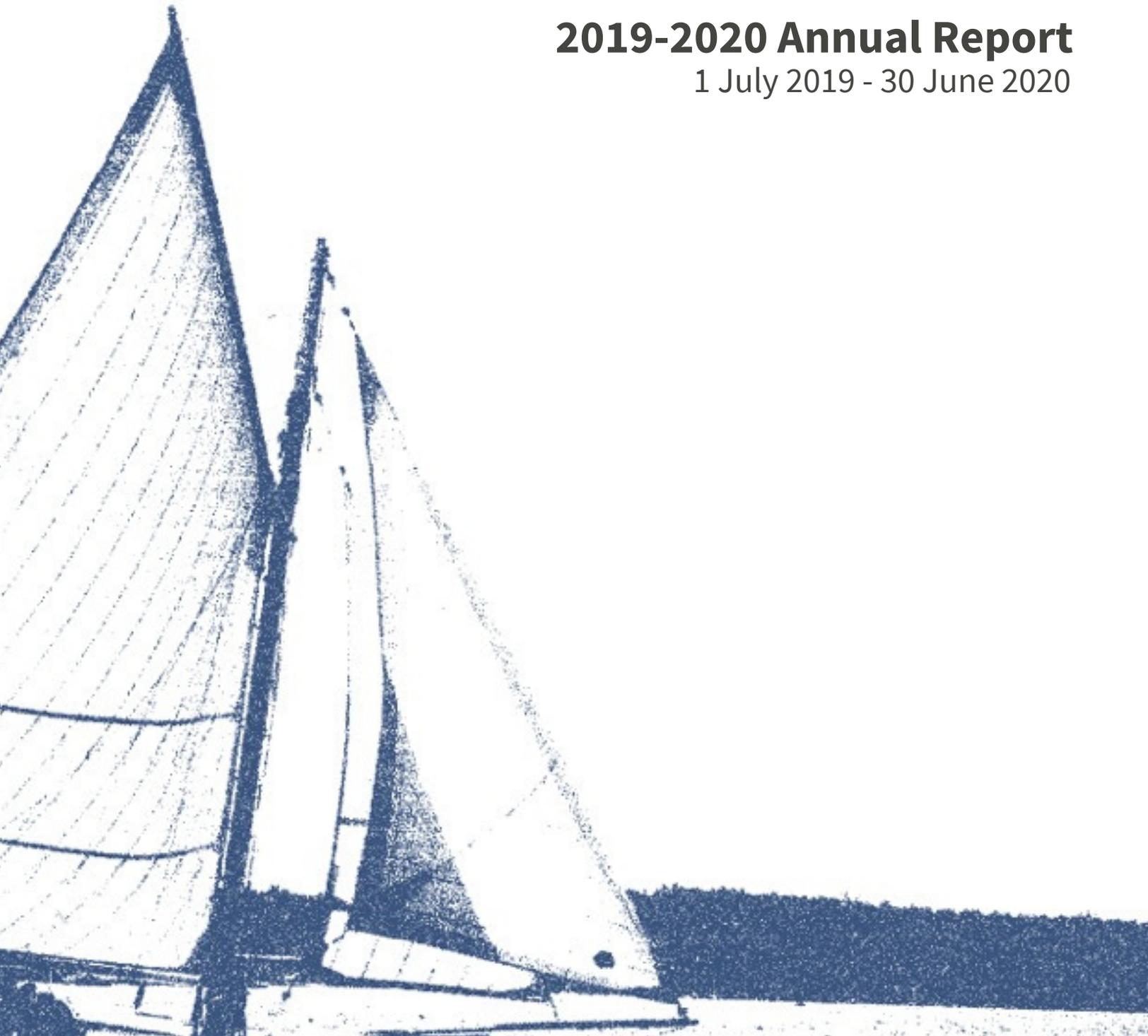


TheFriendShip

2019-2020 Annual Report

1 July 2019 - 30 June 2020



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.

TABLE OF CONTENTS

- 01 A MESSAGE FROM THE PRESIDENT**
- 03 BOARD OF DIRECTORS**
- 05 SERVICES PROVIDED**
- 06 2019-2020 MEMBERSHIP**
- 07 MEMBER COMMITTEE**
- 09 OUTREACH REPORT**
- 10 PROGRAM COMMITTEE**
- 12 VOLUNTEER COMMITTEE**
- 13 FUNDRAISING COMMITTEE**
- 16 FINANCIAL REPORT**
- 18 POLICIES & PROCEDURES AD HOC COMMITTEE**
- 16 SERVICES COORDINATOR MESSAGE**
- 18 THANKS TO OUR DONORS**
- 20 HOW YOU CAN HELP**

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:

When we recall this year of The FriendShip (TFS) voyage, I hope it is the relationships that we remember the most. From maintaining communication with volunteers and members to connecting with a group of medical students from the University of South Carolina School of Medicine in a new venture, the people we know through The FriendShip are our greatest treasure.



Together we navigated the waters:

- Connecting in new ways during a pandemic, such as member check in calls by volunteers
- Holding virtual socials and programs with Zoom
- Accomplishing a great deal through dedicated committees
- Recruiting new volunteers and members, even with physical distancing
- Collaborating with the Nonprofit Organizations Clinic at the University of South Carolina School of Law
- Holding a February 29th TFS retreat with members, volunteers, and board members to help us “Leap Forward” as we approach our fifth year as a nonprofit organization serving Columbia

Donna Ray
President
2019-2020
Board of Directors

- Putting the “fun” in fundraising with incredibly successful efforts, thanks to terrific team effort!

At the helm, our Services Coordinator Eleanor Stein kept a steady hand to ensure meeting our mission, “to support older adults who choose to live in their own homes while maintaining healthy, independent, active and engaged lifestyles. We could not ask for a more sea-worthy captain. We had to adjust our course a time or two this year; I am deeply appreciative of a Board of Directors that kept us returning to true north.

To help us through challenging waters, our treasurer and the Finance committee applied for and received a federal payroll protection program loan. St. Martin’s-In-the-Fields Episcopal Church not only renewed but also increased an annual financial gift to support our work. We also continued to benefit from the support of St. John’s Episcopal Church as a safe harbor for our office and wind for the sails by providing meeting space, and various support, promotion, and prayers.

Please take time to explore this annual report, The FriendShip website www.thefriendship.org , and The FriendShip Facebook page. You will find stories of relationships, effort, and commitment that we are pleased to share.

I found a tune was in my mind as I wrote today (although it is not the sea shanty you might have expected); perhaps you know this one from scouting days:

“Make new friends, but keep the old.
One is silver, and the other gold.
A circle is round, it has no end.
That’s how long I wish to be your friend.”

Thank you for your ongoing support of The FriendShip.

Donna Ray
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 an eight-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

Publicity Committee

Recruitment Committee

Fundraising Committee

Finance Committee

Executive Committee

Personnel 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

Donna Ray, President	July 2019 – June 2020
Joe Fornadel, Vice President	July 2018 – June 2021
Vera Tucker, Treasurer	July 2018 – June 2021
Dana Turner, Secretary	July 2018 – June 2021
Janet Jordan	July 2018 – June 2021
Paul McCullough, Past President	July 2019 – June 2020
Gloria Prevost	July 2017 – June 2020
Sidney Wait	July 2019 – June 2022

We also acknowledge and thank Shirley Knight and Jamie McCulloch who were able to serve on the Board with us during the first part of the year.



Board Members (L-R): Dana Turner, Janet Jordan, Paul McCullough, Vera Tucker, Gloria Prevost, Donna Ray & Joe Fornadel.

Not Pictured: Sidney Wait

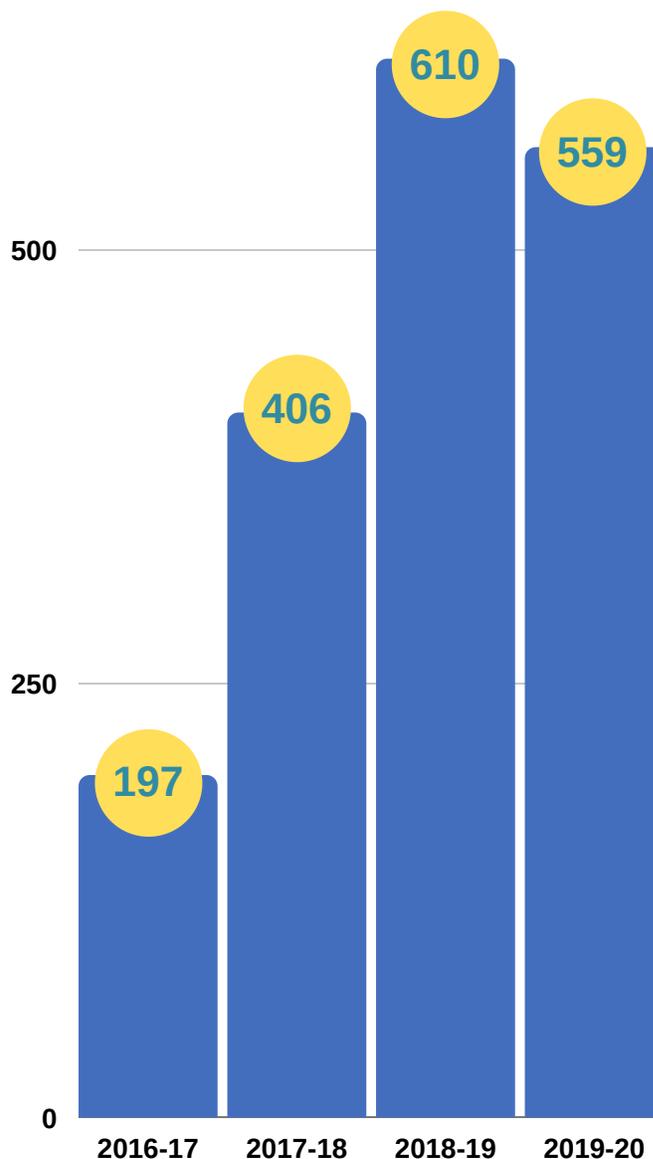
SERVICES PROVIDED

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

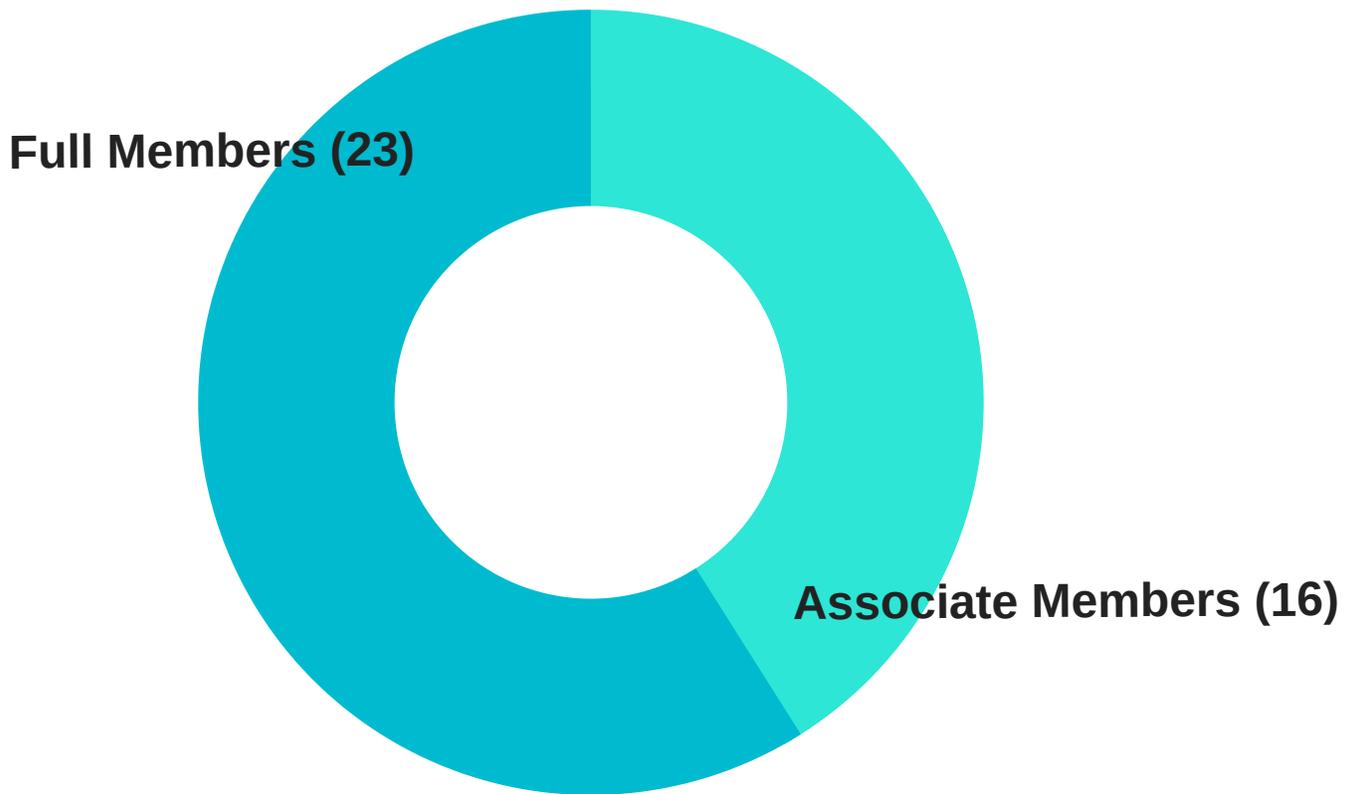
TFS offers three ride options:

- **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 critical services such as helping with technology, making small home repairs and providing social support.

During 2019-20, volunteers provided 559 services, a slight decrease in the number of services provided over the previous year due to the pandemic.



2019-2020 MEMBERSHIP



Membership numbers for Fiscal Year 2019-2020 are as follows: Full Members: 23 (+2 from previous year); Associate Members: 16 (-1 from previous year). During the current Fiscal Year, 4 completely new full members joined, 2 members upgraded from associate to full members, and 1 completely new associate member joined. Four full members chose not to renew this year.

COMMITTEE REPORTS

Member Committee

The FriendShip offers two 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 on the annual membership survey what they like best about The FriendShip, members provided the following responses:

- *The security it produces, social and otherwise.*
- *The people involved - members, volunteers, and staff*
- *The mission and the development and the program. [It's] a well-run ship now.*
- *Less worry about the future.*
- *Interaction with others.*
- *I like the fellowship.*
- *That it exists and is there for me as needed.*

A number of The FriendShip members are also volunteers. They commented on their experiences:

- *I think the concept is good and I anticipate volunteering more and ultimately needing the services offered.*



COMMITTEE REPORTS

Member Committee (Cont.)

- *Provides opportunities to serve, learn, and grow.*
- *Having a purpose, i.e., helping others, hearing from our members [who] have had challenges and meeting them with grace and good humor.*

The Member 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. We value all input of The FriendShip members.

Membership fees remained very affordable and constant in Fiscal Year 2019-2020:

- Full Members (Individuals): \$600.00
- Full Members (Dual Household): \$900.00
- Associate Members (Individual): \$120.00
- Associate Members (Dual Household): \$180.00

COMMITTEE REPORTS

Outreach Report

Following our Spring 2019 retreat, the Board redefined committee structure and function and intended to have recruitment efforts and publicity in two separate working groups. Although we were unable to have as many functioning committees as we hoped, our story of outreach in this fiscal year mirrors The FriendShip story of collaboration and shared enthusiasm – it takes a village!

TFS Volunteers, including Board members, worked with the Services Coordinator to increase our presence on our website at www.thefriendship.org and our Facebook Page www.facebook.com/thefriendshipcolumbia/, which we invite you to review. The Fundraising Committee was especially diligent in posting videos, including member interviews and updates that helped drive more virtual traffic to these sites and helped drive fundraising successes.

Volunteers continue to be available to offer programs about The FriendShip. Thank you to Forest Lake Presbyterian Church and the Augusta Beckman Circle of Shandon United Methodist Church for inviting us to present earlier this year before in-person visits were limited.

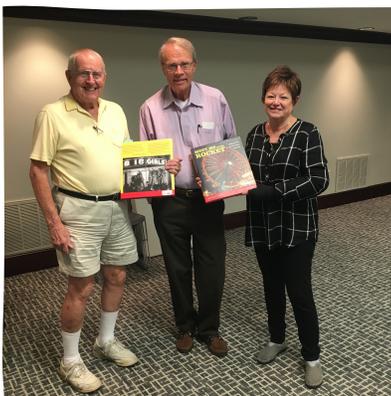
To wrap up our unusual year, we were able to share a video presentation with members and friends. You may access that annual meeting video through the website. A special thanks goes to Gordon and Eileen Shell for hosting that event and helping with all the technical support needed to bring that to fruition.

COMMITTEE REPORTS

Program Committee

The Program Committee was co-chaired by Jane Blair and Trish Eccles, with Dana Turner as board representative. Along with members, Barbara Mullen, Ken Perkins, and Ruth Smith, and volunteer Pat Womack, this committee stayed busy.

The job of this committee is to arrange interesting experiences to encourage intellectual stimulation and socialization of members and volunteers. Holding 28 different programs during the year, we even kept activities going through a virtual platform when we had to socially distance. Our original pattern of a Dutch-treat luncheon at the first week of the month, a mid-month program or field trip and then a fourth week social was maintained through February. Whether at a holiday luncheon hosted by Ruth Smith or a session on birding held on Zoom, the variety of experiences was clearly enjoyed by participants. Over the course of the year, we offered a range of programs on topics of interest such as the history of the



COMMITTEE REPORTS

Program Committee (Cont.)

State Fair, fall prevention, and more, and we coordinated outings to Columbia-area attractions such as Riverbanks Zoo, ETV, and Richland Library.

We are thankful for all the assistance from our Services Coordinator not only in promotion of activities and coordination of transportation, but also in hosting events when we converted to the virtual meeting formats. Arranging for training sessions and volunteers to assist with technology was critically important to staying connected and keeping programming alive. Social events resumed in April and we all feel that we are “pretty good” with Zoom, now.

During this year, a TFS walking group has been added, coordinated by Barbara Mullen. Members of the walking group joined Eastminster Christian Life Center to access a safe place to enjoy the physical activity. The program committee welcomes your ideas for continued events and ways to stay engaged and social. Where there is a will, there is a way!



COMMITTEE REPORTS

Volunteer Committee

Trained, vetted volunteers are the core of The FriendShip, providing a variety of services to members. 10 new volunteers engaged with us this year bringing our year-end total to 41 volunteers. Two volunteer socials were held for fellowship, sharing our experiences, and learning from each other.

Adapting to the community needs and health guidance was critical during the pandemic and required that we define “essential services” to align with local ordinances and limit exposure risk for members and volunteers. Volunteers helped our TFS members stay socially connected by making regular “Check in” phone calls, even daily in some cases. We also had a pilot program with medical students from the UofSC School of Medicine in conducting errands such as shopping, especially during the mandatory stay-at-home orders.

As we thoughtfully resume additional volunteer activities, we are more appreciative than ever for the gracious gifts of time and caring that allow our members continue to live independently.



COMMITTEE REPORTS

Fundraising Committee

Dana Turner and Paul McCullough served as co-chairs of the Fundraising Committee this year. Along with members Will Amick, Tommie Wingate and Vera Tucker, they report another successful fundraising year for TFS, despite the pandemic challenges.

As a nonprofit community-based organization, fundraising activities are essential to The FriendShip. Even though TFS benefits from very low operating expenses - for example, St. John's Episcopal Church provides office space free of charge and allows access to the internet, telephones and other equipment as well - there is still quite a gap between revenue generated by membership fees and the organization's expenses for a part-time salaried position and our insurance costs. To close the gap, the Fundraising Committee adopted a multi-faceted approach for the 2019-2020 fiscal year.

Kicking off in July with "Independence month", we celebrated the great spirit of independence of each FriendShip member. The Annual Appeal letter in early July 2019 resulted in just over \$5,000 in donations. In that same month, the fun golf talk event with raffle tree giveaway at The Hangar had a great turnout. The event gave TFS an introduction to some new friends and allowed



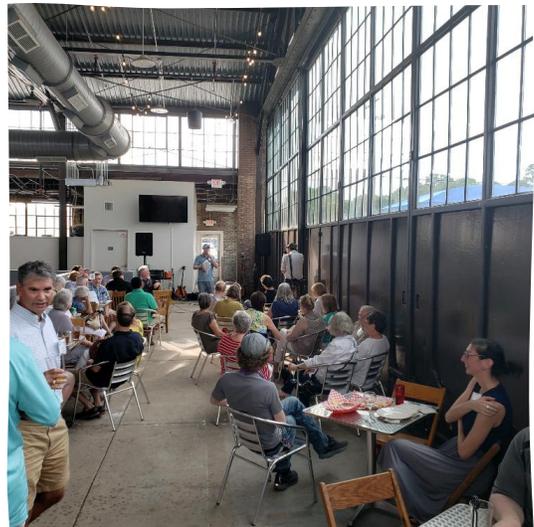
COMMITTEE REPORTS

Fundraising Committee (Cont.)

volunteers and members to meet and mingle in a fashionable setting and raised over \$2,000.

The Fundraising Committee intentionally waited until after the busy holiday season to continue fundraising efforts. A barbecue event with raffles was planned at City Roots, another great Columbia location, for the end of March. Due to the coronavirus, the event was paused and will hopefully occur in the Fall of 2020. The Big Green Egg raffle occurred at the end of July and without additional opportunities for fundraising events due to the quarantine, the Fundraising Committee worked with the Board and other close friends of TFS to conduct a soft appeal for donations in late March and April 2020 to which many responded with donations of a portion or all of their stimulus checks or other sources. St. Martin's-in-the-Fields Episcopal Church generously gave another grant this year, allowing TFS to determine how funds are utilized.

Midlands Gives in May of 2020 resulted in supporters of The FriendShip donating in record numbers. 90 different donors allowed TFS to match two gifts - \$5,000 from the Eccles Fund and \$1,000 from the Cheerful Giver, an anonymous donation.



COMMITTEE REPORTS

Fundraising Committee (Cont.)

We raised a total of \$15,925, which is almost \$6,000 more than TFS raised at Midlands Gives in 2019. The Board of Directors and members of the Fundraising Committee were overwhelmed by the support and send our thanks to all who gave and got the word of need out to others. Remarkably, TFS was 44th out of 420 organizations in fundraising through Midlands Gives.

In addition to the above fundraising efforts, TFS is participating in the Paycheck Protection Loan Program, a forgivable loan provided the funds are spent on wages. This will help the bottom line and reduce the strain on fundraising efforts.

Despite these uncertain times, we are pleased to report that The FriendShip's fundraising efforts were successful in 2019-2020. Fundraising efforts will take place throughout the remainder of this calendar year and the beginning of next year.

Thanks, again, for your support of The FriendShip!



FINANCIAL REPORT (unaudited)

Financial Report for The FriendShip

Fiscal Year

2019-2020

FY to date activity

Total

Receipts:

Contributions:

Board	\$ 4,809.32
Individuals	27,916.72
Business/Other	4,485.00
Designated gifts	15,000.00
Less: Addition to Sustainability Fund	(5,221.10)
Total Contributions	\$46,989.94

Membership Fees

Full Member: new	\$ 3,085.00
Associate Member: new	120.00
Full Member: renewal	8,885.00
Associate Member: renewal	1,260.00
Total	\$ 13,350.00

PPP/SBA Loan from Fed Gov

Grants	\$ 1,000.00
Funding Events	\$ 2,986.00
Scholarship Fund	\$ -
Total Receipts	\$ 71,200.94

Balance as of June 30, 2020

FINANCIAL REPORT (unaudited)

Expenses:

Administration

Insurance	\$	4,601.50
Other		2,482.32

FundRaising:

General		1,396.91
Sp Events & Ann Mtg		-

Program Services

Educational/Cultural/Social Services		-
--------------------------------------	--	---

Full Member Services

Salaries & Benefits		17,733.55
Other		52.85

Communications

173.04

Volunteer Support:

Salaries & Benefits		17,733.56
Other		52.85

Outreach

-

Total Expenses

\$ 44,226.58

Balances as of: 6/30/2020

\$ 26,974.36

Balance as of June 30, 2020

COMMITTEE REPORTS

Policies and Procedures Ad Hoc Committee

In the past year, the Board formed an ad hoc Policy and Procedures Committee populated by Gloria Prevost, Dana Turner, and Joe Fornadel. At the Board's direction, the Committee considered a number of different issues including, among other things, member and employment policies. In aid of the same, the Committee also sought and benefitted from the assistance of several law student volunteers at the University of South Carolina Law School's Nonprofit Organizations Clinic.

With the aid of the students, the Committee worked with the Board to update the registered service agent for The Friendship. Further, the Committee generated proposed amendments to the membership policy to more clearly delineate the role of The FriendShip with current and potential members. For existing employment policies, the Committee explored certain adjustments to the employee intake and review processes that may be needed to avoid any appearance of improper discrimination. Given the extensive efforts of these students, the Committee wishes to express its deep gratitude and appreciation for the work of Ms. Victoria Creta and Mr. Gregory Gonzalez, who were supervised by Professor Jaclyn Cherry.

The Committee expects to continue its efforts in finalizing the policy amendments discussed above, in addition to exploring potential scholarship guidelines and updates to the volunteer policies.

SERVICES COORDINATOR

Certainly, FY2019-2020 was memorable for the challenges we faced during the coronavirus pandemic. Thankfully, at The FriendShip, it was also memorable for many other reasons — due to the incredible dedication and support of our members, volunteers, committee members, and other supporters. Our network has enabled a successful year in meeting our mission of helping older adults lead full, independent lives. We have deepened our commitment to that mission.

Our service numbers and trends demonstrate the remarkable work accomplished this year. Volunteers provided 559 services to members, only a slight decrease from the previous year due to the pandemic. While rides to medical appointments, the library, worship services and more are crucial for keeping members healthy and engaged in their communities, other types of services are also vital. We had a meaningful increase in a broader array of non-transportation services (e.g., assisting members with new technology, accompanying members on walks). The FriendShip has potential for continued growth in broadening these services.



Eleanor Stein
Services Coordinator
May 1, 2017 – Present

Alongside the services provided to members by our fantastic cohort of volunteers, The FriendShip was also able to partner with other groups, such as the St. John's Servant Ministry volunteers who offered extensive yard "clean ups" and UofSC medical students who provided errands and technology assistance. We intend to build additional partnerships to increase both our capacity to serve members and our outreach efforts.

Not only did we continue to provide essential services during the pandemic, but we also connected with our members in novel ways. Volunteers provided more frequent check-in calls to members for social connection and we held programs and socials on a virtual platform. We have learned a lot from these efforts that will enable us to better support members in the future, even after the pandemic.

As we celebrate our accomplishments over the past year, I want to thank all of you who have put so much time and love into The FriendShip. In planning and preparations, we often talk about members who receive services and volunteers who provide them. But I am often struck by the fact that really, we are all members of this supportive network **together**. I think that is especially powerful during this time of social distancing. During these uncertain times, we are certain that The FriendShip is important as it provides opportunities for connection, dignity, meaning, and support. I look forward to working with you all to build on this year's successes to make The FriendShip even stronger in the days ahead.

THANKS TO OUR DONORS

2019-2020 Financial Contributors and Gifts

Becky Airheart
William Amick
Mary H. Anderson
Anonymous
Augusta Beckman Circle of Shandon
United Methodist Church
Gayle Aycock
Ayerlooms Jewelry
Melanie & Frank Baker
Mary Pat Baldauf
Laurie Barnwell
Mr. & Mrs. P.T. Blackwell
Jane & Steve Blair
BlueCross BlueShield of South
Carolina
Eddie & James Bogan
Caroline Bokesch
Cathy & Davis Bourne
Charline M. Brandt
Ann Bright
Will & Frances Brown
Margaret Buchanan
Joy Campbell
Mindy & Eric Cassell
George B. Cauthen
Cheerful Giver Fund of Central
Carolina Community Foundation
Debbie & Rick Cohn

Mary Wallace Coleman
Jacqueline S. Cominotti
Cynthia Corbett
Crave
Caroline Crosswell
Dan Davis
Teri L. DeBruhl
Emily M. Derrick
Susan DeWitt
Theodore & Margaret Anne DuBose
Trish & Bill Eccles
William N. Eccles
Margaret & William Fitch
Joe & Molly Fornadel
Jodi Fravor
Elaine & Stan Frick
Daniela Friedman & Mike Dojc
Margaret Fullerton
Gwendolyn Galphin
Lynn C. Gibson
Faye Goolsby
Walt Gregg
Patricia Gross
Jill Grote
Rhett & Edmund Hardy
Scott H. & Emilee F. Hendrix
Marie Henry
Scott Hinkel

THANKS TO OUR DONORS

2019-2020 Financial Contributors and Gifts

Barbara Hirshorn
Carolyn Holt
Charles Huff
Ann-Chadwell Humphries
Il Giorgione
Trish Johnston
Janet Jordan
Mary Kelly & Tom Wagner
Mary Kessler
James D. Kimbler
Shirley & Jim Knight
Bonnie & Jamie LaBorde
Charles H. Lesser
Longleaf Advisors
Mary Alice Lorick
Runette Louthian
Michael W. Lowrance
Joyce Mann
Diane McBrayer
Stacy N. McCloghry
Amy W. McCulloch
Jamie McCulloch
Paul McCullough
Lila McCullough (Happy Flowers)
McKelvey-Drummond Pharmacy
Consultants, LLC

Troy McLaughlin
Galen McWilliams
Men of St. John's
Suzanne Miller
Faye Mixon
Marcia & Allen Montgomery
Kathryn F. Moore
Barbara Mullen
Lucas Mullen
Rob & Joelle Mullen
Nelson, Mullins, Riley &
Scarborough, L.L.P.
Mary Nickas
Michele Osenga
Russ Pate
Joanna Paulman
Kenneth James Perkins
Sandra & Francis Polanski
Gloria Prevost
Donna & Hank Ray
Sallie Reynolds
Rachael S. Richardson
Margie Richardson
Mary Moore Roberson
Terri Robertson
Patricia W. Rock

THANKS TO OUR DONORS

2019-2020 Financial Contributors and Gifts

Seth Rose
Ann Ruderman & William Keane
Julie Ruff
Joan M. Savage
Adam Schor
Bernadette Scott
Christy Barnwell Sears
Martha Sharpe
Peggy G. Shaw
Mansfield Simmons
Beverly J. Smith
Dixie & Ed Smith
Henriette Smith
Martha Smith
Ruth B. Smith
Harry F. Smithson
Sally Speth
St. John's Episcopal Church
St. Martin's-in-the-Fields Foundation
Cloak & Sword Fund
Starbucks-Harbison location
Debra L. Steading
Richard Steele
Eleanor Stein & Brian Glavey
Iris & Ben Stein
Mary Stewart

Virginia Strazdins
Martha & Rodger Stroup
Ms. Kerry Stubbs
Farah Tavakoli
Jane Teas
Emma Templeton
Katherine & Brandon Templeton
Suzanne R. Thorpe
Jenell G. Tisdale
Tombo Grille
Joy Tucker
Vera S. Tucker
Dana & Brandon Turner
Jennifer Van Houten
Sidney Wait
Lucille Walters
Fairfax S. Watt
Suzanne & Roger Way
James Wheeler
Mrs. Rose T. Wilkins
Sarah Frances Williams
Holly Williams
Georgeann H. Wilson
Tommie Wingate
Clay Winslett

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 who 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.

2827 Wheat Street
Columbia, SC 29205
(803) 602-6434
contact@thefriendship.org
www.thefriendship.org
www.facebook.com/thefriendshipcolumbia/