



Jewish Family Services
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Upcoming Events

Volunteer Orientation

Thursday, October 27, 5:00 pm to 6:00 pm at JFS

This semi-annual presentation is an opportunity for all our new volunteers who have joined us within the last 12 months to get an in-depth picture of JFS. Veterans who haven't attended are welcomed, too! Bring friends and family who might be interested in joining us.

If you are a volunteer who would like to be a part of this program and share your experience as a JFS volunteer, please email or call Sheryl (sluebke@jfsrichmond.org/282-5644, ext. 244). Also, if you are a Friendly Visitor and you and your client would like to share your experience together with new volunteers at an orientation, let Sheryl know.

Volunteer Recognition Lunch

Friday, November 4 12:30 pm to 2:00 pm at the JCC

We're mixing up the format a little bit this year—no speaker but a wonderful singing group whom many of you met in April at the oneg, The Senior Connection Choral Group. Since we'll be at the JCC, there'll be plenty of room to dance in the aisles! We will also be inviting our clients to join us. Kenny Bendheim of *Anything Goes Catering* will be preparing lunch. Plan now to be there and watch your mailbox for your invitation in late September.

Volunteer Program News

Close of the 2010/2011 Fiscal Year

Last year was full of a variety of activities. Volunteers not only worked as Telephone Reassurance (TR) Callers and Friendly Visitors (FV) but you also interviewed clients for the annual survey, coordinated the JELF loan program, covered front desks, organized files and offices, to name a few assignments. Our volunteers come from all over the Greater Richmond area, which is great because our client pool is becoming more spread out, too. We also have more students and professional volunteers.



One change we didn't predict was a significant drop (15%) in hours the second half of the year due to volunteers moving, interns completing assignments and, unfortunately, the passing of several clients. Volunteer and client recruitment will be a priority this year. You can help us by continuing your wonderful efforts in recruiting other great volunteers and referring potential clients to Sheryl.

2010 Client Survey

Of the 42 surveys, 36 were completed. Most were done in person by a volunteer; some were done over the phone. Those who declined to participate felt it was unnecessary. One person did not believe that JFS was actually calling her. (We sent a letter to all clients participating before the volunteers called to set meetings.) The satisfaction level overall was high. Most see the TR and FV programs as a means of socialization and friendship. This survey and the one the year before were similar in results. One interesting observation: No one asked about transportation in the 2010 surveys as several people had in 2009. Only one participant said that the FV Program had not made a difference in their quality of life.

We had a team of nine volunteers working on the survey who offered several great suggestions to improve the format for 2011. Thanks to Amy Berlin, Ela Bolesta, Bri Byrd, Barbara Gardetz, Bev Koerin, Debbie Harley, Renee Sherman, Syral Specter and Judy Wiener.

TR Callers Group Meeting

The first group meeting of the TR Callers—morning, substitute and afternoon back up callers—was held on Thursday, August 4. Ten of the team of 21 attended. People met each other face to face and discussed ways to improve the call system. Sheryl took away some excellent suggestions. The next meeting is set tentatively for February 7. Thanks to Elizabeth Houston, one of our afternoon back up callers, who suggested we have the group meet regularly to talk about the program.

What would you like to see in the newsletter?

We would like your suggestions for improving this quarterly publication. Its purpose has been to inform you of program activities, news and events in the Volunteer Program and in JFS in general. We also need someone who is interested in gathering stories that she/he thinks would be a good addition to the newsletter. Please contact Sheryl Luebke at 804.282.5644 ext. 244 or sluebke@jfsrichmond.org.