

**NEIGHBORHOOD FALMOUTH
BOARD OF DIRECTORS MEETING MINUTES**

May 21, 2026

Location: NF Office, Queen's Buyway

DIRECTORS PRESENT: Joe Andrews, Ove Asendorf, Dr. Mike Bihari, Marion Bihari, Carol Erhardt, Rev. Nell Fields, Dr. Roger Landry, Dan Leader, Amy Loewenberg, Tom Maine, Robert Mascali, Michael McNaught, Kit O'Connor, Annie Outlaw, Bob Spadafora, Phil Walker

DIRECTORS ABSENT: Dr. Stephanie Prior, Fran Spadafora

ALSO PRESENT: Sarah Stevenson, Director of Operations; Jamie Thibodeau, Director of Finance and Administration

Joe Andrews opened the meeting at 3:00 PM

VOTED: To approve the minutes of April 16, 2026

TREASURER'S REPORT: Ove Asendorf presented the Treasurer's report and the Statement of Financial Position. Total Income YTD in April was \$71k to a budget of \$83k; Total Expenses YTD \$91k to a budget of \$109k; and Net Revenue YTD \$-17k, not down as much as the budget of \$-23k. These numbers do not include the May 1st Gala income but do reflect some pre-Gala expenses. We will be hearing back this summer on other grants submitted.

Statement of Financial Position: As of May 19, 2026 NF has total Cash \$189K with two CD's still remaining; Total Bank Accounts \$483K. These numbers reflect revenue from the Gala. Total for Liabilities and Equity \$488K.

VOTED: To accept the Treasurer's report.

DIRECTORS' REPORTS:

Member Update

- We ended April with 152 members, including 3 new members. Four new members have been recently onboarded so by the end of May we should have 156 members. Our waitlist is at 83. Looking ahead to June, our goal is to bring on five more members.

Volunteer Committee & Activity Update

- We had a 98% fulfillment rate for the end of April with 303 requests fulfilled. Helpful Village was having issues with their code, which is what caused discrepancies in past reports. It appears they have fixed the issue.
- We have averaged 297 monthly requests over the past three months.
- Seven requests went unfulfilled in April, one more than last month: 4 social visits, 2 church transport requests and 1 medical ride to Hyannis.
- We are asking members NOT to make appointments outside Falmouth during the months of June July and August because of traffic.
- We have onboarded 12 new volunteers as of end of April; 4 pending for May.
- As part of our strategic planning and future vision, Sarah asked all board members to be more active with volunteering and fulfilling requests. At least start receiving the daily request email.
- We have held two Morning Brew coffee/pastry social gatherings for volunteers, members and others, with a light attendance at both. We will keep trying through *Enterprise* ads and placing a flyer in our office window. Our next event will be Wednesday, May 27th at 9 a.m. Board members are encouraged to participate and attend!

Grant Updates

Since February's board meeting:

- Approvals totaling \$3500, one denial due to inability to fund every good proposal. We are in good shape for Knox box funding.
- Note: no news from the Hermann Foundation. The check came May 8 last year, but since 2020, they have arrived anywhere from mid-April to November, so no conclusions can be drawn.

Marketing Updates

- A Gala thank-you ad ran in the *Enterprise* May 8--paper and digital editions. We decided not to list all donors but just a general thanks so other organizations don't have our list for their use.
- A Volunteer ad is running May 22 with a promo of the Monthly Brew as a volunteer information session.

Collaboration Prospects

- Sarah has reached out to Jill Bishop at the Falmouth Senior Center (SC) to see if we can work together on collaborative opportunities that support the aging community. She is waiting for a response. She also hopes to discuss establishing a NF presence on the Council on Aging. Currently, we do not seem to be in the loop with the SC, e.g. we were not offered an information table at their latest event.

In 2019 we collaborated with the SC on an End of Life series that was very successful. Then COVID came, and they moved into the new building and connections stopped. We are a very small entity; the SC is huge, but we can still work together.

- The Digital Navigator partnership with FCTV is going well. Mike Bihari ran a session on health care portals, and another is planned for May 22. We have received two Chromebooks and two laptops that can be used as a digital lab or loaned out. We plan to begin regular open hours soon for people who need help.
- There was discussion of NF becoming part of the town's Council of Aging and getting more involved in the senior resource group and working with Suzie Hauptmann, Director of Falmouth Human Services, and other town agencies.

MEMBER SERVICE AND ACTIVITIES COMMITTEE

- MSAC continues to hold member lunches but only five people came to the last one. In June we are trying a new approach: holding a free lunch for a maximum of 15 people at the NF office. We will provide drinks and lunch. This may attract people who may not be comfortable spending money on a lunch at a restaurant.
- The May library event will be Legacy Letters or Ethical Wills; June will be Cyber Security Threats and How to Protect Yourself; September will be the Shine Program; October there will be a music program with George Schaar.

SPRING GALA

- The Spring Gala was a big success. We took in \$34k; spent \$8K with a net of \$4K more than last year! We had 45-50 volunteers this year, which was unusual, and they make big purchases. There was talk of whether to go back to the Coonamessett next year or try to find another venue.

MEMBER SURVEY UPDATE

Jamie recently went through the Member Survey contract and updated it. Caryn Oppenheim of *Found Creative Connections* will rewrite the contract to reflect these changes.

Joe then went into more detail about where things stand.

- This is a BIG undertaking. We may have to ask Caryn to do more in order to take some of the burden off Jamie and Sarah.
- We need to form a task force to help.

- Joe was asked if we have figured out what we want to know with the survey. He said “not yet” but stressed that members deserve something beyond a ride. We owe it to our members, ourselves and the community to find out. This survey should help.
- The survey will also help as we move forward with our strategic planning.

How it works:

- We are looking to create a survey of ~20 questions for members to answer.
- We want to know what we are good at and what we could do better. It is not a satisfaction survey.
- The larger the sample, the better. We have 152 members—70% response would be good.
- Caryn would be the facilitator and train the people who will help administer the survey.
- The survey will be anonymous. It can be answered online, but many members will need in-person help from volunteers to fill it out.
- There are lots of ways to get the survey administered—we can ask family members, church groups, 4Cs students to help. There is concern about taking volunteers away from helping members.

Next steps:

- A task force will meet with Caryn in June to come up with the questions. To get the right data, asking the right questions is critical. Nell asked if we could find other groups that had done similar surveys so we can see what questions they used.
- The survey will then go out to members (paper and electronically) with help from volunteers as mentioned above.
- The survey might also be given to volunteers, board members, and key players in town.
- “Deeper Dive” interviews will then be conducted with a smaller sample.
- Caryn will do the data analysis once the survey is completed.

Cost and timing:

- The cost is \$10,500. Joe suggested an additional \$5K be budgeted in case we need more help.
- The original completion date was October, but because of the scope of the work to be done, we are planning to stretch it out to December.

Ideally we will have a large enough sample and enough important data/information to warrant an article in the *Enterprise*.

Board members will be sent an email asking if they are interested in joining the task force to come up with the questions and work out the details of the survey.

Meeting adjourned 4:25 PM

Respectfully Submitted by Kit O'Connor, co-clerk

Neighborhood Falmouth
Statement of Financial Position
As of May 31, 2026

	Total
Assets	
Current Assets	
Bank Accounts	
1040 MV Bank - Checking - Operating	165,795.49
1050 MV Bank - Savings - Scholarship	11,511.60
Total for 1000 Cash	\$177,307.09
1071 Cape Cod 5 - High Yield Savings	244,288.70
320140700 Eastern Bank CD	51,020.78
Total for Bank Accounts	\$472,616.57
Total for Fixed Assets	\$5,213.05
Total for Assets	\$477,829.62
Liabilities and Equity	
Total for Liabilities	\$1,511.46
Equity	
32000 Unrestricted Net Assets	482,308.43
Net Revenue	-5,990.27
Total for Equity	\$476,318.16
Total for Liabilities and Equity	\$477,829.62

**Neighborhood Falmouth
Treasurer's Report
May-26**

	May 2026		YTD		Annual Budget
	Actual	Budget	Actual	Budget	
Revenue					
4010 Membership	7,950	6,700	42,080	41,200	102,000
4020 Donations	3,754	1,500	21,809	16,600	75,000
4040 Foundations/Grants	3,000	45,000	6,440	48,000	95,000
4050 Fund Raiser	22,491	2,000	38,097	33,000	36,000
4060 Memorial	25		475		
4070 Designated Gifts					4,000
Total 4000 Income	\$ 37,220	\$ 55,200	\$ 108,936	\$ 138,800	312,000
Expenditures					
5000 Office					
5010 Postage	312	450	1,965	3,550	7850
5020 Equipment/ Computer Hardware		125	419	625	1500
5030 Office Supplies & Expenses	2,212	1,333	6,159	6,667	16000
5040 Printing	275	350	1,375	1,750	4200
5050 Computer Software /Support	242	625	2,838	3,125	7500
Total 5000 Office	\$ 3,041	\$ 2,883	\$ 12,756	\$ 15,717	\$ 37,050
5100 Payroll					
5110 Salaries & Wages	11,629	13,900	64,928	75,000	180000
5120 Payroll Tax Expense	1,000	1,250	7,126	6,250	15000
Total 5100 Payroll	\$ 12,629	\$ 15,150	\$ 72,053	\$ 81,250	\$ 195,000
5200 Insurance					
5210 General Insurance	212	1,600	3,344	4,900	7300
5220 Workman's Comp Insurance			330	350	350
5230 Umbrella Policy					300
Total 5200 Insurance	\$ 212	\$ 1,600	\$ 3,674	\$ 5,250	\$ 7,950
5300 Additional Expenses					
5310 Payroll Processing	353	208	922	1,042	2500
5311 Professional Fees				1,000	1000
5312 Contract Services	446	417	1,837	2,083	5000
5320 Telephone	69	250	693	1,250	3000
5325 Rent	1,800	1,888	9,000	9,442	22660
5326 Utilities		208		1,042	2500
5330 Training Costs		167		833	2000
5340 Website		83	370	417	1000
5345 Development Expenses		167		833	2000
5350 Event Expenses	2,671	6,500	11,827	10,500	15000
5355 Special Member Programs		833	669	4,167	10000
5360 Dues & Memberships		100	180	500	1200
5370 Marketing	531	1,083	3,451	5,417	13000
5385 Credit Card Fees	84	117	272	583	1400
Total 5300 Additional Expenses	\$ 5,953	\$ 12,022	\$ 29,221	\$ 39,108	\$ 82,260
Total Expenditures	\$ 22,267	\$ 31,655	\$ 118,152	\$ 141,325	\$ 322,400
4065 Interest Earned	616	833	4,057	4,167	10000
8010 Depreciation Expense	166	167	831	833	2000
Net Revenue	\$ 15,404	\$ 24,212	-\$ 5,990	\$ 808	\$ (2,400.00)



June 2026

Directors Report

Member Update

- We ended May with 155 members, including six new. Five new members will be brought on in June so by EOM we should be at 160 in total. Our waitlist count is 81. Looking ahead to July with a goal of onboarding five more members.
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Volunteer Committee & Activity Update

- Averaging 281 monthly **fulfilled** requests over the past three months
 - 94% fulfillment rate for the end of May with 219 requests fulfilled.
 - 13 requests went unfulfilled in May, six more than last month: 4 social visits, 5 church transport requests and 4 medical rides including two to Hyannis.
 - We have onboarded 15 new volunteers as of end of May, 3 new in May and 3 pending for June.
 - As part of our strategic planning and future vision, I would love to see our board members more active with volunteering and fulfilling requests. ****All board members have been added to the active volunteer list and will receive the daily emails from Sarah starting this week****
 - We have held three Morning Brew, coffee/pastry social gatherings for volunteers, members and others, with a light attendance at both. We will keep trying, through Enterprise ads and placing a flyer in our office window. Our next event will be Wednesday, June 24th at 9am. It would be great to have our board members participate and attend!
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Grants Update

Since May board meeting:

- Received grants totaling \$11,500:
 - \$10,000 Bilezikian for Member Assistance Fund
 - \$500 Cape Cod Five for Member Assistance Fund
 - \$1000 Caithness Foundation for General Operations
- Turned down for \$15,000 by Cape & Islands United Way. Funder suggested we consider a smaller request from a different program they run.
- Still no news from the Hermann Foundation; we will reach out next week.

Current Grant Application Status Detail

Funder	\$ Request	Status	Purpose
Cape Cod 5	5,040	\$500 approved 6/3	Member Assistance Fund
Caithness Foundation	1,000	\$1,000 6/11	General ops
Bilezikian Foundation	10,000	\$10k approved 6/1	Member Assistance Fund
Cape & Islands United Way	15,000	Denied 6/4	Home safety/volunteer recruitment
Charles Bacon Trust	10,000	Awaiting decision	General ops
Hermann Foundation	65,000	Submitted 4/8	General ops
Behrens Fund	5,040	Submitted 3/31	Member Assistance Fund
Walmart Sparks	1,500	Submitted 4/14	General ops
Katharine Pierce Trust	5,040	Submitted 5/1	Member Assistance Fund

Marketing Updates

- Volunteer ad running June 26th
- Volunteer ad running in College Light Opera Company programs

Collaboration Prospects

- A meeting with Jill Irving Bishop of the Senior Center is pending. Jill called back and she and her resource coordinator will be in touch about a meeting in the NF office.
- A meeting with Mark Gilliard, the new Director of the Falmouth Veterans Center, is scheduled for June 25th.
- Digital Navigation with FCTV: tech help and open hours in the office every Friday morning at 10; NF is the featured partner in FCTV's July newsletter.

MSAC Meeting Minutes June 1, 2026/ Zoom

Present: Marion Bihari, Chair, Jamie Thibodeau Director, Sarah Stevenson, Director, Amy Loewenberg, Deb Siegert, Beth Finn, Dorothy Hatch, Lee Turner, Rhona Carlton-Foss, Vicky Lowell

Absent: Annie Outlaw, Marcia Easterling, Joanne Blum-Carnevale, Grace Leva

Birthday Cards: July, Deb Siegert, August, Beth Finn, September, Lee Turner.

According to Sarah, as of June 1, 12/13 people had committed to attending the in-person lunch on July 11 at the NF office, with 1 to 3 additional attendees possible.

The group discussed luncheon food options and made the following decisions:

Roche Bros:

Deli Sandwich Tray: includes roast beef, turkey, ham and Swiss on asst breads and rolls. Full tray \$69.99 serves 10-15 people.

Mini Croissant Sandwich tray-Caprese: Fresh Mozzarella and tomato slices in a mini croissant served with a side of balsamic vinaigrette.

Half Tray serves 5-7 people.

Salads: Marion: Green Salad, Balsamic Dressing

Lee: Caesar Salad, Caesar Dressing

Dessert: Sarah, Chocolate Chip Cookies

Vicky Lowell, Oatmeal Cookies with cherries

Deb, will surprise us.

Rhona, Fresh fruit

Beverages: Amy, flavored seltzers

Office to supply iced tea and water.

11:30AM Arrival time for MSAC Members.

MSAC members who will be on hand to help serve:

Grace, Joanne, Deb, Dorothy, Amy, Rhona, Lee, Marion

Not sure, Beth, Vicky.

June 17, 2026 Library Presentation:

Consumer Complaints, Cyber Scams: How to Protect Oneself.

Speaker: Elliot Greene

Summer Schedule/No Meeting July 2026

Future Meetings:

August 3, September 14, October 5

Submitted by Marion Bihari

Volunteer Committee Report – May 2026

May 2026 Membership

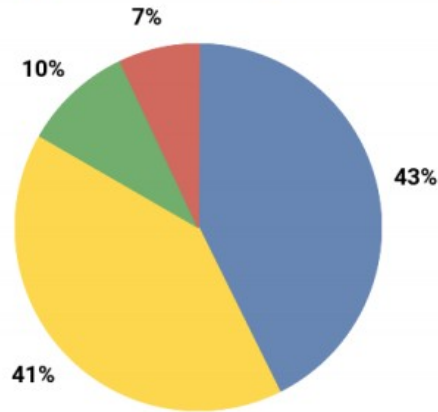
Members

Types

Category	May 2025	April 2026	May 2026	Growth in Last Month	Growth in Last Year
Individual 12 months	51	62	63	+2%	+24%
Household 12 months	15	15	15	0%	0%
Individual 6 months	60	64	66	+3%	+10%
Household 6 months	12	11	11	0%	-8%
Total Members	138	152	155	+2%	+12%

Members Breakdown (May 2026)

■ Individual 6 months ■ Individual 12 months ■ Household 12 months
■ Household 6 months ■ Other



May 2026 Volunteers Providing Services

Volunteers

Active Volunteers

Category	May 2025	April 2026	May 2026	Growth in Last Month	Growth in Last Year
Volunteers Providing Services	68	71	59	-17%	-13%
Volunteers not Providing Services	162	129	144	+12%	-11%
Total Volunteers	230	200	203	+2%	-12%

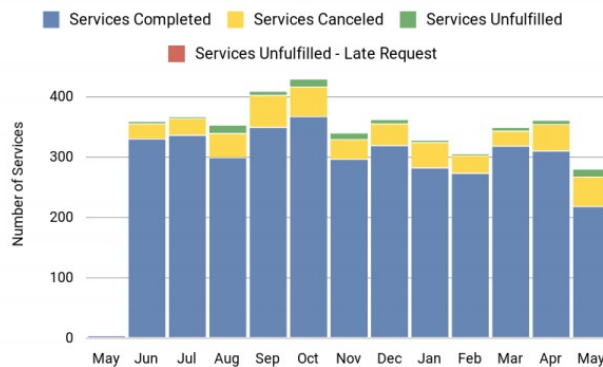
May 2026 Services Completed

Services

Services Completed

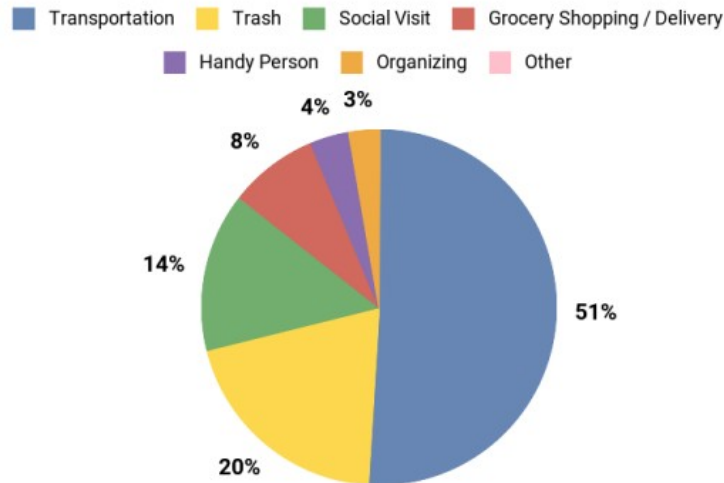
Category	May 2025	April 2026	May 2026	Growth in Last Month	Growth in Last Year
Services Requested	335	383	283	-26%	-16%
Services Completed	311	330	219	-34%	-30%
Services Canceled	22	46	51	+11%	+132%
Services Unfulfilled	2	7	13	+86%	+550%
Services Unfulfilled - Late Request	0	0	0	-	-
Fulfillment Rate	99%	98%	94%	-4%	-5%

Services per Month



May 2026 Service Type Breakdown

Service Type Breakdown (May 2026)



Service Type Breakdown

Category	May 2025	April 2026	May 2026	Growth in Last Month	Growth in Last Year
Checkbook	0	3	0	-100%	-
Gardening	4	0	0	-	-100%
Grocery Shopping / Delivery	23	21	23	+10%	0%
Handy Person	14	6	10	+67%	-29%
Light Home Maintenance	1	2	0	-100%	-100%
Office Answering Phones	16	1	0	-100%	-100%
Office Envelope Stuffing, Stamping, Stapling	4	10	0	-100%	-100%
Organizing	1	9	8	-11%	+700%
Running Errands	2	0	0	-	-100%
Social Visit	38	65	41	-37%	+8%
Tech	1	6	0	-100%	-100%
Transportation	178	181	144	-20%	-19%
Trash	53	79	57	-28%	+8%
Total	335	383	283	-26%	-16%

Volunteer Overview:

59 unique volunteers fulfilled requests in May

69 unique volunteers fulfilled requests in April

71 unique volunteers fulfilled requests in March

60 unique members made requests in May

70 unique members made requests in April

68 unique members made requests in March

New Volunteers

2026: 15 onboarded ytd (3 new in May/3 pending)

2 of 3 new Vs already fulfilling requests

2025: 45 new Vs as of end December/45 total for the year

2024: 58

NOTES:

Current waitlist = 80 

Each member of a household is now listed individually increasing the total number of the wait list

****13 requests went unfulfilled in May (6 more than last month): 4 social visits, 9 transportation requests - 5 church and 4 medical related 2 of which were Hyannis ****

We continue an aggressive, targeted campaign in the Falmouth community; to expand new volunteer on boarding as well as develop strategic goals for growth and reorganization so we can maintain a 95 - 100% fulfillment rate.