



2019 Annual Meeting



Today's Agenda

- Welcome and Introductions - Holly Field and Bob Hooper
- Operational Update – Hugh Armstrong and Werner Rotach
- Celebrating our Volunteers – Phylis Giglinto and Ginny Couch
- Reception - All

Our Management Team

Holly Field

Our Board



**Front: Phylis Giglinto, Holly Field Back: Werner Rotach,
Bill Teeter, Hugh Armstrong, Bob Hooper**

Member



Cathy Brookman, Barbara Henry, Sue Nelson

Member Administration and Service Scheduling



Pat Hart, Sharon Symonds, Barb Connery, Peggy Pope

Services



Jill Kookan, Mary O'Brien, Lori Anthony

Resource Hub



Barbara Swan, Pat Hart, Kate Lang

Volunteer Development



Shari Mohr, Ginny Couch

IT



Tom Pope, Ellen Steger, Bertha Fudger, Randy Hoff (Incognito)



Marketing



**Pat Lash, Warren Person, Lucia Crosby, Lenora Small,
Jean Woods and Doug Mills are Incognito**

Member Mentoring



**Front: Heide Miller, Sue Lutz Back: Nancy Stencil, Barbara Rotach,
Barbara Henry, Ellen Maresch, Sue Nelson**

Member Mentoring



Wendy Shepard, Robin Chapmin, Phyllis Sippel, Pat Lash, Peggy Basile, Madeline Collins, Barbara Hawkins

Special Guests

Bob Hooper

Thank You for 2018



**Hilton Head
Regional Healthcare**

Coastal Carolina Hospital | Hilton Head Hospital



Women's Nine-hole Golf	Ryder Cup Invitational	GFWS Women's League
Barbara Hinck	Janet VanName	Norma Curren
William & Sharon Thomas	Sew What Stitches Club	Four on the Floor Band
Marzie Seibert	Charles & Rosemary Carpenter	Richard & Christine Ballantine
Sharon Snoddy	Luncheon Club V	Luncheon Club VI
Murray Hill Neighborhood	Rose Bush Lane Neighbors	St Luke's United Methodist Church
David McDermott	Anonymous	

SPECIAL THANKS to
OUR 2018 MEETING SPONSORS



Operational Update

Hugh Armstrong
and
Werner Rotach

Member Data

For 2018 – 353 Households, 491 Members

- 160 new, 161 ended their membership

Since 2015

- 803 Memberships
- 450 ended their membership
 - 52% no longer needed,
 - 32% moved away,
 - 5% required services beyond our scope,
 - 11% passed away

Volunteer Data

- 358 “active” in Volgistics at year-end - down 11%
 - 225 became “active”, 271 were “inactivated”
- 365 posted time - up 7%
- 109 volunteers attended 19 Orientations and 109 attended 33 service skills classes

How many miles did you drive in 2018?

2.6 times
around the
world!

65,894 miles!



How many hours did you donate in 2018?

2 years – 24/7

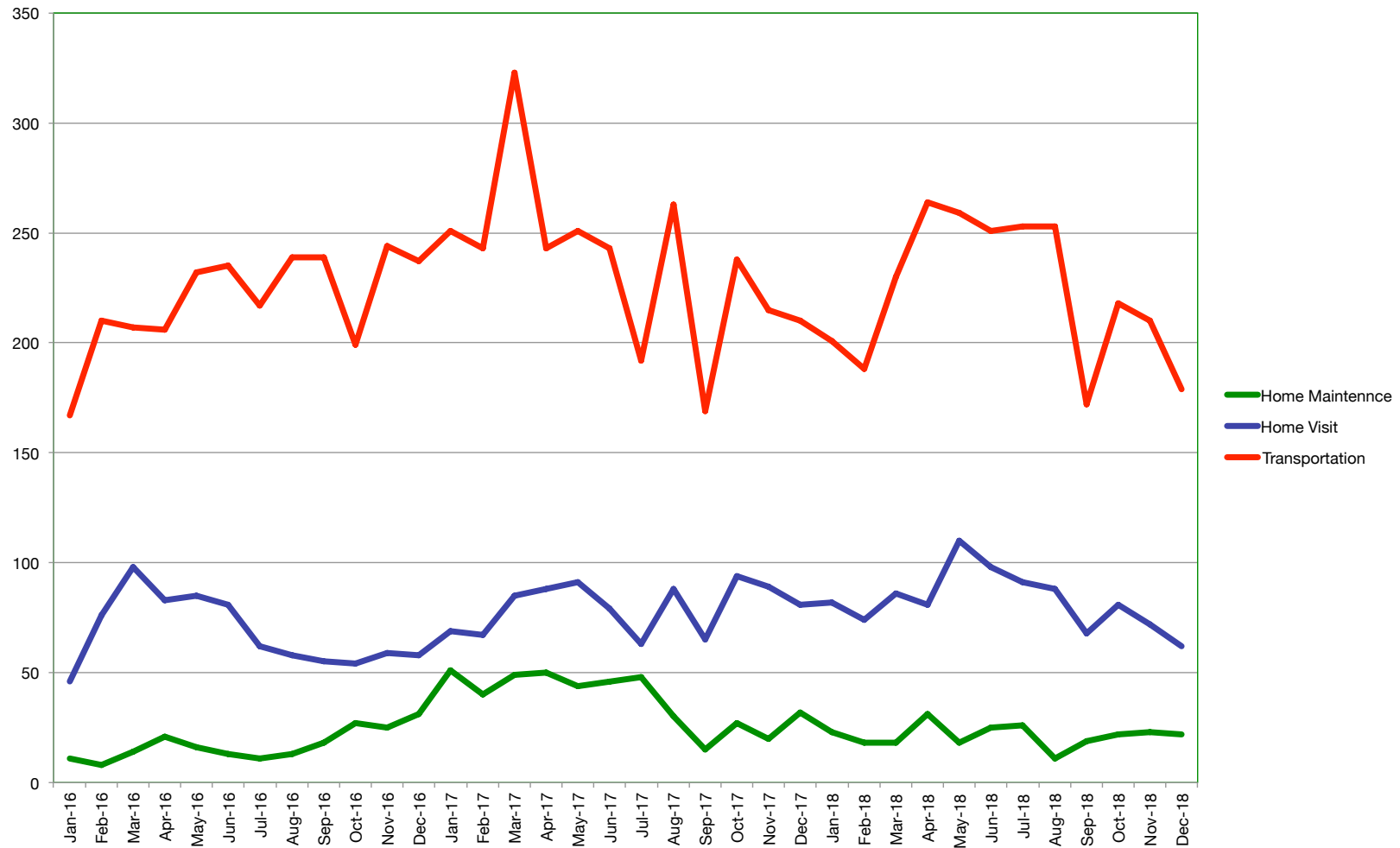
17,118 Hours!



YOUR Kindness Changes Lives!

Service - 2018	Requests Filled	Fill Rate %	Volunteer Hours	Volunteer Mileage	Provided by # Volunteers
Home Maintenance	255	99.6	248	1,690	24
Home Visits / Caregiver Relief	984	99.3	1,848	4,384	130
Transportation for Medical /Grocery	2,675	99.9	5,040	53,617	195
Intake Interviews	388		629	2,113	35
Resource Hub (shifts)	1,206	100.0	4,043	2,449	59
Reassuring Calls	4,986				
Visitors	1,544				
Phone Calls Handled	3,872				
Administration / Training			5,310	1,641	
Total			17,118	65,894	365

Service Requests 2016 through 2018



Organizational Update



Our 2018 Focus on Sustainability

- Continued to fill key management positions
 - Director of Services – Mary O'Brien
- Opened our New Resource Hub at Yemassee Craft Center
- Formalized our status in the Community as a Tax Exempt Organization with UWC Policy 1804.1

Key Initiatives for 2019

- Recruit an Executive Director to ensure our long-term sustainability
- Increase our focus on In-service training for Volunteers
- Transition Marketing responsibilities from Bob Hooper to Hugh Armstrong
- Active Volunteer recruitment and retention

Questions?





Celebrating our Volunteers

Phylis Giglinto and Ginny Couch

Volunteers with more than 200 Hours

David Carlin
Bob Fierick
Pat Hart
Naomi Medoff
Heide Miller
Nancy Rosenthal
Barbara Rotach
Wendy Shepard
Sharon Symonds



The 1,000 Mile Club



Michelle Eberhart	John Gaeth
Muriel Murphy	Patrick O'Brien
Rosie Rabbitt	Ingrid Rennie
Nancy Rosenthal	Lenora Small

More than 2,000 miles



David Carlin	Bob Fierick	Marilyn Gearhart
3,540 miles	3,122 miles	2,610 miles

Resource Hub Volunteer of the Year

Heide Miller

72 Shifts -216 hrs



Intake Volunteer of the Year

Ruth Moroknek

55 Intakes – 94 hrs



Home Maintenance Volunteers of the Year

James Delmore

John Cunningham

More than 40
assignments
each



Home Visits Volunteer of the Year

Janusz (John) Zakrzewski

64 Visits



Transportation Volunteer of the Year

David Carlin

128 Transports

3,540 Miles



Special Recognition

for keeping the wheels turning



Fran DiTommaso	Volunteer Vetting
Pat Hart	Hub Scheduling
Randy Hoff	WebMaster
Nancy Jerrin	Admin Support
Sharon Symonds	Service Scheduling

Special Recognition Award

for Versatility

Barbara Rotach

- 38 Transports
- 16 Home Visits
- 10 Member Intakes
- Member Mentoring
- Marketing, and others



Volunteer of the Year!



Heide Miller

72 Hub Shifts, 33 Intakes, 261 Hrs,



Thank you and enjoy
the Reception!