

The Ladies Board of Inova Loudoun Hospital



2023

ANNUAL REPORT

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Do not be disappointed if you have failed to
change the world;

Be inspired if you have lightened even one
person's burden for one moment.

-Anonymous

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*LEFT to RIGHT: Lynda Hollidge, Melissa Whiteley, Patti Sinnen, Ro Berner, Pauline Clark,
Darby Nelson-Folk, Mary Finley*

OUR MISSION

To promote good will between the community and the hospital,
and to raise funds for patient services, nursing education, and hospital
projects.

OUR CORE VALUES

Dedicated – Honest – Community Minded – Hardworking – Caring

OFFICERS

President	Mrs. Rosita (Ro) Berner
First Vice-President	Mrs. Patti Sinnen
Second Vice-President	Mrs. Darby Nelson-Folk
Treasurer	Mrs. Pauline Clark
Recording Secretary	Mrs. Lynda Hollidge
Corresponding Secretary	Mrs. Mary Finley
Parliamentarian.....	Mrs. Melissa Whiteley

COMMITTEE CHAIRS

Budget	Mrs. Patti Sinnen
Hospitality	Mrs. Mary Finley
Lights of Love	Mrs. Verla Page
Nominating	Mrs. Jeannie Douglas
Nurse Appreciation	Ms. Barb McNeil
Polly Clemens Nursery Fund	Mrs. Becky Ottinger
Publicity	Mrs. Barbara Gardner
Riverside Gift Shop	Mrs. Gerri Hill
Rummage Sale	Mrs. Lynn Maurer
Scholarship	Mrs. Jilori White
Thrift Shop	Mrs. Connie Yusi
	Mrs. Pattie Sinnen
	Mrs. Lillian Brewer
	Mrs. Pauline Clark
	Mrs. Teck Russell
	Mrs. Joylyn Hannahs
	Mrs. Arlene Kilborn
	Mrs. Denise Goff
	Mrs. Lori Luther
	Mrs. Katrina Waggoner



PRESIDENTS SUMMARY

The Ladies Board began 2023 with new officers incoming. We applaud the outgoing officers for the way in which they guided this organization for 2.5 years, particularly through COVID, ensuring that we came out of the rather dystopian time relatively unscathed, and ready to meet new challenges.

This past year has been a time to re-energize, reimagine and revitalize. Several of the 11 Standing Committees welcomed new chairs and new key personnel into their ranks. They brought with them new ideas and new energy while honoring the mission and core values that have long been associated with the Ladies Board. We welcomed 10 new members in to the Ladies Board this year while our Twice is Nice thrift store has onboarded 30 new volunteers. We are grateful for the interest our community has shown in lending their time and energy in support of our mission.

2023 continued the Ladies Board efforts to ‘bounce back’ from leaner times during COVID. We remain strong financially with several highlights described below.

- ❖ Our yearly pledge of \$200,000 toward Inova Rising was proved early, during the 3rd quarter.
- ❖ \$77,000 of the pledge amount was allocated to “Greatest Need” projects identified by Inova Loudoun, funding five very worthwhile “needs”.
- ❖ \$120,000 in nursing scholarships were awarded to 38 students.
- ❖ Rummage 84 continued its climb in gross earnings for a total of \$262,095 with an additional \$13,850 to come from our silent auction effort.

The Ladies Board is grateful for the members, associates and volunteers who help to energize and propel us forward; the community for showing their continued support through donations and patronage at TIN; Riverside Gift Shop and at Rummage, and for the hospital in their partnership as we navigate toward the future. The achievements contained in this report are due to contributions and assistance from each of these groups.

"Alone we can do little;
Together we can do so much."
-Helen Keller

OFFICER REPORTS

PRESIDENT

The Ladies Board of Inova Loudoun Hospital began fiscal 2023 year with a meeting on January 3, 2023. Hazel Saffell, the outgoing president conducted the meeting as the Committee Reports being presented focused on November and December 2022 activities. The meeting closed with the introduction of incoming officers, with seven of the eight serving their first tenure as an officer of the Ladies Board.

I began my tenure by sharing the four “C’s” which will be the guiding our work this year.

Collaboration, Communication, Consolidation and Caring

Collaboration: Our goal was to move our organization from something of a stove pipe model to one that can work across committees. Not to get in the way of each other but to buoy each other and find ways to create synergy in working together. We have increased the number of volunteers that give their time to both the thrift shop and gift shop. The Public Relations (PR) committee has grown in members and provided the best example of supporting the Ladies Board across the organization. TIN and Rummage have found ways to collaborate with other organizations to gain support, obtain learning opportunities and reduce items going into the landfill. The Ladies Board representative on the selection committee of the Harrison-Conrad Memorial Trust began working closely with Inova’s Karen Berube to identify possible grantees. **Communication:** I hope to foster better communication across the organization and externally as well. The PR committee has assisted in this effort; they have looked for new ways to promote our activities within the organization and beyond. They have helped to extend our social media presence and work closely with the hospital to share information regarding our activities that may be of interest to hospital staff. **Consolidation:** We continue to explore areas where consolidation will be helpful, not only to achieve cost saving but to streamline and build efficiencies. We have consolidated our bank accounts, closing three accounts which were folded into our main account. We will continue to review other opportunities to streamline. **Caring:** We have a number of new volunteers as well as new Board members. We have encouraged all committees to welcome in new members, find novel ways to expand their internal operations so that all who are interested can find a place at their table. We continue to do what you do so well in reaching out to housebound members or members recovering from illness. We continue to share news about former members and share in the joys and concerns of our members.

Committee Overviews

Hospitality-Luncheons which warmly welcome new members were hosted by the committee in April and September. This committee's annual volunteers' picnic, which honors all Ladies Board volunteers was held in May. The committee graciously accepted official responsibility for updating the Ladies Board Directory.

Lights of Love-The committee welcomed a new evergreen as the official Light of Love tree after arborist could not revive the existing tree. Their event held in the North Atrium was well attended and moving. Names were read out loud of those who were being honored or memorialized.

Nominating/Membership- Twelve new members were ushered through the nominating process and welcomed into the Ladies Board. This committee also graciously agreed to take on the role as the "clearing house" for general operational questions from members.

Nurse Appreciation-This year the committee went in a new direction. Rather than gift certificates or sweets to honor those awarded Unit Nurse of the Year by Inova, the committee gifted orchids to the awardees. Current feedback from the nurses was tremendously positive. This was a financial win as well, realizing a cost savings from the original budget amount.

Nursing Scholarships-The committee reviewed 50 applications in April, selecting 38 to receive scholarships totaling \$120,000. News that the local LPN program was being eliminated greatly concerned the committee. They quickly liaised with Inova Loudoun to help identify current trends and needs in order to explore the possibility of scholarships for technician and specialist programs.

Polly Clemens- Small but mighty can describe the results of this committee. We collect customer change that is donated into the Piggy bank at the Riverside Gift Shop, Twice Is Nice, Loudoun Hospital cafeteria, coffee shop, and new Pharmacy. We also take a collection at every monthly Ladies Board meeting. Thousands are generated from the change donated and this year a 27% increase has been realized in the total collected. A check for \$10,000 is planned to be given to the Birthing Inn.

Public Relations-This committee continues to adeptly coordinate internal and external communications regarding the Ladies Board. They have expanded social media presence, kept voting lively to help us win Loudoun Times Mirror's Best Consignment/Thrift Shop and assisted in design and adoption of a new Ladies Board logo.

Riverside Gift Shop-The gift shop celebrated their 60th anniversary, a significant milestone. This committee works tirelessly to maintain high standards in unique inventory which is well displayed. They have continued to steadily increase revenue since COVID and have welcomed in new volunteers. In April, the gift shop hosted their yearly training and volunteer appreciation event.

Rummage-Donation Days were held in May and September. The Ladies Board's 84th annual Rummage Sale also continued our upward trend raising a total of approximately \$271,000. VIP ticket sales, allowing patrons to shop in advance of the public, rose from 200 last year to 300 tickets sold in 2023. The philosophy of streamlining expenses and bringing new ideas and procedures to build efficiencies garnered praises from volunteers. The Ladies Board was excited to have a large number of hospital staff volunteer during this year's Rummage. Their presence buoyed our volunteers and helped the public to witness our partnership at work.

Twice is Nice-The thrift shop has continued to experience strong support from patrons. Influencers and resellers have a regular presence at the shop. The committee's creative efforts have helped to keep revenues up and new volunteers eager to lend a hand, with 100+ volunteers now on their roster. They negotiated purchase and installation of 2 new HVAC units, a major investment, and facilitated a pop-up event to benefit Inova FACT. Their social media outreach efforts have increased their visibility with the general public.

Operational Overview

This year, we welcomed several speakers who joined us at our monthly meetings. They met with lively interaction from our members. In May we had James Sager, Director of Public Safety and Emergency Management speak to us about fire safety and active shooter scenarios. In June, Karen Berube, SVP of Community Health and Health Equity spoke to us about the many programs under her purview, including the Forensic Assessment and Consultation Team (FACT). She revealed that the original idea for FACT actually came from Ladies Board members. In September Susan Carroll and Renee Brohard spoke to the members about Inova's rebranding launch which occurred in October.

In addition, the Inova Loudoun Foundation facilitated a tour of the Inova Schar Cancer Institute-Loudoun in May. Attendees were grateful for this opportunity to peer into this important component of Inova and shared with other members the amazing work and facilities at Schar.

Board members facilitated a wonderful opportunity for the Ladies Board to be highlighted on the cover of Leesburg Lifestyle Magazine. The issue was published shortly before the rummage sale, so we appreciated the timing of the public spotlight on our important mission and the rummage sale.

As mentioned earlier, we are proud to have met our yearly pledge of \$200,000 toward Inova Rising, providing our final contribution for the year in the third quarter. \$77,000 of the pledge amount was allocated to "Greatest Need" projects identified by Inova Loudoun. We were elated to fund five very worthwhile "needs". Based on our projections, we hope to be able to retire the \$400,000 remaining of our \$1.2 million pledge earlier than expected.

Our Treasurer carefully followed the bank failures in the spring and lessened vulnerabilities by transferring funds from a bank that was facing insolvency. The Treasurer also led the officers in fully addressing the findings from a voluntary audit of the Ladies Board which was conducted some time ago.

Among the Officer ranks, we saw the resignation of the Parliamentarian and the Historian. Both ladies had competing priorities that precluded them from fulfilling their 2-year tenure. The Parliamentarian had been in the midst of spearheading the update of the By-laws and the Procedures Manual. Another member graciously stepped up to take on the position of Parliamentarian and helped us complete the all the proposed revisions. The membership voted on the changes, the new versions were signed, printed and distributed to the members.

The Ladies Board continues to expand our use of new technology. In addition to online scheduling of volunteer shifts for Twice is Nice (TIN) and the Riverside Gift Shop, we now have a separate presence on Facebook and Instagram for TIN. A QR code was created and launched to allow donors a streamlined method of donating in support of various Ladies Board activities.

In the recent past, the Ladies Board's December meeting had been set aside in favor of the annual holiday luncheon presented by Inova Loudoun Hospital (ILH). This required the November reports normally presented at the December meeting to be held until January. January had become especially busy as annual reports from officers and committees were also being prepared. This congestion of activities has been remedied starting in 2023 by moving the luncheon to late October, allowing us to conduct our normal Board meeting in December.

Closing Summary

The Ladies have worked very hard this year, as they have every year. They are not one to rest on their laurels. Past achievements and accolades only spur them to do more, achieve more. This is a working organization. While raising funds is part of our mission, participation or sweat equity is our heartbeat and is at the core of our reason for being. The new year has already seen establishment of an ad hoc Strategic Planning Committee and plans for an event to recognize the many men who routinely support us in carrying out our mission. We are gratified for all our accomplishments contain in this annual report and look forward to new horizons in 2024.

And as always, the Committees and the Officers will eagerly continue to promote goodwill between the community and the hospital and raise funds for patient services, nursing scholarships and hospital projects.

Respectfully submitted,
Ro Berner, President
Ladies Board of Inova Loudoun Hospital

FIRST VICE PRESIDENT

According to the By-laws of The Ladies Board of Inova Loudoun Hospital, the duties of the first vice President are to serve as an advisor to the President and perform tasks assigned by the President. The first vice President is to preside at the monthly meeting if the President is absent, assumes the Office of the president if a vacancy occurs, coordinates with the hospital Volunteer Coordinator for meeting room set-up to include refreshments, and submits a written annual report. I have attended all officers' meetings, as well as all Ladies board meetings this year, to include presiding over the November and December monthly and officers meetings when the President was absent. I also coordinated with the hospital staff prior to each monthly meeting to ensure the meeting room was properly set-up and arrangements were made for refreshments.

Per the 2005 financial study conducted by Invoa on behalf of the Ladies Board there were recommendations made. In 2023, the treasurer reviewed and implemented many of the recommendations which included:

- The Finance Committee was changed to the First Vice President and
- The Treasurer was made the facilitator of the committee.

The finance committee met in the Fall with all the committees and came up with a balanced budget which was voted on by the members.

Respectfully submitted,
Patti Sinnen
First Vice President

***“We make a living by what we get;
We make a life by what we do”
-Winston Churchill***

SECOND VICE PRESIDENT

The roll of the Second Vice President, in addition to supporting the President when needed, includes:

1. Oversees applications submitted for Greatest Needs by the Hospital.
2. Organize and execute the Annual appreciation event sponsored by Inova Hospital to recognize the contributions made by the Ladies Board.
3. Submit a written Annual report to Inova Hospital, The Foundation and the membership of the Ladies Board. This task is completed by collecting, compiling, publishing and dissemination the Annual Reports from the Officers and Committee Chairpersons.

This year's Greatest Needs project from the various department of the Hospital consisted of six applications. These application were distributed to the officers, which researched and submitted a summary. These we complied into a form so the Ladies Board could read and evaluate each offering and then vote. Five of the six applications were given Grants totaling \$77,000.

This year's Annual appreciation event was a Fall Celebration on October 31st , at Lansdowne Resort. 84 members and guests from the hospital enjoyed a delicious brunch with the Omelet Bar as the hit of the morning.

April Brown, AVP at Inova Loudoun, gave an informative presentation in the absence of Susan Carrol due to illness.

Loudoun Hunger Relief was our charity for 2023 with Jennifer Montgomery, President and CEO giving the members a report on the progress of the organization, expansion and services to the community. Donations of gift cards, checks (amounting to \$1,150) and nonperishable goods (total of 300 pounds) by Ladies Board members were gratefully accepted with the organization volunteer's collecting all goods at the end of the event.

Riverside High School under the direction of Adrienne Tomlinson gave us a sample of the students talents.

The Hospitality Committee decorated with a fall décor of pumpkins and mums which were awarded to a guest of each table.

The Annual Report was collected, assembled and distributed.

Respectfully submitted,
Darby Nelson-Folk
Second Vice President

RECORDING SECRETARY

The Recording Secretary must maintain an accurate count of the attendance at all Ladies Board meetings. At each Ladies Board monthly meeting she must record the proceedings of the meeting. She must also attend the monthly meetings of the Ladies Board officers and record the minutes of these meetings.

The Recording Secretary calls the roll at each Ladies Board monthly meeting. In order to ensure an accurate count of attendance throughout the year, the Recording Secretary should align her count with that of the Ladies Board Treasurer to check for proper payment of dues from both active and associate members. If a Ladies Board member has been absent from meetings for five months, the Recording Secretary must alert the Ladies Board President.

After the minutes from the monthly meeting have been taken, the Recording Secretary emails a draft copy to officers for approval and the Ladies Board President emails a final copy to all members. Also, after the monthly meeting of the Ladies Board officers, the Recording Secretary emails a draft copy to all officers and any necessary changes are made. In addition to acting as the Ladies Board record keeper, the Recording Secretary must be available to serve the Ladies Board President as necessary.

Another significant responsibility of the Recording Secretary is to organize all Ladies Board minutes and committee reports by month so that these documents can create a clear picture of the history of the Ladies Board. In June of this year these monthly records were forwarded to the Ladies Board Historian for proper storage. The Ladies Board bylaws have now been revised. The Historian is no longer an officer position and is now a committee. In the future, all records will be given to the History Committee for proper storage.

With the COVID-19 Pandemic no longer impacting attendance, the Zoom attendance platform is no longer used and the average Ladies Board attendance at the monthly meetings has been 55 active members and 1 associate member. The seating arrangement has been altered in order to accommodate members in the space available.

Membership has fluctuated slightly during the year as we welcome new members, as members request a change in status from “Active” to “Associate”, and as some members are elevated to “Honorary” status. As of December 31, 2023 the Ladies Board had 77 active members, 28 associate members, and 18 honorary members on our rolls.

Respectfully submitted,
Lynda Hollidge
Recording Secretary

CORRESPONDING SECRETARY

The Corresponding Secretary of The Ladies Board presents any correspondence to The Ladies Board meeting and responds to any correspondence when needed. After hearing of situations of members such as illness, death or other difficult matters, the secretary sends cards or notes from The Ladies Board as soon as possible. This officer, also, notifies the treasurer of the death of a member or spouse.

Another job of this officer is to make sure all members receive a copy of the membership directory, bylaws and procedures handbooks.

The job at each meeting of The Ladies Board is to take the prayer cards and lead the board in the prayer.

The Corresponding Secretary submits a written annual report.

Cards sent during January 1, 2023 and December 31, 2023

Get Well	27
Sympathy	15
Thinking of You	21
Birthday	1
Congratulations	7
Thank You	13

Thank you sent to all members of Rummage Committee and Department chairs and the hospital Coordinators.	30
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Respectfully submitted,
Mary Finley
January 1, 2024

“Do no great things.....
only small things with love”
- Mother Teresa

TREASURER

Per the 2005 financial study conducted by Inova on behalf of the Ladies Board, there were 12 recommendations made. In 2023, the treasurer reviewed and implemented 10 of the recommendations and tabled 2.

The following items were implemented:

1. The Finance Committee was changed to the first Vice President and the Treasurer was made the facilitator of the committee.
2. Eliminated no interest earning accounts.
3. Closed 3 accounts: Public Relations, Hospitality and Polly Clemmons.
4. The treasurer consolidated all the financial reports onto a single monthly report.
5. Two people walk together when collecting money at Rummage.
6. Gift Shop no longer donates to the Thrift shop, but just sells long standing merchandise at a reduced price.
7. Accrual versus cash accounting. While the reports will still be cash based, an accrual spreadsheet is now also available to all offices and committee chairs of the Ladies Board.
8. Scholarship chair has instituted guardrails to ensure open communication and avoid “discrimination and lawsuits”.
9. Scholarship money not being used is returned by the institution if the student drops out.
10. Confirmation of Greatest needs money being spent as designated. Second Vice President has taken on the responsibility to ensure all monies are used as defined.

The items that were not implemented:

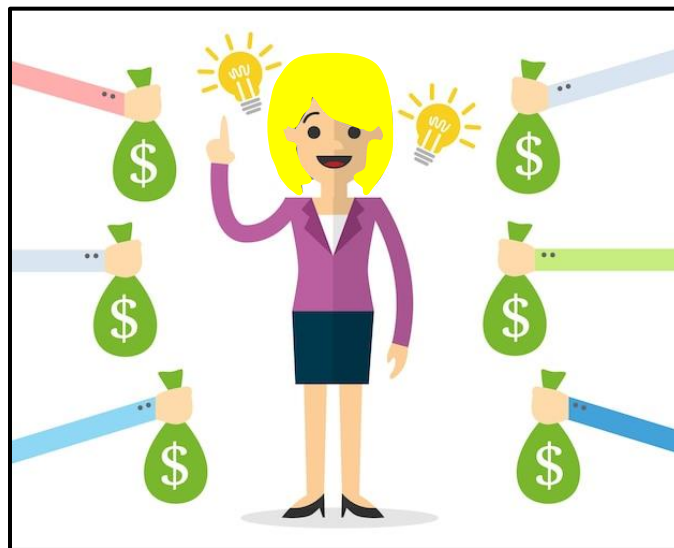
1. A donation log, because donations come in from various locations this has been tabled at this time.
2. The Ladies Board president should be a signer on all accounts was also tabled due to logistics. The president is the cosigner on the primary account, but given the office is staffed by a new person every two years, it is difficult to coordinate in person visits with all required parties. Each account is reported out monthly.

In order to ensure FDIC compliance, the amount designated for the Intra-fi account was adjusted. The adjustment also created a higher interest rate on the total funds.

The treasurer moved the money from First Republic Bank (Intra-FI Account) to Western Alliance Bank when First Republic started to fail in the Spring of 2023.

A QR code was created to allow patrons to donate to the Ladies Board. The funds go directly to the Inova Foundation Loudoun but are credited against the overall Ladies Board Pledge. The total for 2023 was \$655.

A Google Sheets document was created so that all Ladies Board Members could access the overall financial situation of the Ladies Board at any time. This allows for transparency on the Board's cash flow.



Annual Financial Report

Summit Bank: Pauline Clark & Ro Berner

Starting Checking Balance	\$60,181.10
IntraFi Balance	<u>\$169,126.26</u>
Total Balance 11/30/2023	\$229,307.36

Income:	Interest	\$2827.19
	Interest Capitalization	\$781.23
	Committee Pledges	\$456,830.00
	Committee Account Closings	\$4,502.22
	Polly Clemmons (Piggy Banks)	\$6,161.84
	Dues	\$2,265.00
	Donations	\$181.80

Total Income: **\$473,549.28**

Expense:	Opex	\$3,923.08
	Lights of Love	\$1,200.00
	Scholarships	\$69,200.00
	Pledges paid to Inova	\$200,000.00
	Nurse Appreciation	\$599.70
	Web Services	\$1,027.28
	Expense Adjustment from 2022	\$3,597.18

Total Expense: **\$279,547.24**

End Checking Balance	\$80,000.00
IntraFi Balance	<u>\$323,309.40</u>
Total Balance 12/31/2023	\$423,309.40

Outstanding Pledge Balance \$400,000.00 due End of Year 2025.

Prepared by: Pauline Clark

PARLIAMENTARIAN

The parliamentarian serves as a guide for the Ladies Board in order to make decisions and to follow Ladies Board bylaws and to act in accordance with Inova Loudoun Hospital requirements.

Our bylaws have been established following Roberts Rules of Order so a general understanding of proper meeting procedures and voting practices is expected.

In-person meetings have resumed at Loudoun Hospital. In-person attendance has returned to normal allowing business to be conducted more efficiently.

Valuable new candidates were nominated for membership. Candidates were presented, any necessary discussion occurred, and the secret ballot voting followed. The parliamentarian tallied the votes and reported the results to the membership.

This year, a full review of The Ladies Board Bylaws and Guidelines and Procedures Handbook occurred. Revised documents were approved, printed and distributed to members.

Respectfully submitted,
Melissa Whiteley, Parliamentarian

*“Trust yourself. Create the kind of self
that you will be happy to live with all
of your life. Make the most of yourself
by fanning the tiny, inner sparks of
possibility into flames of achievement.”*

- Golda Meir

HISTORIAN

The responsibility of the Historian includes maintaining the records of the Ladies Board by collecting and preserving photographs, newspaper articles, and other printed materials which reflects the activities which are kept at the Thomas Balch Library in Leesburg VA.

Throughout the course of the year there were presentations at the monthly meetings of events that took place during the Ladies Board history. These were events gathered through the archives at the library.

One notable event showed the alertness to the community medical needs. There was outdated equipment in the nursery department and the Ladies Board responded by providing a much-needed specialized incubator and provided the funding for updating the second older model incubator. This is an example of how the Ladies Board saw the need and stepped up to help.

This year the bylaws were changed, the Historians position on the Board of Officers was removed and restructured as a committee chair.

Respectfully submitted,
Darby Nelson-Folk
Second Vice President

COMMITTEE REPORTS

2024 BUDGET

The Ladies Board Budget January 1-December 31, 2024

Estimated Income

	Budget	Actual	
Dues	\$2,100.00		
Gift Shop	\$25,000.00		
Interest	\$1,000.00		
Lights of Love	\$10,000.00		
Rummage Sale	\$150,000.00		
Twice is Nice	\$118,000.00		
Polly Clemens Fund	\$3,650.00		
Carry Over from 2023	\$25,000.00		
Total Estimated Income	\$334,750.00		-\$334,750.00

Estimated Expenses

	Budget	Actual	
Memorials to Lights of Love	\$300.00		
Scholarship General Fund	\$108,000.00		
Lights of Love to Scholarship	\$10,000.00		
Polly Clemens pass through	\$3,000.00		
Plus from Rummage	\$5,000.00		
Public Relations Op Exp.	\$2,200.00		
Lights Of Love Op Exp	\$500.00		
Hospitality Op Exp	\$2,700.00		
Ladies Board Op Exp	\$1,600.00		
Scholarship Op Exp	\$250.00		
Nurse Appreciation	\$1,200.00		
“INOVA Rising” Pledge	\$150,000.00		
Greatest Needs	\$50,000.00		
TBD			
Total Estimated Expense	\$334,750.00	\$0.00	\$334,750.00

HOSPITALITY

The Hospitality committee enjoys helping set up the meeting room, and greeting members at our monthly Ladies Board Meetings. Our goal is to make all who attend feel welcome

In May we sponsored the Ladies Board and Volunteer pot luck picnic. This was a casual event that enabled guests to mingle and get to know each other in an informal setting. Darby-Nelson Folk hosted this event in her beautiful yard with help from her husband, Ken and son-in-law, Tim and the hospitality committee.

This year we hosted two new member luncheons. The first Luncheon was held at the home of Sandra Wehr in April. The second luncheon was at the home of Nancy Epperson in September. Both of our hosts made these luncheons special with their hospitality. Our new members and their sponsors were invited, and a representative from each Ladies Board Committee. The focus of the events was to inform new members about the responsibilities of being a member of The Ladies Board and to give them an introduction to each of the committees. This has become a Ladies Board tradition – the women enjoy each other in a relaxed atmosphere. Nancy Epperson sent out beautiful invitations for both luncheons.

Hospitality members are responsible for decorations on tables and elsewhere at the annual appreciation luncheon. This year the Luncheon was at Lansdowne Country Club on October 31st . The Second Vice President, Darby Nelson-Folk, was in charge of organizing the event. Nancy Epperson played a key role in making sure all members, associates and key hospital personnel received their invitation. Also sponsored was a charity where donations were collected for Loudoun Hunger Relief.

The hospitality committee sent out Christmas cards this year to Associate and Honorary members. These members don't often meet with us, but are missed and are part of our group.

The cookbook continues to be sold at Twice is Nice. The accumulated money from the sales was collected, to be used to reprint the cookbook as needed. It is a great collection of recipes and an illustrated history of the Ladies Board. We are at the end of our 2nd edition. This next year it will be decided if we will print a 3rd edition of the cookbook. If we do, the history will be updated and members will be given the opportunity to contribute more recipes. The cookbook will continue to be given to each new member as a gift from the hospitality committee in the welcome bag that is presented to each new member, as long as cookbooks are available.

The goal for 2024 is to make sure all members feel welcome in our Ladies Board. .

Co- Chairs – Mary Finley and Verla Page

Committee Members: Joyce Carman, Nancy Epperson, Teck Russell, Mary Brecht, Judy Swezey, Susan Pheiffer, Sandra Wehr, Darby Nelson-Folk, Stacey Bassett

The Ladies Board of Inova Loudoun Hospital
January 1 2023 – December 31, 2023
Annual Report



LIGHTS OF LOVE



The Lights of Love committee lost three members this year—Carol Browning, Florence Colman, and Margaret Flannery who became Associate Members of The Ladies Board. We welcomed new members, Linda Liggett and Kris Struba, to the committee.

We are happy that donations to Lights of Love in 2023 amounted to \$14,575.00, all of which was transferred to Nursing Scholarships which will be awarded by The Ladies Board in the next fiscal year.

Brochures were printed and mailed by Mr. Print during the third week of October. In addition to receiving and processing donations, Barbara McNeil completed and mailed acknowledgments to donors and honorees. Becky Ottinger added the names to the Book of Remembrance. The committee met in September and November to make arrangements for the Tree Lighting Ceremony.

The Tree Lighting Ceremony was held on December 3 in the North Lobby of the hospital's Lansdowne location. Lillian Brewer presided and opened the ceremony by reading the poem which was written by Norma Martin, a former member of The Ladies Board. The Loudoun County High School Chorus sang; Susan Carroll, President, Inova Loudoun Hospital, brought greetings from the hospital; and Suzy Quinn, AVP, Philanthropy, Inova Health Foundation, lit the tree. Rebecca Makowski, Volunteer Coordinator for Inova Loudoun Hospital, provided invaluable help in making arrangements for the ceremony.

Katrina Waggoner prepared the programs and Judy Swezey donated beautiful poinsettias which decorated the refreshment table and the podium area.

Gerri Hill, Judy Swezey, and Sandra Gerber served as greeters and gave a program and a tea light to each person who attended the ceremony. Jeannie Douglas and Barbara McNeil read the names of those who were honored or memorialized during 2023. Persons attending were asked to light their tea light when the name of someone special to them was read. Katrina Waggoner and Linda Liggett placed a tea light on the wooden tree as each name was read.

Once again Bud Elliott decorated the tree at the South Entrance to the hospital. As noted in last year's report, that tree which was dying was replaced by an Eastern Hemlock which is much smaller and required smaller lights.

Respectfully submitted,
Rebecca Ottinger and Jeannie Douglas, Co-Chairmen
Barbara McNeil, Treasurer
Lillian Brewer, Sandra Gerber, Gerri Hill, Linda Liggett, Megan O'Brien, Kris Struba, Judy Swezey, Katrina Waggoner

“Being Humble means recognizing
that we are not on earth
to see how
important
we can become,
but to see how much
difference
we can make in the lives of others.”

– Gordon B. Hinckley

Fiscal Year Financial Report of Lights of Love
January 1, 2023-December 31, 2023

EXPENSE ACCOUNT INCOME

Carry Over	\$ 84.82
Ladies Board 4/12/2023	\$ 1,000.00
Ladies Board 12/6/2023	\$ 100.00
Total	\$1,184.82

DONATIONS

Carry over	\$ 0.00
Actual to 12/31/23	\$14,570.83
Transfer to meet goal	\$ 4.17
Total	\$14,575.00

EXPENSES

Actual	\$ 1,123.82
Scholarship Fund	\$14,575.00

BALANCE FORWARD

Expense account/ledger	\$ 56.83
Donation account/ledger	\$.00
Total	\$ 56.83

Submitted
Barbara McNeil
Treasurer, Lights of Love

NOMINATING

The Nominating and Membership Committee is charged with reviewing member nominations and presenting them to The Ladies Board at the monthly meetings. After approval, a new member is introduced at the next meeting and presented with a Ladies Board pin. Every other year the committee develops and recommends a new slate of officers to the board for approval.

January 2023 was a time of transition for The Ladies Board as we welcomed the new slate of officers:

- President - Ro Berner
- First Vice - President Patti Sinnen
- Second Vice - President Darby Nelson-Folk
- Recording Secretary - Lynda Hollidge
- Treasurer - Pauline Clark
- Corresponding Secretary - Mary Finley
- *Historian - Connie Graham
- **Parliamentarian - Sandra Wehr

We received nominations for ten new members who were approved and accepted membership.

The new members are:

- Debbie Melia (nominated by Darby Nelson-Folk)
- Shelley Winants (nominated by Lindsey Frye and Melissa Whiteley)
- Dot Kidwell (nominated by Pauline Clark)
- Kris Struba (nominated by Pauline Clark)
- Linda Liggett (nominated by Judy Mazzucchelli)
- Chantill Roberts (nominated by Barb Minor)
- Robin Jones (nominated by Teck Russell)
- Carole Frost (nominated by Karolyn Whiteley and Pauline Clark)
- Marantha Edwards (nominated by Sandra Wehr)
- JoAnne Tharpe (nominated by Connie Graham)

Nominating & Membership Committee Members: Barbara Gardner and Gerri Hill, Co-Chairs; Sandra Bock, Verla Page, Carole Baker-Powers, Judy Mazzucchelli, and Connie Yusi.

Respectfully Submitted: Barbara Gardner and Gerri Hill, Co-Chairs

*Historian position was removed as an officer and will be replaced by a committee in 2024

**Resigned and was replaced by Melissa Whiteley.

NURSING APPRECIATION

This year Debbie Stanger, Director of Nursing Outcomes/MPD, asked if the Ladies Board would be willing to provide bouquets of flowers to the Unit Nurse of the Year recipients. After exploring various options, the committee recommended potted orchids for their lasting beauty and broad appeal. Co-chairs Lynn Mauer and Jilori White presented the orchids at the Annual Nursing Excellence Awards Banquet on May 9th, 2023. The committee also decorated both the the North and South hospital entrances with our Ladies Board Nurse Appreciation Week posters and balloon garlands.

Budget: \$1200

Total Expenses: \$599.70 (30 orchids @ \$19.99 each)

Remaining Balance: \$600.30

Respectfully submitted,
Lynn Mauer and Jilori White

"You must never so much think as whether you like it or not, whether it is bearable or not; you must never think of anything except the need, and how to meet it."

-Clara Barton

POLLY CLEMENS NURSERY FUND

The purpose of the Polly Clemens Fund is to raise funds for use by The Birthing Inn. Throughout each month, donations are collected from Piggy banks located at Twice Is Nice, The Riverside Gift Shop, Cafeteria, the Coffee Shop and the new Pharmacy at the Hospital. A large portion of the Fund is generated by VIP ticket sales at the Annual Rummage Sale held in October as well as the Ladies Board monthly meetings.

The balance forward from Dec. 31, 2022 was \$1,151.40. Total donations received from Jan. 1, 2023 thru Dec. 31, 2023 were \$8,197.08.

Twice Is Nice	\$1688.88
Inova	\$707.23
Rummage Sale	\$5000.00
Ladies Board	\$800.97

An additional Piggy was added to the new Pharmacy at Inova in June 2023.
There were no expenses.

There was a change in the Chair of the committee in Nov. 2023.
Melissa Whiteley stepped down and Connie Yusi is the current Chair. New committee members may be added in the future.

Polly Clemens Finances are now part of the Ladies Board and handled by the Ladies Board Treasurer.

As of Dec. 31, 2023, the Polly Clemens Nursery Fund holds a balance of \$9,348.48. A check will be disbursed to the Birthing Inn in the early part of 2024.

Respectfully submitted,

Connie Yusi
Chairman

**"A new baby is like the beginning of all things
- wonder, hope, a dream of possibilities.
- Eda J. Le Shan**

PUBLIC RELATIONS

The mission of the Public Relations Committee is to ensure that all Ladies Board activities are kept in the public eye through media releases, both print and social, and other ways deemed suitable.

The committee's major means of communication continued to be social media, with Patti Sinnen Robin Jones, Randa McBride, keeping Facebook and Instagram pages lively with promotions of Twice Is Nice, Riverside Gift Shop, Lights of Love, Nursing Scholarships, and Polly Clemens Nursery Fund. Pauline Clark oversaw the LB website, ladiesboard.org, and funneled LB notices and updates to the webmaster. PR submitted news items regularly to the Hospital's Weekly Message email that went out weekly to the hospital team. The committee also had the website licenses updated and security enhanced.

The spring and summer months were devoted to promotion of the 84th annual Rummage Sale, held in October. Graphic designs for media coverage were developed and social media announcements about a donation drop days and VIP shopping were arranged. Thanks to hospital PR director Reneé Brohard, Loudoun Now published a feature in September on the October sale. Fox5 Live came Thursday before the sale. After the sale, advertisements thanking donors, shoppers, and corporate patrons were placed in The Washington Post-Loudoun Section.

PR promoted Nursing Scholarships by preparing a press release and posters announcing procedures and deadlines. These were posted on social media and the LB website as well as being sent to local print media. A press release was also prepared in May announcing the number of scholarships and amount of money awarded. A list of the Inova Loudoun awardees appeared in the Weekly Message. PR along with Nursing Scholarship is working on having the application be online.

PR committee worked with Inova Hospitals graphics department to design a new ladies board trademark logo. This was presented at the November meeting at which the members voted for. The hospital is working on getting the logo trademarked.

The Public Relations checking account was closed. The Ladies Board treasurer is in charge now. PR has access to the accounting sheet for their accounting activities.

Committee members are Patti Sinnen (chair), Pauline Clark, Marantha Edwards, Joylyn Hannahs, Robin Jones, and Randa McBride

Respectfully submitted,
Patti Sinnen

RIVERSIDE GIFT SHOP

The Riverside Gift shop celebrated their 60th Anniversary this year. The gift shop has raised over \$1.5M for scholarships and the hospitals greatest needs since its inception.

2023 saw customers returning back to the shop. Sales steadily increased as the year wore on. Riverside had committed to donating \$20,000 to the Foundation this year, but sales have been brisk enough, they were able to double the commitment to \$40,000.

The shop asked Robin Jones (Ladies Board Member) to help with Public Relations. Robin has placed advertisements in the local papers, conducted staff surveys about what they would like from the gift shop and ensuring the web site is current.

Storage for the gift shop was moved from the 6 th floor to the 7 th floor into a secured cage.

In April, the gift shop committee completed a comprehensive training session of all the shop volunteers. The session was well attended by most of the volunteers. Staffing the shop with volunteers continues to be a challenge but shop volunteers continue to canvass for new volunteers to help.

The Christmas season has seen record sales.



Gift Shop chairs Pauline, Teck and Lillian cutting the cake to celebrate the shop's 60th anniversary

Respectfully submitted,

Co-Chairs: Lillian Brewer, Pauline Clark, and Teck Russell

Gift Shop Committee: Lillian Brewer, Pauline Clark, Chandra Bittner, Teck Russell, Karolyn Whiteley, and Melissa Whiteley.

Annual Finance Report of the Riverside Gift Shop
January 01, 2023 – December 31, 2023

Balance Forward as of January 1, 2023 **\$ 81,505.98**

Income:

Interest on Checking Account	\$ 3,076.95
Cash Sales Receipts	\$ 14,071.62
Credit Card Sales	\$ 119,626.25
Rummage Sales Tax Passthrough	\$ 14,084.07

Total Income **\$ 150,858.89**

Expenses:

Sales Tax (includes Rummage Sales Tax)	\$ 21,693.91
Bank Charges	\$ 3,452.32
Office Expenses	\$ 523.72
Credit Card Fees	\$ 7,830.69
Cost of Goods Sold	\$ 72,074.53
Ladies Board Pledge	\$ 40,000.00
Buying Expenses	\$ 19.90
Refunds / Returns / Non-sufficient Checks	\$ 54.87
Refrigerator Repair	\$ 460.00
Contracted Services (Purchasing Power Plus)	\$ 625.00
Reconciliation	\$ 4.57

Total Expenses **\$ 146,739.51**

Checking account Balance as of December 31, 2023 **\$ 85,625.36**

RUMMAGE SALE

The Rummage Committee started the year with a 14 person committee which was divided into sub-committees specializing in sponsorships, charities, community outreach, correspondence, public relations and donations. Planning meetings began in January of 2023.

The 84th Annual Ladies Board Rummage Sale was held at The Loudoun County Fairgrounds on October 14-15, 2023. My Guys Moving was our mover for the second year. They did a spectacular job moving eight tractor trailers.

Our first Donation Day was held May 6, 2023 from 9-1 p.m. at Cornwall and Lansdowne Inova campuses. This was not as successful as years past so our focus was placed on collecting more donations for the Sale. The Committee worked on meeting with individual donors at the trailers as well as home-based pickups using our own vehicles to save on costs. We also collected from Lansdowne Woods, Willowsford, and River Creek.

A second Donation Day was held on September 9th from 9-1 p.m. which included three locations: Loudoun Valley High School in Purcellville, Cornwall Campus Inova, Lansdowne Campus Inova. The Cornwall Campus had an overflowing day and volunteers were not able to leave until well after 5pm. We had to call in an extra truck to finish picking up the items left in the parking lot.

We did try and do a collection with the hospital at Lansdowne but it was not as successful as hoped.

The top grossing department was THE LOOK, consisting of designer and higher-end merchandise.

Furniture came back as their own department this year with an extra tent added because of the overflow. We were given a lot of furniture from Belfort Furniture.

The VIP shopping event was Friday, October 13th from 12 to 3 pm and the cost was \$50 a ticket. VIP tickets were sold online and several were sold the day-of at the door. We also had a welcome reception complete with snacks and beverages for VIP shoppers.

FOX 5 was present on Thursday morning for four spots on their live show. *Loudoun Now* and the *Loudoun Times Mirror* wrote articles about the sale as well. We were given over 400 robes from Salamander Spa and many patrons saw this spot on the TV and came to the sale because of the robes.

Golden Aprons were awarded to Ladies Board Member Alexia Orr for her commitment to the sale and her last year as Department Chair of THE LOOK and volunteer Jim Roberts (our first male golden apron recipient).

While The Loudoun County Fairgrounds site is a favorite among the committee members, we should also consider if we remain a good fit for this space due to the number of shoppers it can accommodate and the amount of space available. Space was a concern this year, slightly resolved by the added expense of tents for the Book Department, Furniture, and Children's.

Parking was run by a separate committee and seemed to move smoothly. VIP parking tickets were sold on Saturday generating over 1k of revenue for the sale.

The total gross sales for Rummage was \$275,944.55*.

*Silent Auction monies are being held by Inova. The Silent Auction team is working to have the \$13,850.00 credited toward the Ladies Board pledge.

Suggestions for RS85:

The mover's costs have increased significantly. It might behoove the committee to have the movers run on a retainer so they know how much we have allotted to spend for the year. Our moving costs were higher than usual because we used the movers many times prior to the sale for Donation Days and many more people during the first few days of the sale.

Clean-up on Sunday and Monday are still major problems. I'm not sure how this can be changed or if we need more hands on deck or more movers.

Respectfully submitted,
Joylyn Hannahs, Chair
The 84th Annual Ladies Board Rummage Committee



**Rummage Committee
 Annual Income/Expense Report**

Beginning Balance Jan 1, 2023,		\$120,717.84
R83		\$2761.48
Feb. 1 Beginning Balance		\$123,479.32

Income R84

Books	\$6,425.75	
Children's	\$7,612.50	
Electronics/Man Cave	\$12,689.50	
Furniture	\$17,300.50	
Holiday/Craft	\$16,891.45	
Household	\$12,723.90	
Jewelry	\$25,391.00	
Ladies Wear	\$19,005.00	
Lamps & Pictures	\$8,302.75	
Linens & Beyond	\$8,622.20	
Menswear	\$9,956.00	
Silent Auction	\$75.00 *	
Sports	\$5,067.00	
The Look	\$54,084.08	
The Nest	\$13,587.00	
Vintage	\$16,818.35	
VIP tickets	\$16,490.00	
Donations	\$1,257.58	
Parking	\$2,235.00	
Baskets/T-shirts	\$321.00	
Lunch Money	\$2,500.75	
Interest	<u>\$4,738.24</u>	
Income from Rummage 84	\$262,094.55	\$262,094.55

Expenses R84

Capital Expenses	\$424.26
Credit Card expenses	\$3,659.57
Donation Day	\$104.25
Fair Grounds	\$13,000.00
Misc.	\$474.51
Moving/Labor	\$35,283.31
Permits	\$90.00
Porta Potty Rental	\$1,873.10
Print Design	\$465.00
Print General	\$1,502.30
Refreshments	\$94.00
Supplies	\$1,272.27
Tent Rental	\$6,988.26
Trash	\$8,534.76

Ladies Board Pledge	\$185,000.00	
Polly Clemens	<u>\$5,000.00</u>	
Expenses for Rummage 84	\$278,543.45	\$278,543.45
Ending Balance Dec. 31, 2023		\$107,030.42

* As of Dec. 31, 2023, payment has not been received pending from silent auction and the hospital.

Barb Minor
Treasurer LB Rummage Sale



SCHOLARSHIP

In May 2023, the Nursing Scholarship Committee awarded thirty-eight nursing scholarships out of a total of fifty submitted applications. \$120,000 was awarded as follows:

5 @ \$1,800 (LCPS Adult Education)	\$ 9,000
33 @ \$3,000	\$ 99,000
24 @ \$500 (bonus for ILH employees)	<u>\$ 12,000</u>
	\$120,000

The number of scholarship applicants is about the same as the previous two years but still down from our historic numbers. Of the thirty-eight recipients, twenty-four are first-time applicants. Nine previous recipients received scholarships and twenty-four are employees of the Inova Loudoun Hospital system. Those twenty-four received an additional \$500 each.

Seventeen are earning BSNs; twelve are studying to become MSNs. One recipient is earning her DNP (Nurse Practitioner). Five are earning LPNs from the Loudoun County Public Schools Adult Education.

We note with regret that 2023 is the last year for scholarships to students in the Loudoun County Public Schools Adult Education LPN program. The program will be discontinued as the last group of students completes their two-year studies in spring 2024.

Our record keeping for scholarship numbers began in 1960. As of 2023, The Ladies Board has given 1,377 scholarships for a total of \$2,196,253. Within our local community, The Ladies Board is synonymous with nursing scholarships!

Our committee goal for 2024 is to increase awareness of The Ladies Board Nursing Scholarships within the hospital system, other medical/care facilities, and the community at large. The applications, available in January 2024 at www.ladiesboard.org, will be completed online for the first time.

The Nursing Scholarship Committee always appreciates the hard work that the Ladies Board Public Relations Committee does promoting the nursing scholarships. The Lights of Love Committee also does an amazing job of receiving and acknowledging contributions. We thank both committees for their time and talent.

We members of The Ladies Board Nursing Scholarship Committee take our work seriously. We carefully consider every application and allocate the funds in our budget to assist worthy nursing students with their tuition expenses.

Respectfully submitted,
Arlene Kilborn, chair

Committee members: Joyce Biesecker, Kate Carey, Jeannie Douglas, Lynda Hollidge, Hazel Saffell, Margaret Vaughan, Arlene Kilborn

A persons most useful asset is not a head full of
knowledge but...
A heart full of love, an ear ready to listen and a hand
willing to help others
- Horsemafia from FaceBook

2023 Financial Report for Nursing Scholarship Committee

Balance January 1, 2023		\$ 52,872.24
Deposits for 2023		
04/04/2023	Ladies Board (one check)	<u>\$ 69,200.00</u>
	From Ladies Board budget	\$60,000
	From Lights of Love	\$ 9,000
	Operating expenses	\$ 200
		\$122,072.24
Expenses		
04/21/2023	Mr. Print, scholarship applications, #1932, Arlene Kilborn	\$ 272.65
05/15/2023	200 checks printed, #1938, Arlene Kilborn	\$ 28.19
Scholarships paid January 1, 2023 – December 31, 2023 (this includes scholarships from 2022 that were paid in 2023)		\$ 91,903.62
Expense Total		\$ 92,204.46
Balance 12/31/2023		\$ 29,867.78

Note: **\$29,527.38** is in reserve to pay the remaining
2023-24 scholarship monies which have not been claimed.
Recipients have until April 1, 2024, to use their funds.

If all scholarship money is claimed by 4/1/2024, the balance to begin 2024 Ladies Board nursing
scholarships will be \$340.40. Of that amount, \$252.14 is operating expenses.

I anticipate that not all scholarship monies will be used but total amounts are not known as of
12/31/2023.

Arlene Kilborn

**THE LADIES BOARD NURSING SCHOLARSHIPS
2023-2024**

38 Nursing Scholarships awarded for \$120,000

Loudoun County Public Schools Adult Education Recipients, LPN II, (5) \$1800 each

Tigist Admasu
Leslie Dubon
Patricia Asibey
George Korlia
Ashenafi Blate

Previous Recipients (9) \$3000 with \$500 bonus for 7 working at ILH

\$3500 Samia Daniel - Grand Canyon University---BSN, ILH
\$3500 Abbey Fulcer - James Madison University---MSN, ILH
\$3500 Jennifer Galvin - James Madison University---MSN, ILH
\$3500 Michelle Fields - Liberty University---MSN, ILH
\$3500 Rachael Gruss - Bloomsburg University, MSN, ILH
\$3500 Kaitlyn Leonard - University of Virginia, MSN, ILH
\$3000 Tonia Manning - Chamberlain University, BSN
\$3500 Sharda Sangroula - Grand Canyon University, BSN, ILH
\$3000 Shaima Wardak - Standard Healthcare Services, College of Nursing, RN

New Recipients (24) \$3000 with \$500 bonus for 17 working at ILH

\$3500 Faustina Adjei - Nightingale College, BSN, ILH
\$3500 Emily Alvarez - George Mason University, MSN, ILH
\$3500 Shymah Bazar - George Mason University, BSN, ILH
\$3000 Sarah Connolly - Texas Christian University, BSN
\$3500 Melanie Corcoran - Northern Virginia Community College, RN, ILH
\$3500 Natyelli Cruz - George Mason University, BSN, ILH
\$3500 Steven DeCarlo - Chamberlain University, MSN, ILH
\$3500 Kimberly Friend - University of Virginia, MSN, ILH
\$3500 Rebecca Giovannacci - Messiah University, DNP, ILH
\$3500 Christina Jones - Chamberlain University, BSN, ILH
\$3000 Maggie Kapczynski - Liberty University, BSN
\$3000 Isabella Lama - University of Tennessee, BSN
\$3000 Minhthu Le - University of Maryland, BSN
\$3500 Azar Mahdavi - Chamberlain University, MSN, ILH
\$3500 Whitley McDonald - Arizona State University, BSN, ILH
\$3000 Michelle Negrete - George Mason University, BSN
\$3500 Annelle Ngassa - Howard University, BSN, ILH

- \$3500 Tatiana Oreshkova - American Public University, BSN, ILH
- \$3000 Gabriela Rivera - Shepherd University, BSN
- \$3500 Mallory Rosetti - George Mason University, MSN, ILH
- \$3500 Annabella Sizemore - James Madison University, MSN, ILH
- \$3500 Avrinder Virk Standard - Healthcare Services, College of Nursing, RN, ILH
- \$3500 Angeline Vo - George Mason University, BSN, ILH
- \$3000 Bradley Wenham - Galen College of Nursing, BSN

38 Nursing Scholarships awarded for \$120,000



TWICE IS NICE

TIN's goal in 2023 was to provide the greatest value we could to meet our mission to the hospital. We focused on improved communication, building partnerships within TLB and the community, and recruiting and training a robust pipeline of volunteers. These efforts supported our mission to maximize funds for the hospital, while also serving both our internal and external communities.

We updated the TIN Handbook For Operation. We hosted a TIN Annual Volunteer Meeting, attended by 72 volunteers. We researched our inventory and adjusted prices, increasing revenue to honor our donor's intention to support the hospital. In addition to increasing revenues, we reduced expenses and implemented sales tax free accounts with our primary suppliers and obtained significant charitable discounts for major purchases. We partnered with Hunt Country Jewelers in Purcellville to learn how to identify higher-end pieces and price the jewelry reflective of its value. We initiated a new social media and marketing role on the committee, investing in postings and events to grow our customer base. We promoted TLB's LOL Tree Lighting Ceremony, LB Rummage, Polly Clemens Nursery Fund, and nursing scholarships. We partnered with the Lions Club, FISH in Berryville, Mobile Hope, Resourceful Woman, Sunny D Textiles, & Blue Ridge Vet. to reduce the landfill. We hosted a Prom Dress Pop-Up to benefit FACT. We acquired 77 wedding dresses and shared them with "The Look" for sale at TLB Rummage, which drew attention for the LB, Rummage, and the Gift Shop when a local paper featured them. We implemented a Seconds On The Sidewalk & Last Chance Table to keep our inventory out of the landfill and give it every chance to work for the shop.

We on boarded 30 new volunteers under the care of a designated trainer, and structured the tasks for their success and positive contribution. We are happy to celebrate a high retention rate. We focused on positive, respectful, and friendly interactions within our membership and the community. Not accounting for the number of undocumented volunteer hours, TIN volunteers logged in on the side of 15,000 (+) hours! We instituted a new Rover position to bridge the front and backroom tasks. We end the year with 120 active volunteers. Several Gentleman Handy Helpers donate their time and talent to support the mission, helping with improvements, heavy lifting, shopping, black bag donations, and support department managers. We are encouraging our volunteers to cross-train in the shop and within TLB. We structured the Committee so each member has a specific role to contribute and benefit the shop. TIN's volunteers are talented, thoughtful, and caring.

We implemented improvements that maximized the space within our property, painted, invested in new racks and slat boards, and regularly rotated and rearranged inventory to create an inviting, fresh, and shoppable space. Our storefront sign broke loose, but fortunately, the property managers were responsive and reached it in a timely manner. The unused water fountains were removed to manage the gaseous odor emitting from the lines.

We had 3 documented and 1 undocumented emergency medical incidents in 2023. Incidents were reported to Inova Volunteer Services as required.

We did, unfortunately, suffer from the one incident of theft which the customer escalated but was settled out of court when the customer pleaded guilty and agreed to restitution. This is an ongoing issue, but safety is our priority. The shop locks were rekeyed and keys were distributed to TIN volunteers in leadership roles. The security system was replaced and upgraded.

Despite having to replace two HVAC units, invest in the above-mentioned improvements, replace and upgrade our POS, and close the week of rummage & week of Christmas, we contributed \$225K towards the LB pledge to Inova. A small portion is from a CD held to replace the HVACs, but it wasn't needed and was cashed out and added to our pledge.

Respectfully submitted,

TIN Co-Chairs: Katrina Waggoner, Lori Luther, & Denise Goff



ANNUAL INCOME STATEMENT

Fiscal Year 2023, presented January 2024

Main Street Bank: Laura Davis

BALANCE AS OF DECEMBER 31, 2022 **\$72,829.70**

INCOME

TIN Gross Sales for 2023	\$365,458.86	
Sunny D Black Bags	\$362.70	
Interest	\$80.14	
Refund	\$0.00	
Donation from Sale of Unsellable Jewelry	\$475.00	
Liquidation of CD	\$42,171.78	
Other Income	<u>\$135.01</u>	
TOTAL GROSS INCOME	\$408,683.49	
		SUBTOTAL
		<u>481,513.19</u>

EXPENSES

THSC Limited Partnership	\$102,528.35	
Dominion Energy	\$4,302.46	
Cleaning Service/Iris	\$3,250.00	
VA Dept. of Taxation	\$21,212.20	
Credit Card Fees	\$6,702.35	
Supplies	\$8,171.00	
Comcast	\$2,511.94	
Lights of Love	\$0.00	
Maintenance	\$31,791.99	
Security	\$934.00	
Other purchases/bills	\$0.00	
Miscellaneous	\$2,154.00	
Advertising	\$105.31	
Adjustments	<u>\$60.46</u>	
TOTAL EXPENSES for 2023	<u>\$183,724.06</u>	-\$183,724.06

DISTRIBUTIONS

Inova Ladies Board Pledge **\$225,000.00**

ENDING BALANCE AS OF DECEMBER 31, 2023 **\$72,789.13**

Profit for YEAR 2023 **\$224,959.43**

Treasurer: Laura S Davis



Common sense

*Happiness cannot be traveled to, owned
Earned, worn or consumed.*

*Happiness is the spiritual experience of
Living every minute with
Love, Grace and Gratitude.*

- Denis Waitliey