

# People Who Care



## Volunteer Caregiving Program Prescott & Chino Valley

### 2008 ANNUAL REPORT

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## A Note from the Director

The mission of People Who Care is to provide caring volunteer assistance for elderly, chronically ill or disabled adults helping them maintain their sense of independence and quality of life by being able

to remain in their homes. It is not difficult to understand how important it is for people to be able to stay in their own comfortable and familiar surroundings. However, for many of our Neighbors, moving into an assisted living facility isn't a viable economic option.

In 2008 we did an Outcome Measurement Survey to a random sample of 299 of our Neighbors (clients) in Chino Valley and Prescott to determine how well we were doing and if the non-medical assistance we were providing was helping them continue living independently. We had a response rate of 87% and an affirmation by 94% of those responding that the help they received from our volunteers played an important part in helping them stay at home.

At the end of 2008, we were assisting more than 400 Neighbors in the greater Prescott area and Chino Valley. While providing transportation assistance for medical and other essential appointments; helping with grocery shopping; minor home repairs; personal paperwork and care giver relief, our volunteers were able to reach out and personally touch the lives of each of our Neighbors. In many instances, they were able to help dispel the loneliness and isolation that happens so often when someone is not able to drive and get out on their own and may not have the support and care of family or friends. It is important to note that more than 60% of our volunteers have an ongoing assignment with a Neighbor, helping them on a one to one basis two to four times a month. It is most certainly the hand to hand, heart to heart personal relationships that are the essence of People Who Care.

In 2009 we will once again be reaching out to residents in our community who are experiencing vision loss and the dramatic and often traumatic impact to their lives by hosting two 10-week *Confident Living with Low Vision* courses. The classes are offered to all community residents free of charge to help them deal with the physical and emotional challenges of vision loss since this critically impacts their quality of life and their ability to remain living independently.

People Who Care is also committed to speaking out and, on behalf of, all of our Neighbors who often are not able to advocate for the help or the resources they need to live their lives fully and to their greatest potential.

Thank you for giving us the tools to be your caring hearts and hands in our community.

## People Who Care Program Overview

*Helping Our Neighbors  
Continue Living Independently*

**The mission of People Who Care** is provide caring volunteer assistance for elderly, chronically ill or disabled adults helping them maintain their sense of independence and quality of life by being able to remain in their own homes.



Volunteers help by providing non-medical assistance to adults residing in Chino Valley, Prescott and the unincorporated areas of the greater Prescott area – Ponderosa Park, Groom Creek, Williamson Valley and Diamond Valley. In 2008, 22% of our Neighbors were residents of Chino Valley. A snapshot of our Neighbors in December 2008 revealed that 22% were between the ages of 70-79; 41% were between 80-89 years and over 17% in the 90-99 age brackets indicating that elderly persons continue to be the primary recipients of care.

### Essential Transportation

Our Neighbors are able to receive help with *essential transportation* to medical, therapy, social service, and personal business appointments twice a week. This also includes rides to and from the hospital or a skilled nursing facility to spend time with a family member and to ongoing support group meetings. In 2008, it was reported that volunteers provided nearly 2700 round trips and countless miles responding to requests for transportation.

### Help with Grocery Shopping

Help with grocery shopping is a key element in making it possible for our Neighbors to continue living independently in their own homes or apartments. Ongoing assignments with a volunteer helping a Neighbor with grocery shopping two to four times a month is rewarding for both the Neighbor and the volunteer because of the opportunity to get to know one another. The number of times our volunteers helped a Neighbor with shopping during 2008 is staggering – 4,986 equating to 14,958 reported hours! The majority of our Neighbors who are getting help with grocery shopping do not have family members or friends who are able to help. Even if they could use a cab to get to the store, many of them need assistance once inside the store. If they are not able to leave their home, a volunteer does the shopping for them.

### Personal Paperwork

Last year the average percentage of our Neighbors who were visually impaired was 63%, the majority of them diagnosed with Macular Degeneration. Loss of central vision makes it nearly impossible to take care of personal paperwork without help. Our volunteers spent over 2,500 hours assisting with this daunting chore two to three times a month.

### Socialization

The direct care of our volunteers is also focused on the problem of loneliness and isolation that is experienced so often by people when they are no longer able to drive. During the year, our volunteers spent almost 2900 hours visiting in their homes and calling them daily or several times a week helping dispel those feelings that so often lead to problems with depression. Throughout the year, Neighbors are continually reassured that people in the community genuinely care about them and want to help them so that they are able to remain in their homes.

### Safety Programs

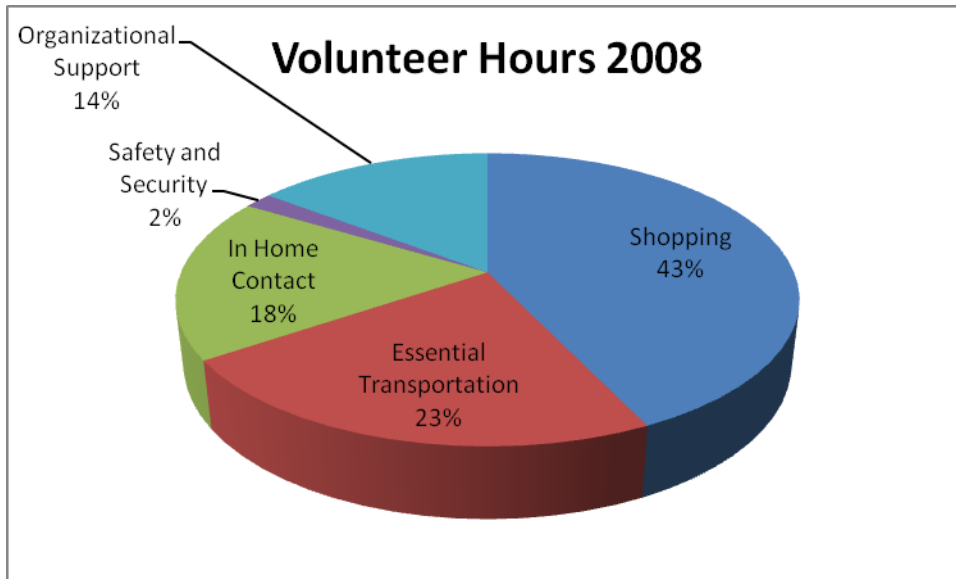
We have two programs that help to ensure the safety of our Neighbors. The *Guardian Angel Program* loans and maintains emergency call units for our low income Neighbors that enables them to summon help if they should fall or have a medical emergency and not be able to reach a telephone. Currently 168 of our Neighbors are taking advantage of this program which over the years has proved to be life-saving. People Who Care volunteers install and maintain the units. There is no charge for this program however there is a \$35 deposit fee that can be refunded when the unit is returned. The deposit fee is waived for financial hardship.

Each Neighbor is encouraged to take advantage of a free home safety visit to help prevent fires, falls and home accidents. *Project Safe Home* volunteers conduct safety visits with our Neighbors by walking through their home with them to point out possible safety hazards and problems. The purpose of the safety visit is to prevent fires, falls and accidents which have the potential that may impact their ability to continue living independently. If our Neighbor does not have a working fire extinguisher, smoke detectors, night lights, a flash light and a non-skid bath mat, these items are provided free of charge. Bathroom grab bars are also provided and installed. Health and safety hazards such as broken door locks, stair railings and steps, etc. are referred to our Handyman Program for repair.

### Community Education

We were able to host and support another community 10-week *Confident Living with Vision Loss* course in the fall with funding from the Tri-city Lions Pancake Breakfast and the United Way. The educational series gave the attendees the medical information about vision loss, new research and treatments, adaptive tools, help with orientation and mobility and insight into the emotional impact and grief associated with the loss. Volunteers helped to provide transportation for over half of those attending the course.

## Giving Their Time, Talents and Care



Almost 35,000 volunteer hours were recorded in 2008. Volunteers gave nearly 15,000 hours shopping for or shopping with our Neighbors. Almost 8,000 hours (in 2,638 separate trips) were volunteered in transporting Neighbors to essential medical appointments. Visiting with, reading to them, assisting with personal paperwork and staying in contact via the telephone with our Neighbors consumed over 6,000 volunteer hours. Volunteers devoted many hours looking after the safety and security of our Neighbors through our Home Safety, Handyperson, and Guardian Angel programs. Over 5,000 hours were spent by Volunteers helping with the organizational support of PWC – Board of Directors and Committee meetings, fund raising, working in the office scheduling rides and helping with administrative duties.

September 2008 was a typical month for PWC. Volunteers provided transportation (shopping with Neighbors and taking them to essential medical appointments) over 190 times and traveled over 3,750 miles. This was despite the economic times and the higher cost of gasoline. Typical taxi fares for this number of trips and mileage would have cost over \$ 5,000.

What is so significant about these numbers is that the greatest percentage of those hours were spent directly helping our Neighbors, many of whom had very limited or no affordable options for getting assistance. Looking at it from a monetary perspective, according to *The Non-Profit Times* the current monetary value of a volunteer hour is \$19.51. That translates those 35,000 hours to a total value of \$682,850!

However, we know that People Who Care volunteers are the hearts and hands of a caring community and that, indeed, is their true value.

# Our Financial Community of Support

## Faith Communities

American Evangelical Lutheran Church  
First Christian Church/Disciples of Christ  
First Congregational Church/  
United Church of Christ  
Prescott Unitarian Universalist Fellowship  
St. Catherine Laboure' Catholic Church  
Trinity Presbyterian Church

Chino Valley Community Church  
First Evangelical Lutheran Church  
Prescott Community Church  
Prescott United Methodist Church  
Sacred Heart Catholic Church  
St. Luke's Episcopal Church  
Unity Church of Prescott

Thank you to the Prescott United Methodist Church and the Chino Valley Community Church for their hospitality and facility use for our office space.

## Major Financial Donors – 2008

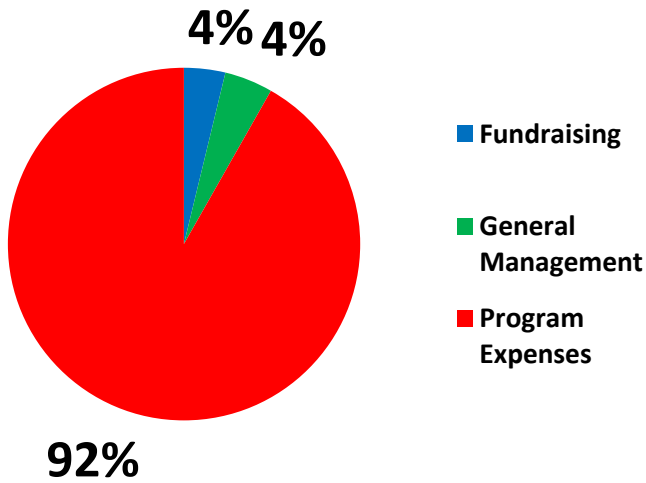
*Donations of \$500 or more*

People Who Care is a Participating Agency of the United Way of Yavapai County

First Lutheran Ladies League  
Adelaide Barker  
CableOne  
Chino Valley Lioness Club  
Prescott Plastic Surgery  
Fann Contracting  
Addison and Margaret Hawley  
Walmart Foundation  
J.W. Kieckhefer Foundation  
Rosemary and Paul Madden  
Margaret T. Morris Foundation  
Jim Messerschmitt  
The Honorable Rose Mofford  
New Frontiers Natural Food Market  
Prescott Noon Lions Club  
Jill and David Schulten  
Kaye and George Shriver  
Margaret and Bill Towne  
Lin Vickers  
APS  
Mary Jean and Richard Warfield  
Estate of Margaret Lisman  
Yavapai-Prescott Indian Tribe

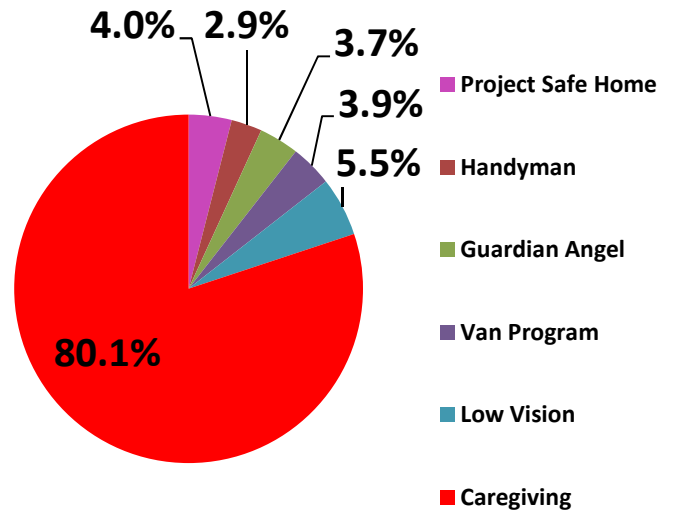
Associates in Accounting  
Bradshaw Mountain Diagnostic Center  
Jim Canterbury  
Circle D Builders  
Lloyd and Nancy Ewart  
Mary and Robin Hansen  
Tri-City Lions, Lioness Pancake Breakfast  
Yavapai County Community Foundation  
Harry F. Dise Foundation  
Mary and Bob Mareck  
Robert and Marcia Matthies  
Sarah Hoover-Meyer  
Jean Anne and John Morrow  
Prescott Evening Lions  
Prescott Sunrise Lions Club  
Prescott Noon Lioness Club  
Gareth Staats  
Benjamin Tuttle  
Bank of America-Willow Creek Branch  
Thrivent Financial for Lutherans  
Richard Werbeck  
Prescott Chapter -Sons of the American  
Revolution

## 2008 Spending\*



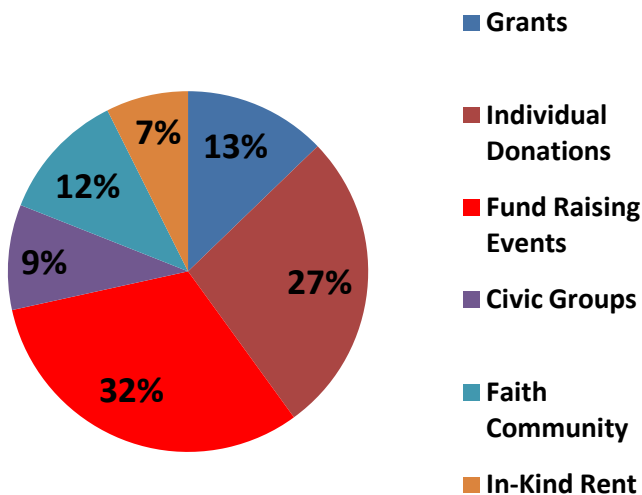
Excludes In-Kind Auction Expenses.

## 2008 Spending by Major Program\*



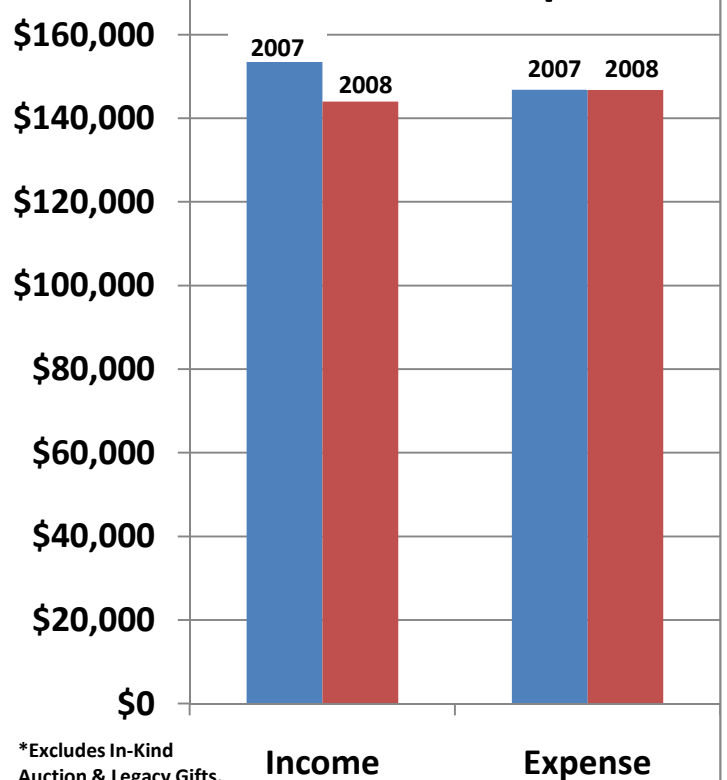
Excludes In-Kind Auction Expenses.

## 2008 Income by Major Category\*



\* Excludes In-Kind Auction Income & Legacy Gifts.

## Income and Expense



\*Excludes In-Kind Auction & Legacy Gifts.

## Financial Statement for 2008

INCOME	<u>2,008</u>
Foundations	9,500
United Way of Yavapai County	9,166
Individual Contributions	39,773
Fundraising Events	46,133
Earned Income	675
Civic Groups	13,815
Faith Communities	16,960
Total in-Kind	<u>10,929</u>
Subtotal Income	\$146,950
Extraordinary Legacy Gift	<u>\$160,570</u>
<b>Total Income</b>	<b>\$307,520</b>

### EXPENSES

#### Programs

Project Safe Home	5,405
Handyman	3,900
Guardian Angel	5,027
Van Project	5,315
Low Vision Courses	7,422
CareGiving	██████████
Shopping	34,535
Transportation	67,711
Visiting and Phoning	2,132
Personal Paperwork	2,132
Caregiver Relief	<u>2,132</u>
Subtotal CareGiving	108,642
Total Programs	135,711
Additions to Reserves	160,263
Fund Raising	4,753
General Administration	<u>6,793</u>
<b>Total</b>	<b>\$307,520</b>

## FROM THE BOARD PRESIDENT

The past year was characterized by an extraordinary effort on the part of both our staff and volunteers in the face of challenges created by high gasoline prices and the economic downturn. Volunteers continued to serve our Neighbors in spite of the economic burden of \$4.00 per gallon gasoline. We are forever grateful for their dedication. The staff responded to the negative economic environment by redoubling their efforts on the income side while reducing expenses by 8%. All this was done while maintaining the program at its current levels.

We have continued to be blessed with the commitment of the faith communities in providing volunteer and financial support. The office space and use of church facilities graciously provided rent free by the Chino Valley Community Church and Prescott United Methodist Church allows funding to go toward program rather than lease expense. A special thanks to American Lutheran Church for upping their financial commitment in 2008.

One of the big success stories in 2008 was the establishment of the People Who Care Endowment Fund with the Arizona Community Foundation. The fund was made possible by a generous gift from the Margaret Lisman Estate, a Neighbor who was assisted by People Who Care. Under the terms of our Legacy Program, the gift has been invested and we will receive a stream of income to support our program in the future.

We had our Dinner/Dance on September 27 which was right in the midst of Bailout Weekend. Not exactly perfect timing! But thanks to the leadership of Rosemary Zeinter, the Committee Chair and her committee, the event was a financial success as well as a great evening for the participants. Over 200 guests enjoyed the "San Francisco" theme enhanced by the decorations chaired by Sue Supina. In addition, a special thanks to Jean Anne Morrow for heading up the Solicitation effort, Paul Madden the Raffle and Robin Christie the Auction. In 2008, we provided about 13,000 individual Neighbor Services. Going forward in this economic environment, we have developed a plan that relies on slightly less income and holds the line on expenses. We expect this will allow us to maintain our current program for our Neighbors and provide as many services as we did in 2008

Thanks again to all our terrific volunteers, dedicated staff, hard working Board of Directors and our entire financial supporter for making 2008 a great year for People Who Care.

William Towne  
Board President

