

2021 Annual Meeting

Agenda

12:15 p.m. Happy Hour

12:50 p.m. A Year in Review Photo Presentation

1:00 p.m. **Welcome & Call to Order**

- Beverly Kerr, Board President

Director's Report - Jascenna Haislet

Presentation of 2021-22 Budget - Stephen Wetmore

Presentation of Slate of Nominees

for the OLLI Board of Directors
and Call for Nominees - Kathy Hanko

Election by Ballot - Beverly Kerr

Extra Mile Award - Jascenna Haislet

Honor Roll Member Inductees - Jim Held

- Melora Cann
- Jack Hammersmith
- William Koehler
- Karen S. Long
- Cecil Pollard

OLLI Ambassador Thank You

Next Board Meeting - Friday, July 9, 10:00 a.m.

2:00 p.m. **Final Comments and Adjournment**



June 17, 2021
Zoom Virtual Meeting

Dedicated to enriching the lives of older adults throughout West Virginia, the Osher Lifelong Learning Institute at West Virginia University (OLLI at WVU), an affiliate of the WVU School of Public Health, is a member-driven organization whose mission is to promote connection, curiosity, exploration, discovery, and discussion through learning and social engagement in non-credit classes, lectures, field trips, and events designed for adults 50+.

OLLI at WVU is committed to being a premier community of adult learners throughout West Virginia, striving to enrich the lives of older adults by providing the highest quality lifelong learning experiences and opportunities for social engagement to our members.

We value:

- the shared knowledge and talents of our members and volunteers.
- the support of our members for OLLI at WVU.
- a spirit of collaboration and respect among OLLI members and with West Virginia University.
- excellence in all aspects of the life of OLLI at WVU.
- innovation, creativity, and curiosity to develop and maintain a vibrant, member-driven program.
- respect for diverse people, ideas, voices, and perspectives where all members feel valued.
- working together to positively impact every part of OLLI at WVU.
- partnering with people in the communities that we serve to support the mission and vision of OLLI at WVU.

Supporters

OLLI at WVU continues to grow as an organization with the unwavering commitment and generosity of our patrons and supporters. We acknowledge and thank the following:

- ◆ The Bernard Osher Foundation
- ◆ WVU President's Office
- ◆ WVU School of Public Health (SPH)
- ◆ OLLI Board Members, Committee Members, and Volunteers
- ◆ OLLI \$100K Club and other donors
- ◆ Our Distinguished Instructors
- ◆ OLLI Members

OLLI Board of Directors (2020-21)

Beverly Kerr, President	Kay Goodwin
Gwen Gill, Vice President	Kathy Hanko
Clark McKee, Secretary	Sonja Jewell Kelly
Stephen Wetmore, Treasurer	Ed Johnson
Sarah Woodrum, SPH Rep.	E. Jane Martin
Carolyn Atkinson	Florita Montgomery
Hilary Attfield	Gwen Rosenbluth
Lynn Baker	George Trapp

OLLI Board of Advisors

Bob Craig	James Dylan Held
Roger Dalton	Linda Jackowitz
Ann Davidson	Betty Maxwell

OLLI Committees

Curriculum	Chair: Jim Held
Facilities and Technology	Chair: Paul Hanko
Finance	Chair: Stephen Wetmore
Marketing	Chair: Ed Johnson
Membership	Chair: Gwen Gill
Nominating	Chair: Kathy Hanko
Irving Goodman Annual Aging Lecture Series	
	Chair: Stan Cohen

OLLI Charleston Committee

Carolyn Atkinson	Kay Goodwin
Melora Cann	Fran Simone
Nancy Daugherty	William Vieweg
Dave Foster	John Willson

Staff

Jascenna Haislet, Executive Director
Diane Cale, Program Assistant
Michelle Klishis, Professional Technologist
Susan Martino, Program Assistant

From the Director

Fifteen months ago, OLLI was forced to close its office and classrooms as the world plunged into a deadly pandemic, isolating many of us in our homes. After quickly transitioning a handful of classes to a virtual setting for the spring term, OLLI's board and staff revisited our mission statement and programming. We considered how we could continue to fulfill the needs of our members and the community at large during what we suspected was going to be the next year.

The mission of the Osher Lifelong Learning Institute at WVU is to promote connection, curiosity, exploration, discovery, and discussion through learning and social engagement in non-credit classes, lectures, field trips, and events designed for adults 50+.

Promoting connection and engagement became our focus through online classes and social opportunities. While we recognize that this solution was not an option for all our members and friends, we were also pleased with the benefits and new opportunities that online learning provided. We brought the Morgantown and Charleston programs together to share classes and reconnect old friends; provided classes on demand with recordings; eliminated or greatly reduced waiting lists; and perhaps most importantly, we welcomed new and returning members from around the country, many of whom would not have been able to attend OLLI classes in person due to distance or physical disability.

In recognition of these benefits and in service to our members who wish to continue taking OLLI classes online, we are working over the summer to secure the necessary technology and work with our instructors to offer as many classes as possible in a hybrid model in our future terms.

In the following pages, you will see the names of the many volunteers and friends who helped make all of these things and more possible. A sincere thank you to all! I would also like to say thank you to the many people who provide continued support to OLLI in a variety of ways at WVU, including but not limited to:

- Dr. Gordon Gee, President, WVU
- Dr. Maryanne Reed, Provost & Vice-President of Academic Affairs
- Dr. Clay Marsh, Vice-President & Executive Dean, Health Sciences
- Dr. Jeffrey Coben, Dean, School of Public Health
- Dr. Sarah Woodrum, Senior Associate Dean for Administration, SPH
- Dr. Linda Alexander, Senior Associate Dean for Academic Affairs, SPH
- Roberta Mogyoros, Finance & Business Administrator, SPH
- The staff of the School of Public Health
- The staff of the WVU Foundation

In fulfillment of our mission, OLLI offered over 200 classes, events, and other activities for our members in the past year. We welcomed 105 new members, several new instructors, and a new staff member, Susan Martino, to our family. Sadly, we also had to say goodbye to eight members and friends.

Thanks to the efforts of our marketing committee, board of directors and advisors, instructors, volunteers, and members, we are ending 2020-21 with 516 members. Although this represents a 37% decrease over the previous year, the drop was not unexpected, due to the pandemic. With hopes of re-opening fully our physical classrooms for the fall, we anticipate membership will increase over the next year. We will also be welcoming members of Campus Club, which merged with OLLI earlier this spring.

As you will see on the budget page, OLLI is once again ending our year on fairly stable financial ground. Thanks to the generosity of our members, donors, and friends, we were able to avoid the large deficit that we had anticipated with the reduction of membership and enrollment income. OLLI's annual operating budget continues to be only partially funded by resources that we can reasonably expect to receive each year (interest from our endowments and allocations from the President's Office and the School of Public Health). Earned income from membership dues and participation fees and contributed income in the forms of grants, sponsorships, and individual donations, continues to pay 50% of our annual expenses.

As we begin this new year with OLLI, I am, as always, excited for our future and inspired by all of you!

Thank you again for your continued support. This is your OLLI. Members are the past, present, and future of OLLI at WVU. As always, I have many ideas of what that programming might include, but I want to hear from you. What do you want from your OLLI? If you have a suggestion, an idea, or a concern, please let us know. Contact me or one of the board members.

Jascenna Haislet
Director, OLLI at WVU

*Want to be more involved?
Ask about volunteering!*
Call the OLLI office at 304-293-1793

2020-21 Year in Review

Summer

OLLI hosted 30 virtual classes during our summer term, shared with our members in the Morgantown and Charleston areas and beyond. Other opportunities included the continuation of weekly Ask-a-Geek sessions, yarn arts and t'ai chi interest groups, virtual happy hours, and monthly trivia events. With the help of graduate intern Harry Russell, OLLI started a podcast, interviewing members and instructors, to help us get to know each other. Michelle Klishis, our professional technologist, continued to help members participate in OLLI classes with several Zoom training sessions. OLLI also began collaborating with the WVU Committee of Retired Faculty to offer monthly lectures to the community.

Fall

The fall term was a busy one, with 38 virtual classes. Judy Werner got us playing music together again with a virtual lap dulcimer class and, thanks to Jack Hammersmith and Kay Goodwin, we welcomed a guest presenter from Los Angeles, Morgantown native David Selby. Our member benefit opportunities and events continued online and in December, we welcomed the return of OLLI's annual Irving Goodman Aging Lecture. Expanded to a two-day virtual event, *Elders as Activists* featured a keynote address by Elizabeth Traubman, founding member of Elders Action Network and a panel discussion with Sharon Goodman, Ann Payne, and Cindy O'Brien.

Winter

With little concern about snow days and inclement driving conditions, OLLI offered 42 virtual classes between January and March. We hosted a seven-week conversation on racism and antiracism and co-hosted the 15th annual Martin Luther King Jr. Day Celebration with The Community Coalition for Social Justice and Main Street Morgantown.

Spring

With 47 classes, spring was our busiest virtual term! OLLI welcomed presenters from around the country and enjoyed a virtual tour of the SPAM Museum in Austin, MN. We also took the first steps toward a return to pre-pandemic class delivery with a handful of classes held outdoors, including nature walks and a visit to the J.W. Ruby Research Farm for an evening with Crystal Smith and her horses. In early May, OLLI partnered with the City of Morgantown to offer t'ai chi to the public at Ruby Hazel McQuain Park on Saturday mornings through the end of the summer.

Share your passion for learning
with a friend!

Give a trial membership as a gift or bring a friend to a class.
Call the OLLI office for more information.

The Bernard Osher Foundation

The Bernard Osher Foundation seeks to improve quality of life through the support of lifelong learning institutes such as OLLI at WVU. The Foundation was founded in 1977 by Bernard Osher, a respected businessman and community leader. The Foundation has now funded 124 Osher Lifelong Learning Institutes on campuses of colleges and universities from Maine to Hawaii. Funding for OLLI is contingent upon membership growth goals, so **membership matters**. To learn more about The Bernard Osher Foundation, please visit their website at www.osherfoundation.org.

In Memoriam

OLLI acknowledges the passing of the following members and friends during the past year.

Kay Beamer
Kenneth Bond
Joan Bowes
Charles "Bob" Craig
Sara Jane Hornbeck
Joseph Paull
Aileen "Chris" Shafer
Greg Spransy



OLLI at WVU Committees

OLLI has several standing and ad hoc committees that work together, in coordination with our director, to keep our program running. Thank you to the following committee chairs and members for your support and involvement during the past year.

For more information about what the committees do, visit <https://olliatwvu.org/about-us/committees/>. To volunteer to serve, contact the OLLI office at olli@hsc.wvu.edu or 304-293-1793.

Catalog Committee

Carolyn Nelson
Connie McCluskey
Susan Lewis

Charleston Committee

Carolyn Atkinson
Melora Cann
Nancy Daugherty
Dave Foster
Kay Goodwin
Fran Simone
William Vieweg
John Willson

Curriculum Committee

Jim Held, Chair
Bob Craig
Ann Davidson
Linda Jacknowitz
Karen Long
Connie McCluskey
Judy Morris
Carolyn Nelson
Margot Racin
Sumitra Reddy
Gwen Rosenbluth
Rae Jean Sielen

Facilities & Technology Committee

Paul Hanko, Chair
Wallace Venable

Finance Committee

Stephen Wetmore, Chair
Connie McCluskey
E. Jane Martin
George Trapp
Bill Weiss

Fundraising Committee

Hilary Attfield
Linda Jacknowitz
George Trapp
Bill Weiss
Stephen Wetmore

Irving Goodman Aging Lecture Series Committee

Stan Cohen, Chair
E. Jane Martin
Julie Patrick
Gwen Rosenbluth
Sarah Woodrum
Linda Yoder

Marketing Committee

Ed Johnson, Chair



Member Relations Committee

Gwen Gill, Chair
Stan Cohen
Nancy Wasson
Royce Keller

Nominating Committee

Kathy Hanko, Chair
Charlotte Dalton
Roger Dalton
Karen Long

Travel Committee

Sue Keller
Beverly Kerr
Karen Long

Mark Your Calendar!

June 21	Summer registration begins
July 6	Summer term begins
July 9	OLLI Board meeting
July 12	Fall course proposals due
Sept. 20	Fall registration begins
Sept. 22	A Taste of OLLI Open House
Oct. 4	Fall term begins
Nov. 1	Winter course proposals due
Dec. 23-31	Winter Holiday
Jan. 10	Winter registration begins
Jan. 18	Spring course proposals due
Jan. 24	Winter term begins
March 21	Spring registration begins
April 4	Spring classes begin
April 18	Summer course proposals due
June 15	2022 Annual Meeting
June 20	Summer registration begins

In addition to the major holidays that OLLI has traditionally observed, the Board of Directors voted earlier this year to honor the holidays of Rosh Hashanah, Yom Kippur, Vesak, Eid, Dawali, and Juneteenth in the spirit of recognition and inclusion. OLLI will no longer schedule classes on these holidays.

Watch your Friday Bulletin for plans for Welcome Back to OLLI celebrations later this summer!



Budget Report
2021 Annual Meeting
06/15/2021

Balances in OLLI Foundation Accounts (as of 6/16/2021)

Osher Endowment Account	\$1,376,875
OLLI Endowment Account (ALL Carryover)	\$68,846
OLLI Endowment Account (Cash)	\$16,959
OLLI Scholarship Fund	\$19,401
\$100K Club	\$85,890
OLLI General Funds	\$110,569
Center on Aging Activities Support	\$9,400

2020-21 Budget

OLLI Income and Expenses 2020-21

Balance Forward 7/1/2020 (Cash Accts - Scholarship Fund)	\$207,762
Projected Income:	
Osher distribution	\$57,977
WVU Facilities support	\$25,000
OLLI dues, fees	\$43,725
OLLI material fees, field trips	\$ -
Gifts, grants	\$36,573
Osher Capacity Building Grant	\$6,250
School of Public Health (salaries+software)	\$44,984
Commissions/Sponsorships	\$360
OLLI Endowment (ALL Carryover)	\$2,080
Total Income:	\$216,950
Projected Expenses to 6/30/2021	
Personnel and Fringe Benefits	\$161,368
Administrative Costs	\$5,558
Facilities (rent, utilities)	\$17,342
Fundraising	\$117
Hospitality	\$363
Marketing & Communications	\$19,349
Programming	\$1,116
Technology	\$12,494
Trips & Travel	\$389
Total Expenses:	\$218,097
Over (Under)	(\$1,147)
Balance Forward 6/30/2021	\$206,615

2021-22 Proposed Budget

Proposed OLLI Budget 2021-22

Balance Forward 7/1/2021 (Cash Accts, minus Accts Rec/Payable & Scholarship Fund)	\$206,615
Estimated Income:	
Osher distribution	\$59,066
WVU Facilities support	\$25,000
OLLI dues, fees	\$54,000
OLLI material fees, field trips	\$ -
Gifts, grants	\$32,000
Osher Capacity Building Grant	\$25,000
School of Public Health (salaries+software)	\$42,949
Commissions/Sponsorships	\$2,500
ALL Endowment Distribution	\$2,100
Total Income:	\$242,615
Estimated Expenses	
Personnel and Fringe Benefits	\$181,500
Administrative Costs	\$15,300
Facilities (rent, utilities)	\$28,500
Fundraising	\$500
Hospitality	\$1,500
Marketing & Communications	\$23,000
Programming	\$750
Technology	\$13,000
Trips & Travel	\$1,500
Return to Classroom	\$6,000
Total Expenses:	\$271,550
Over (Under)	(\$28,935)
Balance Forward 6/30/22	\$177,680

Thank You to Our Volunteers

As a non-profit membership organization, OLLI at WVU depends on the generous support of our volunteers. Volunteers are the lifeblood of our program, helping to ensure that OLLI is able to provide the highest quality courses, lectures, workshops, trips, and more for our members.

OLLI at WVU wishes to thank the dedicated volunteers who generously give their time and energy over the years to help the program bring the best possible educational and social opportunities to our membership. Without their help, we would not be able to do so.

During this past year, many of our volunteer opportunities, aside from serving on a committee or the Board, or teaching a class, have not been available as our needs have been different during the pandemic. However, OLLI has benefited from the assistance of a few members and friends to which we wish to extend our thanks and appreciation to:

**Michael Attfield • Diana Beam • Rose Haislet
Kathy Hanko • Michael Hyde**

We look forward to welcoming back class hosts, office assistants, event volunteers and others this year!

We also extend our thanks and appreciation to our committee and board members, who are listed on pages 2 and 4. Thank you to our wonderful faculty and presenters who are listed to the right.

If you volunteered this year and are not listed, please accept our sincere apologies and let us know. You are truly appreciated!

Extra Mile Award

Each year, the Executive Committee recognizes an OLLI member who has gone over and above the call of duty as a volunteer with the Extra Mile Award. Last year, the Board recognized Michael Hyde.

This year, we recognize the invaluable support of...

2020-21 OLLI Faculty & Presenters

Engaging classes and enthusiastic volunteering lay the foundation for a successful OLLI, offering a variety of educational and social opportunities for its membership. The faculty and presenters of OLLI at WVU deliver both by volunteering to teach an OLLI course. Thank you to our 2020-21 faculty and presenters for sharing your knowledge, passion, and time with the members of OLLI at WVU.

Sara Abbas	Jascenna Haislet	Patsieann Misiti
Lynn Baker	Jack Hammersmith	Florita Montgomery
Edward Balthazar	Rabbi Joe Hample	David Mould
Tomi Bergstrom	David Harnois	Byron Nelson
Rabbi Joe Blair	Heather Harris	Carolyn Nelson
Melora Cann	Carol Heiberger	Bob Neymeyer
Caroline Cocciardi	James Held	Cecil Pollard
Andy Cockburn	Barbara Howe	Margot Racin
Stan Cohen	Anya Jabour	Maria Jose Ramirez
Judy Cohen	Ed Johnson	Sumitra Reddy
Jay Cole	Allie Karshenas	Jim Rentch
Kenton Colvin	Lee Kikel	Sarah Robinson
Douglas Cumpston	Michelle Klishis	Alan Rosenbluth
Ann Davidson	William Koehler	Rae Jean Sielen
Cristin Dolan	Carrie Lakin	Aj Smit
Kathi Elkins	Susan Lantz	Crystal Smith
Dan Foster	Deborah Layton	Miranda Talkington
Zach Fowler	Miriam Leary	Wallace Venable
Danielle Funk	Karen Long	Barry Wendell
Amy Gentzler	Carissa McBurney	Judy Werner
Mavis Grant-Lilley	Earl Melby	Emma Wittig

2021 OLLI Faculty Honor Roll Inductees

OLLI at WVU recognizes our generous volunteer instructors as Honor Roll when they have taught at least 10 courses and 60 class session hours. This year's inductees to the OLLI Faculty Honor Roll are:

**Melora Cann
Jack Hammersmith
William Koehler
Karen S. Long
Cecil Pollard**

*Interested in teaching
for OLLI?*

*Proposals for Fall term
classes are due July 12.*

*Visit www.olliatwvu.org or
call 304-293-1793*

Thank You to our generous 2020-21 Donors

The generous financial contributions of members are vital to the future of OLLI at WVU. A solid foundation of support from the membership demonstrates to the Osher Foundation and other potential funders that OLLI can achieve sustainability for years to come. Membership fees, interest from the endowment, and state support only cover a fraction of our expenses. Donations help pay the rent, provide class materials, provide scholarships, and much more. With your help, we can continue to offer the highest quality educational, cultural, and social experiences possible. (Names listed as submitted by donor.)

OLLI members and friends donated **\$36,573** to our program in the last year.

Aurie & Robert Acciavatti
Betty Alexander
Joyce Butler Allen
Gerri Angoli
Anonymous
Stephen & Susan Arnold
Carolyn Atkinson & Arnold Hartstein
Micheal & Hilary Attfield
Nancy Atwell
Betty M. Bailey
Judy Bailey
Lynn & Maurice Baker
Wilhelmina Batchelder-Brown
& Tom Brown
Diana Beam
Lee Ann Beaumont
Sara Bishop
Kay H. Blaskovics
Melissa A. Blehschmidt
Susan Bordonada
Joyce Bower
Carole Boyd
Mary Ellen Brady
Nancy Brallier
James Brannon
Karen May Brock
Barbara Brown
Neil & Constance Bucklew
William & Karen Bucy
Elaine Barrows Burrell
Jane Cardi
Dennis & Donna Channel
Stan & Judy Cohen
Kenton & Madeline Colvin
Sylvia Cooper
Bob & Margaret Craig
Jim Culberson
Roger & Charlotte Dalton*
Brad Daugherty
Allison & Pat Deem
Janice Denison
John Di Bacco
Nancy Diener
Judith Dinsmore
Patty Dodson
Joan Driscole
Jane Duffy
Alan & Cecilia Engelberg
Helen Epps
Patrick Esposito
Joann Evans
Phil & Doris Faini
Carolyn Fakadej
Anka Fantulin

Christine Fazio
Joseph Fernandes
Martha Ferrell
Denise Ferris
Marsha Fletcher
Angela (Darlene) Fogarty
Betty Forbes
Dan Foster
Laura Garlitz
Paul Gebhard
Gwen Gill
Shirley Giuliani
Joseph & Kay Goodwin
David Gross
Denise Gwinn
Priscilla Haden
Jascenna Haislet*
Rosie Haislet*
Judith Hall
Terry & Maureen Hall
Jack & Jean Hammersmith
Allan & Virginia Hammock
Robert Harrison
Jim Held & Bonnie Brown*
Linda Herbst
Richard Hess
Theresa M. Hickman
Thomas & Margaret Hodous
Elissa Hoffman
Steven Holsclaw
Sara Hornbeck
Barbara Howe
Jerrey Hoyt
Alys Ann Hutchison**
Keith & Ansusan Inskeep
Linda Jacknowitz
Willa Jarvis
Patricia Jarvis
Patricia Jenkins
Anna C. Johnson
Maureen Johnson

Ed Johnson*
Patricia C. Johnston &
Lawrence Frail*
Linda J. Justice
Shelley Kanner
Kathryn Kay
Sue Keller
Janet Kemp
Elizabeth Kent
Beverly Kerr
Yvonne Khourie
Steve & Susan Kite
Beata Kolaja
Peggy Kourey
Sherrilyn Kuehn
Carrie Lakin
Shirley Layne
Ann Linger
Robb O. Livingood
Jo Lofstead
Nancy Lohmann
Karen S. Long*
John & Harriet Loth
Leslie J. Lovett
Emily Lundberg
Jane Martin
Ann R. McArdle
Sallie McClougherty
James & Shonet McClung
Connie & Steve McCluskey
Kim & Dave McCluskey
Carolyn McDaniel
Clark & Allyson McKee*
Becky & Carl McLaughlin
Carolyn McVicker
Diana Meckstroth
Alice Meehan
Earl & Cecelia Melby
Robert & Miriam Miller
Betty Jo Monday
Florita Montgomery

Dorothy Moore
Judy & Andy Morris*
Donald & Mary Morrison
Marilyn Morton
Diane Moss
Colleen & Phillip Murray
Sharon Naylor
Barbara Neal
Byron & Carolyn Nelson
Louise H. Nelson
Julia Nowicki
Cindy O'Brien
Trinita O'Neill
Florette Orleans
Catherine & Andrew Ostrow
Deborah Parsons
M. & D. Patchen
Betty Patrick
John Pearson
Diane Pennington
John & Mary Pigza
Thomas Puc
Margot Racine
Nancy Raley
Richard Reardon*
Sumitra Reddy
Eleanor Renton
Janis Reynolds & Doug Kilmer
Jerry K. & Alice S. Robbins
Frank & Madelyn Romeo
Alan & Gwen Rosenbluth
Larry Rowe
Steven & Debora Runfola
James & Sheila Rye
Barbara Schell
Ross & Arlene Schlobohm
Diana Scott-Beattie
Mabel Jeanette Shaner
Barbara Smith
David & Sandra Smith
Alan Socol

Michael Spevock
Patricia Stanton
Ingrid Strakusek
Suncrest Area Kiwanis Club
Cheryl Sweder
Annette T. Tanner
Rita Tanner*
Sally Taylor
George & Viera Trapp
Nancy Ulrich
Sharyn Urey
Wally & Norma Venable*
William & Susan Vieweg
Bill Weiss
H. Arthur Weldon
Judy Werner
Stephen Wetmore
Grace Wigal
Judith Wilkinson
Carole C. Williams
Women of United Methodist
David Yelton
Linda Yoder
Lisa A. Youell
Carolyn Zinn

* Sustaining Donors

If you would like to make a donation to OLLI at WVU, there are several options from which you may choose:

- Make an annual gift
- Become a member of the \$100K Club
- Give a gift in honor of a friend or loved one
- Give a gift in memory of a friend or loved one
- Include OLLI in your estate plans or will
- Donate to the OLLI Scholarship Fund

No gift is too large or too small!

Contact the OLLI office at 304-293-1793 for more information about how you can help!