President’s Message

I hope you were able to come to our Annual Meeting when we celebrated all our Volunteers. It is the generous spirit of our Volunteers and Donors that allows us to continue providing services for our neighbors who need us.

Lately I’ve heard a variety of rumors about Staying Connected. The truth of the situation is that our Resource Hub is moving. The new location will be in the Yemassee Craft Center adjacent to the Sew What Club room. The Community Association will be using our room in Pinckney for an additional Lifestyles office. At this point in time, we are still working on the terms of the lease with the Community Management and the Community Board of Directors.

However, we are not being disbanded nor are we leaving Sun City. In fact, we look forward to having recognized status as a charity organization according to the community CC&R’s (community rules).

We continue to accept new Members and bid adieu to those who no longer need our services. We also continue to appreciate the support of our Volunteers and Donors who make our organization so outstanding.

With sincere thanks

Holly Field, President, Staying Connected

Annual Meeting

Once again, this year’s Annual Meeting and Reception was a huge success as we celebrated the 2017 accomplishments of our many outstanding volunteers and recognized our generous sponsors and donors. The event was attended by close to 250 guests including members of the Sun City Board of Directors and representatives of several of our donor organizations. Representing our Sponsoring Partners were Joel Taylor, CEO of Coastal Carolina Hospital and Jeremy Clark, CEO of Hilton Head Hospital. Also, in attendance and recognized were some of Sun City’s Chartered Clubs and Registered Groups who have been loyal supporters and donors, notably the Buckeye Club, the Car Club and the Women’s 9 Hole Group with president Alice Willis saying a few words about her group’s ongoing support of Staying Connected.

The meeting was opened by President Holly Field who welcomed our guests and introduced the Staying Connected Steering Committee. Special thanks went out to our sponsors for this year’s meeting, Jameson’s Charhouse, Canterfield of Bluffton, Brookdale Senior Living, ComForCare, and the Coalition for Aging in Place.

Clearly, the success and growth of Staying Connected continues. Vice President Hugh Armstrong outlined the stunning accomplishments of our volunteers as requests for services have steadily increased. He also presented the Board’s view of priorities going forward that will sustain the future growth of Staying Connected including formalizing our relationship with the Community Association. Additionally, he outlined the upcoming move of the Resource Hub to a larger and more inviting space in the Yemassee Craft Center. This move is expected in the very near future.
The highpoint of the afternoon was the presentation of awards by Phylis Giglinto and Ginny Couch to our exceptional volunteers who performed beyond expectation. Several new award categories were added this year; “Most Versatile”, won by Wendy Shepard, “Back Stage Heroes” won by Peggy Pope and Shari Mohr, and Top in Assignments for individual categories. The Volunteer of the Year Award was presented to Nancy Rosenthal. A complete list of awardees and their accomplishments is posted elsewhere in this Newsletter.

A gala reception enjoyed by sponsors, volunteers and guests followed the meeting.

Comment from Attending Donor

“The Annual Meeting was great and I am glad I attended. Staying Connected is truly a special gift to the Sun City Community.”

<table>
<thead>
<tr>
<th>Service – 2017</th>
<th>Requests Filled</th>
<th>Fill Rate %</th>
<th>Volunteer Hours</th>
<th>Volunteer Mileage</th>
<th>Provided by # Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Maintenance</td>
<td>450</td>
<td>100.0</td>
<td>299</td>
<td>2,071</td>
<td>19</td>
</tr>
<tr>
<td>Home Visits / Caregiver Relief</td>
<td>952</td>
<td>99.4</td>
<td>1,685</td>
<td>4,495</td>
<td>107</td>
</tr>
<tr>
<td>Transportation for Medical / Grocery</td>
<td>2,838</td>
<td>99.9</td>
<td>5,508</td>
<td>54,913</td>
<td>202</td>
</tr>
<tr>
<td>Intake Interviews</td>
<td></td>
<td>520</td>
<td>1,860</td>
<td></td>
<td>40</td>
</tr>
<tr>
<td>Resource Hub (shifts)</td>
<td>1,255</td>
<td>100.0</td>
<td>4,376</td>
<td>3,166</td>
<td>58</td>
</tr>
<tr>
<td>Reassuring Calls</td>
<td>4,608</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitors</td>
<td>1,105</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Calls Handled</td>
<td>4,199</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration / Training</td>
<td></td>
<td>5,504</td>
<td>1,953</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>17,892</td>
<td>68,458</td>
<td>342</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2017 Annual Meeting Recognition Awards

For the second year, a popular highlight of our Annual Meeting was the recognition of the outstanding contributions by our most active volunteers. Before presenting the awards, every Staying Connected volunteer was thanked for their generosity and caring in making Staying Connected the successful organization it is. This year the recognized volunteers are as follows:

Hours:
- The volunteers reporting 200-300 hours were Molly Kirchgrabber, Naomi Medoff, Shari Mohr, Sue Nelson, Nancy Rosenthal, Wendy Shepard and Marily Teeter.
- The volunteers reporting 300 or more hours were Bob Fierick, Heide Miller and Barbara Rotach

Miles:
- The 1000 Mile Club: the volunteers who had driven between 1000-2000 miles were Connie Davison, Sarah Ann Delmore, Marilyn Gearhart, Richard Granse, Deborah Jones, Jule Miller, Ray Mintz, Bernie Mulligan, Patrick O’Brien, Rosie Rabbit, Nancy Rosenthal, Barbara Rotach and Marily Teeter.
- The 2000 Mile Club: the two volunteers who had driven more than 2000 miles were Bob Fierick and David Carlin.

Top Assignments: In a new category for 2017, those volunteers who completed the top number of assignments in each of following five categories were recognized and presented with a trophy:
- HUB: having completed 88 shifts, Heide Miller was recognized as the 2017 Hub Volunteer of the Year;
- Intake: with 45 Intakes, Wendy Shepard is the 2017 Intake Volunteer of the Year;
- Home Maintenance: Joe Natale was recognized as the 2017 Home Maintenance Volunteer of the Year for completing 73 home calls;
- Home Visits: with 50 home visits, John Zakrzewski was presented the 2017 Home Visits Volunteer of the Year;
- Transportation: Bob Fierick was recognized as the Transportation Volunteer of the Year with 178 transports.

Back Stage: also, in a new category this year, two volunteers who provide outstanding support activities were recognized:
- Shari Mohr, for creating and updating the volunteer data base essential to the Volunteer Services area, enabling the organization’s ability to follow individual volunteer process from application through activation as a trained volunteer and beyond;
- Peggy Pope, for scheduling all requests for services from members, and being the invaluable link between members, Hub and the Service volunteers.
Special Recognition: For 2017, this category looked at ‘versatility’ and Wendy Shepard was awarded this special recognition for her range in volunteering for Staying Connected. Not only was she the top achiever in Intake, she completed 45 shifts in the Hub, and continues to be an active volunteer in the marketing committee, and acts as both a member mentor and orientation interviewer.

Volunteer of the Year: The Recognition part of the program concluded with awarding Nancy Rosenthal the “2017 Volunteer of the Year” award and trophy. Nancy has been a highly active and committed volunteer since joining us three years ago. She completed 102 transports during 2017, 114 assignments in 2016, has a lifetime mileage of 4600, and is an active Intake and Home Visits volunteer.

Thank You: At the completion of the program, the heart-felt appreciation of the Board was given to Lucia Crosby and her wonderful team of volunteers who organized the successful event, including the delicious reception. Working with Lucia were Sheila Mulligan, Lenora Small, Jean Woods and other supportive volunteers.

On Going Recognition Program: As mentioned in an earlier newsletter, in 2018 an ‘ongoing recognition’ program has been added to the Annual Recognition program, providing more opportunities to acknowledge the many ‘above and beyond’ accomplishments of our volunteers.

Noteworthy Praise from our Members

“Your service is priceless; an answer to my prayers. Many, many thanks to your wonderful caring group.”

“I don’t know what I would have done if Staying Connected hadn’t been available. You have been a God Send with all the medical care I have needed driving me to all my appointments.”

“The service I received was exceptional; always pleasant. Thank You.”

“I cannot say how much Staying Connected has enriched my life. Thank you so much! The folks who visit every two weeks are welcome guests; my compliments to you all.”

“The home visits are very important to me because I live alone, and the visitors are company.”
Lands End Staying Connected Store Front

Staying Connected has approved all the items available in catalog or online for purchase by our members. When a member does a transportation or home visit, wearing a shirt, hat, jacket or carrying an umbrella with our logo helps highlight the services we provide. You can easily reach Lands End by using the “Shop Staying Connected” button in the volunteer section of our website.

Sign up for email notifications at business.landsend.com. You will see sale items or weekly specials on applying our logo or free shipping. If there is a need for a return, you deal directly with Land’s End Business, known for the same good quality and customer service as Land’s End.

Amazon Prime Benefits Staying Connected

If you use Amazon Prime you and family members or friends can direct a portion of your sales to go to Staying Connected. The amount donated is 0.5%. It does not increase your sales price at all. Go to your Amazon Prime account, enter “smile.Amazon.com” and you will be able to select Staying Connected in Bluffton as the recipient under the Smile program. Each time you sign on to your Amazon account, you’ll be asked if you want to benefit Staying Connected with your purchase. You can opt out or change your charity if you want. Be aware there is another charity named Staying Connected so be sure to select Bluffton, SC.

Where Does the Money Go?

A common question posed to many of our volunteers is, “Why do you need money?” The assumption that because we are a volunteer organization means we don’t require funding is shared by many. But if you stand back and look at the bigger picture it quickly becomes apparent that quite the opposite is true. While Staying Connected is a 501(c)(3) corporation, commonly known as a not for profit charity, we operate as a business. Any solid, successful business has a plan that deals with overhead expenses, sustainable growth, and flexibility to adapt to changing times.

“What overhead expenses?”, you might ask. The list is varied and constitutes some of the most important aspects of our operation. While we do not pay anyone in our organization a salary, it is important to realize that volunteers are not free. Every volunteer is covered by insurance to protect them in case of accidental injury while performing services for Staying Connected members. This could be an auto accident, a slip and fall at a member’s home or some other mishap while engaging in service to our members. Our liability insurance protects Staying Connected, the volunteers and

2017 Audit Results

Our independent auditors, Carey & Company, Certified Public Accountants recently completed their audit of our books and records and issued an unqualified opinion on our financial statements for the years ended December 31, 2017 and 2016.
members from costly legal suits. Indirectly, it also protects the Community Association. Our insurance coverage is reviewed and updated regularly to ensure nothing is missed and we are covered fully. Additionally, we vet all our volunteers and check the motor vehicle department records of our Transportation Volunteers. Both, of course, are at additional cost.

Computer software is another big-ticket item. Our system, Volgistics, is a third-party computer application and is tailored to meet our needs and requirements. As Staying Connected grows the monthly rental for this software increases. It is reviewed at regular intervals to make sure it is safe, secure and up to date. It is the single most valuable tool available to our volunteers for scheduling and record keeping.

Every organization’s office requires supplies. Staying Connected would never expect volunteers to provide their own paper, pencils, copiers, desks, chairs or other materials necessary to perform their duties. New this year will be an added expense related to maintaining a location for our operations. As most of you are now aware, we are being relocated to a space in the Yemassee Craft Center. These added expenses include rent, phone, internet and other infrastructure needs to maintain our systems and operate effectively. Substantial fit-up expenses will also be incurred to accommodate the relocation. With a change in the Community Association’s support of Staying Connected we will now be met with rental costs for necessary training and meeting rooms. Other costs we have are legal fees, auditing fees and membership fees for the national ‘Village’ network.

Marketing costs are incurred as we endeavor to encourage a steady flow of funding. Of equal or greater importance is marketing to make sure residents, new or old, are aware of the services we offer and to maintain the necessary influx of new volunteers.

In today’s environment we must maintain and build a reserve fund. The importance of this cannot be overstated. It assures our sustain-ability, prepares us for any unforeseen complications that might affect our capacity to operate, protects us and enables us to handle emergencies that may arise. To do any less is a failure and disservice to our volunteers and members who rely on us daily. We are fortunate to have people who can handle our financial responsibilities and a Board of Directors with the expertise and willingness to keep us on a steady course.

**Donors**

In the December newsletter, we spoke about the wonderful donors and how they supported Staying Connected in 2017. At the 2018 Annual Meeting our volunteers had the opportunity to personally meet and thank many of these donors.

Happily, we are very pleased to report that several of them have already donated or committed to support Staying Connected in a similar fashion in 2018. Once again, Coastal Carolina Hospital and Hilton Head Regional Hospital have joined together to be a Sponsoring Partner. Thank you very much.
The Sun City Buckeyes held their Family Feud event to benefit Staying Connected on March 11th. Everyone who attended had a great time and once again they are a Platinum Sponsor. The Sun City Car Club will be holding their 2018 Car Show this fall to benefit Staying Connected. Please attend this great Sun City event.

Alice Willis, President of the Nine-hole Women’s golf club and a speaker at the Annual Meeting was challenged by the Buckeyes and the Car Club to retain the golf club’s position as the largest non-corporate cumulative donor.

To these organizations and all the other clubs, neighborhoods, organizations and residents who so generously contribute to Staying Connected, THANK YOU. We couldn’t do what we do without you.

Help Wanted

Do you have experience with Management, Marketing or Sales? Would you like to make a major contribution to Staying Connected’s continued success? We need a Marketing Director.

If you have any interest in tackling this important responsibility, please contact Bob Hooper at rhooperjr@hargray.com or (843) 705-5998 for a copy of the job description or to have your questions answered.