

To the Matanel Foundation,

We are excited to summarize a year of joint activity at 22-23.

During this period we were able to produce significant intergenerational connections and reduce the loneliness of the senior citizens who took part in our activities.

Thanks to your support our project is growing, more senior citizens are connecting to the local community and more young people are participating in community activities near home.

In this report we will summarize the activities so far.

Sincerely,

Yuli Halel and Natali Matari.

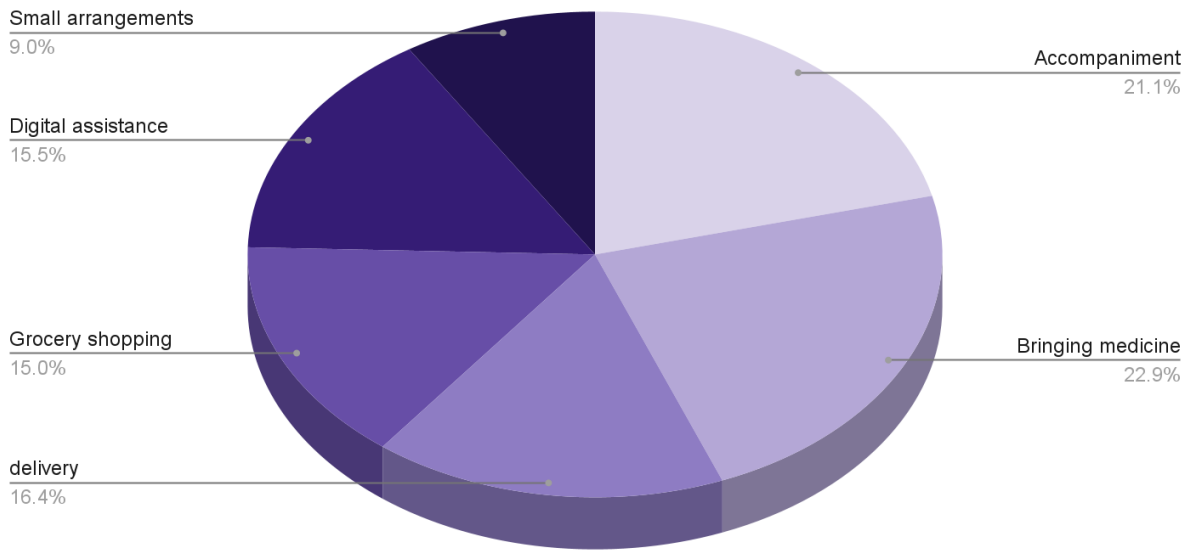
Summary of the activity:

- **83 Constant connections - 5% of the connections made**
- Connection dosends of a young volunteer to a senior citizen in the community, performing a follow-up and mutual feedback to the young and old at the end of the meeting.
- Leading a team of volunteers - each volunteer invests at least 3 hours a week in conversations with dozens of senior citizens in order to alleviate loneliness and connect them with young people from the community for spot assistance and social gatherings.
- Providing an additional solution if necessary to incapacitated senior citizens - connecting with professionals from the community for repairs and renovations to the home, transportation in taxis and deliveries of food packages.
- Measurement and evaluation program of the program - feedback to senior citizens and measurement of the impact of the activity.

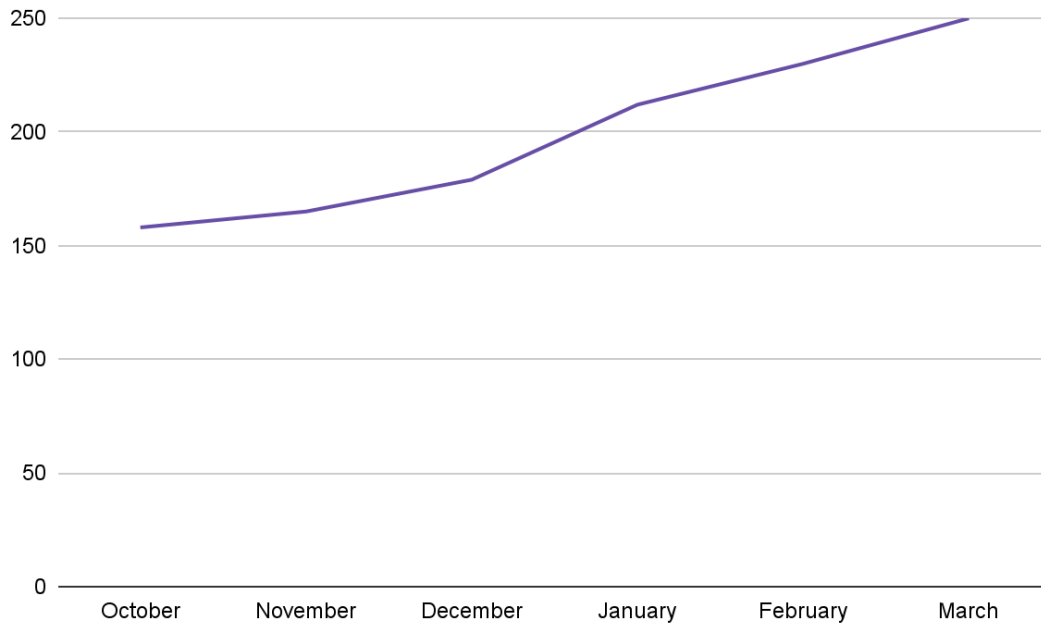
quarterly:	Hours of activity at the call center:	Number of referrals from senior citizens:	Number of intergenerational encounters:	Percentage response:
Q3: July-September 2022	360	516	361	70%
Q4: October-December 2022	360	579	401	70%
Q1: January-March 2023	360	541	432	80%

Q2: April-June 2023	360	561	476	85%
Total:	1,440	2,197	1,670	76%

Types of requests:



Incoming inquiries to the call center:



	Name of volunteer:	Phone number:
1	Alona Gelbard	0545945565
2	Diana Verbizky	0533341005
3	Orit Yair	0524840101
4	Marina Veslova	0547505582
5	Yael Levi	0505680075
6	Omer Baruch	0528660075
7	Idan Banabo	0522852400
8	Yotam Kritz	0549579527
9	Adi Valdman	0586868006
10	Daniel Katz	0523658046
11	Noa Frid	0506386200
12	Yuval Aharon	0542198173
13	Asaf Shina	0532768977
14	Daniel Salem	0526005262
15	Tony Dark	0542511040
16	Ofir Rozenberg	0542499083
17	Noa Amar	0522944652
18	Rom Boloken	0528603807
19	Ofir Vaynberg	0544389889
20	May Perry	0546315315
21	Tal Solomon	0544677789
22	Stav Yermiyahu	0508666155
23	Thai Ben Ari	0544270292
24	Nadav Admon	0527722890
25	Daniel Zohar	0548333409
26	Linoy Naim	0528268205
27	Noam Asraf	0502733554
28	Anat Litbak	0525351217
29	Maya Mashiah	0528135311
30	Bosmat Koren	0505659718

Volunteer experiences:

Alona Gelbard:

I started volunteering at 20-80 more than a year ago and decided to continue for a second year!

I first volunteered at the association's call center and heard the stories of the senior citizens who contacted us and how lonely they were.

I called adults, talked to them, and felt a connection far beyond making technical calls, but I heard about their personal experiences.

I felt that the role empowered me and expanded deep feelings that I didn't know existed in me. The most excellent satisfaction was hearing the older man on the other end of the phone, who was excited, thank me and told me that I alleviated his loneliness a little and lifted his spirits.

Today I continue to volunteer at meetings and help adults in various fields; I connect excellent professionals who donate and want to do good and the adults who need help. I am a listening ear for them.

Thanks to the association, I met Betty and Zvi, an 80-year-old couple who feel very lonely and live in Tel Aviv; I come and visit them, we talk, they share their experiences with me, and I share mine with them, and I always come home with a smile and satisfaction! During the meetings, I got to help them organize documents, I taught them to use the computer, and we went on joint trips.

Thanks for the privilege to be a part of this fantastic project!

Yael Levi:

Volunteering at 20-80 is fantastic, brings you closer, and weaves a unique and exciting bond.

Sometimes in the most minor actions that seemingly do not have too much deep meaning, we find that they are significant for the elderly and create an exciting and meaningful connection between the different age groups.

In one of the meetings, I got to know Giselle when I helped her shop; while assisting and managing small talk, Giselle told me that it was her birthday and she was not in contact with her family. When I returned from shopping, I surprised her with a small and simple gesture of a homemade cake with candles. Giselle was very excited, and so was I by the reaction it provoked in her. From then until today, we conducted regular weekly meetings when the whole relationship was created as if from simple assistance for us but turns out to be very significant for them and us.

The veterans I got to know are very enthusiastic about the assistance that 20-80 provides, and some of them even tell their friends about the association.

The connection created, even in the small turns, brings a smile to the faces of the elderly and simply warms the heart.

Tony Dark:

I joined the 20-80 association at the beginning of the academic year to help the elderly with daily tasks. After registration, I received calls to help three people learn how to use a mobile phone and digital devices.

Very quickly after I met with them, I realized that the 20-80 association is much more than helping with the same day-to-day tasks.

Every week I met with those senior citizens. Besides helping them learn basic phone operations, I learned about their personal stories, shared my daily life as a student with them, and created an interpersonal relationship that continues to this day.

When I signed up for the association, I thought it was simple to help with small tasks, but I discovered that the "connections" in "connections 20-80" constitute the main charm of the association.

Volunteering not only alleviates the loneliness of senior citizens but also allows me to meet amazing people that I would not have been able to meet without the association.

I am delighted with the association's activities and the staff's professionalism, and I admit that I fell in love with the opportunity to volunteer at 20-80!

Noa Frid:

I started my volunteering at the association with a bit of fear.

I was afraid to meet people I didn't know and go into strangers' homes.

I wanted to see if I was relevant enough to help people in a way that would meet their needs.

When I took on the first referral, I discovered I had worried for nothing. Every house I visited was warm and inviting.

Although I was invited to deal with problems such as repairing a computer or training on using the mobile phone, I realized that the real problem is the desire for human contact, conversation, and contact.

As a psychology student, I know the effects of loneliness in old age on physical, emotional, and cognitive functions. Very quickly, I saw my volunteering in the association as a critical mission. As part of my volunteering, I formed a special relationship with a woman named Dalia, and I visited her about once a week. I helped her with relatively ordinary things such as transferring legal documents, making clinic appointments, arranging and cleaning the house, and computer matters, and we would talk for hours. At a certain point, I no longer knew who was helping whom - my visits to Dalia were like air for me.

The association does holy work in connecting volunteers with adults who need assistance. The team of coordinators at the association is charming and available to support and help, and they made my volunteering experience smooth and pleasant. I highly recommend joining and volunteering in the association, and I am happy for the privilege of taking part in this fantastic project.

The impact In the last year:

- 1,440 Hours of activity at the call center
- 1,670 Intergenerational connections created
- **5% of the connections are constant - 83 constant connections**
- Real-time assistance for senior citizens in the community
- Reducing loneliness among senior citizens - 58% of the elders testified that participating in the activity reduces their feeling of loneliness.
- Increasing quality of life - 78% of the elders testified that participating in the activity increase their quality of life.
- Increasing the involvement of young people in the community - 76% of the young people testified that participating in the activity increase their involvement in the community.
- **Financial assistance in taxis for medical treatment - 12,000 NIS**
- **Financial assistance in repairs and renovations - 150,000 NIS**

Budget:

Description	Requested	Actual execution	
coordinators	31,000 NIS	31,000 NIS of 130,000 NIS total	Coordinator in the amount of 100% of the position. Leading the project and accompanying the volunteers.
Application - product	2,000 NIS	2,000 NIS of 12,000 NIS total	Call center system and software house services
content and knowledge	2,000 NIS	2,000 NIS of 6,000 NIS total	accompaniment of a social worker
Training	3,300 NIS	2,500 NIS	Staff training
Insurance	500 NIS	1,000 NIS of 5,000 NIS total	Insurance for the team of volunteers and residents of the communities active in the project
Amazon cloud	700 NIS	1,000 NIS of 3,500 NIS total	
Website	1,500 NIS	1,500 NIS	Website storage and maintenance
Accountant	4,000 NIS	4,000 NIS of 8,000 NIS total	Accountant, bookkeeping, legal advice, fees
Total	45,000 NIS	45,000 NIS	



Pictures:

https://drive.google.com/drive/folders/1GpRk7YY4-6djMzrw_9-AtR12NHdNs_eD2?usp=sharing