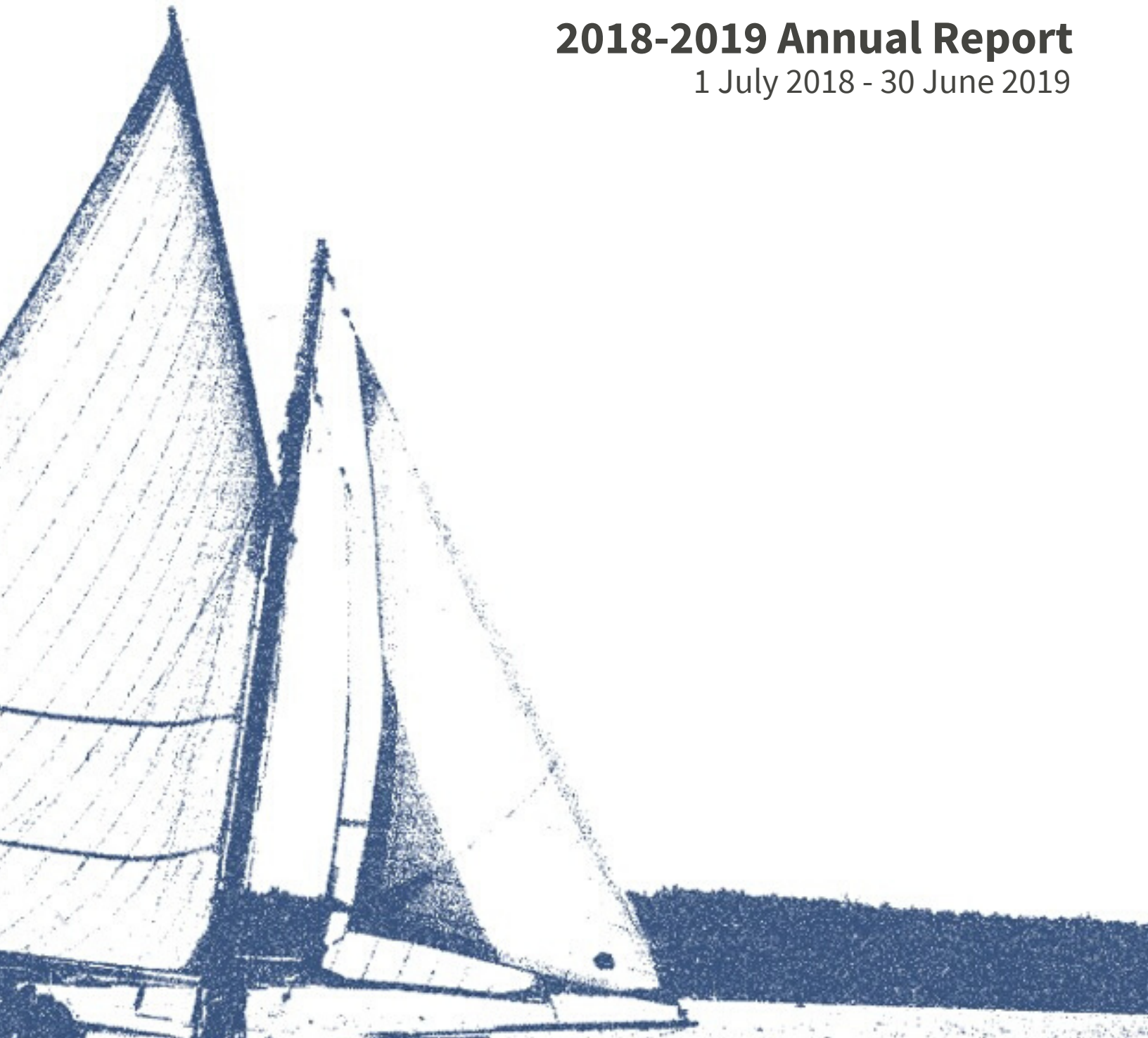


TheFriendShip

2018-2019 Annual Report

1 July 2018 - 30 June 2019



THE FRIENDSHIP'S MISSION IS TO SUPPORT OLDER ADULTS WHO CHOOSE TO LIVE IN THEIR OWN HOMES WHILE MAINTAINING HEALTHY, INDEPENDENT, ACTIVE AND ENGAGED LIFESTYLES.

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Overview of The FriendShip

The FriendShip is a non-profit organization dedicated to helping older adults lead healthy, independent, and active lives in their own homes and communities. By joining The FriendShip, members have access to:

Personalized Assistance Provided by Trained Volunteers

Volunteer services include transportation, errands, home maintenance support, technology assistance, appointment support, home repair, and social engagement.

Activities & Programs

To support member interests and to facilitate friendship, social connection, and engagement in the community, The FriendShip offers an array of activities and programs including lunch gatherings, special events, cultural outings, expert guest speakers, and discussions of topics of interest.

The FriendShip opened on October 1, 2015 and is now an ever-growing, vital part of the Columbia community serving the over-50 population. By bringing together members and volunteers, The FriendShip has built a strong network of support to empower older adults to age in place.

MESSAGE FROM THE PRESIDENT

Dear Friends:

Thank you for making the past year another successful and fulfilling year for The FriendShip! Over the years, I have come to realize what The FriendShip actually supports is independence for its members. The founding board had it right when they came up with the name The Friendship. If you ask any of its members, volunteers or board members, I believe they will agree that The Friendship means friend and neighbor.

The FriendShip provides someone to count on in times of need. Volunteers help members get to doctors, figure out problems with computers or even replace light bulbs. It is that extra bit of help members need to remain in the homes and communities they love.



Paul McCullough
President
2018-2019
Board of Directors

The FriendShip continued to grow in FY2018-19 in many ways as follows:

- Services Coordinator Eleanor Stein worked closely with The FriendShip's talented, dedicated volunteer group to provide 610 services to members - a 50% increase over last year!
- The Board of Directors held its first official Board Retreat, reaffirmed the mission with renewed energy and developed a new committee structure.
- The Policy Committee suggested better ways to assess the health and wellbeing of potential members and in turn, better serve members.
- The FriendShip sought and received a grant from St. Martin's-in-the-Fields Episcopal Church to develop a scholarship program. Watch for details on The FriendShip's website - www.thefriendship.org.

Financial strength is essential to enable The FriendShip to meet its mission of being that friend and neighbor to its members need. With hard work and the generous gifts of many, The FriendShip is able to keep membership dues affordable. I am very pleased to report The FriendShip successfully raised over \$13,000.00 through a Big Green Egg raffle and a Midlands Gives campaign during FY2018-19.

Thank you for your past and continued support of The FriendShip.

Paul McCullough
President

BOARD OF DIRECTORS

The FriendShip is a 501(c)3 non-profit corporation, registered in the state of South Carolina, and is governed by a nine-member board. The Board acts as the executive director of the corporation and meets monthly (the second Tuesday of each month) to attend to the business of The FriendShip.

Although the Board decides on policy and procedure, much of the work and discussion is done by standing committees, which results in recommendations to the Board.

Board Committees are:

- Member Committee
- Volunteer Committee
- Program Committee
- Outreach Committee
- Fundraising Committee
- Finance Committee.

Various ad hoc committees are formed as the need arises. As stipulated in the by-laws, each committee includes a Board Member.

BOARD ROSTER

Paul McCullough, President	July 2016 – June 2019
Donna Ray, Vice President	July 2017 – June 2020
Vera Tucker, Treasurer	July 2018 – June 2021
Dana Turner, Secretary	July 2018 – June 2021
Joe Fornadel	July 2018 – June 2021
Janet Jordan	July 2018 – June 2021
Mary Kessler	July 2016 – June 2019
Shaun Owens	July 2016 – June 2019
Gloria Prevost	July 2017 – June 2020



Board Members (L-R): Joe Fornadel, Dana Turner, Mary Kessler, Janet Jordan, Shaun Owens, Donna Ray, Paul McCullough, Vera Tucker.

Not Pictured: Gloria Prevost

SERVICES PROVIDED

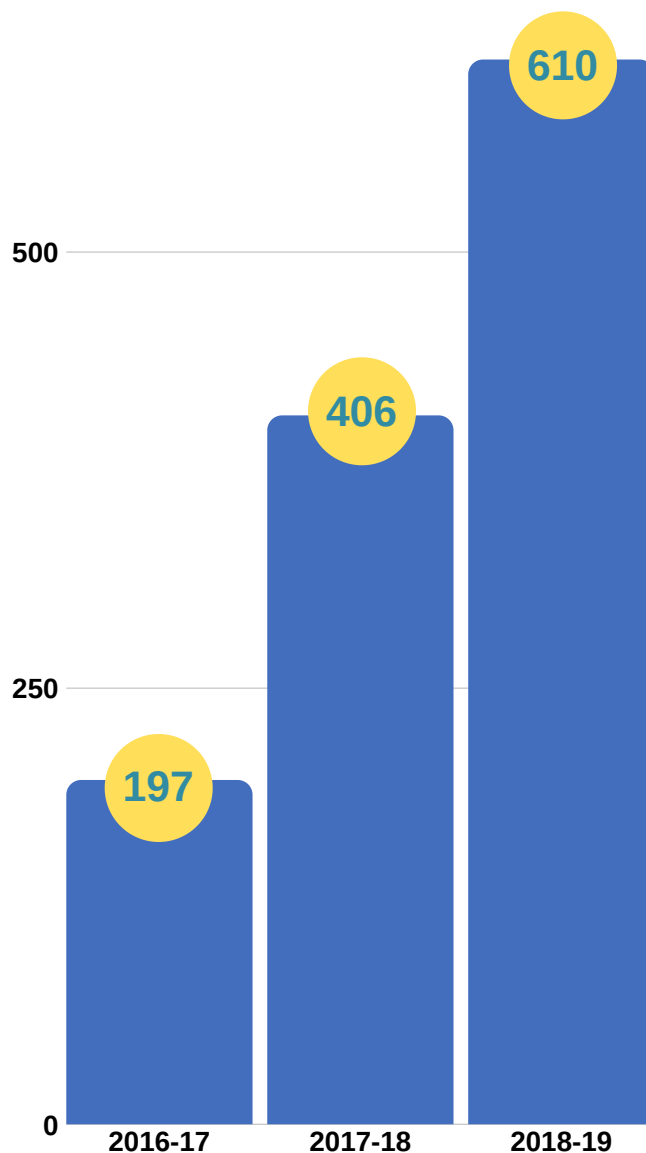
The FriendShip's (TFS) members depend on the services offered by volunteers to maintain the healthy, independent lifestyle they enjoy.

During 2018-19, volunteers provided 610 services, a 50% increase in the number of services provided over the previous year.

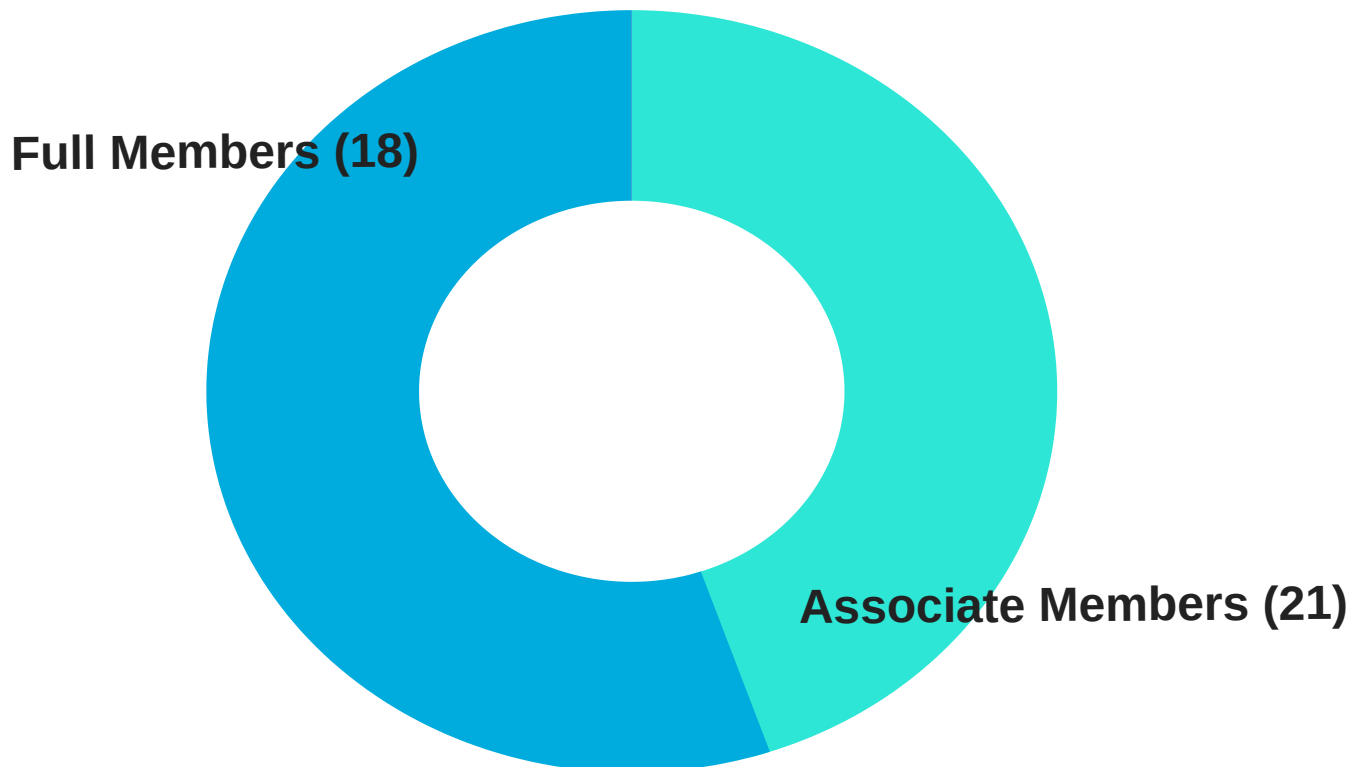
TFS offers three ride options:

- **Full Service** where a volunteer picks up the member, staying with the member until the errand, appointment or event is over
- **Taxi-style** where a volunteer drops off the member and returns later to pickup the member
- **Delivery** where a volunteer picks up medications, groceries or other goods.

In addition to transportation services, TFS volunteers provide other crucial services such as helping with technology, making small home repairs and providing social support.



2018-2019 MEMBERSHIP



The Membership Committee meets with potential members to assure that The FriendShip provides the best possible service to the member. The Committee also conducts an annual survey to ensure that members' needs are met and to determine other ways to support members.

**Annual Fees: Full Members (Individuals): \$600.00;
Full Members (Dual Household): \$900.00;
Associate Members (Individual): \$120.00;
Associate Members (Dual Household): \$180.00*

COMMITTEE REPORTS

Member Committee

The FriendShip offers two basic forms of membership: Full Membership and Associate Membership. Full Members receive up to eight services each month and the opportunity to participate in social activities all year long. Associate Members enjoy social activities and receive one service over the course of the year. Members greatly value their memberships. When asked what The FriendShip means to them, members said:

- *“They care about me and try to be there for me when needed.”*
- *“Having reliable help on email or phone call away; being with the pleasant, helpful volunteers who have driven me; Eleanor!” (a reference to The FriendShip’s outstanding Services Coordinator Eleanor Stein)*
- *“Not having to constantly ask friends for transportation.”*
- *“Comfort that my future is more secure.”*
- *“Always knowing you can get to an appointment on time and having someone that can stay with you. Volunteers have been (all of them) very nice.”*



COMMITTEE REPORTS

Outreach Committee

The FriendShip has continued steady, carefully managed growth in volunteers and members. Occasionally, outreach activities have resulted in donations or other contributions that help The FriendShip meet its financial obligations. Activities to promote membership and increase the number of volunteers are managed by the Outreach Committee, soon to be renamed the Publicity Committee.

In addition, the Outreach Committee completed a new informational brochure this year. Members of The FriendShip's Board of Directors participated in and attended events sponsored by AARP and the City of Columbia Mayor's Office. The FriendShip's President, other Board Members and the Services Coordinator met with representatives of the South Carolina Department on Aging and other Board Members made presentations to Columbia's City Council. Several articles about The FriendShip were published in local newspapers during the fiscal year.



COMMITTEE REPORTS

Program Committee

In the United States roughly one in three people over the age of 65 and roughly half of those over the age of 85 live alone; up to 46% of people over the age of 60 are really lonely. Since loneliness and loss of independence can have a profound effect on our health, The FriendShip Program Committee actively works to connect members and volunteers socially.

During Fiscal Year 2018-2019, The FriendShip continued the format of offering three programs each month: a “Dutch treat” lunch at a local restaurant, a special program or outing and a social gathering. Lunch outings ranged from the casual Lizard’s Thicket to the more upscale Top of Carolina and 1801 Grille. Special programs included a potpourri of talks ranging from graceful aging to American women since colonial days. Field trips have taken members and volunteers to opportunities such as the Home School Friday Program at the Confederate Relic Room & Museum and the special collections at the Ernest F. Hollings Library.



COMMITTEE REPORTS

Volunteer Committee

The FriendShip depends on trained and vetted volunteers to provide needed services to members. The FriendShip's volunteers had a busy, active year.

The Volunteer Committee provided guidance and training for 36 volunteers - an increase of 6 - during this fiscal year. Nine of the 36 volunteers are also enrolled as members. About two-thirds of this group provided the variety of services members requested each month.

During Fiscal Year 2018-2019, the Volunteer Committee implemented two new activities: 1) recognizing each volunteer on his or her birthday with a card, and 2) hosting quarterly socials and training sessions for volunteers. The socials have been well attended and the time has allowed members of the Volunteer Committee to address a variety of topics such as responding to special needs of members, confidentiality when serving as a volunteer and learning when and how to say no. These efforts are designed to help our volunteers feel connected and to offer thanks for the incredible value volunteers provided to The FriendShip.



COMMITTEE REPORTS

Fundraising Committee

As a nonprofit community-based organization, The FriendShip relies on various fundraising activities, grants, gifts and the time and effort of its volunteers to supplement membership fees and sustain The FriendShip. Membership fees alone are not enough to meet The FriendShip's annual expenses. The Board of Directors strives to increase fundraising each year over the previous year and is pleased to report as follows:

Raffle

- In the fall of 2018, The FriendShip conducted a raffle for a Big Green Egg grill purchased at cost through the generosity of a donor and Carolina Panthers tickets donated by a volunteer and good friend of the organization.
- 200 tickets were sold and \$3,000 raised.

Midlands Gives

- The FriendShip received more than \$5,000 in individual donations, and a match of \$5,000 provided by the Eccles Fund for a total of over \$10,000!
- Support came from more donors than ever before including 21 first time donors.

Grants

- St. Martin's-in-the-Fields Episcopal Church Foundation awarded The FriendShip a grant of \$500.00 to provide needs-based scholarships for members.



COMMITTEE REPORTS

Future Fundraising Efforts

- The FriendShip has designated July as Independence Month - a time to celebrate its members and the organization's role in helping its members remain independent in their homes and engaged in the community. Each July, The FriendShip will conduct an Annual Appeal campaign and will host fundraising events designed to supplement membership fees.
- The FriendShip is now registered with Amazon Smile. Individuals can designate The FriendShip as their favorite charitable organization at smile.amazon.com so that purchases made through Amazon will result in donations to the organization.



FINANCIAL REPORT (unaudited)

The FriendShip: Fiscal Year 2018-2019

Receipts:

Contributions:

Board	\$	1,010.10
Individuals		18,052.00
Business/Other		1,986.17
Designated gifts		15,000.00
Less: Addition to Sustainability Fund		(3,604.83)
Total Contributions		\$32,443.44

Membership Fees:

Full Member: new	\$	3,250.00
Associate Member: new		360.00
Full Member: renewal		8,400.00
Associate Member: renewal		1,080.00
Total Membership	\$	13,090.00

Grants	\$	500.00
Funding Events	\$	4,335.00
Scholarship Fund	\$	50.00
Total Receipts	\$	50,418.44

Balance as of June 30, 2019

FINANCIAL REPORT

(unaudited)

Expenses:

Administration:

Insurance \$ 5,662.00

Other 1,704.93

FundRaising:

General 928.66

Sp Events & Ann Mtg -

Program Services -

Educational/Cultural/Social Services -

Full Member Services: -

Salaries & Benefits 16,147.48

Other -

Communications 108.00

Volunteer Support: -

Salaries & Benefits 16,147.52

Other -

Program Development -

Outreach 225.53

Total Expenses **\$ 40,924.12**

Balances as of: 6/30/19

\$ 9,494.32

Balance as of June 30, 2019

SERVICES COORDINATOR

This certainly was another great year at The FriendShip! As shown throughout the pages of this report, we accomplished so much this year—from offering a range of engaging programs to building volunteer networking opportunities and increasing fundraising efforts. Through the hard work and caring spirit of our volunteers, the number of services provided this year increased by 50 percent. That number is impressive in and of itself—and shows how we have become a trusted, reliable resource that our members can depend on. Importantly, alongside the services and programs we offered, our office itself served as a supportive resource for our members through friendly check-in calls, referrals to other resources, and more.

As the only employee here at The FriendShip, the main goal of my job is to ensure delivery of services to members through volunteers. I have the honor and pleasure of connecting our volunteers and members to one another. From my vantage point, I can see that the work of The FriendShip is vital—both for those directly involved and for our community at large. We build connections between people. The very fact that a member needs help with something actually ends up allowing that member the opportunity to connect with



Eleanor Stein
Services Coordinator
May 1, 2017 – Present

people who otherwise she might never have met. Through The FriendShip, supportive interactions and relationships come about that are good for everyone involved.

That brings me to another thing that I am often struck by in this work. In preparations and planning, we often talk about members who receive services and volunteers who provide them. But, really, we are all members of this supportive network together. I think it is powerful to see it from that perspective and enables us to really recognize the true importance of what we are doing—building community.

As we look ahead, we need to continue to get the word out about The FriendShip and work together to ensure that our community is sustainable, to improve how we serve our members, and to grow. With that in mind, it will be important to continue to look at ways we can better track what we do and our capacity and to ensure that our data and communication systems are both integrated and smooth. Over the coming year, it will also be crucial that we work to develop leadership and encourage member and community involvement at all levels of the organization, and that we think about in what ways we need to be more inclusive and how we can achieve that. It will also be valuable to build more community connections and partnerships that will benefit our members.

Aside from my work as Services Coordinator, everything that has been accomplished this year is thanks to the hard work of volunteers - Board members, committee members, volunteers, as well as members and other supporters who help spread the word about The FriendShip and buoy our efforts in countless ways. That, to me, is so impressive and inspiring! Thank you to all of you who made this year a terrific one for The FriendShip!

THANKS TO OUR DONORS

2018-2019 Financial Contributors and Gifts

Samuel Amadon

William Amick

Anonymous

Gayle Aycock

Mr. & Mrs. Frank Baker

Laurie Barnwell

Mr. & Mrs. P. T. Blackwell

Jane & Steve Blair

Jeanette Bodie

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Cathy Bourne

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Heather Heckman & Mark Minett

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Iris Garden Club

Patricia E. Johnston

Betty & Rudy Jones

Janet Jordan

Diana & Roger Keane

Mary Kelly & Tom Wagner

Mary Kessler

Catherine Keyser

James Kimbler

THANKS TO OUR DONORS

2018-2019 Financial Contributors and Gifts

Jim & Shirley Knight

Charles H. Lesser

Andrew & Sabrina Lindemann

Michael W. Lowrance

Joyce Mann

Diane McBrayer

Paul & Lila McCullough

Galen McWilliams

Frank Melonas

Men of St. John's

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Donna & Hank Ray

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Patricia Rock

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Eileen & Gordon Schell

Adam Schor

Peggy Shaw

Henriette Smith

Ruth B. Smith

St. John Neumann Catholic Church

St. Martin's-in-the-Fields Foundation

Cloak & Sword Fund

Virginia Strazdins

Dr. & Mrs. Rodger Stroup

Jane W. Trinkley

Joy C. Tucker

Dana & Brandon Turner

Tom L. Wagner III

Sidney Wait

Lisa & Connor Walker

Lucille H. Walters

Linda Welch

Sarah Williams

Georgann H. Wilson

HOW YOU CAN HELP



Spread the word.

The FriendShip is a "well-kept secret" and you can help us grow in many ways by telling others.



Become a volunteer.

The FriendShip has members that inspire and teach.



Join.

We are always looking for more members.



Donate.

Every little bit helps. Donations may easily be submitted on our web site.

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