

# **CLT - Service Chairs**

## **Quick recap**

This meeting was a training session focused on the role and responsibilities of service chairs led by Ken Leja, council chair for Multiple District 21, plus Ellen Yopps, council admin, Linda Finley, council treasurer, and VDG Dereck Davis, incoming district global leadership chair. The session discussion covered how service chairs should coordinate and support various club projects rather than manage them alone, and emphasized the importance of reporting activities through the Lion Portal to track community service impact.

The session included participants from multiple clubs sharing their current service projects, including how to properly input administrative meetings, service projects, donations, and in-kind contributions, with specific attention to tracking volunteer hours and impact metrics. Current projects included vision screening, food drives, and such international initiatives as Glasses to Africa. Ellen and Linda provided detailed guidance on using the Lion Portal system, including how to properly record and complete service activities by June 30th of each year. The discussion emphasized the need for consistency in reporting and proper coordination with club secretaries to ensure accurate data submission to Lions International. It also highlighted challenges with the Portal functionality and suggested improvements, with participants sharing their experiences and questions about tracking member engagement and project data.

## **Summary**

### **Lions Club Officer Training Session**

The meeting began with introductions and CC Ken explained the purpose of the club officer training program focused on service chair responsibilities and Global Action Team coordination. CC Ken led a discussion on the role and responsibilities of a service chair, including developing plans, measuring success, and tracking accomplishments on the Lion portal. The session aimed to help participants understand their role within the club's officer corps and service engagement efforts, along with an overview of the Global Action Team for Service, which the service chair is part of.

### **Lions Club Service Projects Discussion**

The meeting focused on discussing service projects across different Lions clubs. Participants shared various initiatives including vision screening, food drives, blood drives, and community support programs. Kenneth emphasized the importance of dividing service responsibilities among club members to keep members engaged and active. The discussion highlighted how different clubs serve their communities in unique ways, with all clubs following the Lions motto "We serve" and the new extension "We serve a world in need." The conversation revealed that while some clubs have structured service leadership with dedicated chairs for different projects, others operate with a single service chairperson, suggesting an opportunity for improved organizational structure.

The discussion clarified that service chairs are not responsible for running all service activities but rather coordinate specific initiatives with dedicated committee members. The session aimed to help officers understand their roles, develop self-sufficiency plans, and establish tracking systems for club management during their term.

### **Service Chair Roles and Responsibilities**

CC Ken and VDG Dereck outlined the service chair's responsibilities within the Global Action Team, emphasizing the role in implementing impactful service and fundraising projects, increasing member engagement, and elevating awareness of Lions' collective impact on global humanitarian needs. The session covered building teams, vision, plans, and success strategies, with Kenneth noting that additional training sessions were being offered to accommodate different schedules.

CC Ken explained the role of a service chair as more administrative, focusing on coordinating and supporting various service projects rather than executing them directly. He outlined key efforts including setting goals, creating timelines, and ensuring proper communication about service activities to club members. CC Dereck outlined key responsibilities and strategies for service chairs to effectively plan and execute impactful service projects. He emphasized the importance of conducting needs assessments, both for the club and the community, to ensure projects are meaningful and beneficial. Dereck stressed the need for clear communications, collaboration with district and community leaders, and tracking service data through the Lion Portal to report outcomes and growth. He also highlighted the importance of engaging both Lions members and non-members in service projects to foster member satisfaction and club growth.

### **Community and Club Needs Assessment**

CC Ken suggested conducting a Community and Club Needs Assessment every five years to better understand local community needs and improve service projects.

### **Lions Club Service Reporting Meeting**

Linda provided guidance on completing service reports, emphasizing the importance of accuracy and proper categorization of activities. She explained how to record administrative meetings, including details on volunteer hours, attendance, and metrics, while clarifying that meetings do not count as service to people served. Linda also discussed the concept of signature projects for recurring activities and the process of saving and correcting reports in the system.

She explained the importance of reporting service activities to Lions International, highlighting benefits such as documentation of achievements, inspiring others, building partnerships, and enabling knowledge sharing with other clubs. She also noted that while the service chair typically coordinates these activities, it's crucial for all members to contribute and share the workload.

### **Episodic Volunteer Engagement Strategies**

CC Ken discussed strategies for engaging episodic volunteers, suggesting projects like serving meals at homeless shelters or assembling disaster preparedness kits that don't require long-term commitments. He emphasized the importance of tracking service data to measure success and maintain member engagement. He also highlighted the role of the service chair in collaborating with the membership team and developing a service committee to create more impactful projects. He stressed the benefits of thinking outside the box and leveraging members' hobbies to create service opportunities, with the goal of implementing at least one new service project annually and involving Leo's or youth in some projects.

### **Youth Service Engagement Strategies**

The group discussed strategies for engaging young people in service projects, with CC Ken suggesting initiatives like tutoring at school libraries and creating accessible reading materials, exploring additional community contacts and homeowners associations, of a library reading program with accessible glasses. The discussion also covered the Lion Portal system for reporting service activities, with CST Linda and CA Ellen providing guidance on its usage and importance for

tracking service statistics and supporting Lions International's philanthropy efforts. The group clarified that service activities must be completed and reported by June 30 of the Lions year.

### **Service Project Budget Planning Meeting**

Discussion included service project budgets and planning for upcoming initiatives. CC Ken emphasized the importance of persistence and detailed planning in successful service projects, noting that 'success' included clear timelines, budgets, and team recruitment strategies. Budgets should include line-items for marketing and promotional efforts aimed at garnering visibility and non-Lions member participation.

### **SWOT Analysis for Club Projects**

CC Ken led a discussion on SWOT analysis application to club projects, identified as strengths, weaknesses, opportunities, and threats, with particular focus on leveraging existing knowledge and resources. He emphasized that the SWOT analysis helps prepare for potential challenges and noted that well-planned projects are already well into the Global Membership Approach (GMA) process having already built a team and built a vision.

### **SMART Goals for Service Projects**

CC Ken also discussed goal setting and project planning, focusing on creating specific, measurable, achievable, realistic, and time-bound (SMART) goals for service projects.

### **Lions Club Service Growth Expansion**

CC Ken discussed the growth of Lions' service activities, highlighting how the organization expanded from serving 350 million people in 2021 to more than 1 billion in 2025-2026. He emphasized the importance of collaborating with other clubs and organizations, sharing service reports to demonstrate effectiveness, and engaging episodic volunteers who may not want to join permanently but can contribute to specific projects. He provided examples of successful service initiatives, including book drives, environmental projects, and community events, noting that these activities not only benefit the community but can also attract new members.

### **Lions Portal Service Reporting Training**

The training concluded with a hands-on focus on the service reporting procedures and permissions within the Lion Portal system. CST Linda explained that only presidents, secretaries, and administrators can complete service reports, though service chairs can input data that requires approval. The discussion covered how to properly report various service activities including preparation work, in-kind donations, and impact numbers, with specific guidance provided on how to count glasses collected for recycling projects. The conversation ended with reminders about the importance of consistent reporting and keeping the club secretary informed of service activities.

CC Ken explained the role of the service chair as a coordinator responsible for reporting all service activities, emphasizing that it's not just one person's responsibility but involves every club member. CST Linda provided detailed guidance on using the portal, including how to properly enter and complete service projects, with specific attention to project categories, dates, venues, descriptions, and attendance tracking. The group discussed limitations of the current portal system and ways to improve it. The session concluded with plans for a future portal training session at the state convention.