

## **2012 Annual Report Interfaith Volunteer Caregivers of Bainbridge Island**

### **Mission**

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

### **Scope of Service**

IVC, a Washington State, non-profit 501 (c) (3) corporation, provides volunteer services to those in the community by serving the: 1.) Elderly or chronically ill who want to continue to remain in their homes and need help with routine activities which they can no longer manage on their own; 2.) People who may be recovering from a medical condition or mental stress and need temporary help with their day-to-day living; 3.) Over-burdened family caregivers who need respite care for a loved one; 4.) Those who live in skilled nursing and assisted care facilities that need companionship for emotional support.

Services provided are: 1.) Transportation for medical appointments throughout Kitsap County and downtown Seattle; 2.) In-Home services: companionship, reading, respite, pet care, light housekeeping and yard/home maintenance; 3.) Errands: grocery shopping, delivering flowers, picking up laundry and prescriptions at local pharmacies; 4.) Phone Reassurance; 5.) Advocacy and referrals to other local agencies; 6.) Visitation to skilled nursing facilities to provide companionship, pet therapy, reading, and music; 7.) Two Support Groups (Caregivers' and Grief Groups).

All services are free of charge with no age or income restrictions. People do not have to be part of a faith community to access services. Every care receiver receives an in-home visit to assess eligibility and personal needs. Every volunteer completes an application, personal interview, background check, orientation, and on-going training.

At this time, IVC services are implemented by 15 Board Members, 2 full time staff members: Administrative Director, Program Director and a part-time bookkeeper who is an independent contractor.

### **Human Health and Welfare Benefits:**

As more Bainbridge Island as well as other Kitsap residents face the challenges of aging, dealing with chronic disease or living alone, they require help with the non-medical needs of everyday living, along with the emotional and social support to adjust to the changes in their lives. IVC provides the following health and welfare benefits:

- ✓ Decrease in health care costs, isolation and depression by providing companionship that keeps the elderly and those temporarily in need connected to their community, thus keeping them healthier mentally and physically.
- ✓ An increase in independence and self-worth that leads to the ability to remain in one's home.
- ✓ Support of the entire family system, both mentally and physically, allowing the 'sandwich generation' to remain productive in the workplace.
- ✓ Community participation in helping neighbors.

- ✓ Gifts of unconditional love and hope, basic ingredients to good health, happiness and wholeness.

**Major accomplishments for 2012 include, but not limited to:**

- ✓ Continuation of on-going services that help reduce the steadily rising, yet unmet needs of community members and their families, requiring services essential to maintain their dignity, independence and quality of life.
- ✓ Successful recruiting and training of volunteer caregivers in relative proportion to the rising number of people requesting essential services.
- ✓ Continuation of community education pertaining to the need for volunteers as well as the availability of services to meet the essential needs of our vulnerable population.
- ✓ Successful continuation of the Flowers from the Heart Program.
- ✓ Active participation with Directors' Forum..
- ✓ Engagement and conversation with City Council Members, "seasoned" and new.
- ✓ Ongoing collaborations and referrals between other human service agencies.
- ✓ Active participation with Interfaith Council.
- ✓ Increased visibility and networking with other Social Service agencies to bridge the gap of services. Those agencies and community outreach programs include Helpline, Sr. Center, Gentiva, Social Services, VIPs, Sr. Information @Assistance, Harrison and Harrison Home Health Care, Kitsap Mental Health, Peninsula Cancer Services, Virginia Mason, Doctors' Clinic, Island Rehab, New Motion PT, Messenger House, Rotary, Kiwanis, Bainbridge Island Senior Living, Dr. Keyes, etc.
- ✓ Outreach to various support/community groups: VIPs (Visually Impaired Persons), Parkinson's Group, MS support Group. Continuing to host Cancer, Caregiver and Grief Support Groups.
- ✓ With support from our sponsors, Harrison Hospital, the Suquamish Tribe (Port Madison Enterprises), Peninsula Cancer Center, New Motion Physical Therapy, Bainbridge Island Senior Living and Doctor Keyes, IVC hosted another very successful fundraiser in August of 2012.

**Highlights of 2012**

IVC has fostered partnerships with Harrison Hospital, Peninsula Cancer Services, the Suquamish Tribe, Bainbridge Island Senior Living, New Motion PT. and Doctor Keyes. Each of these groups and/or individuals helped sponsor our successful summer fundraiser. This year we hope to have Island Rehab join our team of sponsors.

Throughout the summer the Flowers of the Heart Program delivered flowers to approximately 100 + recipients. Recipients were shut-ins, lonely, sick, or those simply needing a bit of cheer. Most were elderly and frail. IVC has often found itself the recipient of flowers from various memorial services and weddings held in the community. From these and many individual donations the 'Flower Ladies' are able to arrange many individual bouquets, as well as some larger arrangements which are usually delivered to the nursing facilities and various assisted living residences where many can enjoy them.

IVC is in the process of developing a networking system for its computers.

Quarterly Newsletters continue to go to volunteers, donors and friends of IVC.

Between March and August of 2012, the IVC Fundraising Committee successfully organized and implemented two fundraisers; an 'Ask' Letter which was sent out early spring, and then IVC's annual Dinner/Auction which was held in August of 2012. The net received from the auction alone was \$70,532,000. This was our most successful fundraiser ever! Our sponsors, generous donors, hard-working board members and staff made this possible.

IVC continues to partner with local social service agencies in outreach and continues to get word out about services via various mediums. Challenges of transportation for seniors around and off island are still topics of discussion.

In the spring of 2012, IVC hosted a Volunteer/Donor Appreciation Night at the Commons. The event was well attended. It is now an annual event to coincide with "Random Acts of Kindness" week, which is mid-February.

Grateful care receivers and individuals/donors in the community donated over \$7,800.00 to IVC in 2012.

The IVC Board continues to actively recruit volunteers, each targeting his or her own faith community. The recruitment committee meets regularly to discuss and target other possibilities.

The IVC Caregiver Support group meets weekly with a current average of 9 attendees from 14 members. The Grief Group is now meeting bi-weekly with an average of 5 people currently attending. There are 9 members of this group. The Cancer Support Group currently has 12 members with an average of 7 people in attendance also meeting bi-weekly.

IVC continues to partner with the Holt Webster group and continues to help children and families having challenges at school and/or in the community.

IVC enjoyed an energy charged retreat in 2012. Part of the meeting focused on introducing the new board members to how IVC functions reviewing some of the past of the organization as well as spending time with the present. We also spent a certain amount of time looking forward which resulted in a geographic expansion task force. We also organized for the move.

In April of 2012 IVC moved its offices to a larger, more "user friendly", functional space.

This has been a very busy year for our personnel committee, which was formed last year.

St. Cecilia's requested IVC talk to the 5<sup>th</sup> and 6<sup>th</sup> grade about philanthropy in general, but also more specifically about IVC and ways they could become involved. It was a wonderful hour of questions and answers from an enthusiastic group of young people.

A discussion on the possibility of a geographic expansion of our services began this year following our retreat. The expansion boundaries would include North Kitsap in addition to Bainbridge Island.

**Statistics\***

In the year 2012, IVC volunteers provided 9808 hours of service, another increase over the same time period in 2011, reflecting the continual need for our services. Our volunteers are currently providing an average of 817 hours of volunteer services each month.

IVC recruited 37 new volunteers and acquired 58 care receivers in 2012.

In 2012 IVC saw a 15% decrease in new care receivers, yet we acquired the exact same number of volunteers as we had the previous year. The hours for errands and chores saw a 23% increase; in-home services were up 39%. **Transportation**, this year, was 39% of what IVC provided this year, whereas in 2011 transportation was 70% of the services we provided. (*Hours for transportation were up 16% in 2011 from 2010, 40% from 2009 and 143% since 2006. Going back to 2005, hours for transportation increased by 343% by the year 2011.*)

The trend for this year, however, seemed to lean more towards **In-home services** provided, which this year was 47% of the our direct services.

The average age of an IVC care receiver this year (and usually) is 80 years +. The average age for the volunteer this year is 52.

\*See chart

	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
<b>Number of Volunteers</b>	134 14 new	124 12 new	135 33 new	130 37 new	145 37 new
<b>Number of Care-Recipients</b>	135 57 new	127 61 new	151 81 new	203 69 new	182 58 new
<b>Direct Vol. Services Hrs</b>	<b>6058</b>	<b>5671</b>	<b>5469</b>	<b>6689</b>	<b>7304</b>
Errands/Chores	856	1666	623	921	1036
Transportation-Medical & other	2066	2214	3093	3143	2609
In-Home	2286	2464	2085	2451	3440
Telephone Reassurance	166	218	73	59	71
<b>Administrative Services Hrs</b>	<b>1930</b>	<b>2390</b>	<b>2853</b>	<b>2121</b>	<b>2504</b>
<b>Totals Volunteer Hours</b>	<b><u>7988</u></b>	<b><u>8278</u></b>	<b><u>8319</u></b>	<b><u>8811</u></b>	<b><u>9808</u></b>

\* These numbers represent a sampling of services offered. They are included in, but not the whole of the total. (The support groups, for example, are not included in this table.)

\*\* The number of volunteers and care receivers are those **active** during the noted year.

## **Future goals and trends for 2012**

### Fundraising Activities –

- ✓ 2012 Spring Fundraiser
- ✓ 2012 Annual Dinner Auction

Continue well received volunteer and donor appreciation functions.

Continue popular weekly Caregiver and Grief Support Groups.

Maintain Board membership.

Stick to yearly fundraising calendar.

Increase Board attendance at various training opportunities.

Continue to increase awareness and connections with Faith Communities.

Continue Flowers from the Heart Program.

Create more relationships and projects with different youth groups.

Continue volunteer recruitment.

Continue to encourage former care receivers to give back by becoming volunteers.

Increase staff/board training.

Maintain care receivers' (and volunteers') trust by continuing to provide consistent and quality services.

Foster more partnerships and volunteer opportunities with Harrison, Peninsula Cancer Center, the Tribe, New Motion Physical Therapy, Dr. Keyes Bainbridge Island Senior Living, Island Rehab and Island Rehab.

Continue partnership with BCF and Holt Webster to help better our community.

Continue to update crisis plan.

Continue to research possible formal expansion of services to North Kitsap area.

Find more activities and create new ways to "Lift the Spirits" of all of our care receivers. (This is to look at creating more social opportunities for our caregivers as well as the every day, run of the mill needs.)

*Submitted by Kaycie Wood, Administrative Director 1/17/2013*