



# Interlakes Community Caregivers, Inc.

Center Harbor   Meredith   Moultonborough   Sandwich

*Issue 30 Winter 2016*

## *President's Message*



Welcome to our first newsletter of 2016! As you will read, Caregivers had a very exciting 2015. Our most significant investment this year is a project to provide a computer based system to significantly expedite and simplify the process of our Neighbors requesting a service and scheduling our Volunteers to provide the service. Volunteers go on-line at whatever time is convenient, review all unscheduled service requests, and sign up for times that meet their schedule. Other organizations already using this system report greatly enhanced Volunteer satisfaction. Read more in this issue.

Three highly experienced people joined our Board: Peter Allen, Amy Brown and Naella McLaughlin. This has added to the breadth and depth of our management structure. We are very pleased to have them volunteering for Caregivers. At our Annual Meeting in May, we will be electing additional Board members to fill positions of retiring directors. If you have any recommendations that might help our search, please let me know.

Our Annual Appeal was again very successful, setting records. Thank you all for contributing to this our most important fundraiser. The Annual Appeal provides approximately 40% of our annual income.

Meredith and Community Thrift Store operated for several years as a nonprofit store selling used clothing and household items. Meredith and Community Thrift Store donated their operating profits to local charities. Caregivers has been fortunate to receive significant contributions over the years. Unfortunately, it closed in November. Not only is that a loss for the community, but the loss of a major supporter for ICCI. With the total liquidation however, Meredith and Community Thrift Store made the largest gift to Caregivers that we have ever received. Thank you to donors, customers, and organizers of Meredith and Community Thrift Store!



Interlakes Community Caregivers is very grateful to the Meredith Kiwanis Club for their generous donation of \$1000. Pictured Left to Right: Rosemary Landry and John Curran of Meredith Kiwanis, John Buckley ICCI President, Bill Nunamacher of Meredith Kiwanis and, Ann Sprague ICCI Executive Director.

### *Interlakes Community Caregivers Statistics 2015*

*Volunteers provided 2,206 services.*

*Volunteers donated 4,851 hours.*

*Volunteers drove 46,400 miles.*

*Thank you!*

## ***What is a Coordinator?***

At Interlakes Community Caregivers, Coordinators connect our Neighbors' requests with Volunteers willing to provide them. Coordinators come from various backgrounds and different towns within the Lakes Region.

Lead Coordinator Audrey Wedick, one of our 3 part-time staffers, leads a team of five Volunteer Coordinators. Audrey's background includes 23 years as a paralegal. She is married to her high school sweetheart, a teacher, and they live in a 238 year old home with their three dogs in New Hampton.



In Back: Pat Lincoln, Connie Cunningham, and Charlotte Leavitt. In Front: Linda Tucker and Audrey Wedick

Volunteer Coordinators are:

Pat Lincoln of Moultonborough, retired Regional Membership and Marketing Director for Girl Scouts of America

Connie Cunningham of Sandwich, a retired educator for the Inter-Lakes Cooperative School District

Charlotte Leavitt, formerly of Moultonborough but now living in Laconia, a co-founder of ICCI and retired Director of the Central NH VNA & Hospice Program

Linda Tucker of Moultonborough, a semi-retired Accounting and Information Services Professional

Karen Vadney of Meredith (not shown in picture), a retired dental secretary who is a master gardener.

Coordinators share a willingness to serve our Neighbors. They have a strong sense of cooperation and work together to coordinate delivery of services. The method used now is both time-consuming and labor intensive, not always efficient. It involves multiple phone calls, emails, and data entry to run smoothly. All Coordinators need some level of technological understanding and expertise. With the introduction of the Assisted Rides platform, they look forward to becoming more efficient.

## ***What is ASSISTED RIDES?***

Assisted Rides is a highly effective, full support 24/7 web-based management system. Created by experts with successful careers in software development and transportation management, the system is used by hundreds of similar, volunteer based nonprofits across the country. Information is stored in a secure encrypted cloud-based system. All data is fortified in case of a natural disaster with a secondary backup and is configured to be HIPAA compliant.

From scheduling rides and other services, to managing our data and extensive reporting, Assisted Rides will allow us to be more efficient in doing what we do. It will allow us to make the important coordination of service requests more manageable and it will also capture all volunteer hours, mileage and other data we use to administer our program of providing support services to our Neighbors.

Features include the ability to: schedule services in moments; track service types (medical, grocery shopping, errands, etc.); calculate distances; keep track of Neighbor's "favorite destinations"; allow Volunteers to log on, view and select pending service requests, display Google maps of each trip and generate turn by turn directions. Other features include: an easy Neighbor look-up, summary of services scheduled for both Neighbors and Volunteers, Neighbor conditions, such as use of a walker, hard of hearing, whether they have animals in the home, etc., Volunteer preferences, Volunteer calendar so Coordinators can easily see when Volunteers are not available or what days/times they prefer to volunteer. The Reporting Features include the ability to easily report by Neighbor, Volunteer, Town of Residence, Destination Town and Type, etc.

We will be phasing in the implementation of the Assisted Rides system over the next several months. Coordinators are currently being trained and Volunteer Training sessions will begin soon. We will continue to communicate with email and phones, so we will not be 100% "new school." We are confident use of the system will make our organization function more efficiently and effectively in the face of growing demands, now and in the future.

## Director's Message



We are happy to share in this newsletter the announcement about the new coordination delivery system of Assisted Rides. A small team consisting of Volunteer John Henderson, ICCI President John Buckley, Lead Coordinator Audrey Wedick, and I have been working on this since the end of 2014. In addition to Mr. Henderson's initial research and recommendation of vendors, the team has spent hundreds of hours researching and vetting our choice of Assisted Rides. We had many online telephone conferences and tutorials with vendors; we have spoken to members of like-minded organizations all over the country; and we visited Community Caregivers NH of Bedford (NH) to have a hands-on look at the system they use.

We see many benefits, for our Coordinators, Volunteers, Neighbors, Staff and the organization as a whole - too many to mention here. But here's one for our Volunteers - no more Service Records once Volunteers are trained on the system!

A big thank you goes to John Henderson, a key long-time supporter and behind the scenes Volunteer who led this effort! Thank you to Mr. Buckley and Audrey for all the time spent in this first phase of development, to Linda Tucker, who assisted in populating the database, to the Coordinators who are currently learning the system, and thanks in advance to our Volunteers!

Thank you to the Bishop's Charitable Assistance Fund and the Henderson Family Foundation who awarded funding to support the initial procurement of the program, the first year's subscription fee, and some computer equipment enhancements in the office. We are very grateful for your financial support and look forward to sharing good news about the program.

### ***New ICCI Members of the Board***

Peter Allen  
Amy Brown  
Naella McLaughlin



Peter Allen joined the Interlakes Community Caregivers Board in September 2015. Peter is originally from Massachusetts and now lives full time in Moultonborough with his wife. He is a retired music educator. Peter has always been generous with his time and energy, serving on boards such as NH Humane Society and Housing Families. Last fall he was enrolled in a certificate program at the Center for Non Profits called Excellence in Governance. Peter is an active Volunteer Driver as well a a member of ICCI's Board.

Amy Brown was born and raised in Sandwich. She has four children and currently lives in Moultonborough. Amy has spent 18 years in the banking industry. Her business expertise and background in customer service will be an asset to ICCI. Over the years Amy has served as Secretary of the Chapman Sanctuary and Visny Woods in Sandwich, she currently serves as Treasurer. Amy has also served the Sandwich Fair Association as Secretary and Concessions Secretary, on Sandwich Children's Center Board and a Trustee of the Sandwich Historical Society. Amy joined ICCI's Board in December 2015. Either as a leader or collaborator Amy is comfortable being of service.

Naella Dahood McLaughlin is originally from Salem, NH having moved to Meredith seven years ago with her family to her husband Phil's home town. Naella is the Assistant Administrator as well as the Administrator of Colony Home Care at Meredith Bay Colony Club. Learning what services ICCI provides for its Neighbors caused Naella to want to learn more and possibly become a Board member. She joined ICCI's Board in December 2015.

Welcome aboard Peter, Amy, and Naella!



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- Debra Peaslee,  
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- Amy Brown
- Connie Cunningham
- Sally Dussault
- David A. Eastwood
- David Hughes
- Carrie Jordon
- Naella McLaughin
- Nate Torr
- Ann W. Sprague  
Executive Director

***Support for Assisted Rides***

Interlakes Community Caregivers received two grants recently to help fund the new Assisted Rides system from The Bishop’s Charitable Assistance Fund and The Henderson Family Foundation.

**The Bishop’s Charitable Assistance Fund** makes grants to tax exempt organizations without regard to religious affiliation for projects that help people in NH meet their basic needs. The Fund is operated by volunteer lay men and women who serve as Directors and who make recommendations to the Bishop of Manchester for grants to any organization in NH whose mission is consistent with the teachings of the Roman Catholic Church. The Fund raises money through solicitations of individuals, businesses and philanthropic organizations. An annual accounting of funds raised and disbursements is available at <http://www.catholicnh.org/BCAF>.

**The Henderson Family Foundation** is committed to helping members of our local community with health care services, improving educational opportunities for those in our community, and protecting our natural environment. They believe that the best use of their financial support should be locally-based in order to directly see the results of their charitable giving.

*Thank you to the New Hampshire Electric Co-op Foundation for support of this newsletter.*

*Mission Statment: Interlakes Community Caregivers, a 501(c)3 nonprofit volunteer organization, provides supportive services and information for our neighbors to assist them in their daily lives.*



Lead Coordinator Audrey Wedick, Bishop’s Fund Board Member The Honorable James J. Barry, and ICCI Board Members Peter Allen and David Eastwood