



## January 13, 2025 Volunteer Advisory Council Meeting Summary

**Guest Speaker was Margo Coruzzi, Senior Director, Program Strategy and Impact. She spoke about her team, called CARE team and their role within Meals on Wheels. Here is a summary:**

- The team
  - 3 Directors, 2 Case Managers
- Director, Home Safety
  - Number 1 priority is preventing falls within the home.
  - Determining what is inherently unsafe, and greatest risk. An example is hoarding- can they navigate the space, does it interfere with meal delivery?
  - Important to remember that older adults have agency to make decisions so the staff can offer resources but they have to agree to the help.
  - The most funding is for veterans or in partnership with Housing Upgrades Benefit Seniors, people in Baltimore City over 60 years old.
  - For clients who rent, we help advocate for renters with their landlords to fix items.
- Director, FASST Project (Healthcare Partnerships)
  - Partnerships with multiple hospitals where they refer clients to meals on Wheels and pay for them to receive meals for 90 days.
  - Hospitals we currently work with include: Medstar, St. Agnes, Lifebridge, Johns Hopkins, University of Maryland FASST Project
  - We serve approximately 100 per month with this initiative
  - The impact of this program shows reduced hospitalizations and money spent on additional care by the hospitals.
  - The hope is the clients stay on service for longer, if needed.
- Director, Student Placement
  - Recruitment and supervision of college interns- interns complete comprehensive home assessments with our clients, mostly on the phone and sometimes in person.
- This department is also responsible for the Call Connections and Kibble Connection program in addition to addressing all Change of Condition submitted through the Mobile Meals app.
- It is important to submit anything time sensitive or concerns you have about the clients you deliver to through the “Change of Condition” section of the app. You can find this after you click “Delivered” and a pop-up will ask if you have a “Change of Condition”.
- **\*\*This team reads and follows up with everything reported but you will not hear about the outcome for confidentiality reasons.\*\***

**Other Items Discussed at the Meeting:**

- Ride-along program check-in: there have been a few ridealongs and an announcement in a church bulletin. Discussion about how we engage other volunteers to encourage ridealongs. Some suggestions included: talk to a grocery store about labeling, PTA meetings and changing the messaging based on the season (Ex: seasonal volunteering available, substitute volunteering, volunteer around the holidays, summer volunteering, etc.)
- Work with the Site Coordinators to have a topic of the month to ensure all volunteers receive important information about how to best help our clients. February: Change of Condition

For more information, please contact the Volunteer Department at [volunteer@mowcm.org](mailto:volunteer@mowcm.org) or your Volunteer Advisory Council Member.

**Volunteer Advisory Council Vision Statement**

The Meals on Wheels of Central Maryland Volunteer Advisory Council is a board-style group of volunteers who represent and advocate for clients, volunteers and the organization. The Council works to strengthen the organization through a strong recruitment strategy, evaluation of volunteer & client experiences and comprehensive training. The Council strives to create:

- An enjoyable and rewarding volunteer experience.
- A strong volunteer support system including ongoing training and access to resources.
- A strong recruitment and volunteer ambassador program for continuous directed recruitment in high need areas.
- An environment of respect and trust.

The council meets 5 times a year and will be providing a summary of our meetings.