



CARING NEIGHBORS NEWS

villagescaringneighbors.org



MODERNIZING CARING NEIGHBORS

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TECHNOLOGY UPDATE

Brian Holdsworth, who brings nearly 30 years of experience in software and online services, is leading a team of four dedicated volunteers to modernize the technology that supports Caring Neighbors. Their work is laying the foundation for greater efficiency, smoother operations, and future expansion into additional villages across our growing community. These improvements will ultimately help our 1,100+ volunteers continue fulfilling our mission of enhancing the quality of life for every resident of The Villages through free, non-medical services.

Our modernization efforts began with the launch of our new website, <https://villagescaringneighbors.org>, which now offers online donations for the first time. The team is currently focused on introducing a single, centralized phone number for all Caring Neighbors inquiries. Behind the scenes, that number will connect to new software designed to automate several tasks our coordinators currently handle manually—such as connecting residents who need assistance with volunteers willing to provide that assistance, and those looking to sign up for services, or volunteer for the first time.

To make all this possible, we are integrating solutions from multiple service providers, with three priorities guiding every decision: keeping the system easy for residents and volunteers to use, ensuring that information remains secure, and keeping costs as low as possible.

The full rollout and training of new technology will happen over the summer and should be completed by late fall 2026. Residents who have previously registered will be made aware of our new phone number to call as each chapter gets trained.

DIRECTORS

- Less work--duties are shared
- Increased audience for guest speakers
- No more maintaining CN Drive documents
- Facilitate meetings
- Communicate with all Chapter volunteers
- Train new leaders and new volunteers

SERVICE COORDINATORS

- No more Google phone numbers
- All requests via email
- Client info will be auto populated
- Link for reporting hours real time
- Role is split by tasks or time periods
- Update client/volunteer databases
- More resources to meet requests

INTAKE COORDINATORS

- Formerly Assessors--title changed to reflect duties
- Less paperwork as automation continues
- Automatic reminders when it is time to update client records

IMPACT

VOLUNTEERS

- The process remains the same
- Still have the option to accept or reject service requests
- Will only receive requests for services you agreed to provide
- Service request email will contain a link to report hours real time

RESIDENTS / CLIENTS

- One phone number to call
- Easy access to information, help or to volunteer
- Additional resources to meet service requests
- Ability to donate online



NEW GROUPS FORMING



UPCOMING CN EVENTS

- | | |
|---------|---|
| June 21 | Fathers' Day |
| June 24 | Jukebox Bingo North End
6-9 pm – Colony Cottage |
| June 25 | Executive Board Meeting
10 am – President's Home |

JUKE BOX BINGO NORTH END – June 24 – 6 to 9 pm COLONY COTTAGE REC. CTR.

North End Volunteers, please try to sell all your tickets and turn in the ticket money as soon as possible. If you would like additional tickets, please contact Ellen Broedlin.

