

### UCM Holiday Program Statistics:

#### Households Served:

Gift Room—353  
Adopt-a-Family—73  
Holiday Food Only—38  
Total Number of Dinners—400

#### Persons Served:

Children—958  
Adults—1006

### Current Volunteer Areas of Need:

- Thrift Store: Receive, sort, display donations, Tuesday, Thursday, Saturday
- Clerical Help: Assist staff in organizing offices, files.
- Drivers: To take clients food from Food Pantry or to take clients food shopping.
- Bel Center - Assistant childcare

# VOLUNTEER VIEWS

## Volunteers Make Holiday Program Huge Success



UCM's Holiday Program for 2003 saw a record number of children served. None of it would have been possible without the help of all of the 62 volunteers that had a hand in the program. While many were first time volunteers, some were back to help for a third and fourth time! A special thanks is sent to Mary Ellen Hinkley, who worked hard and long to make sure that the 73 families in the Adopt-a-Family program were well served. In fact, her husband, Roger, came to the rescue more than once to help deliver gifts to the Sacramento Neighborhood Center and other UCM locations, as needed. Joe Canny was a lifesaver

too as he continuously showed up to do whatever needed to be done. Joe made many trips to our Sharing Tree locations to bring back donations and keep the gift room well stocked.

Volunteers from UCM's Basic Needs and Front Desk area also came through to help and contributed many hours of assistance. And of course, the students from Mt. Vernon High School helped to stock, sort and re-stock the gift room. They were especially helpful as "shopping assistants" because many could speak Spanish and acted as translators so that parents had a less stressful time navigating the shopping process. The girl scouts in the above picture helped organize the gift room and also helped by making the most fabulous cookies and fudge for families to enjoy while they waited to shop in the gift room!

Finally, there were two volunteers who really went above and beyond the call of duty. They definitely should receive an award for stamina in the face of controlled chaos! Michael Patruznick took vacation time from his regular job to volunteer in the UCM gift room. He logged in more than 80 hours and was really a blessing to have around. Staff still ask where he is — he became a fixture around here and we really miss him. And of course, Gail Franchi, who also put in more than 80 hours, really shaped the gift room and made it run smoothly and efficiently. Gail was a good sport about the entire program and acted as a mentor to me so that I could learn the process of the gift room. Gail, I couldn't have done it without you! You really taught us how to put the room together in an effective way. Gail's generosity helped this new Volunteer Coordinator get through an exciting holiday season.

It is absolutely amazing to see the generosity of the UCM volunteers. Even if you weren't mentioned above, every volunteer, was crucial to the success of this program. On behalf of UCM, I extend a heartfelt thanks for sharing your spirit and time with us to make the holidays special for almost one thousand children.



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## Nancy Burns wins Lee District Citizenship Award

In December, 2003, Nancy Burns was rewarded for her dedicated service to UCM by winning the Lee District Citizenship Award. It is clear to staff at UCM and the Back Porch that Nancy Burns is an individual with compassion who seeks unique ways to express that compassion. Her contributions of time, skills and caring have greatly enhanced our thrift store operations and the overall mission of UCM. Through her persistence, donations are processed faster thus increasing sales and the availability of items to clients who request clothing or household. As the "Volunteer" Volunteer Coordinator for the Back Porch, Nancy meets with new volunteers to give them an overview of how the store operates, and then trains them on various tasks. Just as Nancy's leadership and mentorship skills provide a service to the volunteers, her work in this area also helps to lighten the load felt by staff at the Back Porch. In addition to being a UCM volunteer, Nancy is a member of her church group called Quarterly Quilters. She quilts and also helps to coordinate the recipients of the quilts. Additionally, Nancy has served as President of the Hayfield Garden Club and has been active with Christ House. Congratulations, Nancy and thanks for your caring spirit.

**MORE KUDOS TO BACK PORCH VOLUNTEERS:** It has been noticed that the Book Section at the Back Porch has been revamped, including a bench in the area, for patrons to sit on as they browse through the books. Special thanks to

### ADVISORY COUNCIL NEEDS YOUR HELP

DO YOU ENJOY BEING A VOLUNTEER AT UCM? DO YOU THINK THAT THERE ARE WAYS TO MAKE THE EXPERIENCE A BETTER ONE? DO YOU HAVE THE TIME TO HELP US DEVELOP TOOLS AND TRAININGS TO HELP US DO THAT? COME VOICE YOUR OPINION!

MEETING of VOLUNTEER ADVISORY COUNCIL

DATE: Thursday, February 19, 2004

TIME: 1:00 pm

LOCATION: UCM offices

We would like to develop a training curriculum for staff and volunteers. For volunteers, this could include orientation materials, computer training, information about UCM, etc. For staff, it can mean a training about how to work with volunteers.

We need your help. As volunteers, you know what needs to be done and I need your assistance to translate this into practice and into trainings that are meaningful. I am looking into some trainings offered by Volunteer Fairfax so that we do not have to reinvent the wheel. I am also hoping that one or two volunteers may be able to attend these trainings with me. WE WILL NEED HELP FROM VOLUNTEERS FROM ALL PROGRAMS! Call Cecelia Vergaretti @ 703-768-7106 x326.