



July 2016

[www.StayingConnectedSCHH.org](http://www.StayingConnectedSCHH.org)

Newsletter for Donors

## A Letter from our President:

**Amazing! Energizing!** It's hard to believe that in a little over a year from when we began to provide services to members, our membership has grown from a handful to our current 390.

But what is more amazing is the dedication of our Volunteers. With 304 volunteers, we somehow are able to fill the requests for services, run the Resource Hub with more efficiency than most small businesses, and accomplish the needs of an ever expanding operation. How do we do it? It is the dedication of our board, and steering committee, but more than that, it is all the volunteers, whose names and faces may not be familiar, who are quietly but enthusiastically filling jobs including those that no one knows exist. We couldn't, we wouldn't, be as successful as we are without each and every volunteer who lends a helping hand. They are truly responsible for our success.

When transportation requests are zooming to over 70 a week, and the miles driven this year in six months equal the total of the entire previous year, and we are filling 100% of requests, what can be said but "Remarkable."

Our success has a solid foundation. We couldn't exist without the financial assistance we have received. Our donors have been supportive from the time we were in the startup stage and have remained by our side as we continue our expansion. For that we are extremely grateful to all of you. The donations and sponsorship have allowed us to meet our budget without burdening members with a large membership fee.

Insurance, office costs, and internet programs to schedule services are just a few of our ongoing

expenses that have been covered by our donations. We thank you for your partnership.

The Board is working on strategic planning and a five-year plan. Our goal is to make Staying Connected sustainable. We want a solid organization for the future. We want to maintain our 100% success and, with your continued support, we will be able to attain that goal.

With gratitude and thanks,

**Holly Field,**

Staying Connected President

## Audit Results

Our independent auditors, Carey & Company CPAs recently completed their audit of our books and records and issued an unqualified opinion on our financial statements for the year ended December 31, 2015.

## Staying Connected Recognized by The Sun Today

In the Sun Today, dated 12/30/15, they noted the 3 most significant events in 2015 for Sun City.....

- ✓ 20<sup>th</sup> Anniversary Celebration
- ✓ Wounded Warrior Amputee Softball Game



## WE THANK OUR SPONSORS & DONORS



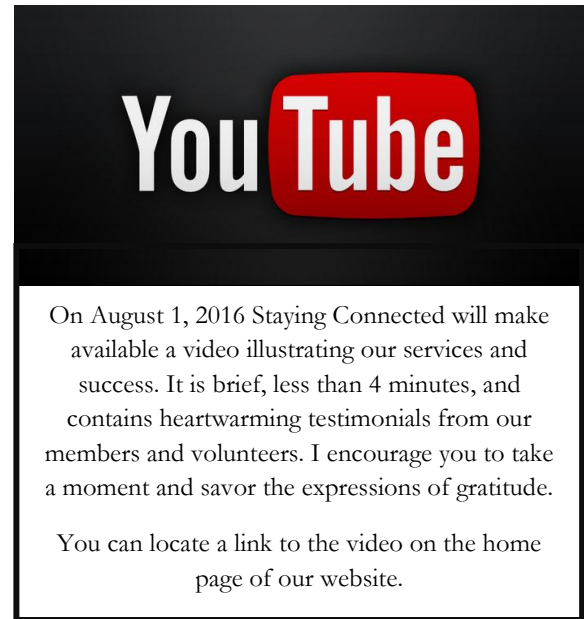
For the second year in a row, due to their very significant donation, Coastal Carolina Hospital and Hilton Head Hospital collectively earned recognition as a *Staying Connected* Sponsoring Partner.

Other major donors in 2016 include: *All Saints Episcopal Church, Sun City Buckeyes, Women of Whitebark, The Hospital Auxiliary Board, "The Sunsationals", Merrill Lynch & Bank of America Matching Gift Program, Pulte Refer a Friend Program* and *Saint Luke's United Methodist Church*. For a full list of our donors, please refer to our web site.

## STAYING CONNECTED JOINS THE VILLAGE TO VILLAGE NETWORK

Earlier this year, Staying Connected joined the Village to Village Network. The VtV Network is a national organization which brings volunteer-driven "villages" together for the purpose of sharing information to increase success during start-up and ongoing operation. We now have access to resources including information, on product and service providers who can help us help our members more effectively. Most importantly, we are connected to 375 other organizations like ours via a forum where we can get insight into issues we may be facing, receive advice from other groups based on their experience and offer our help to others who are behind us on the road to building a successful service organization where neighbors are helping neighbors. If you are interested in learning more, go to: <http://vtvnetwork.clubexpress.com>.

## Staying Connected Announces Publication of a Youtube Video



## AMAZON SMILE

Do you use Amazon to shop for items you need? Now there is a way to do your shopping on Amazon through their Amazon Smile page and also help

Staying Connected.

Staying Connected is



registered with Amazon Smile as a charitable organization. To use Amazon Smile, merely enter: **smile.amazon.com** on your computer and designate Staying Connected as your charity of choice. The only difference between Amazon and Amazon Smile is that your purchases on Amazon Smile will generate a payment of 1/2% of your order total to Staying Connected. To learn more about Amazon Smile, go to the Amazon Smile button on the Donate page of our website.

## Volunteer Education Seminars

### *"Serving Our Neighbors Where They Are"*

A two-part educational series on dementia/memory issues for Staying Connected volunteers was presented by the Volunteer Education Committee on February 16 and May 19. The focus was to offer volunteers practical and listening strategies and tips to enrich their knowledge and experiences when serving our neighbors with memory issues. At each meeting about 35 volunteers participated.

Karen Doughtie, Assistant Director of Memory Matters, a local non-profit providing multiple services to caregivers and loved ones with memory issues, presented a range of information and suggestions, including an awareness of dementia symptoms as well as practical suggestions on enhancing home visits. She emphasized that people with dementia must be met where they are with compassion and respect. The second training was a follow-up and offered volunteers an opportunity to discuss experiences, communication and listening skills, and ideas for 'tool box' items to bring to a visit.

Handouts from both sessions are available in the Resource Hub.

## A Sample of Recent Comments from our Members



*"We cannot thank you enough for all the help you have given us this past year. We don't know what we would do*

*without all the wonderful volunteers.*

*They are all so happy to be helping us. We have a great feeling of people caring about our needs. God Bless them all!"*

*"I love your morning call. The volunteers I've had for home maintenance have gone beyond the call of duty!!"*

*"Everyone has been great with my husband Paul who's Alzheimer's is getting worse. Thanks so much."*

*"I want to thank you for your kindness, caring and understanding. What a great group you are. Thank you over and over again."*

*"You are like an insurance policy for me. Thank you."*

*"Knowing you are there if we need you is a great comfort."*

*"Staying Connected gets an A+. From the call each week day morning to the trips to the grocery store, everyone has been so kind and thoughtful."*

*"Your volunteers have been fantastic. I couldn't be more pleased with the services I have received."*

*"You are doing the work of angels. Thank you!"*



## Operational Highlights Mid - Year 2016 Dramatic Growth Continues in 2016

2016 has shown continued growth in demand for services in every category. In the first 6 months of 2016, requests for Home Maintenance are up 14%, Home Visits are up 97%, and Transportation is up 89% over the prior 6 months. In 2016, Volunteers have posted over 8,000 hours and driven more than 28,000 miles. Service requests continue to create significant demands on our Volunteers, who repeatedly go

above and beyond to help their neighbors. Increasing the size of our active Volunteer pool is critical to our success in 2016.

Members at the end of the Quarter were 390, up 26% from 315 at the end of the 2015.

### 2016 JUNE YTD Accomplishments

The following is a summary of the impact Staying Connected Volunteers have had on the lives of our neighbors.

Service – JUNE YTD 2016	Requests Received	Fill Rate %	Volunteer Hours	Volunteer Mileage	Provided by # Volunteers
Home Maintenance	83	98.8	109	550	14
Home Visits	469	99.1	820	1,728	64
Transportation for Medical /Grocery	1,257	99.8	2,179	21,863	127
Intake Interviews			366	1,459	30
Resource Hub (shifts)	766	99.9	2,177	1,509	53
Reassuring Calls	1,062				
Visitors	781				
Phone Calls Handled	1,594				
Administration / Marketing / Training			2,784	1,324	74
Total			8,435	28,433	236

*Note:* The chart above shows the number of volunteers who accepted assignments for each service, while the Total # of Volunteers is the number of unique volunteers who posted time. They are not the same because volunteers accept assignments in multiple service categories.