who suffer from medically-related hair loss.

WASATCH BEHAVIORAL HEALTH. Help people of all ages who are struggling with mental illness through programs offered by Wasatch Behavioral Health.



EDUCATION & MENTORING

4-H MENTORING. Mentor a 10- to 14-year-old child through weekly one-on-one and monthly group activities.

ACCESS. Collaborate in a male-female partnership to plan and carry out activities for a 5- to 12-year-old child.

ANATOMY ACADEMY. Help combat child obesity by teaching elementary students about the digestive system and nutrition.

BOYS AND GIRLS CLUB. Mentor children in the community by tutoring, teaching art classes, and coaching sports.

BRIGHTER HORIZONS. Serve with teenagers who are visiting from local correctional institutions.

CASA. Support abused/neglected children in the community whose guardians are involved in legal cases.

CIRCLE K. Provide physical activities for children in the Utah State Hospital.



CIRCLES UTAH VALLEY. Spend time weekly with children while their parents attend self-reliance classes.

COUGAR COACHES. Coach and train youth in a variety of sports through local Parks and Recreation departments.

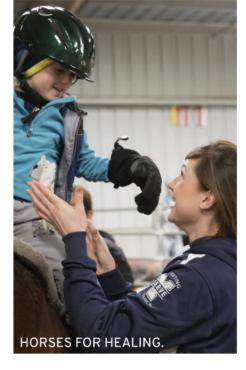
DIGITAL INCLUSION. Teach computer literacy skills to community members of local libraries and community centers.

FAMILY LITERACY. Tutor members of the community in reading.

FOSTER LOVE. Mentor a local child in foster care during a weekly after-school activity on campus.

HEAD START. Read and play with children from low-income families to promote school readiness.

HORSES FOR HEALING. Assist adolescents ages 12-17 with disabilities through an equine therapy program.



IMPACT. Mentor a teen with a partner and attend monthly group activities with your mentee.

JUNIOR NUTRITION ACADEMY. Teach nutrition classes to 6th graders in local schools.

KIDS WHO CODE. Help teach coding classes to local elementary students.

PROJECT YOUTH. Lead groups of 5th and 6th graders during an event intended to encourage them to go to college.

PROVO YOUTH MENTORING.

Mentor an elementary student weekly on campus by helping with homework and participating in group activities.

SEEDS OF SUCCESS. Tutor a local K-12 student for one hour per week on campus.

SOUTH FRANKLIN COMMUNITY CENTER. Help children of all ages with homework or engage in recreational activities at a local community center.

SPORTS HERO DAY. Volunteer as a group leader for 6th graders as they interact with BYU athletes on campus twice a year.



TEENS ACT. Mentor and assist at-risk high school students in their classroom.

TOPS. Help as a classroom aide for teachers in Provo schools.

TUTORING. Tutor BYU student peers in subjects in which you have excelled.

UNDERWATER ROBOTICS. Mentor middle school students through building underwater robots for a competition.

YOUTH DETENTION CENTER.

Participate in reading and sports activities with youth currently in detention facilities.

7



ART & MUSIC

ADAPTIVE SHOW CHOIR.

Practice and perform bi-annually alongside individuals with disabilities who are learning to sing and dance.

CREATIVE CONNECTIONS.

Mentor local struggling teens through weekly classes to inspire a love of art, creativity, and learning.

PAINT A WISH. Teach art skills and techniques to children with medical conditions.

PARTNERS IN THE ARTS. Teach music lessons to a local middle school orchestra or band student.

UTAH HEALING ARTS. Share your gifts of art, music, dance, and theater while visiting the elderly.



HANDS-ON **SERVICE**

COMMUNITY ACTION. Sort donations and assemble food packages at the Food Bank to assist low-income families in the community.

COMMUNITY CLEAN-UP. Make improvements to various public places such as parks, trails, schools, and libraries.

COMMUNITY OUTREACH DAY. Participate in a wide variety of

service projects on Martin Luther King Jr. Day.

FRESHMAN SERVICE CORPS. Participate in monthly Y-Serve

activities with other service-oriented BYU Freshmen.

GOODWILL BIKES. Refurbish donated bicycles for local lowincome families, refugees, and those who are homeless or unemployed.



HABITAT FOR HUMANITY. Help build homes for low-income families or help with projects at the Re-Store.

REFUGEE. Meet weekly to make quilts, weave sleeping mats, and work on other projects that are sent to refugees.

RESPONSE. Respond with a small group to immediate needs for individuals in the community.

SELF-HELP HOMES. Work alongside a group of families as they build their own homes through a government program.

SERVICE DATES. Attend group date service projects that benefit the community.

SERVICE TO THE WORLD. Work with various nonprofit agencies to meet humanitarian needs.

STOP AND SERVE. Work on hands-on service projects anytime in the 2330 WSC Y-Service office.



LANGUAGES

CONEXIONES. Connect Hispanics to their local community by helping them improve their English reading skills.

ENGLISH AROUND THE WORLD.

Provide weekly English language instruction to non-English speakers, usually online.

LEAD. Work in the local Latino community while teaching life skills through activities such as mentoring, tutoring, citizenship exam prep and healthcare classes.

SPANISH INTERPRETERS. Provide Spanish translation at local community agencies.

SUB FOR SANTA. Provide Spanish translation for workshops teaching families that cannot afford Christmas gifts how to enroll in the Sub for Santa program.

VINEYARD. Assist with indexing as well as the translation of Church materials and documents.



SENIOR OUTREACH

ADOPT A GRANDPARENT. Build lasting friendships with the elderly by visiting them once a week.

PROJECT UPLIFT. Lift veterans and military service members' spirits through letters, visits, and activities.

SPECIAL NEEDS

ADAPTIVE AQUATICS. Help children with special needs develop autonomy through swimming and gym activities.

ATHLETIC CONNECTION. Serve alongside BYU athletes in teaching physical skills to children and adults who have Down Syndrome.

BEST BUDDIES. Mentor an adult with intellectual and developmental disabilities in weekly or monthly activities.



KIDS ON THE MOVE. Watch over children with and without disabilities while their parents either attend a class or have the night off.

MEDALLION MANOR. Participate in various weekly activities with residents of a center for adults with special needs.

RAH. Interact with local adults with disabilities at bowling activities.

SCENIC VIEW. Participate in Monday FHE activities or Sunday worship services with adults who have various developmental disabilities.

SPECIAL OLYMPICS TEAM. Coach and cheer for individuals with cognitive disabilities as they play Olympic-type sports.

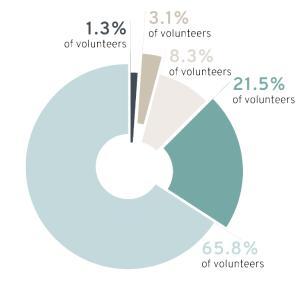
TEACHING AND LOVING CHIL-**DREN.** Be a teacher's aide in a local school district preschool helping students with special needs

TURN COMMUNITY SERVICES. Mentor individuals with disabilities at various TURN centers in Utah County.

HOW Y-SERVE WORKS

2019-2020

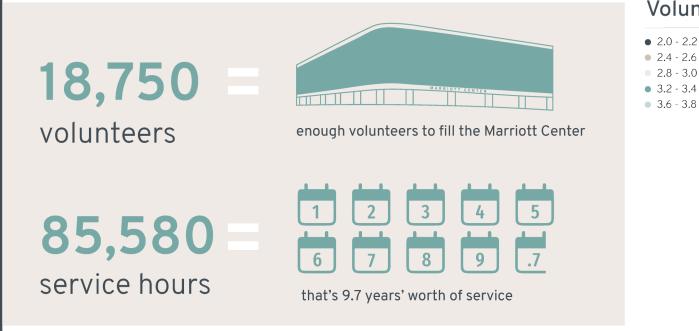
STATISTICS

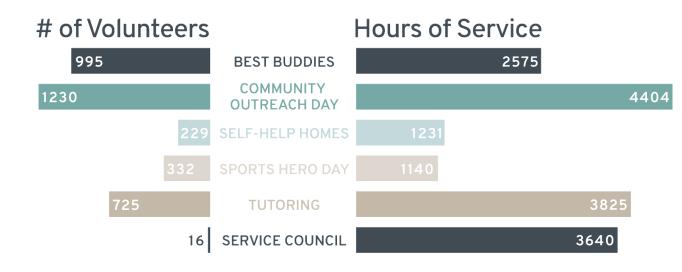


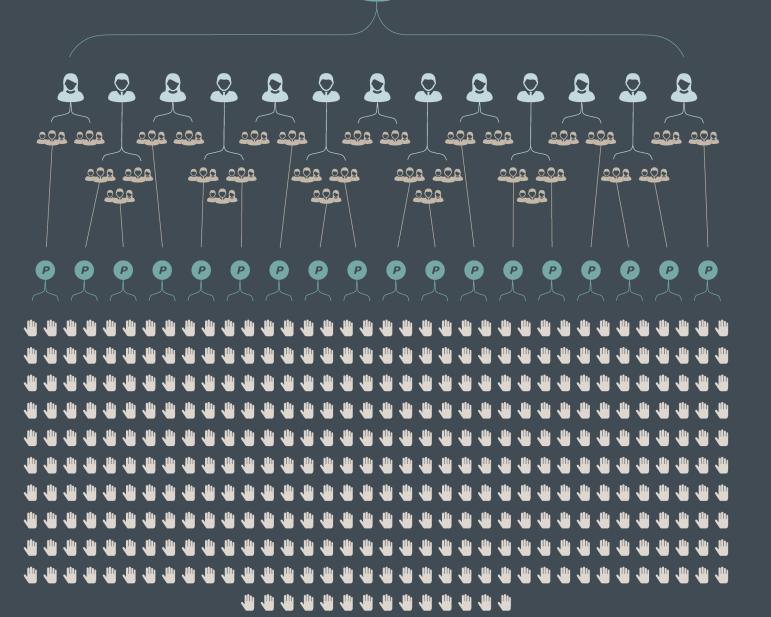
Volunteer GPA

• 2.0 - 2.2

2.8 - 3.0

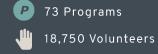














See With His Eyes

By Chris and Sherelda Crippen

CHORUS:

(REPEAT CHORUS)

BRIDGE:

(REPEAT CHORUS)

MIRACLE MOMENTS



One of the biggest highlights was seeing volunteers connect with Y-Serve programs. One new volunteer attended our first event and later served in 2 additional programs. Seeing the freshmen discover these various programs and eventually find their place in Y-Serve has been very special to us.

I have been amazed by the kids and their

creativity with projects, and I have been

grateful for all the hard work of the volun-

teers. It is really a highlight of my week to

be in the classes and see the kids and

volunteers laugh and learn together.



because I wanted to create a healthy outlet for teenagers in the juvenile justice system. Our mission at Creative Connections is to discover resilience through art and foster connections that help us see and be our best selves. BYU volunteers help create a safe and uplifting culture for these kids and help sustain our mission.



labors is delivering presents to families.

We saw some incredible miracles this year. The best way we have seen the fruits of our One of our leaders taught a student who had just started playing the oboe a few months earlier and was terrified to even deliver the presents, the parents have been play notes in band. At the end of the so happy and so grateful. You can see just semester she performed at the Winter how much they love their children and how Symposium, and we were so proud of how excited they are to give their kids the best much she grew. This program helps build confidence and friendship.

PARTNERS IN THE ARTS.

I started Creative Connections in 2018 Every time that I have had the chance to Christmas that they can.



We really loved our activities with Days for Girls! We were able to help them reach their yearly goal in a single activity. They even asked if our groups could regularly collaborate! Not only were we able to provide service, but our volunteers were able to learn a new skill!



My favorite highlights were watching kids connect with different volunteers. Seeing those relationships develop and seeing how they changed the kids over time makes all the sacrifices worth it.



The friendships between our Buddies and student volunteers was a highlight! This year we facilitated 99 matches between students and adults with IDD, and we followed up more frequently to get feedback about the matches through personal contact with the volunteers.



Jenny LESTARGE

Service Council President

President's Message

ur Savior was the perfect example of a servant leader. Everywhere He went He lifted, healed, blessed, and loved those with whom He interacted. His example led our BYU Service Council to create a theme that embodies Christ-like service: "We will see with His eyes, lift with His hands, and love with His heart." This has truly been at the forefront of our service this past year.

We have seen with His eyes as we've looked for the one who wanted someone to talk to or spotted the person that needed our smile. We have lifted with His hands as we built homes for low-income families, participated in after-school activities with foster children, and coached children and youth in a variety of sports. Lastly, we have loved with His heart as we

have come to know and truly connect with those we serve. With over 70 service programs and thousands of volunteers, the impact we have made in not only the students' lives, but in our surrounding communities, has been substantial, and we hope to continue to see it grow in the future.

I am truly grateful for and humbled by the opportunity I have had to participate in such an amazing service organization. As I look back on my BYU experience, I know the time I have spent in Y-Serve will be what I cherish the most. I am excited to "Go forth to Serve" as I graduate and look for other chances to lift and bless others.

2019/2020 Service Council



BACK ROW:

Ian Berlin Liz Larson Chad Peterson Chris Crippen (Director) Sam Halterman Justin Holmstead

MIDDLE ROW:

Carissa Hedquist Jenny LeStarge G3 Sarmiento Annie Allen Lexy Rowberry

FRONT ROW:

Kayci Prugue Jason Anderson Peter Fullmer Megan Gee Heaton Whitney Fitzgerald Emily Haws Milius

Student Service AWARDS

BYU Service Certification

This award is offered to all BYU students who take the Learning Through Service class, perform 100 hours of community service, and complete a 50-hour capstone project that benefits a community service program.

Carissa Hedquist Hannah Barnes Juan Mejia Katelyn Jacobs Victoria Rosa Whitney Fitzgerald Will Ortiz

Lieutenant Governor's Volunteer Recognition Certificate

This award is offered to BYU students who have given exemplary volunteer service to their Utah community for an extended amount of time.

Andrew Bonney Elizabeth Van Patten

Emily Hyde

Hannah Barnes Isaac Parrish Justin Holmstead Reagan Woodbury Tien Vo

Whitney Fitzgerald

President's Volunteer Service Award

This award is available to all BYU students based on milestone hours of service

BRONZE

100 - 174 hours

Amber Rasmussen
Calvin Clark

Calvin Clark Hunter Gray Jeff Shipley Liz Larson Trevor Murphy Wyatt Corbin SILVER

175 - 249 hours Devin Bird Gideon Zentz Jamie Lynne Daniels Melanie Pierce GOLD

250+ hours

Annie Allen
Chad Peterson
Cory Hamblin
Hannah Barnes
Justin Holmstead
Katelyn Jacobs
Kayci Prugue
Tanner Siebold

Sergeant Larry Morford Award

Justin Childs

Jamie Taylor Spirit of Service Award

Theodore Okawa



Center for Service and Learning

2019/2020