

**City of Bainbridge Island**  
**2019 Human Services Funding Final Report**  
**Island Volunteer Caregivers**

**IVC had 137 new care receivers in 2019, 95.6% of which were Bainbridge Island residents, and 65 new volunteers, of which 95% are Island residents. Total direct service hours were 12,833, which is an average of over 242 hours per week and volunteers drove a total over 70,893 miles.**

1. Activities undertaken in providing scope of services described in Attachment A:
  - a. Transportation for medical, dental, physical therapy and counseling appointments  
**4732 hours and 36,636 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  
**795 hours and 4,869 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  
**2993 hours and 8,296 miles driven**
  - d. Errands, including grocery shopping, picking up prescriptions, delivering flowers to homebound through Flowers From the Heart Program  
**2054 hours and 9,825 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  
**2850 hours and 3,612 miles driven**
  - i. Caregivers and Grief Support Groups  
**Closed Grief Support Group and weekly Caregivers Support Group. 1026 hours of Compassionate Companions one-on-one Grief Support**  
**193 people received services in the 4<sup>th</sup> quarter of 2019 and 97.9% 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 2019, based on the Independent Sector value of \$31.72 per hour and 12,833 direct service hours equals \$407,062.76.

In the past year, IVC has added the services of a Community Resource Navigator to provide a solid bridge for the needs Care Receivers and their families, and the various resources available in the community, county and state. This provides a helpful point of first contact for the often confusing, and exhausting search they are plunged into when facing housing, medical, financial, personal and other needs in the aging process. We continue to collaborate with other island social services as well to weave together all available resources without duplication.

We have also expanded our Life Enrichment program providing a wealth of interest-based activities that encourage new relationships and group participation reducing isolation and depression in this vulnerable demographic. Also, our Grief support groups have grown to allow more participation and relationship building. As with all of our IVC programs, these services are person-to-person, and at no-cost and are made easily accessible with volunteer transportation and support.

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

Our number one service is transportation provided by our volunteers – transportation particularly to medical, dental, vision, hearing, therapy, cancer treatments and more to various locations in Kitsap County and Seattle. Many of these appointments are now also attended by IVC's trained **Medical Notetakers** which provides accurate feedback to the Care Receiver and their families .

But IVC also drives folks to their hair appointments, the grocery store, to the movies, to art museums, to parks for walks, lectures, music and theater performances and much more. Often our volunteers participate in the activities as well.

IVC's promotion of healthy individual development actually serves these two populations- of course our IVC Care Receivers, but also our Volunteers as well. Many of our volunteers tell us that they get more benefit from their service than does their Care Receiver! And, indeed IVC provides educational opportunities for both groups in the form of classes (usually in conjunction with the Senior Center), a monthly calendar and newsletter for Care Receivers providing noteworthy information, and monthly Volunteer Appreciation activities often with an educational component such as sessions with a Physical Therapist on how to seat passengers in a vehicle, and how to correctly support them when walking; and instruction from the Fire Department on home safety. One volunteer said, *"what I learned to help Caregivers is information that everyone should know"*. This year we will also begin a more concentrated focus on Volunteers to insure we "hear" their needs and suggestions, and feel comfortable communicating any issues or concerns back to IVC.

All of these IVC outputs of engaging our IVC population results in helping them become better informed, healthier, smarter and reduces the risk of complications that come with the aging process.

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

Our Life Enrichment program continues to grow in numbers and in variety. We have seen growth in our Opera (Live from the Met at the Pavilion), Music Appreciation (held at the Madison House) our Tuesday matinee Movie Group, the Shopper Special and our Great Decisions Lecture Group, with last year’s participants calling to know “when is the next...?” We expanded the Kreaky Knees Walking Group into two groups – the EZKneez (very short walks for those with canes or walkers) and the Trailblazers who sometimes take in a 2-3 mile walk. As these groups grow, we not only take advantage of the wonderful assets of our community and add to the participation of each, but also we foster meaningful friendships and socialization between our participants who might otherwise fall to isolation and depression.

- **These services may be provided on an emergency, temporary or ongoing basis, depending on the circumstances.**

Most of our IVC service provide ongoing transportation support for our Care Receivers. However we also attend to emergency, and temporary needs. It may be providing assistance or references for an individual in the last phases of life where we have been able to provide resources via our Resource Navigator, or comfort with Threshold Choir presentations. We have assisted with last minute urgent trips to doctors, temporary in-home meal help for those just released from the hospital, respite care for caregivers who need a break, help getting children of someone receiving chemo and unable to manage the routines, or the installation of life-saving Knox Boxes (in conjunction with the Fire Department). Again, all at no cost providing the individuals some solutions, comfort and peace of mind.

**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 | <b>Projected 140 served</b>   | <b>Actual 234(229 Bainbridge)</b> |
|                | <b>Projected 95% of requests for transportation fulfilled</b>   | <b>Actual 98.7%</b>               |
|                | <b>Projected 98% of care receivers reported they did not miss a medical appointment due to lack of transportation</b> | <b>Actual 96%</b>                 |
| Support Groups | <b>Projected 35 served</b>  | <b>Actual 57 (51 Bainbridge)</b>  |
|                | <b>Projected 98% of participants will report</b>  | <b>Actual 99%</b>                 |
|                | <b>Improved well-being as result of the program</b>   |                                   |

|  |                             |   |
|--|-----------------------------|---|
| In-Home Services   | <b>Projected 80 served</b>  | <b>Actual 102(98 Bainbridge)</b>                |
| <b>Projected 98% of care receivers will report that volunteer services allowed them to live more independently</b> |                             | <b>Actual 96%</b>                               |
| <b>Projected 95% of care receivers still living in residence of choice 9 months after enrollment</b>               |                             | <b>Actual 96%</b>                               |
| Flowers From the Heart   | <b>Projected 200 served</b> | <b>Actual 300 (290 Bainbridge)</b>              |
| <b>Projected 500+ bouquets delivered</b>   |                             | <b>Actual 800</b>                               |
| Errands  | <b>Projected 50 served</b>  | <b>Actual 44(43 Bainbridge)</b>                 |
| <b>Projected 95% of requests fulfilled</b>   |                             | <b>Actual 98.7%</b>                             |
| <b>Projected 90% of care receivers satisfied with services</b>   |                             | <b>Actual 99%</b>                               |
| Volunteer Recruitment and Retention  | <b>Projected 50 served</b>  | <b>Actual 65 (23% increase)</b>                 |
| <b>Projected 80% of volunteers will be still active at 9 months</b>  |                             | <b>Actual 89%</b>                               |
| <b>Projected 90% of volunteers report they feel well prepared for their responsibilities</b>                       |                             | <b>Actual 98.7%</b>                             |
| Community Outreach   | <b>Projected 1 monthly</b>  | <b>Actual 1 monthly, or 2 every other month</b> |
| Life Enrichment  | <b>Projected 60 served</b>  | <b>Actual 76 (76 Bainbridge)</b>                |

Most expected results and outcomes were achieved or exceeded, with the exception of errands as the numbers skewed more heavily in 2019 to transportation, particularly for medical appointments. The number of new care receivers and volunteers increased, especially new younger volunteers.

- **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?**

Each year, IVC continues to expand our community partnerships as our programs grow. Again this year we worked closely with:

- Senior Center to provide educational and life enriching opportunities for care receivers, volunteers and the community at large. We are further assisted in this cooperative effort with the addition of Katie Auger, our Community Resource Navigator 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.

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.

City funding helped us attract additional support from Virginia Mason and an anonymous donor who helped fund the addition of a shared position with the Senior Center of our Community Resource Navigator.

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.

The increased community awareness and good reputation that IVC has achieved is due in great part to the support and funding provided by COBI that enables us to continue to develop new programs, marketing efforts, and new community connections.

Next year will mark 25 years since IVC began serving the needs of seniors and the disabled by supporting their transportation and in-home needs; helping them to maintain their independence; helping allow them to stay in their homes; and providing and encouraging social and life enriching activities

Bainbridge Island is a *community* in the true sense of the word. Gratefully, it is made up of a generous, caring, and intelligent populace and a civic government that understands the needs of our Island neighbors. Hundreds of volunteers over the years have been the huge face of IVC, but it is our donors and the generous and essential funding we receive from the **City of Bainbridge** that keep our gears in motion. This unique support and synergy has resulted in:

- Physically and mentally healthier individuals reducing the overall strain on community resources and services, families and health care organizations.
- Independent senior population continuing to live in their homes with reduced social isolation and depression that can lead to negative thinking, poor self-image, declining health and senior suicide.
- A more secure sense for families of seniors. With families more separated than ever, and the loss of family and long term friends for seniors, the need for building new relationships and community is essential. IVC 's Life enrichment and Grief Support groups allow these relationships to blossom.
- Cross-generational support in broad spectrum of local events, activities, local shopping, and support and better understanding of civic and senior

- With this substantial City support, we become more visible to other civic organizations and the community as a whole which helps us to further our mission, and conversely, helps us keep our volunteers and Care Receivers aware of city concerns, issues and events.

From our Care Receivers:

*“Thank you for all that you do for me. Your kind volunteers have allowed me to live independently in the home I love. I couldn’t do it without your wonderful organization”* S. C. 93

*“Thank you for the delightful volunteer who recently took me to a last minute appointment in Seattle. He was a valuable asset, robustly calling attention to the ladies as we arrived. They took me right in. He made the trip a pleasure. It was fun to laugh again.”* J.D. 94

*“I hope you all know how very much my mother – and her family-! appreciate each and every one of you and the fabulous service you provide. When the lovely bouquet of summer flowers was delivered to my mother, she was so touched and pleased and told everyone who came to the house they had come from IVC!”* T.H. for mother, J.U. 96

The relationships IVC is fortunate to make each year, help to give a fuller and more healthy life back to our Care Receivers and our community and is what the City funding allows IVC to accomplish.

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