



BE KIND RI

Bringing Rhode Islanders together



In 2021, many people are searching for the answer to this question....

What is the **SECRET** to
health & happiness?

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. The shapes are primarily triangles and polygons, creating a dynamic, layered effect on the right side of the slide.

Throughout history, many have *suggested* that giving = health & happiness

- *For it is in giving that we receive* – Saint Francis of Assisi
- *The sole meaning of life is to serve humanity* – Leo Tolstoy
- *We make a living by what we get; we make a life by what we give* – Winston Churchill
- *Making money is a happiness; making other people happy is a superhappiness* – Nobel Peace Prize recipient Muhammad Yunus
- *Giving back is as good for you as it is for those you are helping, because giving gives you purpose. When you have a purpose-driven life, you're a happier person* – Goldie Hawn
- *"If you want happiness for an hour – take a nap.
If you want happiness for a day – go fishing.
If you want happiness for a year – inherit a fortune.
If you want happiness for a lifetime – help someone else."* - Chinese Proverb

Now it is *proven*: New studies attest to the benefits of giving—not just for the recipients but for the givers' health and happiness, and for the strength of entire communities.

- ▶ "Does Social Connection Turn Good Deeds into Good Feelings? On the Value of Putting the 'Social' in Prosocial Spending." Aknin, Lara B., Elizabeth W. Dunn, Gillian M. Sandstrom, and Michael I. Norton. *International Journal of Happiness and Development* 1, no. 2 (2013): 155-171.
- ▶ A neural link between generosity and happiness - Park, S., Kahnt, T., Dogan, A. *et al.* A neural link between generosity and happiness. *Nat Commun* 8, 15964 (2017). <https://doi.org/10.1038/ncomms15964>
- ▶ Spending Money on Others Promotes Happiness - Dunn, Elizabeth W., Lara B. Aknin, and Michael I. Norton. "[Spending Money on Others Promotes Happiness.](#)" *Science* 319, no. 5870 (March 21, 2008): 1687-1688.
- ▶ Giving, Rather Than Receiving, Leads To Lasting Happiness: Study -O'Brien, Ed, Kassirer, Samantha. *Psychological Science*, a journal of the Association for Psychological Science, December 20, 2018.
- ▶ The list goes on.....

Be Kind RI is working to bring more health & happiness to the entire state of Rhode Island, immediately.



Who is Be Kind RI?

- ▶ **Nesterly, Inc:** The technology developer and provider of this service; Nesterly manages volunteers and conducts background checks.
- ▶ **Family Service of Rhode Island:** RI's local anchor for Be Kind RI and primary contracting entity with Nesterly, Inc., partner and investor in this work.
- ▶ **RI Community Food Bank:** Partner, investor and key connector for food pantries across the state to participate in this work.
- ▶ **Age Friendly RI:** Partner, investor and key connector for senior serving organizations to be part of this work.

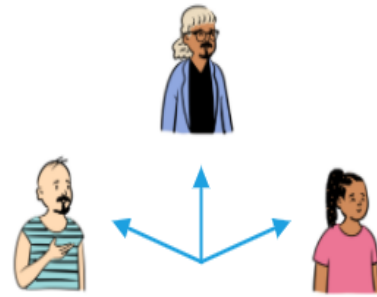
What is Be Kind RI?

- ▶ New technology that simply and efficiently connects volunteers with “on demand” service projects.
 - ▶ Volunteers specify the types of projects/local geography that they are interested in; then, when a requestor is identified, the volunteer gets notified via an SMS text, about the project match.
 - ▶ All volunteers receive a background check before they begin.
 - ▶ Rhode Islanders can request help through the system; a live social worker is available to help with requests.
- ▶ Be Kind RI will first pilot grocery and food pantry deliveries and then expand to meet other RI needs.
- ▶ This model was successfully implemented in the City of Boston.

How does it work?



A request is submitted



We send out a request via text



Volunteer coordinates with requester to complete request

How it works step-by-step:

1. Volunteer signs up on the platform
2. A person or a surrogate can make a request for food delivery
3. Volunteer and requestor get connected through the online system
4. Volunteer calls/texts the requestor to confirm they will fulfill the request and deliver the food and to confirm any additional information (e.g. location of drop-off, food allergies, preferences).
5. Volunteer picks up food at a participating food pantry or store and delivers the food to the requester's home
6. Volunteer confirms delivery with Be Kind RI

Easy Volunteer Sign-up!

[Partner with us](#) [FAQ](#) [Sign up to volunteer](#)



English

Sign up to volunteer

Please fill out this form if you would like to volunteer to deliver items or conduct friendly check-ins to those isolated due to Covid-19.

Who is eligible to volunteer?
To volunteer for deliveries, you must feel healthy, display no symptoms of COVID-19, have not traveled out of the country or come in contact with a sick person in the past 14 days. You must also live or have access to Rhode Island.

What happens after I sign up?
Once you sign up, you will start to receive texts asking if you are available to fulfill specific requests. Upon your confirmation, we will share information and instructions for you to directly contact your recipient.

Have questions?
Email us at hello@nesterly.com
Call us at (877) 958-8785

First Name *

First Name

Last Name *

Last Name

Phone Number (for texting) *

555-555-5555

Email *

Email

Where do you live? *

Address

Zipcode *

02116

Range you are willing to deliver (miles) *

5

What languages do you speak?

- English Spanish Portuguese Mandarin Cantonese French Arabic
 Vietnamese Russian Polish Other

How can you help?

- Store delivery Food bank delivery

Easy Volunteer Sign up (continued)

Please provide a link to your LinkedIn/Facebook/Twitter profile so we can verify your identity (if you have one):

Confirm that you are healthy to be a volunteer. Check the boxes to affirm:

- I am not exhibiting any symptoms of COVID-19
- I have not traveled out-of-country in the past 14 days
- I have not been exposed to anyone positive in the past 14 days
- I have been practicing social distancing
- I do not have underlying medical conditions that increases my own risk from COVID-19

Comments (other languages, etc):

How did you hear about us? *

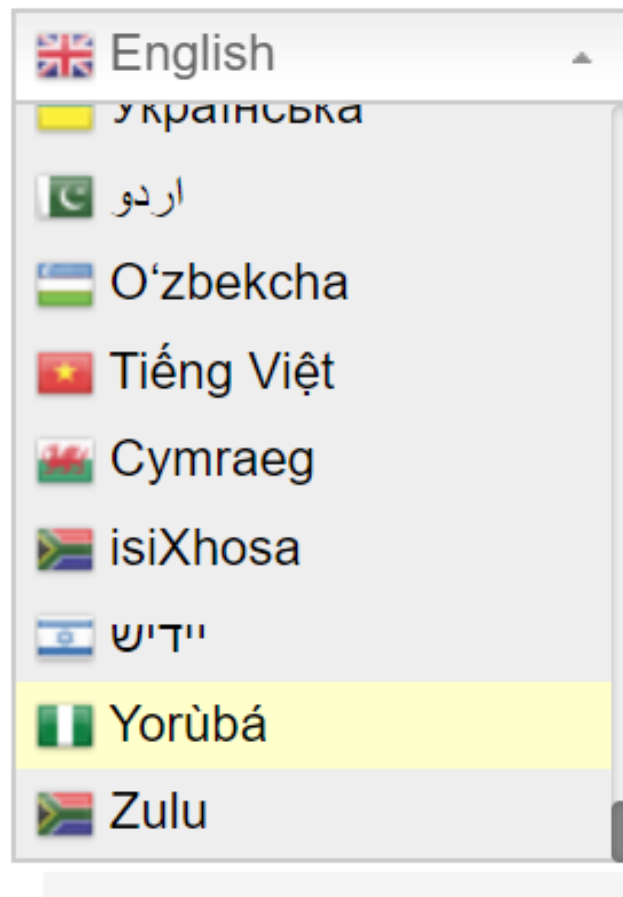
By clicking 'Accept and sign up' you acknowledge and accept our [Volunteer Agreement](#).

Accept and sign up

Why is it super cool?

- ▶ This is great way for physically distanced Rhode Islanders to stay socially connected and to FEEL GOOD by BEING KIND.
- ▶ This service is FREE! There are no fees to use this system. The costs are entirely covered by the project partners.
- ▶ This service is hyper-local, so Rhode Islanders can opt to only do service projects in their specific neighborhoods or for a group of neighborhoods.
- ▶ Volunteers can decide to take the on-demand service project or take a pass; projects that are passed go to the next volunteer on the SMS list. With the uncertainty in our daily lives during COVID, this allows us to participate or sit out as needed.
- ▶ This technology is a deeply meaningful vehicle for Rhode Islanders to be there for one another, at a time when we need that connection most.

And we speak your language!



Why are we making this investment?

- ▶ Family Service of RI, Age Friendly Rhode Island and the RI Community Food Bank (the partners) are making this investment so that we can increase statewide collaboration to help the roughly 25% of Rhode Islanders who have food insecurity or food access concerns.
- ▶ If Rhode Islanders can come together to make this pilot work, then we can explore other amazing opportunities to help people in need. Some ideas for expansion include snow shoveling, help for new moms, etc.

How to request services - made simple...

First Name *

First Name

Last Name *

Last Name

Phone Number *

555-555-5555

Email *

Email

I'm requesting a *

Store delivery Food bank delivery

Check in phone call Letter or postcard

Where do you live? *

Address

Zipcode *

02116

What language(s) are you comfortable speaking?

- English Spanish Portuguese Mandarin Cantonese French Arabic
 Vietnamese Russian Polish Other

Simple service request form

In order for us to connect you with a volunteer, you must include the address, phone number and hours of operation for at least 2 food pantries. [Click here](#) to find pantries near you. *

Name: RI Food Pantry
Address: 200 Niantic Avenue, Providence RI
Phone number: 401-230-6325
Hours of operation: Wed-Fri 10AM-2PM

Comments:

Please deliver the items to Maria's side door and ring the bell when you are here. She is a bit hard of hearing.

How did you hear about us? *

An email from Age Friendly RI

By clicking 'Accept and confirm request' you agree that you accept all risk and responsibility and further hold any associated with Good Neighbors harmless.

Accept and confirm request

Food Pantry Requests

In RI requesters seeking delivery from a food pantry will be asked to identify at a participating food pantry nearest to their address when they submit a request.

Request example:

- ▶ Name: RI Food Pantry
- ▶ Address: 200 Niantic Avenue, Providence RI
- ▶ Phone number: 401-230-6325
- ▶ Hours of operation: Wed-Fri 10AM-2PM

***Note for volunteers:** Due to social distancing restrictions, pantries may have lines during operating hours. The expectation of a volunteer is to wait in line for pick-up to be fair to other guests. Pantries will ask you to register your guest and provide contact and household information.*



Volunteer Requirements

- ▶ COVID protocols - must be healthy, display no symptoms of COVID-19, practice social distancing, wear masks, etc.
- ▶ Must be able to serve the RI area
- ▶ If using a vehicle to make deliveries, they must have an active driver's license and car insurance
- ▶ Background checks - prior to registration
- ▶ Will communicate directly with the guest and confirm delivery of food
- ▶ Will provide required registration information to pantry on behalf of the guest

Pilot Timeline

Week Of	Activity
2/15-2/26	Informational meetings with program partners
3/1	Outreach to volunteers - Target=200
3/15	Be Kind RI opens for the first service requests
3/15/21-2/15/22	Weekly/monthly program monitoring
10/1/21-2/15/22	Planning for Year 2: expansion to new pantry sites and for new service types



Goals & Outcomes

Anticipated goals and outcomes:

- ▶ Up to 200 volunteers register with the platform by launch, at least 25% respond regularly to requests within the first 3 months
- ▶ 100% of viable requests for food delivery are responded to within 48 hours (*when requests go unanswered Nesterly sends SMS to eligible volunteers until they are accepted*)
- ▶ Goal of at least 100 households requesting food delivery from a pantry are served each month utilizing the platform

Collaborators

- ▶ The partners/Be Kind RI are collaborating with a lot of organizations to ensure this pilot is as successful as possible.
- ▶ Collaborators are:
 - ▶ Sharing information about the Be Kind program with their networks/across their communication channels.
 - ▶ Helping to sign up 200 volunteers for the first phase of the pilot.
 - ▶ Sharing the technology with people who need help, so that they can easily access services.
 - ▶ Actively working with us to identify/resolve issues that may arise during the pilot.
 - ▶ Exploring opportunities with us to expand the services we offer across this platform.
 - ▶ Want to collaborate? Contact Andrew Hutner at hutneran@familyserviceri.org

Questions?

For more information, contact:

- Maggie Slane, VP Advancement, Family Service of RI, slanema@familyserviceri.org
- Andrew Hutner, Project Manager, Family Service of RI, hutneran@familyserviceri.org

We would love to work with you, collaborate with you and connect you with our amazing partners in this - Age Friendly RI and the RI Community Food Bank.