

# Rosanna Pippa

## ParmaWelfare

The objective of ParmaWelfare is twofold: to provide support and "light" home care services to fragile people in the Parma District, and to stimulate the activation and participation of citizens as volunteers.

The Project is organized around the Punti di Comunità (Community Points): physical places located in the different districts of the city around which the volunteers and part of the activities gather. Currently, there are 10 places existing. It is focused on building proximity, between citizens, service providers, growing the network of services for a specific family.



## Governance team

The project is being managed through a Control Room which meets at least monthly and which sees representatives of all the partners of the agreement. In this sense, the management is collegial and is then operationally translated. The project leader is supported by an operational Coordinator and four facilitators, each active in specific areas of the city with coordination roles on the Community Points and activation of the resources of the Associations present in that territory.

The team works very closely and there is very little hierarchy involved, to make sure that everyone understands the vision and can implement it.

### Project Manager

Rosanna's biggest satisfaction is to reach out to people and to make them happy, and changing the lives of people, and eventually the world.

Rosanna and the team can share their expertise in developing methods and tools for inter-institutional dialogue and in people through calls to volunteer. They built the "emergency digital system", including monitoring of activities and home care services.

- How to build a stable organization and make the work of the volunteers sustainable in the future?
- How to collaborate more closely with partners and increase the credibility of the volunteer organization?
- How to become a stable and strategic partner for the municipality?

## Values and expertise

## Questions to the Forum