

City of Bainbridge Island
2018 Human Services Funding Final Report
Island Volunteer Caregivers

IVC had 123 new care receivers in 2017, 93.5% of which were Bainbridge Island residents, and 46 new volunteers, of which 89% are Island residents. Total direct service hours were 10,469, which is an average of over 200 hours per week and volunteers drove a total over 36,429 miles.

1. Activities undertaken in providing scope of services described in Attachment A:
 - a. Transportation for medical, dental, physical therapy and counseling appointments
3339 hours and 13,403 miles driven
 - b. Transportation for activities to maintain health and well-being, such as exercise classes at the Senior Center or swimming at the pool
1286 hours and 3,246 miles driven
 - c. In home services such as companionship, light housekeeping or meal prep, light yard care or home maintenance, assistance with pet care, respite care, reading to visually impaired persons
2679 hours and 6,132 miles driven
 - d. Errands, including grocery shopping, picking up prescriptions, delivering flowers to homebound through Flowers From the Heart Program
1,294 hours and 3,099 miles driven
 - e. Phone reassurance
2 hours
 - f. Advocacy and referrals to other appropriate agencies
Multiple referrals for caregivers support, grief counseling, legal services, in-home caregiving, housing assistance, etc.
 - g. Visitation to facilities to provide companionship, reading and music
(See in-home services summary above)
 - h. Quality of life activities, such as going to a concert or museum attending an IVC sponsored Music Appreciation or Book Group
1,103 hours and 2,059 miles driven
 - i. Caregivers and Grief Support Groups
Closed Grief Support Group and weekly Caregivers Support Group. 398 hours of Compassionate Companions one-on-one Grief Support
189 people received services in the 4th quarter of 2018 and 97.3% were Bainbridge residents.
2. Reference project objectives identified in project proposal. Were objectives achieved? Why or why not? Any unexpected positive outcomes or challenges?
 - **Provide people with the tools to achieve economic, social and emotional stability to the best of their ability.**

Because all of our services are no-cost, they reduce the financial and emotional burden on care receivers, families, and other agencies and allow people to remain independent as long as possible. The value of volunteer services provided in 2017, based on the Independent Sector value of \$30.46 per hour and 10,469 direct service hours equals \$318,885.74

- Offer activities and services that promote healthy development of the individual, prevent problems, and support positive outcomes.

In 2018 IVC provided transportation for medical, dental, vision, hearing, therapy, cancer treatment to locations in Kitsap County and Seattle. Making sure people get to these appointments reduces adverse health outcomes and unnecessary hospitalizations. We have also developed a Medical Note Taking program, which helps facilitate better compliance and understanding of instructions. This program is becoming more important as families are less available to be present for these appointments. Every day we provide transportation for people to get to physical and recreational activities to help them maintain their strength, endurance and reduce the risk of falls.

- Support quality of life programs that enhance the health and well-being of the individual and the community.

In 2018 we provided robust life-enrichment offerings, including several group activities, such as a tour of the Albers Vista Gardens, an all-abilities walking group, movie groups, group art activities and shopping trips. These outings have not only offered opportunities to enjoy some of the wonderful assets of our community but have fostered connections and socialization among people who may be typically isolated.

Our biggest challenge in 2018 was responding to the rapidly increasing numbers of requests while retaining our high standards and reliability of services.

3. Reference specific measurable results identified in project proposal. Were they achieved? If not, what challenges prevented the achievement of the anticipated results? How many Bainbridge Island residents were served? Are the conditions for those residents generally improving or worsening? Please explain.

Transportation	Projected 130 served	Actual 207(200 Bainbridge)
	Projected 95% of requests for transportation fulfilled	Actual 98.7%
	Projected 98% of care receivers reported they did not miss a medical appointment due to lack of transportation	Actual 95%

Support Groups	Projected 30 served	Actual 40 (37 Bainbridge)
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In-Home Services	Projected 60 served	Actual 121(115 Bainbridge)
	Projected 98% of care receivers will report that volunteer services allowed them to live more independently	Actual 95%
	Projected 95% of care receivers still living in residence of choice 9 months after enrollment	Actual 97.5%
Flowers From the Heart	Projected 150 served	Actual 300 (290 Bainbridge)
	Projected 300+ bouquets delivered	Actual 600+
Errands	Projected 40 served	Actual 56 (54 Bainbridge)
	Projected 95% of requests fulfilled	Actual 98.7%
	Projected 90% of care receivers satisfied with services	Actual 100%
Volunteer Recruitment and Retention		
	Projected 60 served	Actual 54
	Projected 89% of volunteers will be still active at 9 months	Actual 89%
	Projected 90% of volunteers report they feel well prepared for their responsibilities	Actual 90%
Community Outreach	Projected 1 monthly	Actual 1 monthly, or 2 every other month
Life Enrichment	Projected 40 served	Actual 105 (100 Bainbridge)

All expected results and outcomes were achieved or exceeded, with the exception of new volunteer recruitment. The number of requests for service skyrocketed in 2018. Even though the total number of new care receivers was slightly less than last year, the needs were much higher and the total number of care receivers continued to climb. This impacted our ability to do volunteer recruitment. In September of 2018, however, we were able to add a 0.2 FTE position for administrative support through a Bainbridge Community Foundation Grant, which will allow us to devote more time to cultivating and recruiting volunteers.

4. Describe the involvement of any partners identified in your project proposal, as well as any unexpected cooperative relationships that developed through implementation of the project. Did the City funding help you attract additional funding or other types of support?
5. **We worked closely with the Senior Center to provide educational opportunities for care receivers, volunteers and the community at large on topics of interest, such as In-Home Care, as well as coordinating joint life enrichment activities. We are now partnering with Bainbridge Island Museum of Art to make their cultural programs more accessible and affordable for seniors and low-income residents. We routinely received and made referrals to Housing Resources Bainbridge, Helpline and the Area Agency on Aging to best utilize resources available to Island residents.**
A cooperative relationship with the Fire Department has helped to identify vulnerable and isolated persons in our community who could benefit from IVC support, help get smoke

detectors and Knox Boxes in homes. In addition, the Executive Director serves on the Vulnerable Populations task force for Bainbridge Prepares and does community outreach presentations on emergency preparedness for vulnerable populations.

6. Reference the project budget specified in Attachment A. Provide an analysis of actual expenses and income in relation to the projected budget.

Please see attached.

7. Provide a short description of how the City funding has helped your organization or helped the community. Please also include any quotes or stories related to this support.

City funding continues to contribute greatly to the overall mission of service that IVC has been committed to for over 20 years. Supporting our seniors and keeping them healthy and independent reduces the overall strain on community resources, families and health care organizations. IVC fills an even more poignant, and recently more medically recommended and recognized need--that of sociability and engagement with others in the community.

More and more research is showing that one of the key factors to living a longer and healthier life is human connection and companionship. A raft of studies show the dramatic link between social isolation and depression that often leads to a spiraling downward into negative thinking, poor self-image and declining health and senior suicides. *Untreated depression can dramatically increase the mortality rate for those with heart disease, or even lead to suicide*"
~American Foundation for Suicide Prevention

IVC has always seen the positive benefits of connections between Care Receivers and Volunteers. However, with families more separated than ever before, and the loss of friends and community for seniors, the need for building relationships is essential. With our expanding Life Enrichment programs like our Kreaky Knees walking group and our movie and lecture groups, we are seeing these relationships blossom.

Care receivers commented:

I'm so appreciative of IVC--I just know it is always there. I know I can depend on it.

IVC Volunteers have gone above my needs and supply me with excellent company, as well as more opportunities to expand my horizons.

I'm very grateful for the services of IVC. The lack of reliable taxi service makes IVC a necessity when family is unavailable. The volunteers are so nice that transportation becomes a nice social event.

These kind of relationships, and helping to give a fuller and more healthy life back to our Care Receivers, is what the City funding allows IVC to do for the people we serve and our community.

8. What recommendations, if any, do you have regarding future funding cycles. **None.**

Island Volunteer Caregivers-2018 Final Budget	2018 Budget	2018 Actual	
INCOME			
Direct Contributions	\$25,000	\$68,224	Includes \$25,000 anonymous gift for special program
Appeals	\$5,000		
Faith Communities	\$3,000	\$1,167	
Organizations/Foundations			
One Call for All	\$40,000	\$40,763	
Seattle Foundation	\$500	\$339	
Kitsap Great Give	\$6,000	\$5,975	
Other		\$552	
Subtotal	\$46,500	\$47,628	
Grants	\$12,000	\$12,920	
City of Bainbridge Contract	\$26,500	\$25,500	
Fundraising Events			
Summer Dinner Auction	\$110,000	\$133,822	
Life Enrichment Gifts	\$2,000	\$7,400	
Other Events	\$2,000		
Subtotal	\$114,000	\$141,222	
Interest Income	\$10	\$32	
Dividend Income	\$3,000	\$5,780	
Business Contributions/Reimburse	\$3,000	\$2,054	
Contract with Island Neighbors	\$2,500	\$400	
Subtotal	\$8,510	\$8,265	
Use of Operating Reserves	\$12,838		
TOTAL INCOME	\$253,348	\$304,926	
EXPENSES			
Operations			
Miscellaneous Operations Expense	\$500	\$1,166	
Marketing/PR	\$1,200	\$1,676	
Bookkeeper	\$500	\$556	
Capital Expense	\$2,500	\$1,765	
Website/Internet	\$750	\$833	
Grief Program Expense	\$400	\$30	
Life Enrichment Program Expense	\$3,200	\$2,701	
Moving expenses	\$12,500	\$11,329	
Postage	\$1,800	\$1,309	\$400 from COBI
Printing/Duplicating	\$2,500	\$2,301	\$400 from COBI
Repairs	\$100	\$20	
Office Rent	\$23,364	\$21,743	\$2,000 from COBI
Supplies	\$3,500	\$3,669	\$300 from COBI
Subscriptions and Dues	\$700	\$580	
Storage Fees	\$740	\$888	
Telephone/Communications	\$2,100	\$2,056	\$400 from COBI
Subtotal	\$56,354	\$52,622	
Staffing			
Taxes & Fees	\$16,745	\$17,369	\$2,000 from COBI
Contracted Services (IT and Caregiver's Support)	\$6,730	\$5,400	
Wages	\$157,469	\$163,305	\$19,000 from COBI
Travel/Continuing Ed	\$2,000	\$915	
Subtotal	\$182,944	\$186,989	
Volunteer/Donor/Board Expenses			
Expense-Transport Reimbursement	\$2,000	\$2,313	
Insurance	\$6,000	\$6,721	\$1,000 from COBI
Support-Recognition	\$800	\$272	
Training-Materials-Conferences	\$500	\$409	
Van Expenses	\$2,500	\$950	
Driver Screening	\$2,000	\$1,372	
Subtotal	\$13,800	\$12,037	
Miscellaneous Expenses	\$250	\$726	
TOTAL EXPENDITURES	\$253,348	\$252,374	
INCOME - EXPENDITURES	\$0	\$52,552	