

pivotnow

THE PIVOT MINISTRY NEWSLETTER

Announcing Service Enterprise Certification!

Pivot Ministry is pleased to announce that we have achieved national accreditation as a Service Enterprise, recognized for effective strategic volunteer engagement. The Service Enterprise program is sponsored by the national organization ALIVE (Association of Leaders in Volunteer Engagement), and is administered locally by HandsOn Northwest NC.

Pivot’s Service Enterprise accreditation signifies that we have the capability and management expertise to strategically engage community members and volunteers to improve the performance of our organization and meet community needs. Pivot has now joined the top 11 percent of nonprofits nationwide in volunteer management and organizational performance. Additionally, Pivot is pleased to be one of four local Service Enterprise nonprofits.

Pivot Ministry began the certification process in 2019. After completing an extensive diagnostic assessment, we received training and entered an intensive internal review and planning procedure with coaching. We identified

a number of changes to improve policies and practices concerning organizational management, volunteer management, growth, and collaboration. Accreditation is valid for three years and recertification is then available.

During the certification process, the reviewer shared that it was a “pleasure to review the application which highlighted [Pivot’s] perseverance to achieve their accreditation despite the world shutting down as soon as they did their Diagnostic debrief!” She also stated

appreciation for how our organization works with volunteers, citing “impressive retention rates,” and noted that our efforts to assess needs and implement policies and procedures to guide the work were significant.

Research conducted by the TCC Group, a national program and evaluation firm, found that organizations operating as Service Enterprises outperform peer organizations on all aspects of organizational effectiveness,



Front: Kathy Davis, (L-R) Carol Polk, Linda Smith, Debbie Loftis, and Lea Metz.

and are more adaptable, sustainable, and capable of scaling their work.

We are deeply grateful to the team of people who made this accomplishment possible: Debbie Loftis and Linda Smith, who took the project to completion, along with early volunteers Stephanie Daniel, Deb Pozebanchuk, Michelle Still, as well as staff resources Michelle Minnich and Carol Polk. In addition, we received tremendous support from Service Enterprise consultant Lea Metz and Kathy Davis, Deputy Director at HandsOn Northwest NC, made possible by their grant from the NC Commission on Volunteerism and Community Service.



Pivot Ministry is now on [Facebook!](#) “Like” and “Follow” to get all the latest news and inspiration. We’re at [facebook.com/pivotministrywsnc](https://www.facebook.com/pivotministrywsnc)



Lunch Providers Needed!

There are still several openings to provide lunch for the current Pivot class in late April and early May! Click [here](#) or go to: <https://www.signupgenius.com/go/10C0F49ABAF2AA5FDC16-47035019-pivot#/>

Save the Date

Pivot Graduation #8

Friday Evening

May 31, 2024

Details to Come!

April Is Volunteer Appreciation Month

Testimonials From Some of Our Wonderful Volunteers...

Jan Overman, Pivot Class Instructor

Over 5 years ago, after researching the Pivot Ministry purpose and curriculum, I felt called to serve. Pivot “exists to empower low-income women for better life and work opportunities.” Therefore, as a Pivot class instructor, I lead a discussion on **CHANGE**, using the book *Who Moved by Cheese?* by Dr. Spencer Johnson. Change is courageous



and necessary. Why we make the decisions we do, what is the process of decision making, and how we can prepare to make good decisions are core concepts

RRBC Missions Group, Lunch Providers

Robinhood Road Baptist Church Women on Mission (WOM) is a WMU Women’s Discipleship Group committed to undergirding missions through mission action, mission study and missions support.

Each month we meet to learn about missionaries – their work, their needs, their successes and their challenges. We spend time in prayer for our missionaries. We support them

financially through offerings specifically designated for North Carolina, North America and international missionaries, and mission projects. We also participate each month in a mission action project that supports a Winston-Salem area ministry. We celebrate God at work in the lives of many of our neighbors. We have enjoyed providing lunch for Pivot participants and visiting with them as we eat our meals.

By Luelle Crumpler, Group Leader



in the other class I teach on **DECISION MAKING.**

What a blessing to fellowship and learn with these ladies! Over the years, we have seen tremendous growth and success with graduates. Several current participants heard of Pivot from previous Pivot graduates. As the Parable of the Pencil teaches us: “Everyone is like a pencil...created for a unique and special purpose.”

I am thankful I was invited to join this ministry.

JoAnn Burnette, Mentor

Mentoring gives you the opportunity to pour into the lives of ladies that are ready for a change in their lives by praying, listening, encouraging

and believing that they may experience the transformational love of God during their Pivot journey. What a humbling privilege it is to be a part of God’s great plan for these ladies.



Marvina Hamilton, Class Instructor, Mentor, Motivator

I was introduced to Pivot Ministry in 2019 during a blessed encounter at a Forsyth Tech community event where I was representing my former employer, Vocational Rehabilitation Services. I knew that it was God who orchestrated me meeting Carol and Jan that day to share a bit of my personal story and to learn that the mission and vision of Pivot aligned with my own journey. I am incredibly grateful to have served the Ministry as a volunteer in various roles – instructor, mentor, grant researcher, and keynote speaker – which have allowed me to flourish personally and, most importantly, spiritually. The mission and vision of Pivot resonate with me as I have experienced many of the same challenges as the brave women who courageously make the commitment to complete this life-altering program.



My career journey has led me to my passion for providing job readiness skills and helping people find employment, most recently as an Employer Relations Coordinator and Career and Professional Development Advisor at Winston-Salem State University, and as a

Recruiting Specialist with Lincoln Financial Group.

Volunteer Coordinators Needed!

Volunteer Coordinators are responsible for:

- warmly welcoming potential volunteers
- explaining various volunteer opportunities
- guiding volunteers to find their “sweet spot” of service
- assisting staff with scheduling and follow-up
- helping recruit more new volunteers

Interested? Please contact Carol at carol@pivotnow.org

April Is Volunteer Appreciation Month

And a Few Other Volunteers Who Keep Pivot Going...



Yvette Stackhouse, Chair, Governance Committee

Yvette Stackhouse is an attorney who recently retired from a state-wide leadership role with Legal Aid of North Carolina, Inc. She is an active member at United Metropolitan Missionary Baptist Church, where she teaches Sunday

School and chairs the church ministry programming committee. Yvette leads Pivot's Governance Committee and other projects delegated by the board of directors with compassion, vision, purpose, and efficiency.



Ken Warise, Webmaster

Since Pivot's beginning, Ken Warise has been our wise, patient, behind-the-scenes tech hero. A few of his many accomplishments include creating and hosting our website, guiding us on the selection of software and management tools for this ever-growing organization,

creating QR codes to make your life easier, and much more!

Christine Evans, Graduate/Volunteer

Each Thursday morning, as staff shows up at The Enterprise Center to set up the classroom, they are greeted by Christine Evans, who has already arrived. She is there faithfully to move tables, put up posters, and set out supplies. She often brings thoughtful trinkets to encourage current participants, and she generally disappears before class starts, since she likes to work behind-the-scenes...with all her heart.



A graduate of Pivot's 5th semester in the spring of 2022, Christine is a hard-working, dedicated volunteer with Pivot in many ways.

Thank You ALL VOLUNTEERS!

With a full-time Executive Director, Carol, and two phenomenal part-time employees, Michelle and Ivonne, Pivot Ministry brings glory to God and impacts more lives than you can ever imagine. NONE of this would be possible without our incredible volunteers! The ministry is truly volunteer-driven, and this newsletter is a small step toward honoring the contributions of so many people who pour their hearts, souls, passions, time, talent, and gifts into our mission of transforming lives, including their own. Some even pour their resources into monetary donations and in-kind gifts.

If you are a Pivot volunteer: **THANK YOU beyond measure!** Even if you are not mentioned here by name, we treasure you, all you do, and who you are. You make a difference – out in front, behind the scenes, and in your prayers.

A few facts about 2023 volunteers:

- 174 volunteers invested
- 3,436 hours

Value of time: Based on:

\$ 24,911 NC minimum wage of \$7.25/hr.
\$ 109,265 National value of volunteer hours \$31.80/hr.

Yes, dear volunteers, your impact is huge!

Volunteer roles:

Board Members	Mentors
Bookkeeper	Newsletter Editor
Classroom Reading Assistant	Outreach Ambassador
Classroom Set-up	Referral Sources
Committee Members	Tutor
Connectors	Volunteer Coordinators (OPEN!)
Graphic Artist	Webmaster
Instructors	And many more...!
Lunch Providers	



Paula McCoy, Pivot Class Instructor

Both Pivot mentors and participants learn to set SMART goals under Paula McCoy's passionate, focused instruction. Achieving goals is essential for success, and Paula makes sure they can apply what they learn in class. She has personally achieved

such success and makes a difference in our community as former leader of Neighbors for Better Neighborhoods and now Partnership for Prosperity.

We would love to have more volunteers to share the work and make a difference in others' lives. Join us in the fun! Go to <https://pivotnow.org/volunteer/>



For a new approach to life & work

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Key Club Service Project Benefits Pivot

By Emma Norman, Vice President of West Forsyth High School Key Club

This past year I had the privilege to not only learn about Pivot, but work alongside them with my fellow Key Club members. Before I jump into the amazing project we accomplished, let me explain what Key Club is. Key Club is a service based organization not only at West Forsyth High School but other Forsyth County public schools as well. We are always looking for ways to benefit not just our school, but the communities of Clemmons and Winston-Salem.

I had the blessing of stumbling upon Pivot Ministry and was absolutely blown away by their mission, their

organization as a whole, and the ladies who ran it. Key Club hosted a toiletry drive and were blessed by the results. We pulled together around 8 large boxes full of shampoo, conditioner, body wash, toothbrushes, toothpaste, and more.

My hope is that, after I graduate next year, we can keep this partnership going and keep blessing the beautiful and deserving ladies of Winston-Salem!



Left to right: Emma Norman, Cynthia Banks (Pivot volunteer/mentor), and Hailey Huff sort and pack toiletries collected by the Key Club. They filled over 20 gift bags for Pivot participants and graduates.

The ROCC Pivot 5K Race is Almost Here!

Join us at River Oaks Community Church on Race Day May 11! VOLUNTEERS are needed to **staff the Pivot information booth**, help with the set-up, registration, childcare, or guide the racers. Sign up to run, walk, or sponsor the race!

For more details, contact Jennifer Szescula (336) 382-9326 or jennifer.m.szescula@gmail.com

PLEASE let Jennifer know if you sign up to volunteer through ROCC!



Volunteer Here:

<https://runsignup.com/Race/Volunteer/NC/Clemmons/TheROCC5K>

Sign Up to Run or Walk:

<https://runsignup.com/Race/Register/?RaceId=47983>

Sponsor the Race for as little as \$150!!

<https://d368g9lw5ileu7.cloudfront.net/races/race47983-customSectionAttachment65b7b107cda512.66245257.pdf>

Happy Third Anniversary, Michelle! What an incredible 3 years we've had! (March 23)

Pivot is blessed to have a small yet incredibly talented staff team. Our Director of Programming and Community Engagement, Michelle Minnich, brings an overflowing heart and a love of Christ to the work she does. She has a gift for working with participants, building authentic connections and creating a sense of community within each semester's class. Michelle also uses her talents to rally community support and awareness for Pivot. We are so thankful to have Michelle serving the women of Pivot with a heart of hope, love and compassion.



Pivot Ministry Inc is a 501(c)(3) public charity. Donations directly to Pivot are tax deductible to the extent allowed by law. Two ways to donate: Make checks payable to *Pivot Ministry* and send to: 501 Miller Street, Winston-Salem, NC 27103 or click here to donate pivotnow.org/donatenow. Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 919-814-5400. The license is not an endorsement by the State.



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