

MID-YEAR COMMUNICATION PACKAGE

Every year at this time we take the opportunity to bring you up to date on what has transpired these past six months and what plans we have for the remainder of the year.

We are happy to report that through the generosity of our member hospitals, auxiliaries, and individual donations, the Constituency on Volunteers (CoV) Scholarship Fund, on June 7, awarded 21 scholarships to qualified students throughout the state. Over 140 students applied and of those, 94 applicants qualified and met the criteria for consideration. We wish to thank all who contributed and ask that you continue to support us as we move forward to the coming year. To date, we have been able to award *close to one million dollars* to worthy Illinois residents pursuing a health related career. *(2019 scholarship recipient list - enclosed.)*

With the guidance and direction of the CoV Steering Committee, the gift and thrift/resale workshop held on April 16 at the Bloomington DoubleTree Hotel was very successful. A legal update on issues of interest to gift and thrift shops was presented by Mark Deaton, Senior Vice President & General Counsel. Anne Obarski followed the legal update with her presentation on *The ACE Model - Eight Steps to Delivering an Astonishing Customer Experience*. Both speakers gave excellent presentations and shared great handouts with a lot of useful and important information. One hundred attended the workshop and the evaluations were excellent. As usual, the networking opportunities in each afternoon session were a huge highlight of the day's program. Everyone enjoyed sharing their information and new ideas with their colleagues.

The Volunteer Leadership Retreat is scheduled for **Thursday, October 10** at Northern Illinois University – Naperville Campus. We are excited with our program and, as you can see from the enclosed brochure, you will have an opportunity to hear from excellent speakers on issues of great interest as well as interact with vendors. You will also have an opportunity to participate in a silent auction and special raffle which benefits the CoV Scholarship Fund. Please remember, this event is the **only** forum which we ask your support by donating an item for the silent auction. *(Brochure with registration form as well as a silent auction donation form - enclosed.)*

We need your support at these events in order to provide you with quality education programs with nationally recognized speakers. Plan to attend the October Retreat and encourage your hospital colleagues and those from neighboring hospitals to join you. Your continued support is greatly appreciated.

As we develop these programs, we do so to offer you educational growth and an opportunity to meet and network with your fellow auxiliaries, volunteers, directors, and coordinators of volunteer services. Participation at these events offers leadership development opportunities to your members as well as rejuvenates and re-energizes

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their enthusiasm, loyalty, and commitment. A number of hospitals and their auxiliaries offer partial or full reimbursement to auxiliary members or volunteers for attending IHA/CoV educational programs. Please check your guidelines to see what your auxiliary has in place. If you need to revise your guidelines to include reimbursement for your members, let us know and we will be happy to provide you with sample language used by some of our members. AVR members are also eligible to apply for financial assistance to attend the retreat through an AVR Scholarship. To obtain a copy of the AVR Scholarship application, please contact Erica Luciano, AVR Communication Coordinator at: Erica.Luciano@uchospitals.edu.

As you know from previous years, our work in Springfield helping Illinois hospitals is challenging. We are proud of what we are able to accomplish and continue to work hard for our members, and appreciate the support of our volunteer constituents. Your engagement, whether through your generous donations to the IHA PAC, or your advocacy efforts on behalf of your hospital, continues to be important to the success of IHA's overall advocacy efforts. Remember, donations to IHA PAC must be made from your own **personal** check and not from your hospital auxiliary.

Seventeen hospital auxiliaries received the Health Care Advocacy (HCA) Certificate in 2018. A list of those recipients and the 2019 HCA application are enclosed. You can also check our web site for more information by visiting: <https://www.team-iha.org/member-sources/constituency-sections/constituency-on-volunteers-resources>. (2018 HCA Recipients List & 2019 form/application - enclosed.)

Please remember to forward any changes in your auxiliary and volunteer department to us so that we can update our records. For your convenience, we have enclosed an update form.

Enclosures