

City of Bainbridge Island
2022 Human Services Funding Final Report
Island Volunteer Caregivers (IVC)

I. Statement of Purpose:

IVC's mission is to work 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 activities and services allow people to live as independently as possible, while connecting folks who might not ever meet one another in meaningful ways. Since all of our services are no-cost, this reduces the financial and emotional burden on our care receivers and their families.

II. Activities undertaken in providing scope of services described in Attachment A:

- A. Transportation for medical, dental, physical therapy and counseling appointments
- B. Transportation for activities to maintain health and well-being, such as exercise classes at the Senior Center or swimming at the pool
- 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
- D. Errands, including grocery shopping, picking up prescriptions, delivering flowers to homebound through Flowers From the Heart Program
- E. Phone reassurance
- F. Advocacy and referrals to other appropriate agencies
Multiple referrals for caregiver 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. Life Enrichment: Quality of life activities, such as going to a concert or museum attending an IVC sponsored Music Appreciation or Book Group
- I. Caregivers and Grief Support Groups

III. Specific Measurable Results:

IVC had another year of growth of volunteers to meet the increasing demand from our growing senior population. IVC had 87 new care receivers in 2021, 93% of which were Bainbridge Island residents. Conversely, IVC had 48 new volunteers, of which 39 were island residents, other new volunteers include 1 volunteer from Indianola and one from Poulsbo.

Total direct service hours were 9,977 and volunteers drove 42,285 miles. The value of volunteer services provided in 2022, based on the *Independent Sector* value of \$29.95 and the 9,977 direct service hours equates to over \$298,811.

1. Activities undertaken in providing scope of services described in Attachment A:
 - a. Transportation for medical, dental, physical therapy and counseling appointments: **1,448 hours and 11,138 miles.**
 - b. In-home services such as, light housekeeping, meal prep, light yard care and home repair,: **677 hours and 2,161 miles.**
 - c. Errands, including grocery shopping, picking up prescriptions, delivering flowers to homebound through Flowers from the Heart program: **1765 hours and 6,702 miles.**
 - d. Life Enrichment activities, such as going to a concert, museum, music and art enrichment and attending BISCC activities: **535 hours.**
 - e. Grief Support Groups and Compassionate Companions: **987 hours and 1779 miles**
 - f. Helpline Deliveries: **473 hours and 2268 miles.**
 - g. Vaccination Transportation and phoning: **18 hours and 112 miles**
 - h. Companionship/Respite Care: **888 hours and 2231 miles**
 - i. Holiday Projects **82 hours and 102 miles**
 - j. Wellness Program **110 hours and 246 miles**
 - k. Other misc activities including in-home care, technical assistance, pet care, office work: **2781 hours and 2505 miles.**

IV. 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.

97% of residents are from BI.

Transportation Requests Served

- | | |
|--|---------------------|
| - Projected 140 | - Actual shifts 790 |
| - Projected 95% of requests for transportation fulfilled | - Actual 97.27% |

Support Groups

- | | |
|-----------------------|---------------------|
| - Projected 35 served | - Actual shifts 464 |
|-----------------------|---------------------|

In-Home Services

- Projected 80 served

- Actual 167

Flowers From the Heart

- ected 200 served Projected Proj

- 500+ bouquets delivered

- 517 Shifts

Errands

- ected 50 served Pro

- Actual 294 Volunteers

- Actual 98.7%

Volunteer Recruitment and Retention

- Projected 50 served
- Projected 80% of volunteers will be still active at 9 months
- Projected 90% of volunteers report they feel well prepared for their responsibilities

- Actual 91%

Community Outreach

- Projected 1 monthly, Actual 1 monthly

Life Enrichment

- Projected 60, 67 Served

V. 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 2022, based on the Independent Sector value of \$29.95 and the 9,977 direct service hours equates to over \$298,811.

In the past year, IVCs Community Resource Navigator position continues to provide a solid bridge for the needs of 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 such as Helpline and HRB to weave together all available resources without duplication.

In 2022 we instituted a pilot called the Wellness Program that aims to match volunteers with specific screened care receivers prone to sadness. Together with the life enrichment program, our endeavor to create a better support structure to meet seniors' needs of connection has already shown great promise in helping our community members. We continue to expand our Life Enrichment program while integrating offerings from the Senior Center (without duplication) providing a wealth of activities that encourage new relationships and group participation reducing isolation and loneliness in this vulnerable demographic.

Also, our Grief support groups partnering with Bloedel allows 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.

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 who are on average age 70+ participate in the activities as well. IVCs 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 quarterly 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 ensure 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 be popular. 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, and the Shopper Special . Our Kreaky Knees Walking Group are focused on 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 services 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, and respite care for caregivers who need a break. Again, all at no cost providing the individuals some solutions, comfort and peace of mind.

Most expected results and outcomes were achieved or exceeded. The number of new care receivers and volunteers increased, especially new younger volunteers.

Transportation and Core Activities

IVC transportation and other core activities opened once again. We experienced an increase in requests and our volunteers responded in kind transporting care receivers to and from critical medical and physical therapy appointments on Bainbridge Island and in greater Kitsap County. Shopping, prescription pickups and other general errand requests were strong as care receivers were anxious to begin their lives again after several months of COVID restrictions,

Vaccination Effort

With the Partnership with Bainbridge Prepares with Bainbridge Senior Center as well as Bainbridge Community Pharmacy, Covid booster vaccination clinics continued. IVC booked appointments and IVC volunteers once again transported them, if needed.

Life Enrichment Program

In the beginning of 2022, IVC's Life Enrichment program continued to provide at-home activities to reach people who were concerned about new Covid strains and resulting infections. As the year progressed so did activities start to open up and care receivers began to engage, We maintained our partnerships with on- and off-island resources continuing to engage as many Care Receivers as possible due to the concerns of isolation and loneliness. Bainbridge Cinemas; The Senior Center's "Something to Talk About" daily zoom talks and lectures; The daily Metropolitan Operas opened up at Bainbridge cinemas for IVC's Opera group; In April, we worked with Bainbridge Island Museum of Art on community art projects which were enjoyed by many of our Care Receivers. IVC resumed other life enrichment activities including our Kreaky Knees Walking Group for outings to Waterfront Park and Battle Point; a shopping excursion to Silverdale and attended the Live from the Met Opera's.

Grief Groups , Compassionate Companion Programs and IVCs Caregiver Support Group

Our Grief Groups ran three 8-week session groups throughout 2022. All groups were in-person, a welcome change from 2021. The One-on-One Compassionate Companions program continues to vacillate between meeting in person and just over the phone, depending on the comfort level of both the volunteer and the care receiver. Finally our Caregiver Support Group resumed meeting both via Zoom or in person meeting bi-monthly, a welcome relief to our care giving community needing some support from our facilitator and fellow caregivers.

Partnerships and Collaborations

Our collaboration with area nonprofits are very strong other Human Services agencies including:

- The Bainbridge Island Senior and Community 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 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 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.

City funding is an important element of support and helps us to attract additional funding from grant foundations, community foundations and individual donors. Specifically, it has helped us to attract a donor to fund our new Wellness Program which aims to support seniors who are isolated and lonely.

VI. Project Budget Analysis

EXPENSES	1st Qtr Actual	COBI Grant	2nd Qtr Actual	COBI Grant	3rd Qtr Actual	COBI Grant
Office Rent	\$6,884.5	\$1,250	\$6,884.5	\$1,250	\$6,884.5	\$1,250
Wages	\$76,770.13	\$5,000	\$76,770.13	\$5,000	\$76,770.13	\$5,000
Total	\$83,654.63	\$6,250	\$83,654.63	\$6,250	\$83,654.63	\$6,250
EXPENSES	4th Qtr Actual	COBI Grant				
Office Rent	\$6,884.5	\$1,250				
Wages	\$76,770.13	\$5,000				
Total	\$83,654.63	\$6,250				
				Total Grant	\$25,000	

VII. Quotes:

What an amazing organization! I don't know what we would do without you guys here. My friends are so jealous -- they say, "we don't have anything like that here where we live." It really is a blessing! – IVC Care Receiver

I have a wonderful companion. My volunteer has been right 'on it'...don't think a week has gone by that I haven't heard from her...we've had wonderful conversations; and I feel as though we've become fast friends. – IVC Care Receiver

I am without a doubt a fervent supporter of IVC. In the 18 years that I have lived in Bainbridge, I have reached out to your volunteers on many occasions. Your volunteers exemplify the true spirit of Volunteerism...and residents of this island are truly blessed to have an IVC organization that carry out their mission with such honesty and discipline and solid commitment! An outstanding feature to me is the caring concern the volunteers put forth to fulfill their requests! – Community Member

I would not be able to live in my home independently without IVC, you and your volunteers have truly saved my life on multiple occasions. -- IVC Care Receiver