

## **I'On At Home 2017 Annual Report**

As our official “launch” year, 2016 was a significant time for I'On At Home. Our leadership was stable, with a 12 member Board of Directors, including two new additions. Directors included Lori Bate, Kay Chitty, Barbara Cole, Barbara Fowler, Bob Fry, Anne Register, Bill Settlemyer, Brenda Uttaro, Becky Van Wie, Fred White, Don Wilbur, and Mary Wilbur. Officers were Brenda Uttaro, President; Anne Register, Vice President; Becky Van Wie, Secretary; and, Kay Chitty, Treasurer. Bob Fry resigned in the fall.

### **January – March, 2017**

The Board decided that the IAH “launch” date would be March 1, 2017. The Membership Committee, along with other committees and the entire Board, worked on plans for the formal membership campaign. In January, a special reception was held to thank our 2016 financial donors and tell them about IAH membership. There was also an informational reception for all interested I'On neighbors. Finally, e-mail member recruitment messages were sent to prospective members, and the committee followed up with e-mails, phone calls, and personal visits.

Meanwhile, the Program Committee was busy planning a diverse range of events and activities. At the same time, the Volunteer Services Committee developed plans to recruit, train, and manage the volunteers who would assist our members with tasks such as simple household chores, transportation, technology, etc.

We worked with Helpful Village to develop our website, which included a membership database and event listings where members could register to attend.

### **March – December, 2017**

By our April 4, 2017, Board meeting, we had 60 memberships. Thanks to continuing efforts, memberships slowly came in throughout the rest of the year, resulting in a total of 74 (representing 120 individuals) by the December 5th meeting. We surpassed our goal of 70 memberships for 2017 by nearly 6%.

At the same time as members were being solicited, volunteers were also being recruited to deliver services to those members. By our 3/1/17 launch, we had 24 volunteers trained, vetted, and ready to go. A dedicated corps of volunteer Call Managers monitored the IAH phone and e-mails and responded to members' requests.

In May, we hired Arlyn Stoy as our Member Services Coordinator at 15 hours/week. Her excellent assistance made the jobs of key Board members much more manageable.

One challenge in this period was that there were very few requests for volunteer-provided services. This meant that our volunteers group, which continued to grow in numbers, had very

little to do. We tried various ways of encouraging members to use this benefit, without a great deal of success.

While this situation has been frustrating for the Volunteer Services Committee and the volunteers themselves, it was not entirely unexpected. Presently, our members are almost all relatively healthy, active, and independent. We believe this will (unfortunately) change over the next several years, as we all “progress in life.” As this change occurs, our members will need more assistance with household simple maintenance and repairs, transportation, meals, friendly visits, etc.

The Programs Committee continued their excellent work of planning and delivering interesting and varied events, almost all of which were well-attended. These activities and other IAH news were communicated to members through a monthly e-newsletter and weekend event reminder e-mails.

We ended the year in good financial shape, thanks to our members and supporters. Income was higher than projected, and expenses were lower.