



Shepherd's center

OF CHESTERFIELD

ANNUAL REPORT

July 2010 – June 2011

BOARD OF TRUSTEES

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Debbie Leidheiser, Vice President
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WHO WE ARE

The Shepherd's Center of Chesterfield is a non-profit, interfaith organization of senior adults who donate their time, talents, professional expertise, and personal resources to enrich the lives of other senior adults and enable them to continue to live independent, meaningful lives.

The Shepherd's Center of Chesterfield was established in August 2001 with the following mission: "To enrich the lives of adults 50 and over by offering opportunities for interfaith community service, lifelong learning, and assistance in maintaining an independent lifestyle."

WHERE HAVE WE BEEN?

On October 10th, 2000, Dr. Greg Jones, minister of Chester Presbyterian Church, organized a band of 26 concerned seniors who represented 14 community churches and organizations into a "Mobilizing Task Force" to explore the possibility of having a Shepherd's Center in Chesterfield County. His vision was to pattern it after the Virginia chapters located in Richmond and Vienna. This task force established the Shepherd's Center of Chesterfield's mission as a non-profit, interfaith organization of senior adults who would volunteer their time, talents, professional expertise, and personal resources to help other senior adults remain active and independent in their own homes for as long as possible.

On July 16, 2001, the Shepherd's Center of Chesterfield was incorporated in the Commonwealth of Virginia and at the end of 2002, it was granted its official status as a 501(c)(3).

WHERE ARE WE NOW?

Over a decade later, the Shepherd's Center of Chesterfield continues to fulfill its mission. Our volunteers provide seniors in Chesterfield County and the surrounding areas with free, accompanied, door through door transportation, free minor home repair services and a unique, low cost lifelong learning program.

SERVICES AND PROGRAMS

FREE, ACCOMPANIED, DOOR-THROUGH-DOOR TRANSPORTATION SERVICES

Many older adults in our service area do not have access to the limited public transportation, cannot drive, and/or afford the costs of private transportation. Thus the most popular service we provide is free transportation to medical appointments, to the pharmacy for medication pickup, and for grocery shopping. Free transportation is available to people 50 years of age and older who are mobile without a wheelchair and live in a zip code area where we have volunteer drivers.

Free transportation services were in high demand. At the end of the fiscal year, our volunteers provided 581 rides for medical and food needs (479 for medical & 102 for food). This represents a 21.5% increase in transportation services from last fiscal year.

HANDYHANDS: MINOR HOME REPAIR SERVICE

Minor home repair services are available through our HandyHands program to people 50 years of age and older who live in their own home and within our service area. Our volunteers do simple electrical, plumbing, and carpentry repairs. At the clients' home, the volunteer assesses the situation and, if necessary, travels to a local hardware store and helps the client choose whatever parts may be needed. Our HandyHands volunteers have the option of charging \$3.00-\$5.00 per hour for their labor with all proceeds going back to support the work of the Shepherd's Center.

Our HandyHand services were also in high demand this year. Our volunteers completed 54 repairs; an increase of 33.3% from last fiscal year.

While these services bring little revenue to the Center, they are two of the most needed for the seniors in the area and continue to be a meaningful part of the Shepherd's Center of Chesterfield. The services also provide rewarding volunteer opportunities fitting the schedule of our very active seniors.

ADVENTURES IN LEARNING: LIFELONG LEARNING AND COMMUNITY ENGAGEMENT

Providing seniors with the opportunity for life-long learning and socialization is an important mission for many volunteers of the Shepherd's Center of Chesterfield. Through our program known as Adventures in Learning, eight-week educational classes are offered in the fall, winter and spring. And this year we included a six-week session in the summer. Countless hours are provided by volunteers who do everything from setting up coffee and pastries at 8:00 a.m. to teaching the classes, to putting together course surveys at the end of each session and much, much more.

The Adventures in Learning program had 402 student enrollments and offered 108 classes during the four sessions.

LETTER FROM THE PRESIDENT

The Year in Review

On behalf of the Board of Trustees, our staff, and the dedicated volunteers of the Shepherd's Center of Chesterfield, it is my pleasure to share with you the Annual Report for Fiscal Year 2010 and the highlights of a most productive year for our volunteers and staff.

The Shepherd's Center of Chesterfield has faced numerous challenges during the year due primarily to the economic environment which has had an impact on so many non-profit organizations. As we have navigated our way through this difficult period, we have been successful in not only maintaining our programs, but also improving and expanding them by recruiting additional drivers, AIL instructors and adding more classes. This year we saw a 16% increase in the number of AIL students and over 20% more trips to medical appointments and grocery stores were provided by our volunteer drivers. Our Handy Hands activity increased 47% over the previous year.

As we look forward, we can only anticipate a greater need for our programs as our senior population grows. We will aspire to meet these needs with the continuing refinement and expansion of the Shepherd's Center's programs.

We are very grateful for the financial support we received from Chesterfield County, our local churches, businesses, charitable foundations and individuals. A special thanks goes out to Lucy- Corr Village, Chester Baptist Church and Chester Presbyterian Church for providing us offices, facilities for A.I.L and meeting rooms for board functions.

The success of the Shepherd's Center of Chesterfield County is the result of the dedicated service of our volunteers, drivers, Handy hands, committee members, and Board of Trustees, all of whom spend countless hours working on the Shepherd's Center's programs. Our heartfelt thanks goes out to each and every one of them for sharing their time and talents to help achieve our commitments to the seniors we serve.

John Chamberlain
President, Board of Trustees

STATISTICS AND VOLUNTEERS FOR SERVICES AND PROGRAMS

FREE, ACCOMPANIED, DOOR-THROUGH-DOOR TRANSPORTATION SERVICES

Our volunteer drivers pick up the client at their home, drive them to their appointments, and then return them to their homes. The Shepherd's Center volunteer drivers donate the use of the vehicle and pay for their own gasoline. For each ride the average mileage is 37.33 miles¹ and the average length of time is 1 hour and 56 minutes².

Volunteer Drivers 64

Medical and Food Trips 581

Hours Donated 1127.1

Total Miles Driven/Donated 21,688.73

Angela Agren	Marian Garrett	Mike Pope
Frederick Allen	Barbara Gauker	Ken Race
Charles Ardillo	Ellen Geesey	Sharon Ramey
Marjorie Ashburn	William Harris	Maggie Reisner
Patty Beatman	Robert Hart	Jackie Ritchie
Joey Behne	Harold Gravatt	M. Bernice Roach
Dick Betton	Marsha Hamm	Chris Sovine
Jean Boseman	Donald Kennedy	Vann Stanfield
Diane Boshier	Mary Helen Kennedy	Catherine Roettjer
Eileen Brooks	Joe Kimec	Derek Sharpe
Kathy Brown	Marti Krebs	John Shoop
Dana Brown	William King	Roger Smith
John Chamberlain	Richard King	Joshua Solomon
Pamela Crandol	Robert Kutz	Bev Wood
Audrey Dailey	Emory Large	Henry Taylor
Tom DeHaven	Louise Latham	Robin Trawick
John Drury	Sandy Lee	Sue Whiteman
Curtis Dungans	Bill Lewis	Jesse Williams, Jr.
Donald Ford	Anne Lizzol	Mark Wolfe
Marti Free, Jr.	David Metz	David Wood
Natalie Galarza	Carole Morris	Ann Wynne
	Donald Phelps	

¹ Average mileage based on an Analysis Report completed by undergraduate students, Vivian Tsou, John Ramirez, and Victoria Navarro, at the University of Richmond during the spring semester of 2011. Their data was collected from Client Intake Forms (dated July 1 – December 31, 2010) provided by the Shepherd's Center of Chesterfield.

² Average length of time is calculated using the information provided by volunteer drivers on their Driver Mileage and Time reports during the fiscal year.

HANDYHANDS: MINOR HOME REPAIR SERVICE

Volunteers do minor plumbing, electrical, and carpentry repairs. A typical minor home repair takes between 1-3 hours. The numbers for minor home repair services are largely underreported as our volunteers frequently make 2-3 trips to a client's home to complete repairs and our volunteers are often asked to make multiple repairs while they are in the client's home. In the cases where our volunteers cannot complete the service, HandyHands volunteers provide advice and guidance to clients over the phone.

Volunteer Handyhands 12
Requests Filled 54
Hours Donated 72
Total Miles Driven/Donated 1510

Bud Wilson	Bill Fisher	Beth Lyerly
Earl Cole	Frank Williams	Jack Dell'Omo
Matthew Church	Roy Jones	David Metz
Rick Florek	Patrick Conway	David Ford

OFFICE VOLUNTEERS

The Shepherd's Center is staffed with volunteers who assist with the day-to-day operations of the Center's office. They answer the telephone, schedule volunteers to fill the clients' transportation and HandyHands requests, enroll new clients, make referrals when appropriate, pre-register AIL students for courses, and assist with other administrative tasks as needed. Our office volunteers are reliably in the office five days a week, 9:00 a.m. – 1:00 p.m.

Volunteers 15
Hours Donated 976
Client Requests Filled 635

Helen Hall, Chair	Lucille Jansch	Janie Reynolds
Mary Abbyss	Chilcie Leimberger	Marion Savoca
Pam Crandol	Shirley McPherson	Pat Senter
Anne Dallmeyer	Doris Morris	Nancy Sukhia
Hideko Ethington	Carolyn Pegram	Susan Whiteman

BULK MAILING VOLUNTEERS

Quarterly newsletters and schedules, annual donor requests, and other mass mailings are folded, labeled, stapled, and/or sealed by our dedicated bulk mailing volunteers. They are often called in at the last minute to complete a mailing and they help keep our mailing costs as low as possible.

Volunteers 14

Mary Abyss	Lucille Jansch	Marion Savoca
Anne Dallmeyer	Chilcie Leimberger	Pat Senter
Marian Elliott	Doris Morris	Nancy Sukhia
Hideko Ethington	Gene Peterson	Susan Whiteman
Helen Hall	Janie Reynolds	

ADVENTURES IN LEARNING COMMITTEE VOLUNTEERS

Maintaining an engaging and appealing curriculum of classes, recruiting volunteer instructors and speakers, overseeing facility and classroom use, marketing the classes and all the other responsibilities associated with this program is a challenge the Adventures in Learning committee meets and overcomes each year.

Volunteers 13

Beckie Brock	Rick Gray	Gordon Sutton
Richard Commander	Helen Hall	Nancy Sukhia
Cheryl Fox	Donald Kennedy	Thomas Thayer
Mary Lynn Frasher	Rhonda Mishoe	Robert Wagenknecht
	Barbara Pohlig	

ADVENTURES IN LEARNING INSTRUCTORS AND SPEAKERS

The instructors and speakers who volunteered during the fall, winter, spring, and summer sessions of AIL made it possible for the Shepherd's Center to offer 108 classes and workshops. A single tuition payment of \$15.00 (members) or \$25.00 (nonmembers) entitles the senior to attend one or all of the classes offered during the session.

Volunteers 48

Rishonda Anthony	Henry Fogle	Diane Peterson
Diane Applewhite	Cheryl Fox	Barbara Pohlig
Felia Ayala	Marion Gagliano	Daisy Presswalla
Santos Ayala	Rick Gray	Sharon Ramey
Robert Bates	Dorothy Jaeckle	Chris Randolph
Tim Bullis	Donald Kennedy	Mattie Robertson

William Clotworthy	Tim Lamb	Barbara Ruslaner
Richard Commander	Edith Lanning	Marion Savoca
Ed Connelly	Barbara Mansfield	Mildred Schell
John Drury	LaRay Mason	Mike Stephens
Marleen Durfee	Carole Maxwell	Betty Stone

HOSPITALITY COMMITTEE

Throughout the year, the Hospitality Committee serves lunch at the fall, winter, and spring ALL session for 60+ seniors; the volunteers set up, prepare and serve the meal, and clean up every Wednesday. The Hospitality Committee also caters special events such as the Afternoon Tea and Ice Cream Social.

Volunteers 12

Beckie Brock, Chair	Cheryl Fox	Chilcie Leimberger
Diane Applewhite	Mary Lynn Frasher	Barbara Pohlig
Diane Elliott	Emily Gibson	John Shoop
Hideko Ethington	Mary Helen Kennedy	Frank Williams

WEBMASTER AND PUBLIC INFORMATION ADVISOR

One volunteer, Gordon Sutton, singlehandedly oversees the Shepherd's Center websites, acts as our IT consultant, and advises the staff and volunteers on online marketing.

FUNDRAISING EVENTS VOLUNTEERS – SENIOR IDOL and AFTERNOON TEA

The Senior Idol and Afternoon Tea were our two fundraising events for the last fiscal year. Both events were well attended and wonderfully executed by our volunteers and staff.

Volunteers 19

Jeffrey Beatman	Scott Fisher	Sara Reese
Rudi Beverley	Helen Hall, Chair of Afternoon Tea	Janie Reynolds
Elton Beverly	Una Harrison	Bonnie Watson
Beckie Brock	Beth Harvey	Dana Wells
John Chamberlain	Mary Helen Kennedy	Joshua Wortham
Mark Fausz	Barbara Pohlig	Thomas Wyatt
	Members of the Blushing Ewes	Cindy Yuconis, Chair of Senior Idol

COMMUNITY AND CONGREGATIONAL COUNCIL VOLUNTEERS

The Shepherd's Center accomplishes its mission with the help of a large number of church and community organizations.

Volunteers 53

Mary Abbyss	Carol Hoffman	Judy Regan
Rose Baker	Wendell Hopper	Mary Richeson
Elton Beverly	William Kalberer	Beverly Rogers
Anne Bilyeu	Carol Kalberer	Susan Rutkoski
Rebecca Brock	Mary Helen Kennedy	Pat Senter
Nancy Chadwick	LaVerne King	Marge Shearer
Abraham Chadwick	Carolyn Kronmeister	Eleanor Shook
Carrie Clark	Billie Kronmeister	Reade Shook
Richard Commander	Robert Kutz	John Shoop
Barbara DiLalla	Elaine Lowder	Patricia Smith
Jane Flexon	Letitia Manuel	Norma Jean Stanfield
Phyllis Forsythe	Anna McLeod	Barbara Steadman
Hildegard Gaffney	Patricia Jean Noble	Ruth Steer
Roberta Green	Frances Pannill	Cynthia Timberman
Helen Hall	Dorothy Parkinson	Lucy Tucker
Carolyn Hancock	Linda Phillips	Rita Turner
Lee Hayes	Nancy Pinchbeck	James Turner
Robert Hazlett	Phyllis Race	Robert Wincklhofer
Margaret Hazlett		Lorraine Wincklhofer

BOARD OF TRUSTEES VOLUNTEERS

Our volunteer Board of Trustees meets once a month and is responsible for overseeing the mission of the Shepherd's Center. The Board works with the staff and volunteers to strategically plan for the future, to effectively and efficiently use material, financial, and staff resources, and abide by legal and ethical practices. The Board also serves as the public face of the organization.

John Chamberlain, President	Eldridge Brock, Emeritus
Debbie Leidheiser, Vice President	Richard Commander
Rochelle Altholz, Secretary	Rick Morrow
Jerry Weissburg, Treasurer	Tom Thayer
Steve Elswick	Frank Williams

FINANCIAL STATEMENTS FOR FY 11

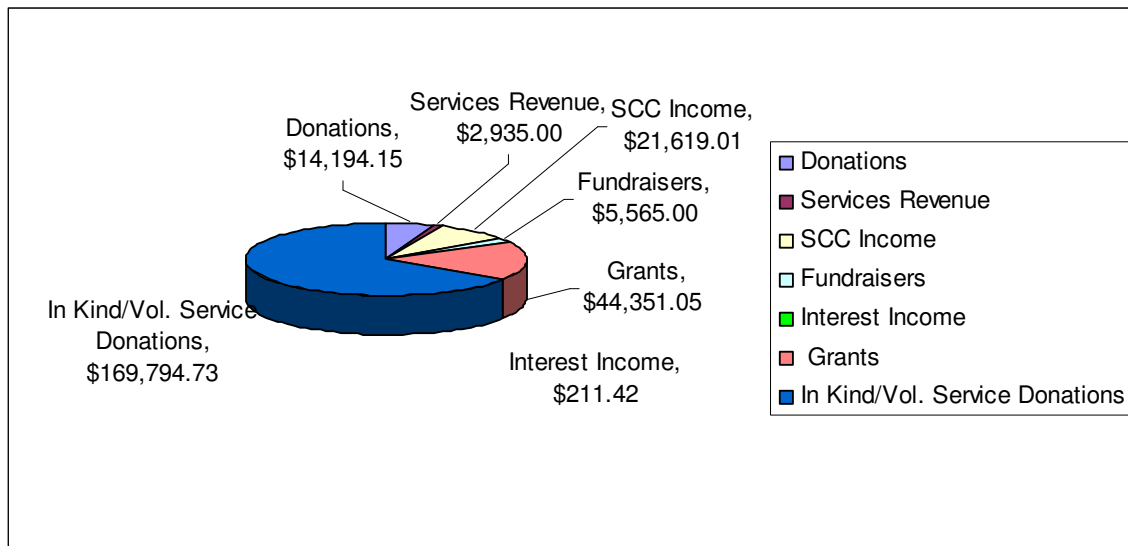
10 – 11 Revenue/Expenses

10-11 INCOME		10-11 EXPENSES	
Donations		Office Expenses	
Churches	4,003.40	Postage	1,325.29
Individuals	13,471.58	Printing	1,826.74
Businesses	600.00	Supplies	894.87
Service Clubs and Other	1,050.00	Miscellaneous/Petty Cash	109.45
Memorial Fund	1,265.00	Software	15.00
eBay Donations	891.17	Dues and Subscriptions	693.00
All Donations	21,281.15	Gifts / Promotions/Bereavement	48.60
Services Revenue		Travel/Training	133.00
Transportation Donations	2,492.00	Telephone	1,520.19
HandyHands	443.00	Bank Charges	66.35
All Services Revenue	2,935.00	Signage/Other Meals	94.85
SCC Income		Total Office Expenses	6,727.34
Dues	4,745.00	AIL Expenses	
Tuition	5,965.00	Instructor's Expenses	25.00
Meals/lunches	3,822.01	Food for Lunches	3,068.64
All SCC Income	14,532.01	Total AIL Expenses	3,093.64
Fundraisers		Facility Expenses	
Afternoon Tea/MISC	2,400.00	Donation -Chester	500.00
Senior Idol	3,165.00	Baptist	
All Fundraisers	5,565.00	Total Facilities	500.00
Interest		Other Expenses	
CD Interest	211.42	Taxes, Licenses & FICA	5,056.87
All Interest Income	211.42	Insurance	1,831.69
Subtotal	44,524.58	Other/Dues SCA	250.00
Grants		Total Other Expense	7,138.56
County Government	9,000.00	Special Events	
Bon Secours Health System	9,790.00	Ice Cream Social	120.82
Gammons Foundation	1,500.00	Volunteer Luncheon	26.74
United Way	461.05	Silent Auction/Afternoon Tea	449.46
John Randolph	12,000.00	Senior Idol	98.30
Cameron Foundation	11,600.00	Total Special Events	695.32
All Grants	44,351.05	Service Expenses	
TOTAL	88,875.63	Background Checks	290.00
		Audit Services	2,400.00
		Total Service Expenses	2,690.00
		Direct Salaries to	67,151.74
		Employees	
		TOTAL	87,996.60

Statement of Revenue and Support

Revenue and Support

Donations	\$ 14,194.15
Services Revenue	\$ 2,935.00
SCC Income	\$ 21,619.01
Fundraisers	\$ 5,565.00
Interest Income	\$ 211.42
Grants	\$ 44,351.05
In Kind/Vol. Service Donations	\$ 169,794.73
TOTAL	\$ 377,876.42

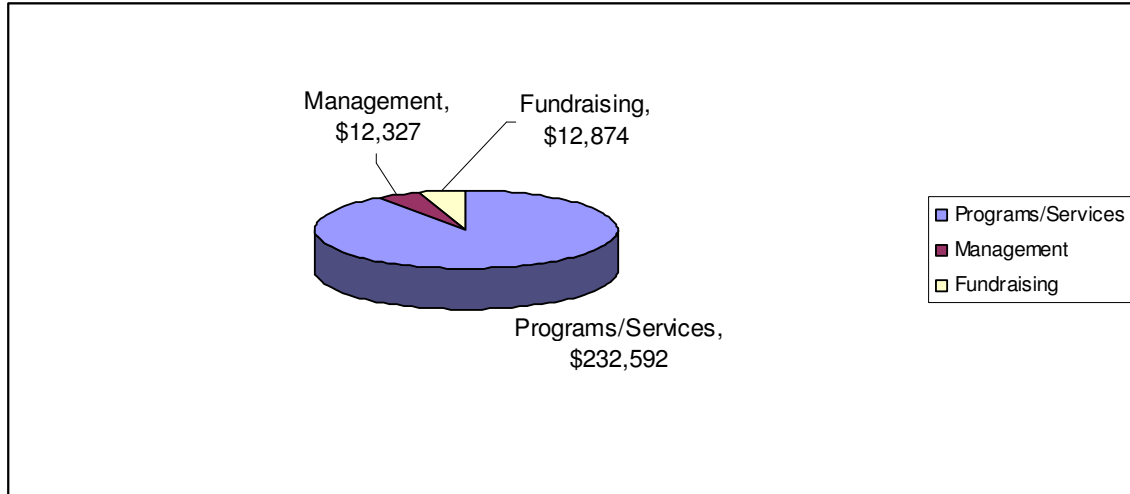


In Kind/Volunteer Service Donations

	Transportation	HANDY HANDS	AIL	COMBINED TOTAL
Office Space	\$4,800	\$1,200	\$6,000	\$12,000
Utilities	\$480	\$120	\$600	\$1,200
Internet	\$320	\$80	\$400	\$800
Meeting Space	\$9,964	\$2,491	\$12,455	\$24,910
Volunteer contribution	\$54,862	\$2,262	\$73,761	\$130,885
	\$70,426	\$6,153	\$93,216	\$169,795

Statement of Functional Expenses

Programs/Services \$ 232,592.00
Management \$ 12,327.00
Fundraising \$ 12,874.00
TOTAL \$ 257,793.00



	Programs/Services	Management	Fundraising	Total
ALL Volunteers	\$73,761			\$73,761
Employee Wages	\$53,722	\$6,715	\$6,715	\$67,152
Medical and Food				
Transportation	\$54,862			\$54,862
Rent	\$29,928	\$3,741	\$3,741	\$37,410
Office Expenses	\$6,982	\$873	\$873	\$8,727
Taxes and Licenses	\$4,246	\$531	\$531	\$5,307
ALL Meals	\$3,094			\$3,094
Misc	\$2,270	\$284	\$284	\$2,838
Home Repair	\$2,262			\$2,262
Insurance	\$1,466	\$183	\$183	\$1,832
Special Events			\$547	\$547
	\$232,592	\$12,327	\$12,874	\$257,792

Hours and Service Contributions by SCC Volunteers to the Community

(Breakout By Program)

\$954,940.73

FY	Transportation Service Contribution	Lifelong Learning Service Contribution	Minor Home Repair Service Contribution	Yearly Service Totals
FY11	\$70,426	\$93,216	\$6,153	\$169,795
FY10	\$59,270	\$51,759	\$1,343	\$112,372
FY09	\$56,175	\$61,354	\$1,996	\$119,525
FY08	\$59,758	\$65,074	\$2,696	\$127,528
FY07	\$49,456	\$56,109	\$2,259	\$107,824
FY06	\$58,574	\$50,349	\$2,133	\$111,056
FY05	\$65,609	\$27,255	\$2,030	\$94,894
FY04	\$52,385	\$9,939	\$2,082	\$64,406
FY03	\$47,541	\$0	\$0	\$47,541
Grand Totals FY03-11	\$519,194	\$327,992	\$107,755	\$954,941
FY03-11	Transportation Service Contribution	Lifelong Learning Service Contribution	Minor Home Repair Service Contribution	03-11 SCC Service Donation Total

SUPPORTING COMMUNITY PARTNERS

AARP	Chesterfield County Public Schools
Blushing Ewe's Red Hat Society	Family Care Home Health, Inc.
CarePoint Medical	Humana Healthcare
Chester Masonic Lodge 94	John Randolph Foundation
Chester Minuteman Press	Lucy Corr Village
Chester Panera Bread	Morgan Keegan & Co.
Chester Rotary Club	Northrop Grumman
Chester YMCA	Senior Connections
Chesterfield County	Springdale at Lucy Corr Village
Chesterfield County Senior	The Cameron Foundation
Advocate's Office	Unicow Technology
Parks and Recreation	The Village News
Chesterfield County	The Community Foundation
Chesterfield County Public Library	The Crossings at Iron Bridge

CHURCH PARTNERSHIPS

Bermuda Hundred	New Covenant
United Methodist Church	Church of the Brethren
Beulah United Methodist Church	Redeemer Lutheran Church
Bethia United Methodist Church	Second Baptist Church
Chester Baptist Church	St. Ann's Catholic Church
Chester Presbyterian Church	St. Augustine's Catholic Church
Chester United Methodist Church	St. John's Episcopal Church
Chester Zion AME	St. Mark's United Methodist Church
Colonial Heights Baptist Church	Swift Creek Presbyterian Church
First Baptist Church of Hopewell	Trinity United Methodist Church
Grace Lutheran Church	Trinity United Methodist Women
Ivey Memorial United Methodist	Wesley United Methodist Church
Mt. Pisgah United Methodist Church	Wood's United Methodist Church