

iTNExpress

A Note from Nancy

In both personal and professional life, success is measured in years. Milestones are won and lost during the 525,948 minutes between Day 1 and Day 365, and it's up to you how you spend the time. In the non-profit industry, each year collected is the result of a precise combination of hard work and love for what you do. They are of equal importance, and anyone in the industry will tell you that the absence of one renders the other useless. Since we began in May 2010 we've been fortunate to have a family of devoted volunteers, employees and members – all of whom selflessly provided the effort and unbridled passion to allow us to become one of the most successful ITNAmerica affiliates. We couldn't have done it without your help, and this issue of ITNExpress is dedicated to you.

Sincerely,
Nancy Schuster
Executive Director, ITNGreaterCincinnati

OUR FIRST YEAR

How do you measure a year? Well, before we burst into song, the answer is in miles and rides given. Number of miles and rides given is how we measure the year. It's not as romantic as daylights, sunsets and cups of coffee, but we're excited to report the statistics nonetheless. We couldn't be happier with our first year of operation and we're proud to say that we've become one of the most successful ITNAmerica affiliates. This issue is focused on the people that made our first year memorable. Inside you will find interviews with our first volunteer, Barbara Lohr, and our first rider, Kitty Hevener, along with some pictures from our One Year Anniversary Celebration. So sit back, relax and enjoy the latest ITNExpress, because we couldn't have done it without you.

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Chairman and CEO of DAI, Tony Woods; Executive Director of ITNGreater Cincinnati, Nancy Schuster; Executive Director of the Deaconess Associations Foundation, Pat Ward.



ITNGC Head Dispatcher, Dr. Phil Schmutz; Senior Program Officer for the Health Foundation of Greater Cincinnati, Francie Wolgin; ITNGC Driver, Burke.



Vice-chair of the ITNGC Board, Kathy Gibboney; Executive Director of the Cincinnati Association of the Blind & Visually Impaired, John Mitchell; Director of Development for The Cincinnati Eye Institute Foundation, Amy Scrivner

Member SpotLight | *Kitty H.*

In honor of our One Year Anniversary, we thought it appropriate to ask our very first rider, Kitty, some questions about herself, ITNGC and what we can do to improve. She and her dog Portia have been two of the best passengers we could've asked for when we began. In this issue, Kitty reflects on an entire year with ITN and gives us a view from the passenger's seat.

What initially attracted you to ITN and what was that first ride like?

The fact that I wanted better transportation than what I was getting; until ITN came into existence I had to use the bus, ParaTransit, or a cab. While I still use these options from time to time, sometimes they simply can't go where I need to go or the driver's aren't trained in guided sight. The first ride I had was fantastic, I went to hand therapy. It was a breath of fresh air, professional and friendly.

How often do you use ITN's services?

About once a week.

Do you use ITN for anything other than medical appointments?

Yes, but I would use it even more if partnerships were established with grocery stores and medical offices. I love the service, it's the most professional I have found, it's cheaper than a cab, but there are times that it would be nice if there were partnerships that would help offset some of the cost. But I will say that the reliability over the past year has been outstanding. I've only had a driver been late twice. I know if I call ITN I'll be able to count on a ride when it was scheduled by a trained and professional driver.

Everyone has a ride story, what's yours?

My story is a great one, and it happened just the other day when I was riding with Lee Scroggins. He had asked me what I was doing this summer and I told him I am working on developing an emergency response for people with disabilities in the event of a disaster. I told him I was basing it off of a model that I had seen presented in Delaware County. Lee gave me some advice on who I should contact in the community, who could add a good perspective to the project. Basically he helped me put together a strategy for moving forward.

Look Who's Driving...

Not only was Barbara Lohr our first volunteer, but she was instrumental in bringing ITNGC to Cincinnati. We talked with her about her experiences over the past year and what she has taken away from being such an integral part of our organization.

You were the first volunteer, how did you become involved with ITN?

ITN of Portland, Maine was featured in the newspaper a few years back. It sounded like a great idea so I saved the clipping. At the time I was working for Deaconess and seniors had been our focus for some time. When Pat Ward came on board (Executive Director of Deaconess Associations Foundation), he saw the potential so all systems were go.

Are you involved with any other community organizations, as a volunteer or otherwise?

In the past I volunteered for Cincinnati Association for the Blind so it was great to partner with them again. Classes at UC, various projects, travel and, of course, my grandchildren keep me very busy.

What first attracted you to ITN?

ITN offers the opportunity to help older adults whose children might live in another state or who have no relatives. It's as if we become their daughter or son for that short ride. When my mother was elderly and had lost her sight, we looked for a similar service in Wisconsin but it wasn't available.

What has been your favorite experience as an ITN volunteer?

Sharing the lives of others is really a privilege. The ITN clients all have interesting stories and life experiences. For the most part, this is a spirited, amazingly positive group. We help them pursue a life with the small pleasures that make it fun; a trip to their favorite pizza parlor or a shopping expedition. You want the very best for them.

You've clearly given so much, what's been one thing you've taken away from your experience with ITN?

The things we take for granted can be fleeting. We could be in the passenger seat at any time. That's just life. ITN provides a choice that helps ease the limits that can come with age.

In & Around Town

***We're right where you want us to be.
info@itngreatercincinnati.com***

WHAT: Volunteer Info Session

WHEN: Wednesday, August 24

WHERE: ITNGC Office

311 Straight Street, Cincinnati OH

WHAT: Information Session

WHEN: Sunday, September 18

WHERE: Knox Presbyterian Church

3400 Michigan Ave., Cincinnati OH

WHAT: Volunteer Development

WHEN: Wednesday, October 5

WHERE: Stay Tuned for Details!

Member Quotes:

"I now depend on and trust you to help me get around safely and with dignity. Please keep doing what you are doing."

Thank you Barbara and all of our volunteers for your time and commitment to seniors and visually impaired adults in our community.

Don't forget to check us out
on Twitter!

@itncincinnati
@deacfullife

Give an ITNGC Gift Certificate!
Can be used to pay for
memberships or rides.
To order a gift certificate, call the ITNGC
office 513.559.2200

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Car Donation Program

Your car means independence, but it is also expensive to have sitting in your driveway if you aren't driving. Whether you no longer drive or are driving less and less, that car outside your home is costing you insurance and repairs. To top it off, every month the value of that car goes down regardless of use. Get some value for your car. Donate it to ITNGC.

By making a tax-deductible gift of your automobile to ITNGC you're helping seniors remain active and independent members of the community. ITNGC will either put donated vehicles

into use driving members, or sell the vehicle to maintain its other fleet vehicles. Members who donate their vehicles receive full dollar value as a credit in their personal transportation account.

Donated vehicles help keep ITNGC's cost down for members. Since we receive no governmental financial support, we rely entirely on voluntary, local community support.

For more information on our Car Trade/Donation program, call ITNGC at 513.559.2200 today.

Claim your \$5: *Refer a friend* to become an ITNGC member and receive a \$5 credit in your Personal Transportation Account.

Claim your \$10: *Refer a Volunteer Driver.* If you know someone who might be interested, ask them to call or send us their contact information. Volunteers earn mileage credits they can save for future use, or donate to a parent or friend. If you recommend a new volunteer who provides rides, you will receive a \$10 credit to your account.

ITNGC is Going **Green!**

If you are a rider and had no ride activity during a given month, you will *not* receive a statement for that month, unless a balance is due on your account. This saves paper, printing and postage costs. **Don't worry!** Important policy or pricing changes included with each statement, will be printed in our quarterly newsletter, *ITNExpress*, so you won't miss anything.