



Island Volunteer Caregivers



2014 Annual Report

January-December 2014

Scope of Services

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

- The elderly and persons with disabilities or chronic illnesses who want to remain in their homes but need assistance with routine activities they can no longer manage on their own
- People recovering from a medical condition or mental stress and needing temporary assistance with their day to day activities or transportation
- Family caregivers who need respite care for a loved one
- Residents in skilled nursing or assisted living facilities that need companionship for emotional support

Services provided are:

- Transportation to medical, physical therapy or counseling appointments in Kitsap County and downtown Seattle
- Transportation for activities to maintain health and well being, such as exercise classes at the Senior Center or swimming at the pool
- 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
- Errands, including:
 - Grocery shopping
 - Picking up prescriptions
 - Delivering flowers
- Phone reassurance
- Advocacy and referrals to other appropriate agencies
- Visitation to facilities to provide companionship, reading and music
- Quality of life activities, such as going to a concert or museum
- IVC sponsors two support groups: a Grief Support Group and a Caregivers Support Group



Board and Staff:

Janie Ekberg, President
Karen Conoley,
Vice- President
Eric Cederwall, Treasurer
Peg Nickum, Secretary
Len Beil
Carol White
Beverley Kraus
George Shipe
Marilyn Dearsley
Stella Ley
Cheryl Denton
Marj Masla
Sandy Young
Dick Goff
Deborah Schenk

Rita Elsberry,
Executive Director
Robin Gaphni,
Program Manager

Emeritus Board Members:

Beulah Downing
Joyce Veterane
Marcy Daley
Craig Merrill
Susan Kuebler
Bob Kuebler

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.

We offer services freely, without consideration of race, religion, disability, sexual orientation, or social or economic status.

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 and Bainbridge Island Senior Community Center.

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 may 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:

- Community health benefit, decrease in health care costs and reduction in hospital readmissions due to access to transportation for critical medical appointments and follow up
- Decrease in isolation and depression by providing companionship and quality of life opportunities that keep 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 meaningful and life enriching volunteer service and connections with neighbors
- Health maintenance benefit through access to physical activities to increase strength and endurance and decrease falls
- In terms of cost effectiveness , when individuals cannot live at home without help, assisted living can range from \$3,000-\$7,500 per month and nursing home care can range from \$80 to \$100 thousand per year in today’s dollars

Program Services

In 2014, 156 IVC volunteers provided 6,641 hours of no-fee service on behalf of 209 care receivers. We had 96 new care receivers and 72 new volunteers in 2014. This was a record breaking year for IVC in that the number of new people requesting help increased by 28%. 5,605 direct care hours are representative of our full range of services as follows:

- Errands/Chores: 511 (9.1%)
- In-Home: 2,375 (42.4%)
- Activities with Care Receivers: 489 (8.7%)
- Transportation: 2,230 (39.8%)

Volunteers logged nearly 12,000 miles for 2014!



Getting to doctors’ appointments and grocery shopping has really made a big difference in my life. All of the personal contact has been nothing short of phenomenal. Both the men and women are devoted to helping each and every client. —IVC Care Receiver

Major Activities of 2014

Island Volunteer Caregivers was honored and delighted to receive a **2014 STAR Award for Distinction** from the National Volunteer Transportation Center, accompanied by a check for \$7,500. Applications were considered from 190 programs all over the country and IVC received one of the top three awards, which recognized outstanding volunteer transportation programs.

Beginning in January, we implemented a new database, Salesforce, to bring volunteers, care receivers and donors together and allow for better matching of volunteers and care receivers. This database allows many different options for tracking and reporting volunteer hours and miles, as well as a sophisticated donor management system. We were able to use a no-cost add on application, Auctions for Salesforce, to manage our Annual Summer Dinner Auction, with results flowing directly into our database.

The Annual Summer Dinner Auction, which generates greater than 40% of the yearly income for the organization, was the most successful event ever, with net proceeds of nearly \$79,000. Corporate sponsorship for this event came from Harrison Medical Center, Cook Family Funeral Home, Todd Adams DDS, Peninsula Cancer Center, Bainbridge Senior Living, Town & Country Market and New Motion Physical Therapy.



On May 6th IVC participated with 200 other non-profits in the county in the Kitsap Great Give, the county's first online giving day, which raised \$540,000 in 24 hours.

In June, Island Volunteer Caregivers received a Bainbridge Community Foundation Grant, which included support from the following donor advised funds: Croker Fund, Davis Fund, Lebeau Fund, Maggi Rogers Fund, Plan B Fund, Saber Fund, Sophia Fund, as well as BCF Discretionary Funds.

In 2014 we began several initiatives aimed at recruiting and retaining more volunteers to meet the rapidly increasing need for our services. These have proven to be extremely successful, as seen by the number of new volunteers this year (72, compared to 39 in 2013). We employed strategies such as starting a monthly volunteer gathering to allow for networking with other volunteers and staff, development of a new volunteer brochure and handbook, and increased marketing efforts to get the word out to both volunteers and care receivers. We created a new website and started a Facebook page for the organization to expand on our social media coverage and attempt to reach younger volunteers. A \$5,400 Grant received from Grace Church enabled us to implement these strategies.

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 2014 more than 250 bouquets were delivered.

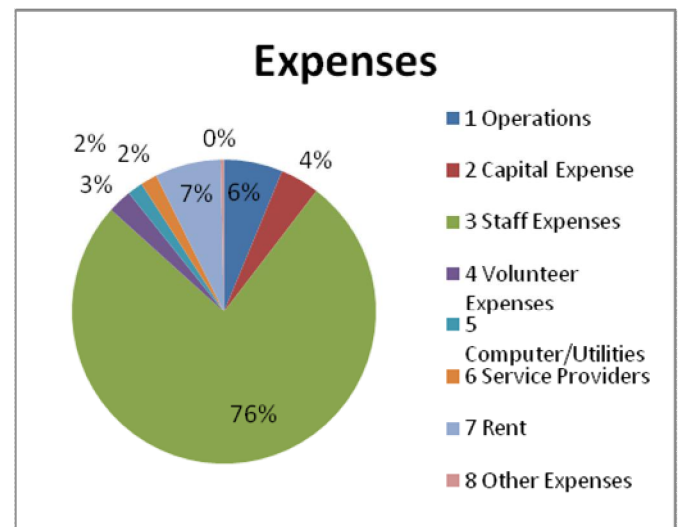
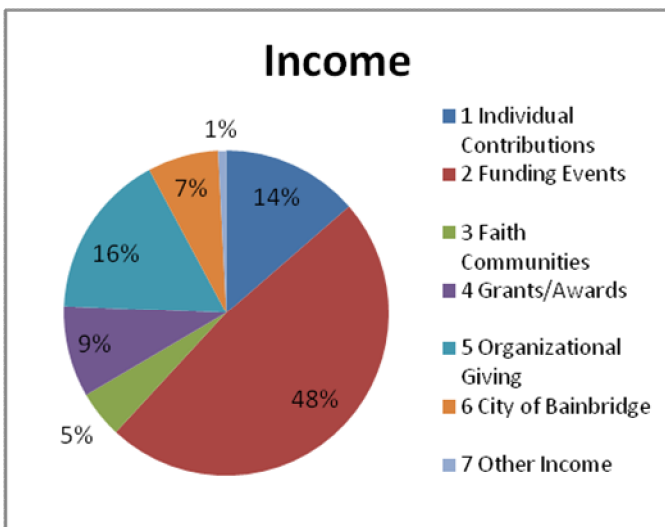


In June Island Volunteer Caregivers embarked on an ambitious new 5-Year Strategic Plan to guide our organization's development well into the future, with pro bono assistance from McKenzie Consulting, Inc. A four-session community Listening Tour was conducted in October, with more than 70 people attending, including a mix of care receivers, volunteers, donors, and Board and Community members. The Listening Tour experience turned out to be the most significant assessment activity in informing our final plan. The full report of our Strategic Plan is available on our website at www.ivcbainbridge.org.

2014 Operating Income and Expenses

Income		
1 Individual Contributions	\$	24,889
2 Funding Events	\$	88,406
3 Faith Communities	\$	8,560
4 Grants/Awards	\$	16,750
5 Organizational Giving	\$	30,172
6 City of Bainbridge	\$	12,890
7 <u>Other Income</u>	\$	<u>1,474</u>
Total	\$	183,141
Income-Expenses	\$	25,222

Expenses		
1 Operations	\$	9,875
2 Capital Expense	\$	6,563
3 Staff Expenses	\$	120,464
4 Volunteer Expenses	\$	4,030
5 Computer/Utilities	\$	2,581
6 Service Providers	\$	2,790
7 Rent	\$	11,070
8 <u>Other Expenses</u>	\$	<u>546</u>
Total	\$	157,919



Funding events include Annual Summer Dinner Auction, Kitsap Great Give and Spring Ask

Organizational Giving includes One Call For All and United Way

Balance Sheet As of 12/31/2014

Current Assets

Checking/Savings 73,539

Other Current Assets

Deposits/Paypal 3,575

Vanguard Investment A/C 161,949

Total Other Current Assets 165,524

Total Assets 239,063

Liabilities and Equity

Current Liabilities 3,049

Equity

Opening Bal Equity 15,000

Retained Earnings 185,783

Net Income 35,231

Total Equity 236,014

Total Liabilities and Equity 239,063

Our Mission:

Island Volunteer Caregivers works within community to support life-enriching connections between caring people and the elderly and persons with disabilities to enable their independence, dignity, health, and well-being.

Our Vision:

A world of compassionate communities where people of all ages value and care for the elderly, persons with disabilities and others in need.