

Annual Report: Delivered on Dec. 6, 2018 @Annual Meeting, Amherst House, Kings Contrivance Center

- If my comments this evening have a theme I would say it is COMMUNITY. When someone joins TVIH, they pay a membership fee, but what is really important is the JOINING. By joining, you are saying, "I want to participate, I want to meet others in my age group, I want to share my experiences, I want to help others, and yes I want to have FUN!" This membership organization only works if all GIVE...not just get. Community is developed by working side by side, talking and sharing, pitching in for a task, and helping each other...whether it is a kind word to a newcomer, driving someone to a needed medical appointment, coordinating a program or arranging tables for the fundraiser it is the GIVING that counts.
- TVIH belongs to its members...WE are the clients of this human service organization. Our focus is not to provide shelter for the homeless, art classes for young children or stocking the food pantry, but enriching our own lives thru this COMMUNITY of like-minded Howard Countians, so that we can more easily stay independent, fulfilled and feel supported. I don't think that is selfish, I think it is necessity.
- TVIH has been evolving successfully for almost 4 yrs. altho' it is far from perfect. We've survived mostly thru volunteer member service. Our Board is large, but that's been necessary because not only do Board members offer leadership, but do a lot of what normally would be done by staff. Would all Board members pls. stand and remain standing... missing tonite is Bob Buchmeier who is ill, Bob Brown who had a long- standing commitment. Bob Brown and I are wrapping up our Board work, so I would like Sally Parker, our incoming president to wave. As of this month we have 3 new members joining the Board, please stand Jim Bouscaren, Sharon Neville and Mary Pat Donelan. Thank you for agreeing to serve.
- I hope all will remember that every fall when the request goes out, or any time throughout the year, if YOU would like to serve on the Board, or recommend someone to serve, pls. talk to Susan Hailman or George Maestri who do Board Development, or forward that name thru the general email address.

- And then there are so many other member volunteers that contribute thru Committee work, direct service, staffing the office and individual tasks...the first 10 mos. of this year a total of 6132 hrs. of volunteer time has been tracked, it is woefully under reported, we estimate by 1/3. Accordingly, to the national standard of volunteer service, one hr. is worth \$27.10 so 6132 hrs. represent \$166,177. for 10 mos.
- That is an achievement, but guess what??? with our current volunteer status it is NOT enough...we still have projects and ideas waiting in the wings; some members think change is too slow...but that's only due to lack of people power. While I know I am preaching to the choir, there's a card on the table for you to complete if you'd like to change your volunteer work, or explore new ways to get involved. This does NOT commit you to volunteer, but it will get you a phone call to discuss options.
- Go back thru your newsletters and see what has been happening in 2018... One of the best accomplishments was an extensive hiring process that drew 41 applicants and helped us select Cheryl Neely as our Manager who began in Sept. Please stand. This friendly experienced professional works 20 hrs. a week...but her mind never stops and we are getting so much more than we are paying for. Please say hello if you haven't met her yet.
- A new improvement from the Membership Committee was initiating a 1-1 orientation for every new member which required development of check lists, orientation packet, the actual face to face meeting and a Buddy system for follow-up.
- The reorganization of our website Forums encourage all to share information, ask questions and get updates more quickly rather than waiting for the monthly newsletter.
- While we have worked with the Office on Aging since inception, that relationship has been strengthened by the Healthy Aging Workgroup who got Office on Aging to offer their programs for TVIH. That same group developed a partnership with the Howard County Hospital and most recently the Horizon Foundation, so that critical healthy lifestyle programming is offered by our partner professionals just for village members!
- For the 4th year, our Fundraising Committee successfully demonstrated a continued need for Columbia Association funding. CA continues to be our largest contributor. Events like restaurant nights, gift wrapping at Barnes &

Noble bring in needed dollars but also exposure of TVIH to the community. The gift wrapping is coming up this month and Kathy O'Rourke still has a few empty slots. Stand Kathy and see her during dessert if you could give 2 hrs. to help out...and yes fellows, you too can wrap! An industrious group of 14 members developed our most successful Fundraiser ever, yielding almost \$4000 by taking us back to the 60's for an evening of good food, fun and entertainment. It's a great example of raising much needed funds but thru the 8 mos. of planning, rehearsing and organizing, those 14 folks got to know one another ...which is a big benefit of volunteering!

- Our Volunteer Committee has held training for the service delivery volunteers, enhanced the Circle of Care procedures and continually update the manuals that spell out procedures and protocol. They also recruit volunteers, handle necessary back-ground checks and provide orientation for the tasks.
- The Program Committee has offered more than 300 programs including lectures, local cultural events, recreational outings, educational presentations, senior living enhancements and good old social fun. And this last year they added more day and overnight trip. The details to take a group of seniors traveling are numerous and include insurance issues, transportation, reservations, and endless communication. We especially need folks to work on this popular bonus of TVIH membership; see Nancy Krantz or John Eberhard, or note on the volunteer card.
- Our IT Team continually looks at the needs of this virtual village, maintains equipment, supports the website and searches for improvements.. The chair George Millican is going to Alexandria VA, next week to learn about software used by other villages.
- Our Communications and Outreach Committee have offered dozens of presentations, participated in the 50+ SR EXPO, Caregiver day and other community events, and is now collaborating in a joint venture with Membership Comm. focusing on recruitment. That same group has just launched a review of the newsletter so watch for enhancements. See Lynda Rotter if you can contribute on the refinement of the newsletter.
- We also had Board member Elizabeth Johnson and member Michele Millican participate in the national Village to Village annual conference in San Diego where Michele offered a workshop on Circle of Care. This is just a sample of

the accomplishments and effort that goes into TVIH every day. So thanks to ALL the member volunteers who have done so much to get us to this 4th year. Your effort is the heart of TVIH.

- What are the next steps? We realize that to maintain the infrastructure, ensure membership growth, continue the diverse programming and offer services to an increasing number of aging members will require more capacity...and that means more paid staff hours. The discussion will involve prioritizing needs and identifying the needed professional skills, and then funding staff hrs. However, WE MUST engage more volunteers no matter how many staff hours are added. Our membership is fortunately skilled, educated and resourceful and we must build our COMMUNITY thru that asset. We are looking at committee structure and how work gets done. Our funding needs to diversify and that means developing a strong, targeted message about our purpose. The county gov't and businesses often will support "critical services" such as housing, homelessness, transportation, but we need to convince them seniors are important. In 2020 ages 55 and above will represent 28% of the HC's population. This fastest growing segment of the population, which is mostly stable with housing and financial resources, but is at a time of life when isolation, illness or change in family status needs COMMUNITY for support and TVIH offers Community. That is why we deserve their financial support.
- We recently changed the tag line on our logo to say "aging in HC just got BETTER. We want Howard County seniors to THRIVE in place while they age in place, and that happens best within an active, vibrant community.

How can you help??? Extend or start some volunteer activity which will enrich your own life and help our community. Consider our recent request for an annual contribution...and thanks to those that have already donated. Talk up TVIH! Yes for recruitment of members, but also to educate more residents and business people about our role in HC. Let's make sure TVIH works for us but also for the avalanche of soon to be seniors right behind us. There is still lots to be done for TVIH!!

- Questions?
- Pete Brunner our treasurer presented a brief overview of our budget.

- We will take the next few minutes to focus on the programs and events of TVIH...at this point our most popular function. Sarah Spence our very capable Program Chair has some thoughts to share.
- Thanks so much to the Program Committee, members of the Executive Committee, Cheryl and our dessert bakers, and all of YOU for making this evening possible. Many thanks to all, Happy Holidays and now go meet a new person and enjoy some conversation with your dessert!