



Helpline Center & Black Hills Urgent Care November 2022 Volunteer of the Month



Pictured from left to right: Francis and Kathy Toscana, Tim Schnider Meals on Wheels; Jennifer Pavlicek Helpline Center

RAPID CITY - The Helpline Center and Black Hills Urgent Care are pleased to announce that Kathy and Francis Toscana have been named the November 2022 Volunteer of the Month. Kathy and Francis were nominated by Tim Schnider from Meals on Wheels to receive the award.

Kathy & Francis have been delivering for six years. They started driving for us on August 5, 2016. Kathy & Francis are an amazing couple who are scheduled to deliver once a week but help out whenever asked. In the last month, they have delivered on average 6 times a month. They also are always willing to help us train new volunteers. Kathy & Francis deliver meals to our participating seniors every Friday. In addition to meal deliveries, they check on the seniors and notify us of any concerns and if wellness checks are needed. They also willingly deliver on additional days anytime they are asked.

Kathy & Francis are scheduled for one of our largest routes but will gladly deliver any route asked of them. In the last 12 months, they have delivered approximately 1,841 meals averaging about 153 meals a month.

Helpline Center and Black Hills Urgent Care and Surgical Hospital presented Kathy and Francis Toscana with a Volunteer of the Month certificate, a letter from Mayor Allender, and gifts from Black Hills Urgent Care and Surgical Hospital as a thank you for her volunteer service.

For information on volunteer opportunities, please call the Helpline Center at 211 or visit volunteer.helplinecenter.org