

I'On At Home 2018 Annual Report

This year brought IAH's members their first opportunity to renew their memberships. The Board was concerned, based on the 80% average renewal rate of villages nationwide. We hoped that our extensive and diverse array of programs, as well as our good record of having filled 100% of service requests, would motivate our members to continue to participate with IAH. We were encouraged by the results of the first round of renewals in March, and that success continued through the rest of the year. Our renewal rate has been very close to 100%, when neighbors who moved from I'On are eliminated.

As of the December Board meeting, we had 82 memberships (55 household and 27 individual) totaling 137 people. Of those, 58 were full memberships and 24 were supporting. In addition to the renewal memberships in 2019, we were grateful to have 11 memberships from neighbors who were joining for the first time.

Thanks to a terrific group of Programs Committee members, we had 100 events in 2018. Most were for IAH members only, with several open to the whole community. Attendance varied from just a few people to more than 80, and the committee got good feedback about what type of activities were most appealing to our members. This information will be useful for future planning.

A new group of volunteers was trained in the fall, and they are eager to provide services to our members. With a total of 65 service requests over the year, the number went up in the last quarter, for a high of 14 in November. All requests were fulfilled, with rides to the airport being the most frequent. Second in popularity were needs for help with changing smoke alarm batteries, high light bulbs, and simple household repairs.

As we look forward to 2019, we say farewell and thank you to retiring Board members Kay Chitty, Barbara Fowler, Brenda Uttaro, and Jerry Uttaro. At the same time, we welcome six new Board members: Carol Degnen, Mary Kaplan, Kathryn, Murray, Cheryl Pitts, Harriet Ripinsky, and Yannis Tsavalas.

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