

SHEPHERD'S HERALD: Volume 12, Issue 3 — Summer Edition — April—June 2026

Shepherd's Center is Using New Software

On June 15, we successfully transitioned to a new computer system for managing client ride requests and driver assignments. Our new software is called Assisted Rides and replaces our previous system, which became outdated.

Our partners at NV Rides provided technical support throughout the transition, including transferring all our data and training our volunteers on the new system.

By all accounts, the transition has gone smoothly. Clients continue to schedule and receive rides, and drivers are providing transportation just as they have in the past. Aside from a slight change in how clients receive ride reminders, they should notice very little difference. Drivers now log into a new website, but the core functions remain the same, with a more modern and user-friendly interface.

A special thank-you goes to Mark Turco for leading several Zoom training sessions to help familiarize our volunteer drivers with the new system. His support played an important role in making the transition a success.

--Fran McHatton

NEW VOLUNTEERS

**Here are the new volunteers from
April through June:**

John Chamberlain	Rajni Luthra
Bill Lafield	Desiree Fey
Don Sternfeld	Rebecca Trainor
Dorothy (Dot) Phillips	Jill Warren
Susan Pawlukiewicz	Carrie Wolfe
Deirdre Orceyre	Beatriz Carvalho
Michael Morrison	Mary Kay Keenan
Zachary Szczesniak	Jennifer Zolla
Peggy Ann Hoyle	Charles Kosak
Christine (Chris) Sakach	Susan Green
Stewart McMillan	John Seager

Ride Coordinators

**Jan Auerbach
Christine Byrne
Lisa Dickerson
Jan Gordon
Dawn Massey
Rob Osberg
Kathy Peroff
Judy Rudman
Mark Turco**

2026 Ride Statistics

	JAN-MAR	APR-JUN
Rides Provided	1,074	1,143
Volunteer Hours	962	982
Miles Driven	10,693	11,069

REQUESTING A RIDE

Now that our Shepherd's Center has recently adopted a new software system for scheduling rides, it is a good time to remind clients of the information you need to provide when requesting rides.

Be sure to call or email at least 5 days (and up to 2 months) before your appointment and provide **ALL** of the following information:

- Your name and phone number
- Date, time of your appointment
- Estimated length of appointment
- Whether the trip is one way or round trip
- Name of the doctor, medical practice, or other destination
- Destination address and phone number*
- Any additional stops, such as bank, pharmacy or post office

*Even if you have been to the destination before, please give us this information again in case the information hasn't been transferred to the new software system.

You should have a card with the above information on it to remind you of the information we need. If you never got the card or misplaced it, let us know by phone or email and we will send you another.

We provide rides to medical, dental, and therapy appointments. We also provide rides to pharmacies, banks, tax preparers, government offices, and grocery stores. We provide rides to destinations in Arlington, Alexandria, Falls Church, Fairfax County, and DC.

We do NOT provide rides to houses of worship for regular services, social events, restaurants, libraries or beauty/nail shops.

—Jan Auerbach

Victoria Hoiles – Driver Profile

Victoria joined our Shepherd's Center in March of this year and has provided over 40 rides while also volunteering with other organizations who help teens, and those in need of employment and peer support services. She recently joined the SCMAFC Client Assessment & Advocacy Committee and is serving as our liaison to Aging Forward.

Victoria was raised in Whittier, CA, coming east to attend Brown University in Providence before moving to the Washington area to earn her PhD in Clinical Psychology at Catholic University. Taking a position at St. Elizabeths Hospital with the DC Commission on Mental Health Services, she worked as a forensic psychologist assessing and treating those in the criminal justice system.

Moving to the CIA, she spent 24 years supporting officers and their families here and abroad, then moved into executive leadership roles, including working in the Deputy Director of CIA's Office and serving as Chief of Staff for the Directorate of Support. In her final position she was the Director of the Agency's medical services.

After such a storied career, Victoria is now enjoying her second year of retirement with her husband travelling in between her volunteer work, having just returned from Southern Africa, with other exotic trips in the forecast. We appreciate the energy Victoria has brought to Shepherd's Center and look forward to her support in the future.

—Ed Groark



Volunteers Gather to Welcome Summer

Our quarterly Volunteer Event was held at the Carlyle restaurant in Arlington on June 1. Our 33 guests all enjoyed a delicious meal with an amazing selection of decadent desserts!

The opportunity to meet new friends and reconnect with those we know is always a great way to share ideas, compare driving strategies, or simply share success stories from serving our clients.

Our Board Chair, Jan Auerbach, shared updates about the organization and recognized the volunteers who organized the event. We even tried to recruit our fabulous wait staff who were quite interested in the special work that we do!

Our next volunteer event will be a casual Coffee and Donuts drop-in on Friday September 18 from 10 – 12. It will be held at the Lewinsville Presbyterian Church in McLean in room 102A. Join us to meet new volunteers and share ideas with others as well as come with questions we can answer!

Also mark your calendars for our annual Holiday Luncheon on Tuesday, January 12, 2027. We will be returning to the Wildfire restaurant at the Galleria in Tysons after the rave reviews by all of our guests this past January! We will meet in the Buckingham/Savoy room again, beginning at 12:30 and ending at 3:00. We look forward to (Board Chair) Jan Auerbach's overview of the past year and what our focus is for the new year.

Volunteer Events will typically be announced in the newsletter as well as by email, with reminders also sent out by the Ride Coordinators. Please watch for the invitations to these events as you don't want to miss a chance to enjoy good food, meet and welcome other volunteers, and share a laugh or two while catching up with others.

Thanks to all who attended our recent event and hoping to see many more of you in September and in January!

—Carol Edelstein

Would you like to be a Handy Helper?

We are trying to compile a list of volunteers who are interested in being handy helpers. A Handy Helper assists with replacing light bulbs or batteries in smoke detectors, hanging pictures, or other simple household repairs (no cleaning or yard work). They can also help with managing cell phones or simple computer problems.

The volunteers we know of so far are: Nicholas Draper, Judi Egbert, John Fricano, Bob Kravinsky, Brooke Peckins, Don Sternfeld, Zachary Szczesniak, Mark Trachtman, and David Updike.



If you would like to be added to this list, please let us know at contact@scmafc.org.



shepherd'scenter

OF MCLEAN-ARLINGTON-FALLS CHURCH

1205 Dolley Madison Boulevard

McLean, VA 22101-3109

SHEPHERD'S HERALD: Volume 12, Issue 3

The Shepherd's Center invites you to follow our Facebook page by "liking"
<https://www.facebook.com/SCMAFC> as well as visiting our website <http://scmafc.org/>

Special thanks to **Suellen Shocki** of
the McLean Baptist Church for
formatting and printing the
newsletters.

**Shepherd's Center of McLean-
Arlington-Falls Church is a
nonprofit 501c(3), licensed in
Virginia.**

**Donations may be mailed to
SCMAFC, 1205 Dolley Madison
Blvd, McLean, VA 22101.**

**Contact the Center by phone at
703-506-2199,
through its Website
<http://scmafc.org/>,
by email to
contact@scmafc.org,
or Facebook at [https://
www.facebook.com/SCMAFC](https://www.facebook.com/SCMAFC).**

SCMAFC Board of Directors

Executive Committee

Jan Auerbach, *Chair* France Vareilles *Vice Chair*
Robin Hoehn *Secretary* Jay Clevenson *Treasurer*

Operating Committee Chairs

Lisa Dickerson *Transportation Chair*
Kristen Jones *Volunteer Recruitment & Retention Chair*
Vickie Marx *Client Assessment & Advocacy Chair*
Carrie Le *Communications Chair* Mark Turco *Audit Chair*

Members-At-Large

Carol Edelstein *Member-At-Large* Sally Phillips *Member At-Large*
Mhairi Anderson *Member- At-Large* Lee Ebert *Member-At-Large*
Lloyd Mustin *Member-At-Large* Fran McHatton *Member- At-Large*

Executive Committee Support (not Board members)

Ed Groark, *Newsletter Editor*
Tracy Mustin, *Assistant Treasurer, Grants Manager*
Connie Van Zandt, *Reporting Support*
Sharon Short, *RS & CC Data Support*