



My View

Impact Beliefs

In these difficult financial times, I know that many TIP managers, including myself, are being asked to justify the worth of our programs by providing funders with statistical data. Cities and counties want to know how many calls we are responding to and how many of their residents we are serving. The fact that funders are holding us accountable is very reasonable and understandable, and providing this statistical data is relatively easy for TIP managers to accomplish. While providing statistical data usually satisfies our funders, frankly, stats leave me cold. When I look at the statistical data I've produced, I certainly don't get that "we are doing good" feeling. The process of generating statistics has led me to reflect on what really does motivate me to do the work I do day in, day out . . . year in, year out. If it's not "the numbers," what is it? Recently, I have realized that over the years I have developed a set of beliefs about the impact TIP makes in the lives of individuals and in the community. These "Impact Beliefs" are beliefs. They can't be proven and they can't be captured by statistical data. But I realize these beliefs about our impact are what keep me going. **Here are my Impact Beliefs**

-I believe that in many instances the presence of TIP volunteers prevents lifelong emotional injuries and promotes the healing process.

-I believe many of those we help pay TIP's help forward. TIP volunteers inspire our clients to become helpers themselves.

-I believe that over time the agencies and institutions we serve become more compassionate organizations. I believe that emergency responders and health care professionals can't witness TIP volunteers' caring day in and day out without becoming more compassionate themselves.

- I believe our clients tell others about "that angel who was there for me." I believe that everyone who hears our clients' stories is inspired ("There are good people in this world!")

- I believe for every client who expresses to us that he will never forget his TIP Angel, that there are 50 clients who feel the same way but don't express it.

- I believe that the TIP volunteers who leave our program use their skills for the rest of their lives when tragedy occurs in their own lives, and in the lives of family members, friends, neighbors and coworkers. I think to do the stressful work we do for any length of time, each of us needs our own Impact Beliefs. I don't believe the statistical data we generate will be enough to motivate us. We

must believe that we make an impact far beyond what can be counted. In Einstein's words, "not everything that counts can be counted."

I would encourage each of you to use your imagination and to clearly articulate your own set of Impact Beliefs. For those of you who have been with TIP for a while, it may mean simply looking anew at the beliefs that are already buried within.

Wayne would like to hear your thoughts.
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