



Neighborhood Falmouth Board of Directors

September 17, 2026 - 3:00 pm

MEETING AGENDA

Welcome – President Joe Andrews

Approve minutes from July Board meeting

Treasurer's Report – Ove Asendorf

Directors' Report – Sarah Stevenson & Jamie Thibodeau

Committee Reports

- Governance Committee – Dan Leader
- Development – Ove Asendorf
- MSAC – Marion Bihari
- Events – Carol Erhardt
- Volunteer – Bob Spadafora

Items of Interest

- Member Illumination Survey Update
- Medical Advocacy Program – Bob Mascali
- Office Investments

On the Calendar:

- Library Talk: Medicare 101 – September 23 1:30 - 2:45 PM
- Sunset Cruise on the Island Queen – September 24th 5:30 – 7:30 PM
- Member – Volunteer Lunch September 29th @ Noon - Quarterdeck
- Monthly Brew for Volunteers September 30th @ 9 AM - NF HQ
- Fall Member Luncheon – October 23 at 12 – Congregational Church
- Next board meeting – October 15

Adjourn

**NEIGHBORHOOD FALMOUTH
BOARD OF DIRECTORS MEETING MINUTES**

July 16, 2026

Location: NF Office, Queen's Byway

DIRECTORS PRESENT: Joe Andrews, Ove Asendorf, Dr. Mike Bihari, Marion Bihari, Carol Erhardt, Rev. Nell Fields, Dan Leader, Amy Loewenberg, Robert Mascali, Kit O'Connor, Dr. Stephanie Prior, Bob Spadafora, Phil Walker

DIRECTORS ABSENT: Dr. Roger Landry, Tom Maine, Michael McNaught, Annie Outlaw, 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

There will be no board meeting in August.

VOTED: To approve the minutes of June 18, 2026

TREASURE'S REPORT:

Great news! The Hermann Foundation's \$65K check for general operations has arrived. We never know when it is going to come. For the past few years, this donation has made our annual budget a significant surplus.

- YTD total expenses \$138k to a budget of \$168k
- YTD net revenue \$63k to a budget of -\$16k

Statement of Financial Position

- Total Cash \$491k
- One CD is still outstanding at Eastern Bank for \$51k bringing our total bank accounts to \$542k.
- The CD is due in October and will be added to our investment account at that time.
- The investment account is in the process of being finalized. We will still hold operating cash of ~\$50k in our MV Bank checking account, as well as our scholarship fund in a separate MV Bank savings account.
- The remainder of our funds, ~\$450k, will be split into an investment account. More information to follow at the next board meeting in September.
- We also approved a "Discretionary" account (see page 3 for more details) for Jamie and Sarah to help our members on a one-off basis. This account will start at \$10k with the staff able to spend up to \$500 without authorization. Any amount above \$500 will need treasurer and president approval. The location of where we will keep these funds is TBD. We will have that information at the September meeting.

VOTED: To accept the Treasurer's report.

DIRECTORS' REPORTS: (No July committee meetings for MSAC, Strategy, Volunteers)

Member Update

- We ended June with 157 members, including five new members. Six more will join in July, bringing our projected end-of-month total to 163. Our waitlist currently stands at 80 with a 6–7 month wait. Looking ahead to August, our goal is to onboard six additional members.
- We currently have 23 members on scholarships totaling \$7,740.

Volunteer Committee & Activity Update

- June ended with a 94% fulfillment rate, with 266 requests fulfilled - 47 more than in May.
- Over the past three months, we have averaged 301 fulfilled requests per month.
- Sixteen requests went unfulfilled in June, three more than last month: 13 social visits, two transportation requests, and one trash request. On the positive side, we fulfilled 34 social visits; this reflects the cumulative number of visits, not 34 unique members.
- We onboarded 19 new volunteers by the end of June, with two more pending for July.
- We have hosted four Morning Brew coffee-and-pastry gatherings for volunteers, members, and others. Last month, four volunteers attended and shared feedback on their experiences, along with helpful suggestions. Our next event is Wednesday, July 29, at 9 AM. We would love to have board members participate and attend.

Grant Updates

The Hermann Foundation grant for \$65K was approved in June. The Behrens Fund for \$5,040 for member assistance was denied but we still have \$10K from the Bilezikian Foundation to cover the \$7,740 for the 23 members on scholarship. We are still awaiting decisions on the Katharine Pierce and Charles Bacon Trust applications. We submitted a request to TD Bank to sponsor part of our Island Queen event but have not heard back yet.

Marketing Updates

We will run two ads in the *Enterprise* in July. We will also run 15-second non-call-to-action radio spots letting people know who we are and what we do. The cost is close to what we spend on newspaper ads, but they run for a week.

It was suggested that maybe Mindy Todd might want to do a program on Neighborhood Falmouth. **Bob Mascali** volunteered to reach out to her.

GOVERNANCE COMMITTEE

- The Governance Committee is getting ready for our annual meeting, which we will be holding earlier this year in the second week of February. In April (when we usually hold the meeting), things are getting more hectic in preparation for the spring gala, and since our fiscal year is the same as the calendar year, it makes sense to do the annual meeting earlier in the new year.
- **Bob Mascali** will review the bylaws in preparation for the annual meeting. The committee is looking into a provision requiring that directors attend a certain percentage of meetings to stay on the board. (They can attend remotely.)
- The committee is looking for nominees for new board members. We currently have 18 board members; this number can range from 15-25.
- Goal: to have all nominees' names to the committee by the September 17, 2026 governance meeting.
- In some cases, board members can stay on for one more year after their term expires. Then they must take a year off before coming on the board again.

ITEMS OF INTEREST

Island Queen Fundraiser

- The event will take place Thursday, September 24, 2026 from 5:30-7:30 PM. The rain date is Monday, September 28. The cost will be \$50 per person.
- Dawna Hammers will be the musical entertainment; sandwiches and salads will be served. There will be a 50/50 raffle; 70s attire is encouraged.
- The board is asked to come and bring guests.
- A sponsorship application for \$1,500 has been submitted to TD Bank. This would cover almost all the cost of the boat (\$1,600).

Social Visits Program

We are having trouble filling all the member requests for social visits. In the July volunteer newsletter, Sarah will focus on the positive side of people with dementia, sharing some volunteer stories. The social visits do not include personal care or wellness checks. The families just want their loved ones to have social interaction.

In October, Dawna Hammers will give a presentation to volunteers. She has created a video about using music with dementia patients. She will partner with Sue Beardsley who has written a book "Comfort" which she will give to all who attend.

Member Illumination Survey Update

The survey task force has gotten feedback from the board and will meet again in August. In September they will figure out the questions and how to roll out the survey. There will be an article in the newsletter telling people what the survey is all about, why we are doing it, and what to expect.

We will send out a paper survey first. People can complete it over the phone or mail it back. Then we will start calling those who have not responded. The data will be analyzed, and a report will be issued by the December board meeting.

Medical Advocacy Program

Mike has had several meetings with Michelle Costa, a rheumatologist interested in creating a not-for-profit organization providing medical and healthcare advocacy for patients. She would like to provide free advocacy for our members.

This might entail going over someone's healthcare portal with them; helping them organize their medications; helping them understand test results; giving them guidance on how to get a second opinion, etc. This would NOT entail medical advice or diagnosis. It would be education and patient advocacy only.

Bob Mascali would like to meet with Michelle to discuss the legalities of the program, perhaps the need to sign a waiver to cover liability.

Michelle will put a blurb in the newsletter about advocacy.

Discretionary Fund

NF currently has a lot of money in our account. It was suggested that we create a one-off fund to help members with special requests/needs. Jamie and Mike gave the example of an 87 year old woman who has been a member since 2017, rarely uses our services but is in desperate need of an updated laptop to help her get email—her lifeline to her family. The fund could buy her a Chromebook, for example.

It was moved that we establish a discretionary fund of \$10k to help our members, with the staff able to spend up to \$500 without authorization. A committee, comprised of the treasurer and president, would be formed to approve any expenditures from the fund above \$500.

VOTED: To Approve the new Discretionary Fund

Digital Navigator

NF has been helping members with technical issues for many years. When FCTV received a grant for the Digital Navigator program, Mike received training and began coming to the office every Friday to help members.

We recently received a Memo of Understanding from FCTV with many new requirements, such as giving FCTV credit in all our communications, using their logo, asking that forms be filled out, monthly meeting attendance, etc.

Accordingly, we have decided to no longer partner with FCTV but Mike will continue to provide technical help on Fridays (and volunteers will continue to help members as needed). The new requirements would have taken too much staff time for our small organization.

There will be no meeting in August. The next meeting will be September 17, 2026 at 3 PM.

Meeting adjourned 4:45 PM

Respectfully Submitted by Kit O'Connor, co-clerk

Neighborhood Falmouth

Treasurer's Report

Aug-26

	Aug 2026		Total		Annual Budget
	Actual	Budget	Actual	Budget	
Revenue					
4010 Membership	8,100	9,500	70,080	66,750	102,000
4020 Donations	6,955	13,000	33,614	32,000	75,000
4040 Foundations/Grants		9,000	92,940	65,000	95,000
4050 Fund Raiser	2,035		40,132	33,000	36,000
4060 Memorial	1,350		1,925		
4070 Designated Gifts					4,000
Total 4000 Income	\$ 18,440	\$ 31,500	\$ 238,726	\$ 196,750	312,000
Expenditures					
5000 Office					
5010 Postage	246	1,100	3,171	5,350	7850
5020 Equipment/ Computer Hardware	200	125	619	1,000	1500
5030 Office Supplies & Expenses	539	1,333	8,315	10,667	16000
5040 Printing	400	350	2,325	2,800	4200
5050 Computer Software /Support	278	625	5,436	5,000	7500
Total 5000 Office	\$ 1,664	\$ 3,533	\$ 19,867	\$ 24,817	\$ 37,050
5100 Payroll					
5110 Salaries & Wages	11,629	14,000	99,816	124,000	180000
5120 Payroll Tax Expense	890	1,250	9,860	10,000	15000
Total 5100 Payroll	\$ 12,519	\$ 15,250	\$ 109,676	\$ 134,000	\$ 195,000
5200 Insurance					
5210 General Insurance	150		3,918	7,300	7300
5220 Workman's Comp Insurance			346	350	350
5230 Umbrella Policy					300
Total 5200 Insurance	\$ 150	\$ 0	\$ 4,264	\$ 7,650	\$ 7,950
5300 Additional Expenses					
5310 Payroll Processing	159	208	1,220	1,667	2500
5311 Professional Fees			900	1,000	1000
5312 Contract Services	532	417	2,369	3,333	5000
5320 Telephone	69	250	1,145	2,000	3000
5325 Rent	1,800	1,888	14,400	15,107	22660
5326 Utilities		208		1,667	2500
5330 Training Costs	178	167	178	1,333	2000
5340 Website		83	370	667	1000
5345 Development Expenses		167		1,333	2000
5350 Event Expenses	221	250	12,166	12,500	15000
5355 Special Member Programs		833	1,095	6,667	10000
5360 Dues & Memberships	225	100	495	800	1200
5370 Marketing	426	1,083	4,591	8,667	13000
5385 Credit Card Fees	-67	117	557	933	1400
Total 5300 Additional Expenses	\$ 3,543	\$ 5,772	\$ 39,485	\$ 57,673	\$ 82,260
Total Expenditures	\$ 17,890	\$ 24,555	\$ 173,434	\$ 224,140	\$ 322,400
4065 Interest Earned		833	4,642	6,667	10000
Net Revenue	\$ 384	\$ 7,612	\$ 68,604	-\$ 22,057	\$ (2,400.00)

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

	Total
Assets	
Current Assets	
Bank Accounts	
1040 MV Bank - Checking - Operating	45,021.37
1050 MV Bank - Savings - Scholarship	7,732.22
Total for 1000 Cash	\$52,753.59
320140700 Eastern Bank CD	51,020.78
2682-4886 Janney Growth	211,388.79
4031-2275 Janney Discretionary	10,040.35
5892-0384 Janney Cash	220,899.83
Total for Bank Accounts	\$546,103.34
Total for Fixed Assets	\$4,714.27
Total for Assets	\$550,817.61
Liabilities and Equity	
Total for Liabilities	-\$2,427.10
Equity	
32000 Unrestricted Net Assets	482,308.43
Net Revenue	68,604.31
Total for Equity	\$550,912.74
Total for Liabilities and Equity	\$548,485.64



September 2026

Directors' Report

Member Update

- We ended August with 159 members, including six **new** members. Five more will join in September, bringing our projected end-of-month total to 164. Our waitlist currently stands at 76, with a 5–6 month wait. Looking ahead to October, our goal is to onboard six additional members.
- We currently have 23 members on scholarships, totaling \$16,560 annually.

Volunteer Committee & Activity Update

- August ended with a 95% fulfillment rate, with 267 requests fulfilled.
- Over the past three months, we have averaged 275 fulfilled requests per month.
- Twelve requests went unfulfilled in August, one more than in July: 10 social visits, one transportation request, and one organizing help request.
- We have onboarded 24 new volunteers by the end of August, with four more pending for September.
- We continue to host our Morning Brew coffee-and-pastry gatherings for volunteers, members, and others. Our next event is Wednesday, September 30th, at 9 a.m. We would love to have board members participate and attend.

Volunteer Resource Session

Wednesday, October 21st at 1pm, we will be hosting Dawna Hammers and Sue Beardsley for a Volunteer Resource session.

Dawna, a teacher, caregiver, and musician, created a moving video about the beauty and importance of being fully present for someone living with dementia. She developed the video with the support of her friend and creative partner, Susan Beardsley. Susan's husband, who is living with dementia, is featured in the video. Drawing from her experience caring for him, Susan wrote the book *Comfort*, a daily reader for caregivers of someone with dementia, offering wisdom and encouragement for caregivers as they navigate their own journeys.

This no-charge event is open to Neighborhood Falmouth volunteers only. Dawna will share her video, and each attendee will receive a copy of the book. The session will also include time for discussion, and a brief Q&A. Space is limited to 20 participants, and reservations will be accepted on a first-come, first-served basis.

Grants

Finalized Since Last Board Meeting

Funder	\$ Request	Status	Purpose
Katharine Pierce Trust	5,040	Approved 9/9 \$2880	Member Assistance Fund for women
Charles Bacon Trust	10,000	\$10k approved 7/22	General ops
TD Bank	1,500	Denied 8/13	Event Sponsorship

Requests Submitted Since Last Board Meeting

Funder	\$ Request	Status	Purpose
Lyndon Lorusso	15,000	Submitted 8/31	Home Safety Initiative & general ops
Cape Cod Healthcare	20,000	Submitted 9/12	Home Safety Initiative
Stanley Watson	14,000	Submitted 9/15	General ops & long-term growth

Donations & Grants Overview Since July Board Meeting

- General donations + summer appeal – \$21,095
- Foundations & grants – \$12,880
- Fundraiser - \$3,250

Marketing Update

Island Queen

- Enterprise - 3 ads in August & September for Island Queen ran in Falmouth, Mashpee, & Bourne editions - \$100 each
- CapeNews.net – Island Queen digital ad from 8/21-9/20 - \$200
- Facebook targeting - \$105

Volunteer Ads

- Enterprise – 8/14, 8/28, 9/11, 9/25 - \$138 each
- CapeNews.net – ongoing for the year \$750 total
- NEW - WCAI – every other week in September & October, 3x per day T/W/Th between 7 AM – 8 PM
About \$250 per week for this sponsorship: *Support for CAI comes from you and Neighborhood Falmouth, a community-based nonprofit membership organization whose mission is to help older Falmouth residents live independently. Volunteer opportunities are available. Learn more at NeighborhoodFalmouth.org.*

MSAC MEETING September 14, 2026, ZOOM

Present: Marion Bihari Chair, Amy Lowenberg, Annie Outlaw, Kit O'Connor, Joanne Blum-Carnevale, Kathy Ryman, Deb Siegert, Marcia Easterling, Lee Turner, Vicky Lowell. Sarah Stevenson: Director, Jaime Thibodeau: Director.

Absent: Beth Finn, Grace Leva, Rhona Carlton-Foss.

Dorothy Hatch has resigned from the committee. She may rejoin at a later date.

Library Series:

September 23, 2026: Medicare 101, SHINE Program.

October 28, 2026: TBA

November 18, 2026: Anna Holmes Fall Decorations

December 16, 2026: TBA Sue Beardsley?

Monthly Member Restaurant Lunches:

Approved by the Development Committee: September monthly lunch will be \$10.00 for members and volunteers. Alcoholic beverages are not included. Neighborhood Falmouth will pay for the balance of the meals. The number is limited to 15 people; our September 29th lunch is now full; we have a waitlist. We are doing this on a trial basis to see if more members/volunteers will be interested in our monthly lunch out.

Luncheon October 23, 2026:

Davien Gould will not be in charge of decorations this year: Annie Outlaw has agreed to oversee table decorations.

Mike Bihari will not be able to make soup this year; Marcia Easterling has offered to be the third soup maker.

Soup menu:

Kit O'Connor: Sweet Potato and Ginger Soup

Beth Finn: Minestrone Soup

Marcia Easterling: Chicken Soup

Vicky Lowell will help make an extra batch of Kit's soup

Sandwiches from Roche Bros:

Ham and Cheese, Chicken Salad, Mozzarella/Tomatoes on Croissant

Items Needed:

Jamie: Oyster Crackers... Mini shopping bags for doggy bags

Lee: to bring Cornucopia

Marion: Extension Cords/Extra Crock Pot, if needed.

Marion will contact board members to see if they will assist at the luncheon.

Jamie to contact volunteers and members/ information to be in the October NF Newsletter.

Entertainment:

Shining Sea Strummers will be our entertainment again this year.

They will eat before they play for the audience.

Submitted by Marion Bihari

ë ¨ xØ ; ÓEEÇ 9 ¨ ~ ~fóÓEE ~EEÓf ;] ÇEÄ ¨ ÇÓ ĚĴ ¨ĤĴ ũĤĴ

Attendees: Sarah Stevenson ,Michael Goldring, Dan Leader, Elliott Greene, self

Sarah reviewed activity for August:

96% request fulfillment - having some difficulty with social visits which Sarah addressed that we will be hosting a seminar On 10/21

To better familiarize everyone with the effects of dementia.

We have on boarded 24 new volunteers in 2026, averaging 3-4 per month

Our current waitlist is 78

Activity :

October 21 -Sue Beardsley on managing dementia

September 20 - First Congregational Church

November !2 - Table at Newcomers Club

Sarah scrubbed the volunteer roster and removed inactive volunteers, no activity for 1 year. We now report a basa ef 145 active volunteers.

Our next meeting will be in the office on November 11th.

Volunteer Committee Report – August 2026

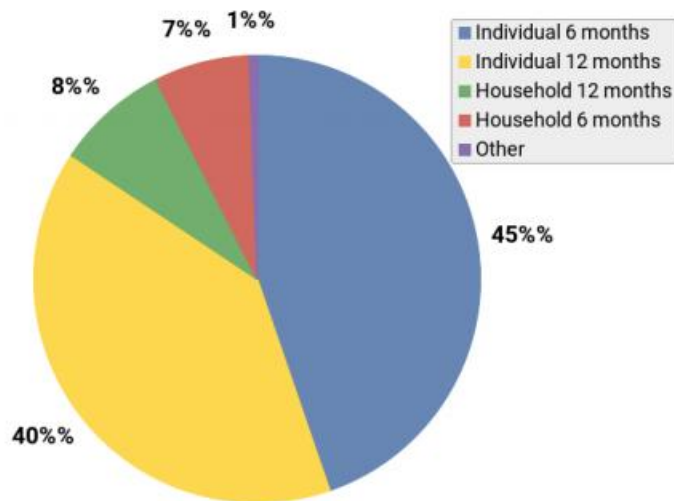
August 2026 Membership

Members

Types

Category	August 2025	July 2026	August 2026	Growth in Last Month	Growth in Last Year
Helpful Village Test Membership	0	0	1	-	-
Individual 12 months	58	64	63	-2%	+9%
Household 12 months	15	13	13	0%	-13%
Individual 6 months	55	67	71	+6%	+29%
Household 6 months	12	11	11	0%	-8%
Total Members	140	155	159	+3%	+14%

Members Breakdown (August 2026)



August 2026 Volunteers Providing Services

Volunteers

Active Volunteers

Category	August 2025	July 2026	August 2026	Growth in Last Month	Growth in Last Year
Volunteers Providing Services	71	65	60	-8%	-15%
Volunteers not Providing Services	113	76	85	+12%	-25%
Total Volunteers	184	141	145	+3%	-21%

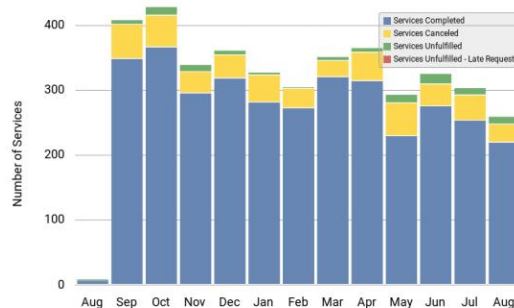
August 2026 Services Completed

Services

Services Completed

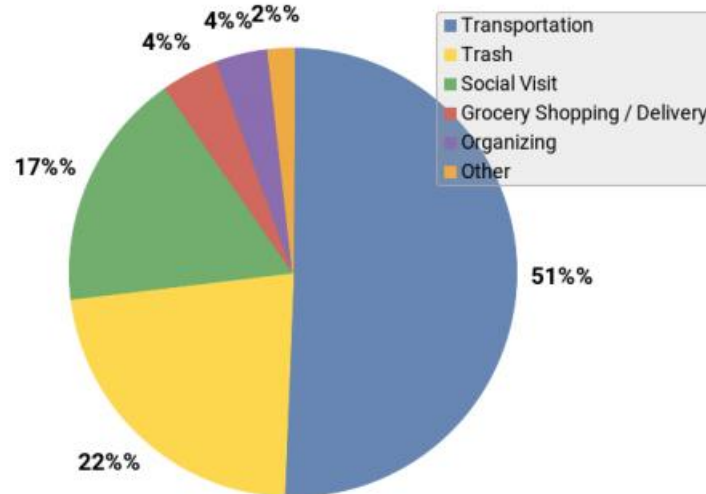
Category	August 2025	July 2026	August 2026	Growth in Last Month	Growth in Last Year
Services Requested	352	303	267	-12%	-24%
Services Completed	298	253	227	-10%	-24%
Services Canceled	40	39	28	-28%	-30%
Services Unfulfilled	14	11	12	+9%	-14%
Services Unfulfilled - Late Request	0	0	0	-	-
Fulfillment Rate	96%	96%	95%	-1%	-1%

Services per Month



August 2026 Service Type Breakdown

Service Type Breakdown (August 2026)



Service Type Breakdown

Category	August 2025	July 2026	August 2026	Growth in Last Month	Growth in Last Year
Grocery Shopping / Delivery	23	15	11	-27%	-52%
Handy Person	10	2	0	-100%	-100%
Light Home Maintenance	1	0	0	-	-100%
Office Answering Phones	16	0	0	-	-100%
Office Envelope Stuffing, Stamping, Stapling	3	0	0	-	-100%
Organizing	10	11	10	-9%	0%
Running Errands	0	0	1	-	-
Social Visit	43	50	46	-8%	+7%
Tech	0	2	4	+100%	-
Transportation	176	135	135	0%	-23%
Trash	69	78	60	-23%	-13%
Well Being - Friendly Phone Calls	0	11	0	-100%	-
Total	352	303	267	-12%	-24%

Volunteer Overview:

60 unique volunteers fulfilled requests in August

64 unique volunteers fulfilled requests in July

61 unique volunteers fulfilled requests in June

57 unique members made requests in August

45 unique members made requests in July

57 unique members made requests in June

New Volunteers

2026: 24 onboarded ytd (3 new in August/2 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 = **78** ↓

Decreased by 2 since last month. Each member of a household is now listed individually increasing the total number of the wait list

****12 requests went unfulfilled in August (1 more than last month): 10 social visits, 1 transportation, and 1 organizing request ****

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.