



Hands On  
NASHVILLE

# 2021 IMPACT REPORT

**MISSION**

Hands On Nashville’s mission is to meet community needs through volunteerism.

**VISION**

Hands On Nashville creates engaged communities where volunteers and partners collaboratively solve social issues.

**VALUES**

We care for our city, our team, and ourselves. We recognize the value of each individual and the power of collaboration. We listen, learn, and act to effect change.

# 31 years of boosting volunteerism

**Hands On Nashville (HON) supports hundreds of nonprofits, schools, and civic agencies by recruiting volunteers, connecting them to needs, and helping organizations reimagine and amplify volunteer power.** The agency also provides critical volunteer leadership in the aftermath of disaster.

HON was founded in 1991 by Hal Cato and began as a true grassroots effort. In its first year of operation, there were no paid staff or budget, and Cato provided office space in his home. Nearly 31 years later, HON is a vibrant and growing connector where individuals, nonprofits, and businesses can engage in meaningful service that builds stronger neighborhoods and communities.

Hands On Nashville has also evolved to serve as Nashville’s volunteer hub whenever the city experiences a disaster, as with the flood of 2010, the tornado of 2020, the COVID-19 pandemic, the 2020 Christmas Day bombing, and the flash-flooding of 2021. This has become an integral and valuable part of HON’s mission, with much of the team’s resources devoted to disaster preparation, coordination, and response.

The HON work model has continued to evolve as well, as HON staff have been working a mostly remote and hybrid schedule for the past two years in response to the pandemic. In 2021, HON moved its office from downtown to the airport area, amid sharply rising rents in the city’s central business district. HON’s new office not only results in cost savings, it also reflects modern working options. Team members share a variety of workspaces, with no assigned desks. Conference rooms and a “Zoom Room” are set up to maximize online meeting technologies.

In spite of urgent, unexpected, and transformative events, HON’s team continued to progress toward its strategic goals in 2021. HON focused on growing the impact of its programs, leveraging technology to increase data-driven decision making, inspiring neighbors to serve one another, and working toward a future where HON’s volunteer base reflects the rich diversity of Nashville.

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**Contact HON**

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**Social Media & Newsletter**



@HONashville



Visit [hon.org](http://hon.org) or point your phone’s camera at this code to sign up for HON’s newsletter.





## Volunteers masked up to give hope to the vulnerable

After all the challenges of 2020, 2021 started out on a note of hope with the rollout of the COVID-19 vaccine. The first shots, delivered to the eldest and most vulnerable Nashvillians, were given by the Health Department with support from Hands On Nashville volunteers. Volunteers lined up to fill nonclinical roles at vaccine sites, while medical students and retired nurses alike signed up for skilled service opportunities. By March, vaccinations were more widely available, with HON volunteers making it possible for the Metro Nashville Health Department to administer more than 10,000 shots at Nissan Stadium in a single day.

Later in the summer, volunteers were out in full force to assist the City of Nashville with the dedication of Rep. John Lewis Way (formerly Fifth Avenue). This event saw thousands of Nashvillians walk through the streets in solidarity to honor the legacy of John Lewis. Volunteers gave directions, handed out water bottles, and helped with event setup and teardown.

Overall, more than 20,000 volunteers signed up for opportunities through the HON website in 2021. Despite COVID-19, volunteers showed up all year to support the causes they believed in and to build a stronger Nashville.

More than

**20,000**

volunteers signed up  
for projects on hon.org

Volunteers logged  
more than

**65,500**

hours of service

Over

**10,000**

new volunteers registered  
on hon.org





Nearly  
**7,900**  
 projects posted to  
 the hon.org calendar

Volunteers produced  
 an economic impact of  
**\$1.9M**  
 for local nonprofits  
 and their clients

HON trained  
**62**  
 volunteer managers

## Supporting ‘pandemic-proof’ volunteer programming for our partners

Into the second year of the pandemic, HON’s Community Partner Program continued to build capacity for its 200-plus members by recruiting volunteers to maximize each agency’s impact and providing the website technology and training necessary to manage volunteers.

Much of this training continued to be about how to best utilize volunteers safely and efficiently or how to “pandemic-proof” volunteer programs. This meant more outdoor opportunities and being creative in how to use volunteers virtually and remotely.

HON continued to increase visibility to partners’ service opportunities and missions on social media and hon.org. HON also sent out a weekly newsletter (Hands On Call) with a curated selection of inspiring stories, useful information, and upcoming volunteer opportunities.



2nd Chance 4 Pets  
 AbleVoices  
 Adventure Science Center  
 Alive Hospice, Inc.  
 American Lung Association in Tennessee  
 American Red Cross — Nashville Area Chapter  
 ArtLink Coop Inc  
 Begin Anew  
 BELL Garden  
 Bellevue Family YMCA  
 Bethany Christian Services  
 Bethlehem Centers of Nashville  
 Big Brothers Big Sisters of Middle Tennessee  
 Black Lives Matter  
 Book'em

Exotic Avian Sanctuary of Tennessee  
 Faith Family Medical Clinic  
 Family & Children's Service  
 Fannie Battle  
 Feeding Nashville  
 FiftyForward  
 First Steps, Inc.  
 Franklin Family YMCA  
 Franklin Tomorrow, Inc  
 Friends of Mill Ridge Park  
 Friends of Shelby Park  
 Friends of Whitsett Park  
 From Your Father  
 Girl Scouts of Middle Tennessee, Inc.  
 Goodwill Industries of Middle Tennessee, Inc.  
 GraceWorks Ministries

Margaret Maddox Family YMCA  
 Martha O'Bryan Center  
 MasksNOW TN  
 Mayor's Office of Emergency Management  
 McKendree Village, Inc.  
 McNeilly Center for Children  
 Medical Foundation of Nashville  
 Meharry Medical College  
 Mercy Chefs  
 Mercy Community Healthcare  
 Metro Nashville Public Schools  
 Metro Public Health Dept  
 Metro Water Services, Waste Services Division — Zero Waste Nashville  
 Mid-Cumberland CAA  
 Mid-Cumberland Human Resource Agency  
 Mid-Tennessee Council of the Blind

**Hands On Nashville is honored to partner with these nonprofits, schools, and civic organizations.**

Break-Thru Nashville  
 Brentwood Family YMCA  
 Building Lives, Inc  
 CASA of Robertson County  
 CASA of Davidson County  
 Catholic Charities of Tennessee, Inc.  
 Centennial Park Conservancy  
 Center for Nonprofit Management  
 Cheekwood Estate & Gardens  
 Christ Church YMCA  
 City of La Vergne Stormwater Department  
 CommuniServe  
 Communities In Schools of Tennessee  
 Community Resource Center  
 Conexión Américas  
 Country Music Foundation/  
 Country Music Hall of Fame and Museum  
 Creative Girls Rock  
 Cumberland River Compact  
 Daybreak Arts  
 Deep Culture  
 Dismas House of Nashville  
 Doing Good  
 Eighteenth Avenue Family  
 Enrichment Center

Greater Nashville Regional Council  
 Greater Nashville Technology Council  
 GROW Enrichment  
 Habilitation and Training Services, Inc.  
 Harpeth Conservancy  
 Healing Arts Project, Inc.  
 HEAR Nashville  
 High Hopes, Inc.  
 Hispanic Family Foundation  
 Hobbs Team  
 Homework Hotline  
 Hope Force International  
 Hospital Hospitality House-Nashville  
 Include Me Advocacy  
 Ingram Scholars Program  
 Insight Counseling Centers  
 Inspiritus  
 Inspiritus — Disaster Relief  
 Interfaith Dental  
 Japan-America Society of Tennessee  
 King's Daughters Child Development Center  
 Legacy Mission Village  
 Legal Aid Society of Middle TN and the  
 Cumberlands  
 Love Helps, Inc.  
 Luke 14:12

MNPS Reading Clinics  
 Monroe Harding, Inc.  
 Mother To Mother  
 Music for Seniors  
 NAMI Davidson County  
 Nashville Adult Literacy Council  
 Nashville CARES  
 Nashville Diaper Connection  
 Nashville Dolphins  
 Nashville Film Festival  
 Nashville General Hospital  
 Nashville Humane Association  
 Nashville International Center for Empowerment  
 Nashville LGBT Chamber of Commerce  
 Nashville Peacemakers  
 Nashville Public Library  
 Nashville Sports Council  
 Nashville Tools for Schools  
 Nashville Tree Conservation Corps  
 Nashville Tree Foundation  
 Nashville VOAD  
 Nashville Wildlife Conservation  
 National Museum of African American Music  
 Nations Ministry Center  
 Native American Indian Association



NeedLink Nashville  
 Neighbor 2 Neighbor  
 North Rutherford YMCA  
 Northwest Family YMCA  
 Nurses for Newborns of Tennessee  
 Nurture the Next  
 Oasis Center  
 Operation Stand Down Tennessee  
 OZ Arts  
 Park Center  
 Pathway Lending  
 PENCIL  
 Pet Community Center  
 Preston Taylor Ministries  
 Project Access  
 Project Connect Nashville  
 Project CURE  
 Project Return, Inc.  
 Radnor Lake State Natural Area  
 Raphah Institute  
 Rebuilding Together Nashville  
 Renewal House  
 Rise Against Hunger  
 Robertson County Family YMCA  
 Rooftop Nashville  
 Room In The Inn  
 Rutherford County Family YMCA  
 Saddle Up!  
 Safe Haven Family Shelter  
 Salama Urban Ministries  
 Salvation Army — Nashville  
 Second Harvest Food Bank  
 of Middle Tennessee  
 Senior Ride Nashville  
 Sexual Assault Center  
 Shower The People  
 Siloam Health  
 St. Luke's Community House  
 St. Mary Villa, Inc. — Child  
 Development Center  
 STARS Nashville  
 Strive4You  
 Tennessee Environmental Council  
 Tennessee Immigrant and Refugee  
 Rights Coalition  
 Tennessee Justice Center  
 Tennessee Justice For Our Neighbors  
 Tennessee Kidney Foundation  
 Tennessee Senior Olympics, Inc.  
 Tennessee Valley Healthcare System  
 Voluntary Service  
 TenThirtyFive  
 The Arc Tennessee  
 The Arc Williamson County  
 The Branch of Nashville  
 The Family Center  
 The Garden Club of Nashville /  
 Weed Wrangle Nashville



The Heimerdinger Foundation, Inc.  
 The Nashville City Cemetery Association  
 The Nashville Food Project  
 The New Beginnings Center  
 The Sickle Cell Foundation of Tennessee  
 The Store  
 The Village at Glenciff  
 There With Care Middle Tennessee  
 ThriftSmart  
 Tornado Recovery Connection  
 Tucker's House  
 Turnip Green Creative Reuse  
 United Neighborhood Health Services  
 United Way of Greater Nashville  
 Urban Housing Solutions, Inc.  
 Urban League of Middle Tennessee  
 Walk Bike Nashville  
 Water Walkers  
 Wayne Reed Christian Childcare Center  
 Wilson County Long-Term Recovery Group  
 Workers' Dignity  
 Wounded Warrior Project  
 Y-CAP YMCA  
 YMCA of Middle Tennessee  
 Youth Encouragement Services  
 Youth Villages  
 YWCA of Nashville & Middle Tennessee





## Engaging families, groups, and individuals all year long

Creativity shined when it came to employee volunteerism in 2021! The year kicked off with hundreds of employees making educational videos for teachers and students attending virtual school. As the weather warmed, employee volunteers came back in-person to do flood cleanups, build community gardens, beautify schools, and shore up local food banks. They also continued to engage their families and make care packages at home for teachers, students, veterans, individuals experiencing homelessness, and seniors.

Hands On Nashville welcomed five annual partners that wanted to highlight their yearlong commitment to volunteerism, with their employee groups volunteering more than once, and leadership encouraging staff to volunteer on their own in whatever way they felt safe. These organizations were able to make a huge impact on the community through their unwavering commitment to service.

877

corporate volunteers

3,000

volunteer hours

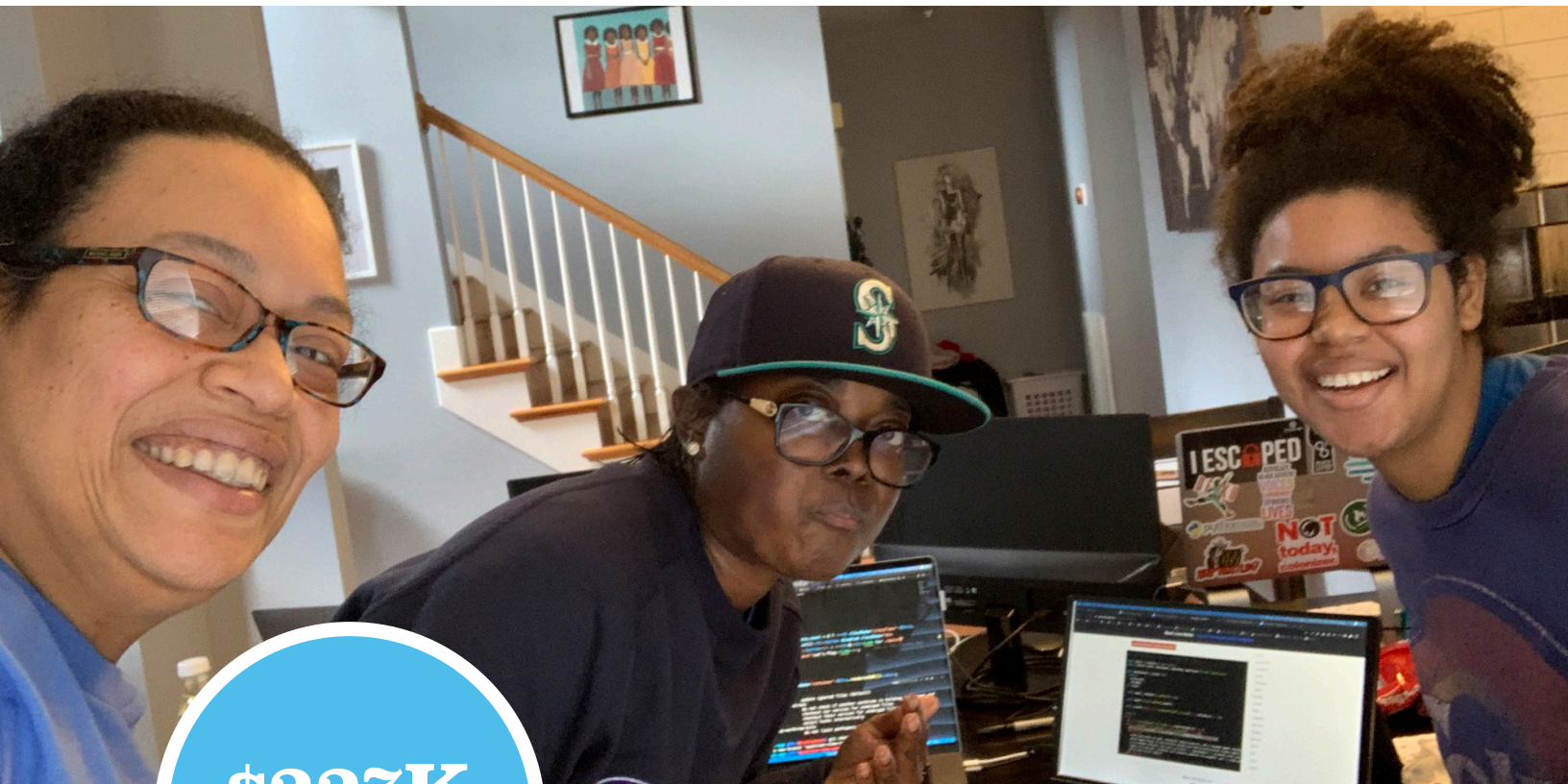
### CORPORATE PARTNERS COMPLETING PROJECTS

American College of Real Estate Lawyers  
Asurion  
Cummins  
Fidelity Investments  
Ford Motor Credit Company  
Global Industrial  
Goodall Homes  
Lowe's  
naviHealth  
Schneider Electric  
Senior Market Advisors  
UBS Financial  
Wasserman

### ANNUAL PARTNERS

Amazon  
Change Healthcare  
Dollar General  
Ingram/Nashville Soccer Club  
Tennessee Titans





**\$227K**

in project value

## ORGANIZATIONS SERVED

Big Brothers Big Sisters of Middle Tenn.  
 Centennial Park Conservancy  
 Center for Nonprofit Management  
 Communities In Schools of Tennessee  
 Community Resource Center  
 Equal Chance for Education  
 Faith Family Medical Center  
 Franklin Tomorrow Inc.  
 Gilda's Club Middle Tennessee  
 Hands On Nashville  
 Homework Hotline  
 King's Daughters Child Development Center  
 Learning Matters, Inc.  
 Nashville VOAD  
 Nations Ministry Center  
 Nurses for Newborns of Tennessee  
 Park Center  
 Tennessee Health Care Campaign  
 The Heimerdinger Foundation  
 Thriftsmart  
 Youth Villages

## Helping nonprofits thrive through affordable tech solutions

As the world continued to move toward tech solutions, skilled volunteers provided much needed support to nonprofits that they otherwise might not have been able to afford. In 2021, 154 GeekCause volunteers signed up for 23 nonprofit technology projects, where they served more than 1,700 hours developing apps and websites, conducting tech and security audits, and helping nonprofits transition to more productive software platforms.

GeekCause also launched a new “Starter Kit” project, giving partners an easy-to-understand way of engaging with the program by choosing from six pre-determined projects that every organization needs to be thinking about on a regular basis. Website and IT Security Audits, Social Media Strategy, CRM/Database Selection, Data/Reporting Review, and a general Tech Assessment are all designed to give partners actionable roadmaps for planning (and budgeting!) for their present and future tech engagement.

Organizations made 61% more GeekCause requests this year, compared to 2020.





**15,000+**  
hours of service to the community

## Members expanded capacity for 12 nonprofits

During the 2020-2021 service year, HON engaged 15% more AmeriCorps members than the previous service year, with 23 members serving at 12 sites. For the first time, HON placed members at host sites that served focus areas outside of Environmental Stewardship, which increased the breadth of community impact. These members served full-time to help nonprofits achieve their missions.

Out in the community, members introduced parents of young children to ways to support healthy brain development, distributed diapers to families who attended well baby clinics, led river cleanups, and provided showers to people experiencing homelessness. Behind the scenes, they analyzed program data, translated materials to make programs more accessible, managed communications with other nonprofit programs, and created video content to move programs forward during the pandemic. Additionally, AmeriCorps members played a critical role in volunteer leadership in the aftermath of the March flooding.



### HOST ORGANIZATIONS

- Community Resource Center
- Cumberland River Compact
- The Family Center
- Harpeth Conservancy
- Hands On Nashville
- Nashville Diaper Connection
- The Nashville Food Project
- Nashville Tree Foundation
- PENCIL
- Shower the People
- Turnip Green Creative Reuse
- Workers' Dignity





## Celebrating big! Celebrating safely.

The Mary Catherine Strobel Volunteer Awards are Middle Tennessee's largest annual celebration of volunteerism. The event, held in partnership with the Strobel family, features seven award categories that honor volunteers who give their time and talents to improve the community.

With so many volunteers from 2020 to celebrate, HON added two new categories: Disaster Relief and Social Justice Impact. HON also added a bonus for award recipients: \$1,000 to give to the charity of their choosing, and then took it to the public to vote on their favorite stories. These new approaches helped to spread the stories of volunteerism far and wide and made it a really special year for nominees and finalists. The award season culminated with a small outdoor celebration to recognize the finalists, award recipients, and close friends.

### ABOUT MARY CATHERINE STROBEL

Mary Catherine Schweiss Strobel is best remembered and honored in Middle Tennessee for her tireless, joyful commitment to those in need.

She also made Nashville history. In 1937, she married Martin George Strobel, an employee of the Nashville Fire Department. Ten years later, Martin died of a heart attack. Knowing that Mary Catherine now faced providing for her four young children and two elderly aunts alone, Chief Henry Demonbruen broke precedent and offered her a job in the Fire Marshal's office. She thus became the first female employee of the Nashville Fire Department, and the only one for the next 29 years.



### AWARD RECIPIENTS

#### Capacity-Building Volunteer

Corrie Anderson  
*Community Resource Center*

#### Group Volunteer Service

Bridge Builders  
*Various organizations*

#### Direct Service (5-20)

Sydnee Floyd  
*Jumbled Dreams Changing Lives*

#### Direct Service (21-49)

Teaka Jackson  
*Love Thy Neighbors*

#### Direct Service (50+)

Dennis Caffrey  
*Siloam Health*

#### Social Justice Impact Volunteer

Greta McClain  
*Silent No Longer*

#### Disaster Relief Volunteer

Maria Amado  
*Community Resource Center*





Nearly

**400**

disaster-relief and -recovery  
projects posted

**4,400+**

volunteers signed up to help  
with disaster relief  
and recovery

More than

**1,400**

volunteers signed up to help  
with flood relief projects

## Doing the long-term work and meeting invisible needs

2021 started with volunteers supporting bombing survivors, and quickly shifted to supporting the city with providing vaccines. By March, vaccinations were more widely available, with HON volunteers making it possible for the Metro Nashville Health Department to administer more than 10,000 shots at Nissan Stadium in a single day. In all, more than 2,000 volunteers served 4,000 volunteer shifts at testing and vaccination sites in 2021.

Later in March, south Nashville experienced severe flash flooding. The floods impacted more than 1,700 homes and properties and nearly 500 homes were identified as needing volunteer assistance with mucking, gutting, debris removal, tree removal, moving furniture, etc. Sadly, this event was largely invisible to many people in the city. Floodwaters receded, leaving little damage that could be seen from outside, but significant impacts to structures and peoples' belongings. Hands On Nashville committed to working with the city and local nonprofits to ensure that response to this disaster was as thorough as assistance provided in the wake of the 2020 tornadoes.

Since that time, HON has been highly engaged in providing relief to people in South Nashville who were heavily impacted by the flood.

## HIGHLIGHTS

HON catalogued 1,708 impacted homes to serve as a foundation for service provision, including deduplicated information from Metro Codes, the Mayor's Office of Emergency Management, United Methodist Committee on Relief case managers, and resident submissions from Metro's NERVE system and the Nashville Responds website.

HON canvassed 525 homes in heavily impacted areas to identify urgent needs and share resources with residents.

HON identified 469 homes in need of volunteer support and added them to the Crisis Cleanup shared database, where they received support from HON and five other disaster-relief and civic organizations.

HON provided leadership to set up a Long-Term Recovery Group, as well as a Hispanic Outreach Task Force to ensure Spanish speakers had access to services.

The Long-Term Recovery Group identified 152 homes for ongoing case management. Since that time, it has been able to close 87 of those cases. Another 45 remain open, while 20 have needs that are in the process of being met.



The Hispanic Outreach Task Force provided bilingual clinics, supported by HON volunteers, for area residents to connect with FEMA support and other assistance.

More than 1,400 volunteers signed up to serve in flood recovery projects through Hands On Nashville.

HON engaged Reach Out Worldwide and local volunteers to muck and gut damaged rooms at the Rodeway Inn, which provided shelter to unhoused people during COVID, as part of a partnership with Metro Nashville's Homeless Impact Division.

HON led the assessment of 22 heavily damaged homes that require reconstruction.

Six reconstruction projects have been completed, and nine more are in progress. HON aims to identify 30 homes for reconstruction before the anniversary of the flood.

HON acts as project manager for these homes, and has worked with community partners Rebuilding Together Nashville, Westminster Home Connection, and Inspiritus to rebuild homes with local volunteers.

HON also applied for and received support from two AmeriCorps NCCC teams, which spent a total of eight weeks rebuilding homes. At least one additional team is expected to support these efforts in coming months.



ORGANIZATION, FOUNDATION, AND GRANT SUPPORT

\$25,000+

- Amazon
- Change Healthcare
- The Community Foundation of Middle Tennessee
- Dan and Margaret Maddox Fund
- Dollar General Corporation
- Fidelity Investments
- The Frist Foundation
- The HCA Foundation
- The Memorial Foundation
- Ingram Industries
- Jackson National Life Insurance Company
- James Stephen Turner Family Foundation
- Middle Tennessee Emergency Response Fund of the Community Foundation of Middle Tennessee
- Tennessee Titans
- UBS Financial
- United Way of Greater Nashville

\$10,000-\$24,999

- Asurion
- The Cardinal Trust
- Dettwiller Foundation
- Healthtrust
- Houghland Foundation
- Joe C. Davis Foundation
- Lowe's
- naviHealth
- Partners in Performance
- Samuel M Fleming Foundation
- Schneider Electric/Square D Foundation
- The Starbucks Foundation
- Tito's Vodka
- Warner Music Nashville

\$1-\$9,999

- The Ahrens Family Foundation
- Altar'd State
- American College of Real Estate Lawyers
- Atlanta Braves Foundation
- Bank of America Foundation
- Blanco Cocina and Cantina
- The Bone Family Fund
- Bongo Productions
- Boston Market
- Canaan Cox Music
- Carolyn Smith Foundation
- Caterpillar Financial
- Concord
- The Core Fund
- Cummins
- Deloitte Services
- The Dorothy Cate & Thomas F. Frist Foundation
- Earthcore Industries
- Experian Health
- Fidelity Charitable
- First Baptist Church, Capitol Hill
- Ford Motor Credit Company
- Generous Charitable Inc.
- Girl Scouts of Middle Tennessee
- GivingMatters
- Global Industrial
- Goodall Homes
- Harbert Management Corporation
- Hastings Architecture
- HCA Healthcare
- The Healing Trust
- Heart's Path Charitable Foundation
- Highwoods Realty
- The Home Depot
- The Hunt Family Foundation
- Icon Mechanical Contractor
- Ingram Scholars Program
- Jane and Richard Eskind and Family Foundation
- Life and Limb Printing
- The Mariner Foundation Fund
- Mental Health Cooperative
- Michel Sales Agency
- Nashville Life Christian Church
- Nashville MMA
- Nashville Soap Company
- One4 All Charitable Fund
- OneHope
- P&S Steele Foundation
- Patterson Intellectual Property Law PC
- Piedmont Natural Gas
- Pledgeling Foundation
- Publix Super Markets
- Regions Financial Corp.
- Senior Market Advisors
- Solomon Page
- Southeast Venture
- The Steve & Laurie Eskind Foundation
- Strategic Hospitality
- Vanderbilt University
- Wasserman
- Weak Coffee
- Whiskey Row Nashville
- WKRN News 2
- Young Entertainment Professionals

In-Kind Supporters

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- Hattie B's
- Lightning 100
- Lyft
- MP&F
- Emma
- Pinewood Social
- Publix
- Target

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