

# HILLTOP'S VOLUNTEER VOICE

Winter 2021



“Let Your Voice Be Heard”

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People First:  
Making a Difference One  
Individual at a Time



## Sheryl Click's Corner

### 2020: In Our Rearview as We Focus on the Road Ahead



What a crazy year! Thank goodness we made it to 2021. As we all breathe a small sigh of relief on our arrival in this new year, we cannot relax and unbuckle those seat belts just yet because our road trip is far from over. Already 2021 has proven to be one rough road ahead with bumps, twists, and unexpected surprises.

There is some light at the end of the tunnel. COVID-19 vaccine is now being distributed in phases across the nation to protect Americans especially our most vulnerable. As more Mesa County residents become vaccinated, we can all look forward to the gradual lifting of restrictions our community has been under for months.

It is only a matter of time until we see community businesses opening up to full capacity and our own Hilltop programs being able to welcome volunteers back into buildings and facilities again. I know I can hardly wait to see volunteers actively engaged in service throughout our entire organization once more.

Hilltop wants to thank our volunteers for their patience and understanding while on this journey together. We care about our volunteers and would like to support them through this pandemic. To that end, volunteers will be receiving a short COVID-19 Check-In Survey in the next week or so. We hope that our volunteers will complete it and let us know how they are doing.

The road we travel, although uncertain, holds the hope and promise of better conditions ahead for all of us. Just look how far we have come together on this road trip. We now know we can go the distance and at journey's end, perhaps find ourselves in a much better place. **Stay Safe. Stay Strong. Stay Hilltop Strong.**

## Volunteer Services Staff & Volunteers

### Manager- Sheryl Click

Jo Ann Rezen

- Administrative Volunteer

### Volunteer Coordinators:

Shelby Laird/Colleen Flynn

- Senior Services

Sheryl Click

- Child & Family Services
- Youth & Adult Residential Services
- Professional Services

Tiffany Waugh

- Miscellaneous Services

Leather Bang

- Property Services

Paige Cadman

- Marketing & Development Services

Teresha Taylor

- Montrose Services
- DV Services

### Program Volunteer Liaisons:

Karen Clymer

- B4 Babies

Anna Cubel

- Hilltop Health Access/Access+

Jeanette Lafayette

- Cooking Matters

Maria Martinez

- Environmental Services

Dianna Herrera

- Life Adjustment Program

Louis Palmer

- Landscaping/Maintenance

Ashley Elliott

- Residential Youth Services

Sierra Shiner

- Senior Daybreak

Tiffany Waugh

- Supporting Our Seniors
- Aging & Disability Resources for Colorado

Nicolle Pineda

- The Commons
- The Fountains

Dominic Solitaire

- Get Real
- Family First

Susan Volkmann

- Human Resources

Nicole Stahl

- Cottage Meal Delivery

## Volunteer COVID-19 Check-In Survey Coming Soon

Typically, this is the time of year that Hilltop sends out its Annual Satisfaction Survey to volunteers asking for feedback about their volunteer experience. This year due to the impact of COVID-19, we want to check in with volunteers on how they are coping during the pandemic.

The last 12 months have been challenging and difficult for so many in our community, especially for those who lost family members and friends to the virus. Hilltop cares about our volunteers and wants to request your feedback on how we can best support you during this time.

The 2021 COVID-19 Check-In Survey will be mailed to volunteers in the next week along with a postage-paid return envelope. If you prefer, this survey is also accessible online at the following link: <https://www.surveymonkey.com/r/GTRSW9F>. The survey should take less than five minutes to complete. We ask that volunteers choose only one version of the survey to submit by **March 12, 2021**.

Volunteers who return their surveys by **March 12th** have the option of being included in a drawing for a chance to win one of four, \$25 gift cards. Regardless of the kind of feedback shared, volunteers **must** print their names at the end of the survey to be included in the drawing.

If you would like to be contacted by Hilltop, please check the **box** at the end of the survey and provide your **printed name and phone number**. Thank you for taking the time to tell us about how you are coping during the pandemic. Your feedback is important to us.

On behalf of Hilltop, I want to thank you for your service to our programs and organization. We could not provide the vital services to our clients and their families without your support and your generous donation of time.

## Look What You Did!

**In spite of the pandemic, Hilltop volunteers stepped up in 2020 to make a difference. Here are some of their contributions:**

- **25 Meal Delivery volunteers provided 277 hours of support to the Cottages of the Fountains and Commons**
- **28 volunteers provided 47 hours of support to the Men-In-Heels fund raising event. Volunteers helped to raise \$53,000 for Hilltop's Latimer House**
- **204 Volunteers provided 255 hours of support to help delivery 650 hot meals to homebound seniors on Christmas Eve**
- **224 volunteers provided 14,616 hours of support to Hilltop programs, clients and families**

## COVID-19 Vaccination Update for Our Volunteers

Hilltop employees and volunteers fall within the **1B category** under the “essential human services” designation. I know many of our volunteers are interested in more information on how to receive your immunizations as soon as possible. Thank you for your patience and understanding.

Although Hilltop was unsuccessful in being able to schedule a separate non-residential Hilltop-only clinic with City Market Pharmacy for our employees and volunteers, there are a couple of options available:

**Option 1.** Volunteers and employees can be added to the **Hilltop 1B Vaccination List**. When the County has extra doses available for essential workers, Hilltop will be notified, and employees and volunteers on the list will be contacted.

**And/or**

**Option 2.** Complete the [Mesa County Health Department's Interest Form](#), and wait your turn for the County Public Health Department to contact you regarding vaccination appointments.

Volunteers interested in being added to the **Hilltop 1B Vaccination List** can contact Sheryl Click and provide the following information:

**First Name**  
**Last Name**  
**Date of Birth**  
**Phone Number**

**To be added to the Hilltop Vaccination List please contact Sheryl Click at [sherylc@htop.org](mailto:sherylc@htop.org) or at 970-244-0659**

If you are able to receive the COVID-19 vaccination from the Mesa County Public Health Department or another community location sooner, please contact Sheryl Click so she can remove your name from the Hilltop 1B Vaccination List. Thank you.



## Hilltop Safety Watch:

### COVID-19 Prevention

- ◆ **Wash your hands.** Frequently wash your hands throughout the day with soap and water for 20 seconds or more. Disinfect surfaces.
- ◆ **Practice social distancing.** Stand at least 6 feet apart from others.
- ◆ **Wear personal protective equipment.** When required by facilities who serve the vulnerable or in confined areas when 6 feet distance can not be maintained wear masks and gloves.
- ◆ **Keep your hands away from your face.** Try not to touch your face if possible to prevent infection.
- ◆ **Stay at home and limit travel.** When possible limit exposure to the virus by limiting travel outside the home.
- ◆ **Avoid contact with high-risk individuals.** Protect individuals with underlying health conditions and older populations from getting the virus.
- ◆ **Take care of yourself.** Get plenty of rest, exercise, eat nutritionally, and spend time outside to help maintain mental and physical health. When sick stay home.



## Hilltop Volunteer Opportunities

Hilltop Community Resources is looking for volunteers:

### **In Delta, Montrose, Ouray**

#### **Counties:**

- ◆ Domestic Violence/Sexual Assault Services  
(Crisis Line)
- ◆ Child & Family  
(Parenting Group Support)

### **In Mesa County:**

- ◆ Domestic Violence/Sexual Assault Services  
(Crisis Line Support)
- ◆ Fountains & Commons  
(Resident Companions)  
(Activities Facilitation)  
(Internships)
- ◆ Life Adjustment Program  
(Resident Companions)  
(Activities Facilitation)  
(Internships)
- ◆ Family First  
(Special Events Support)  
(Child Care Support)  
(Transportation Support)
- ◆ Corporate  
(Special Events/Projects)  
(Program Internships)
- ◆ Supporting Our Seniors  
(Driver)
- ◆ Residential Youth Services  
(Administrative Support)  
(Internships)

For more information on volunteer opportunities with Hilltop please contact:

Sheryl Click, at 244-0659 or [sherylc@htop.org](mailto:sherylc@htop.org)

## **Volunteer Mission Award Recipient:** Sherri Dixon, The Family Resource Center

Sherri Dixon has been a volunteer with Hilltop for just over two years. She volunteers at the Grand Junction Family Resource Center (FRC), one to two times a week, assisting a variety of programs with their administrative and special project needs. "Since the first day Sherri walked through the doors at the FRC, I knew she was a Hilltopper through and through....She initially started helping the Health Access team during open enrollment and soon thereafter, asked for more assignments she could work on," says Anna Cubel, Health Coverage Guide.

Given Sherri's eagerness to pitch in where needed, Anna reached out to other programs in the building to see if they could use her help as well. Now besides helping Health Access, Sherri assists Paula at the front desk with various task from sending out mailers to completing upfront projects for FRC celebrations and events. Sherri supports the Hilltop Medical Assistance site by assembling and maintaining client files, she also prepares year end files for storage. "Sherri is awesome! She is always willing to help in any way she can. She is willing to try pretty much any task we need her to," states Debra Robinson, Medical Assistance Manager.



In addition, Sherri helps the B4Babies and Family First programs with special projects. She organizes and stuffs backpacks for kids each year and assembles Baby and Me Tobacco Free packets that are given out to clients. "It is great to be able to show Sherri what needs to be done, give her the resources, and just know the project will get done and be done correctly. We are so happy to have someone like her available to assist our program," shares Karen Clymer, B4Babies Program Manager.

Although Sherri takes her volunteer duties and commitment seriously, she still knows how to have a good time with staff. She reflects Hilltop's value of **Fun**. "Sherri just loves coming in and being a part of the group. She loves the team and enjoys being a part of the Hilltop Family. We truly love and appreciate Sherri for all she does, not only is she a dedicated and hard worker, she really is part of our family and we love having her be a part of our FRC team," adds Anna.

Sherri contributes over 200 hours annually to the programs of the FRC.

Congratulations Sherri on receiving this special recognition for your service.



# Hilltop's Strategic Plan as of FY 2021



## VALUES INTEGRATION

Define and express the identity of Hilltop through a strong and consistent culture

Company-wide integration of Hilltop's values (Relationships, Integrity, Courage, Inclusivity, Growth and Fun) through discussions, role-modeling and acknowledgments.

Heightened focus on the value of inclusivity through:

- Increase education and awareness regarding racial inequity
- Conduct an audit of our current level of racial and ethnic diversity and then set transparent targets
- Increase the recruitment of minority employees to meet or exceed set targets
- Ensure equal opportunities for development and advancement of minority employees
- Increase the outreach and recruitment of minority participants appropriate with demonstrated needs



## EMPLOYEE ENGAGEMENT

Attract, develop and retain top talent ensuring consistency of services and overall excellence

Enhance the recruitment, hiring and onboarding process to increase new employee engagement and decrease the time required to hire

Implement procedures for individual employee development strategies

Address the safety and support of our employees from all forms of abuse (physical, verbal, sexual and emotional) through the implementation of procedures, trainings and communication

Develop long-term goals for a living wage (total compensation) and road map to get there

Initiate short and long-term succession planning for key positions

Increase our overall retention rate of existing employees



## CLIENT SERVICES

Cultivate, enhance and maintain vital services to make a difference in the community

Develop immediate sustainability plan for Western Colorado 211

Evaluate the expansion of services in the Delta/Montrose region to align with regional demands

Increase Outpatient Therapy Services (Mesa/Delta/Montrose) to provide choice and align with demand

Develop long range sustainability plan for Career Development Services

Develop and implement value-added services for the Cottages/Patio Home communities

Continue the development of the Family Resource Centers' integration within the community

Enhance and coordinate quality assurance protocols at the corporate and program levels



## FINANCIAL MANAGEMENT

Effectively manage the current business while generating opportunities for long-term sustainability

Achieve annual cash flow goal  
Finalize The Commons' Cottages development

Establish long-term financial targets for Red Compass Realty and Property Management

Develop expansion plans for the Bacon Campus

Create a long-term plan to benchmark the Corporate indirect rate

Identify and evaluate future residential and/or commercial development projects

Identify and evaluate potential land acquisitions for services and/or investments

Raise Hilltop's profile to increase community awareness, advocacy and revenue



## COVID-19 CHALLENGES

Remain prepared to meet the challenge of this pandemic while ensuring long-term sustainability

Manage protocols to safeguard individual safety based on fluctuating community risk

Maintain intermediate financial reserves to ensure cash flow for ongoing services

Maintain appropriate inventory for all essential supplies

Identify new or enriched funding sources to address ongoing COVID impact

Identify the "disruptive innovations" which have made Hilltop better and incorporate accordingly

Continue to model worse case scenarios and plan accordingly.

## Program Highlight: Western Colorado 2-1-1

Western Colorado 2-1-1, is a vital part of our Hilltop Family Resource Center with Hilltoppers answering those phone calls day in and day out. If you aren't familiar with this team and what they do, 2-1-1 is a free, confidential, easy to remember phone number that connects residents to essential community information and services including healthcare, housing, food, transportation, employment, childcare, veterans' services, tax filing, COVID testing, substance abuse, and much more.

So many in our community found themselves newly in need of services like these in the past year. Over 12,000 people in Western Colorado called 2-1-1 for assistance in 2020, which was a 71% increase over 2019.

Our goal first and foremost is to help those with limited resources locate the programs in their area to assist them in their time of need and help cut through the confusion of calling agency after agency to locate the appropriate assistance.

