

VOLUNTEER SPOTLIGHT

DONNA ST. DENNY

FEBRUARY 2023



ABOUT DONNA

Donna is a Regulatory Examination Specialist at Chubb. She manages and supports external regulatory inquiries by planning and coordinating the administrative and technical tasks associated with regulatory audits, examinations, investigations and data calls.

VOLUNTEERING WITH HAP

Donna first began volunteering with HAP in April 2021. She works remotely in Western New York and appreciates HAP's virtual legal clinic opportunities.

In addition to regularly volunteering at legal clinics, Donna diligently monitors a HAP/Chubb email account with her Chubb team members, which ensures that birth certificate cases for HAP clients are processed efficiently.

Donna enjoys meeting and working with clients through her volunteer work with HAP. Her favorite memory was helping a young woman with a SOAR case. They spent many hours on the phone, completing all of the documents required for SSDI benefits. Donna remembers hearing the joy in her client's voice upon finding out that she had been approved for benefits. Donna felt that result was worth all of the time and hoops she and her HAP client had to jump through.

"I volunteer because this is something I can do to help someone out who may be a little less fortunate than me. It is an opportunity for me to give back."

HAP Senior Staff Attorney Pat Malley says: Donna has been a great advocate for SOAR clients and a leader in the HAP-Chubb ongoing partnership. She has successfully assisted many clients in obtaining identity documents and advocating for SSI SOAR benefits, and is a consistent presence at HAP-Self, Inc. virtual legal clinics. Donna has been critical in acclimating newer Chubb volunteers, thereby expanding HAP's volunteer base and enabling us to assist more clients. Thank you, Donna, from HAP and our clients at Self, Inc.!



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