

2013 Annual Report
Island Volunteer Caregivers
Formerly
Interfaith Volunteer Caregivers of Bainbridge Island

Mission

To help individuals and families maintain their dignity, independence and quality of life, and bring together persons of goodwill to serve within the community where there are unmet needs.

Scope of Services

IVC, a Washington State, non-profit 501 (c) (3) corporation, provides volunteer services to those in the community by serving:

1. The elderly, disabled or chronically ill who want to continue to remain in their homes but need assistance with some routine activities they can no longer manage on their own.
2. People who may be recovering from a medical condition or mental stress and need temporary assistance with their day to day activities or transportation.
3. Over-burdened family caregivers who need respite care for a loved one.
4. Residents in skilled nursing or assisted living facilities that need companionship for emotional support.

Services provided are:

1. Transportation to medical, physical therapy or counseling appointments in Kitsap County and downtown Seattle
2. Transportation for activities to maintain health and well being, such as exercise classes at the Senior Center or swimming at the pool
3. In-home services such as:
 - Companionship
 - Light housekeeping or meal prep
 - Light yard care or home maintenance
 - Assistance with pet care
 - Reading to visually impaired persons
 - Respite care
4. Errands, including:
 - Grocery shopping
 - Picking up prescriptions
 - Delivering flowers
5. Phone reassurance
6. Advocacy and referrals to other appropriate agencies
7. Visitation to facilities to provide companionship, reading, pet therapy and music
8. Quality of life activities, such as going to a concert or museum
9. IVC sponsors two support groups: a Grief Support Group and a Caregivers Support Group.

All services are free of charge, with no age or income restrictions and regardless of the presence or absence of any religious affiliation. Every care receiver receives an in-home visit to

assess safety and health issues, appropriateness and personal needs. Every volunteer completes an application and personal interview and must pass a reference and background check. Driver's abstracts and vehicle inspections are also performed for all volunteers who will be driving care receivers. On-going training is provided on a quarterly basis on pertinent topics and is also open to the public.

At this time, IVC's operations are overseen by 14 Board members, a full-time Executive Director, and a 0.8 time Program Manager. Bookkeeping services are provided through an independent contractor.

Human Health and Welfare Benefits

As more Bainbridge Island and North Kitsap residents face the challenges of trying to age in place, while dealing with chronic diseases or living alone, they require help with non-medical needs of everyday living, as well as the emotional and social support that is so critical to well being. IVC provides the following tangible and intangible health and welfare benefits:

- ✓ Decrease in health care costs due to access to transportation for critical medical appointments
- ✓ Decrease in isolation and depression by providing companionship that keeps the elderly, disabled and those temporarily in need connected to their community
- ✓ An increase in independence and feelings of self-worth due to support with activities of daily living, allowing persons to remain in their own homes
- ✓ Support of the entire family system, both mentally and physically, allowing the "sandwich generation" to remain productive in the workplace and helping family caregivers to avoid burnout
- ✓ Gifts of unconditional love, hope, and respect which are basic ingredients to good health, happiness and wholeness
- ✓ Strengthened community through opportunities for volunteerism and connections with neighbors
- ✓ Health maintenance through access to physical activities to increase strength and endurance and decrease falls

Major Activities of 2013

Without our incredibly generous volunteers and donors, IVC would simply not exist. In February we held our annual appreciation event to recognize and celebrate their contributions of time, talent and financial support. This event very appropriately coincides with "Random Acts of Kindness Week".

In April, the sale of the building necessitated a move after the first year of a three year lease. With the assistance of our new landlord and the property manager, IVC was able to move into a larger, very centrally located space at the same cost.

With the departure of 2 long term staff members, IVC undertook a restructuring of staff positions to better align the organization for future growth. A full time Executive Director and 0.8 time Program Manager were hired in July and August, respectively.

The Annual Summer Dinner Auction, which generates greater than 40% of the yearly income for the organization, was once again very successful, with net proceeds of more than \$62,000.

Corporate sponsorship for this event came from Harrison Medical Center, Cook Family Funeral Home, Peninsula Cancer Center, The Suquamish Tribe, Bainbridge Senior Living, Coldwell Banker McKenzie and New Motion Physical Therapy.

Throughout the summer months, volunteers contributed more than 200 hours assembling bouquets from flowers donated from the community and delivering them to residents of nursing homes, shut-ins, or those who were ill, lonely, or just in need of a bit of cheer. The “Flowers From the Heart Program” has been in existence since 1997 and in 2013 more than 150 bouquets were delivered.

IVC sponsors 2 support groups that are open to the community. The Caregivers Support Group is for those caring for a loved one and has a roster of 14, with weekly attendance of 8-9 people. The Grief Support Group is for anyone experiencing the loss of a loved one and is modeled after Alan Wolfeldt’s theory of companioning the mourner. This is held twice monthly and has attendance of 4-8 people.

IVC instituted new policies and procedures for screening of volunteers to meet State requirements for volunteer drivers, including vehicle inspections and obtaining Driver’s Abstracts. The goal is to protect both the vulnerable people we serve as well as our volunteers.

In December, IVC Board President, Dick Goff announced that after many years of off and on consideration, the Board had ultimately decided to change the name of the organization from Interfaith Volunteer Caregivers of Bainbridge Island to Island Volunteer Caregivers. This was to more clearly reflect that the mission of IVC is inclusive, welcoming care receivers, volunteers and supporters of any and all backgrounds and regardless of presence or absence of religious affiliations or beliefs. This change is to be effective January 15, 2014. While the name will change, the mission will remain the same.

We continue to collaborate with other social service agencies to provide a safety net for the most vulnerable and make referrals for other services when appropriate. These include: Helpline House, Housing Resource Board, Senior Information and Assistance, Bainbridge Island Senior Community Center, Fishline and Kitsap Mental Health. IVC actively participates in the Director’s Forum with other local social service agencies in the community to share ideas and challenges and encourage cooperation toward our shared goals.

IVC also maintains a partnership with the Holt Webster Fund through the Bainbridge Community Foundation to facilitate payment of services for at-risk youth in the community.

The Geographic Expansion Task Force determined that there is a great need for our services in other areas of North Kitsap, in fact 9% of our current care receivers come from this area. However, at this time we do not have the capacity or resources to undertake a formal expansion.

At the end of the year, IVC was in the process of redeveloping our website and adding a social media presence to better reach out to potential volunteers, donors and care receivers and provide up to date information and resources.

Program Services

In 2013, 136 IVC volunteers provided a total of 8,196 hours of free service on behalf of 206 care receivers, which at a modest rate of \$25.00 per hour can be valued at over \$200,000. We had 69 new care receivers and 36 new volunteers in 2013. The number of people requesting help has increased over 35% in the past 5 years. 6,218 direct care hours are representative of our full range of services as follows:

- Errands/Chores: 1,177 (19%)
- In-Home: 2,358 (38%)
- Phone Reassurance: 49 (0.7%)
- Transportation: 2,634 (42.4%)

Volunteers made 1,689 round trips. Equivalent cab fare is valued conservatively at \$25,335.

George has a regular IVC volunteer who takes him grocery shopping once a week to get his hair cut and to medical appointments as needed. He describes his relationship with this volunteer as indispensable to him as a senior citizen who is physically unable to move around freely. He has also met many other volunteers as things have come up. George and his trusty dog Black Jack have been with IVC since 2006. He says he would be "up a creek without a paddle without IVC!" George credits IVC with helping him remain independent and in his own home.

In terms of cost effectiveness of services, when individuals cannot live at home without help, assisted living can range from \$3,000 to \$7,500 per month and nursing home care can range from \$80 to over \$100 thousand per year in today's dollars.

2013 Financial Report

Income

Contributions:	\$12,785	(9.4%)
Special Events:	\$62,195	(45.9%)
Faith Communities:	\$3,457	(2.5%)
Foundations/Grants:	\$10,276	(7.6%)
Organizations:	\$26,780	(19.8%)
City contract:	\$12,515	(9.2%)
Other income:	\$4,000	(2.9%)
Interest/Dividends:	\$3,707	(2.7%)

Expenses

Office/Admin:	\$5,252	(3.1%)
Rent/Utilities:	\$13,408	(8%)
Volunteers:	\$6,894	(4%)
Staff:	\$128,699	(77%)
IT/Professional Svc:	\$3,980	(2.4%)
Capital Expense:	\$2,025	(1.2%)
Other Expenses:	\$2,861	(2%)
Service Providers:	\$3,800	(2.3%)

Balance Sheet As of 12/31/2013

Current Assets

Checking/Savings 50,599

Other Current Assets

Deposits 1,200
Vanguard Investment A/C 149,301
Total Other Current Assets 150,501

Total Assets 201,098

Liabilities and Equity

Current Liabilities 2,029

Equity

Opening Bal Equity 15,000
Retained Earnings 194,412
Net Income -10,342

Total Equity 199,071
Total Liabilities and Equity 201,098

Looking Forward to 2014

IVC will be actively working to strengthen the capacity of the organization to respond to the growing need for services. Goals and objectives for 2014 are:

- Explore and implement a new database to more accurately track and evaluate services provided, match volunteer interests with needs, determine gaps in services and improve donor management system
- Engage organization in developing a strategic plan
- Enhance development program to build a more secure funding base
- Improve community awareness and referrals to our services for vulnerable populations
- Enhance volunteer program to focus on recruitment, retention, training and satisfaction

In order to better evaluate the success of our programs, in 2014 we will be implementing a process to measure the impact of our services on the satisfaction and quality of life of both care receivers and volunteers and tracking these with specific outcomes measures.

Respectfully submitted by Rita Elsberry, Executive Director on January 21, 2014