

#88

COMPLETE

Collector: Gimbel Foundat...nd Evaluation (Web Link)
Started: Thursday, September 15, 2016 12:19:26 PM
Last Modified: Thursday, September 15, 2016 12:38:11 PM
Time Spent: 00:18:45
IP Address: 208.73.97.251

Page 1

Q1 Name of your organization.

Seniors in Service of Tampa Bay, Inc.

Q2 Grant #

20150645

Q3 Grant Period

September 1, 2015 – August 31, 2016

Q4 Location of your organization

City	Tampa
State	Florida

Q5 Name and Title of person completing evaluation.

Tammy Criollo, President & CEO

Q6 Phone Number:

813-932-5228, ext 222

Q7 Email address.

TCriollo@SeniorsinService.org

Page 2: Key Outcomes and Results

Q8 Total number of clients served through this grant funding:

In all, 355 seniors benefitted from the support of the S. L. Gimbel Foundation Fund

Q9 Describe the project's key outcomes and results based on the goals and objectives. Use the following format: State the Goal: State Objective 1: Describe the Activities, Results and Outcomes for Objective 1: State Objective 2 (if applicable): Describe the Activities, Results and Outcomes for Objective 2: State Objective 3 (if applicable): Describe the Activities, Results and Outcomes for Objective 3:

The breakout of the 355 seniors served in #8 breakout as follows:

- 268 Frail elderly persons who are isolated both socially and geographically received in-home basic needs assistance provided by our Senior Companion Program volunteers including companionship, homemaker, errand, and respite services, which improved the quality of life and increased the number of years these seniors will enjoy living independently.
- 87 Low-income Senior Companion Volunteers lived a more purposeful and positive life throughout the year resulting from their Senior Companion Program volunteer service.

9. • Objective 1 Deliverable: 267/268 (99%) as evidenced by re-assessments of low-income frail elderly residents of Hillsborough County receiving Senior Companion Program services enjoyed prolong independent living, improved quality to life and received services from caring, skillful, and devoted volunteers – cost-effective and sustainable services ensuring their prolonged independence.
- o Activities provided by Senior Companion Volunteers included: Homemaker Services – household assistance such as meal preparation, laundry assistance, housekeeping, errands and grocery shopping. Companionship – Engaged in meaningful conversations, conducted memory exercises, encouraged physical and social activities. Respite: Provided relief for caregivers.
 - o Services that Seniors in Service staff provided included: Assessments – Identified clients' ability to complete Activities of Daily Living (ADL's) and benchmarked measurements for future measurement of outcomes. Re-Assessment – Measured changes to provide outcome results and to demonstrate program effectiveness.
- Objective 2 Deliverable: 87/87 (100%) of the Senior Companion Program volunteers surveyed indicated they benefitted physically, emotionally, and spiritually from their volunteer service. 87/87 (100%) indicated they benefitted from the stipend received to help off-set the costs of volunteering. Volunteers indicated the monthly trainings with professional lectures, workshops, materials and discussions, expanded their knowledge, skills, and bettered their interest in their volunteer service.
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Q10 Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.

NA

Q11 How did you overcome and/or address the challenges and obstacles?

NA – Overall goals and objectives were achieved.

Q12 Describe any unintended positive outcomes as a result of the efforts supported by this grant.

Through the caring, skillful, and dedicated service provided by our volunteers, Seniors in Service was recognized by the Tampa Bay Business Journal and the Non-Profit of the Year in the Family Services Category; and our Senior Companion Program Volunteer, Wilbur Wiggins was recognized as an outstanding veteran also by the Tampa Bay Business Journal for his service to helping other seniors who are veterans.

S.L. Gimbel Foundation Fund

Q13 Briefly describe the impact this grant has had on the organization and community served.

This grant is instrumental in service delivery to our seniors in rural areas and our veterans. With out the support of the S. L. Gimbel Foundation Fund, the entire program service delivery would have a negative impact as we both need the funds to deliver services and in that we utilized these private funds as required financial match.

Page 3: Budget

Q14 Please provide a budget expenditure report of the approved line items. Include a brief narrative on how the funds were used to fulfill grant objectives.

This information was copied from the Statement of Activity - A PDF will also be uploaded.

Seniors in Service of Tampa Bay, Inc.
Statement of Activity
September 1, 2015 - August 31, 2016

42- Gimbel
Revenue
Income
410 Federal Contracts
415 Local Contracts - County
420 Local Contracts - City
425 United Way Suncoast
435 Grants and Foundations 25,000.00
456 CCE/NDP
Total Income \$25,000.00
Total Revenue \$25,000.00
Gross Profit \$25,000.00
Expenditures
Fund Raising
693 Advertising/Promotional
Total Fund Raising \$0.00
Occupancy
650 Bldg Maint
652 General Liability Insurance
654 Janitorial
656 Lawn service
657 Pest Control
658 Utilities - Electric
659 Utilities - Water/Trash
Total Occupancy \$0.00
Operations
672 Bank Fees
674 Contracts
677 Copier - Lease and Usage
680 Postage - Administration
684 Telecommunications
Total Operations \$0.00
Other

S.L. Gimbel Foundation Fund

682 Staff Other
690 Board of Directors
698 Staff training
Total Other \$0.00
Program Expenses
620 Dues
627 Marketing- Program
628 Postage- Program
630 Subscriptions
632 Supplies-Program
634 Tech support
636 Mileage Reimbursement 1,880.00
637 Staff background check
638 Travel-long distance
Total Program Expenses \$1,880.00
Salary and Benefits
600 Salary 12,339.00
601 P/R Expense 2,419.13
604 Retirement 362.78
605 Group Health Insurance
Total Salary and Benefits \$15,120.91
Volunteer Expenses
710 Meals
715 Recognition 600.00
720 Stipend 6,572.00
722 Team Leaders
725 Travel 828.00
Total Volunteer Expenses \$8,000.00
Total Expenditures \$25,000.91
Net Operating Revenue -\$0.91
Other Expenditures
886 Depreciation
887 In Kind
Total Other Expenditures \$0.00
Net Other Revenue \$0.00
Net Revenue -\$0.91

Thursday, Sep 15, 2016 04:03:38 PM PDT GMT-4 - Accrual Basis

Q15 Please relate a success story:

Volunteer of The Year: Angelica Miari - Since 2006 Mrs. Miari has served over thirteen (13) clients in Tampa, Florida at the Baptist Tower Independent Living Facility. Averaging approximate thirty (30) hours per week, she also served as an SCP Team Leader from 2012-2014. Mrs. Miari is very responsible and reliable with SIS, clients and other volunteers. She promotes positive relations of trust and respect with all her clients while she encourages them to stay active physically and mentally in order to improve their quality of life. She always goes above and beyond her call of duty as volunteer.

- Volunteer: Earlyne Lancaster - Since October 2009 Mrs. Lancaster has served twelve (12) clients from both City and County areas within Hillsborough County. She is a strong supporter of the SCP program and is highly committed to achieving great quality volunteer service. She goes the extra mile to support and assist her clients at all times, and comforts them during difficult times.

- o Volunteer Comment: "Every time I go to in-service, I learn something new. It's great! Being there last in-service was so nice, it was like a reunion. I enjoyed it so much! I haven't been there in awhile, but it was so nice seeing everyone. Oh! They love me! Oh my goodness. I am serious! And when some of the volunteers brought in food and were sharing it, loved it."

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Q16 Please relate a success story here:

Senior Companion volunteer Wilbur Wiggins contributes to the growth and financial success of Seniors in Service and the Tampa Bay community in so many ways. He is deeply committed to service. Mr. Wiggins helps veterans maintain their sense of independence and their dignity as they age. His quiet patience and willingness to listen builds trust. As a Senior Companion Leader, Mr. Wiggins has inspired many other people 55+ to volunteer in helping veterans. He connects his veteran clients with resources to improve their quality of life. Services have included bill paying services, navigating mass transit, helping them find organizations that provide veterans with furniture, even accompanying them to doctors' appointments to help them reduce the number of medications they take. The value to the veteran is literally priceless in maintaining their quality of life.

Mr. Wiggins often says, "It's a shame when someone has family who will do for them, but does not care for them." He has taken on a special project of befriending lonely, isolated veterans. In some cases, they have grown children who can help financially but do not want a relationship with their estranged parent. Mr. Wiggins has taken on these tough cases of just being a friend to these lonely, aging veterans. He talks with affection about his most challenging clients and how he gained their trust. He shares that sometimes, when a client becomes terminally ill, he thinks about taking a break. That it just gets too sad. At the same time, he shares how much it means that they ask for him even when surrounded by family. That it's his hand they want to hold when they know the end is near. Yet with all he does to improve their lives, Wilbur insists that his clients are the ones who improve his, and so it's this sense of purpose and fulfillment that make him go on.

Mr. Wiggins has been a Senior Companion Volunteer since 2011. He works hand-in-hand with AmVets, St. Vincent DePaul and other veterans' organizations to collaborate in providing access to their services for veterans who are unaware of the resources. For many years he led a Men of Promise group in Houston that provided mentors for children age 3-18.

Mr. Wiggins handles adversity in the workplace with infinite patience. He is willing to slowly build a connection that generates trust. He listens to his clients talk, and some of them are depressed or in poor health, so this can require some real patience! When he saw that his veteran client was taking up to 63 pills in a given day, Mr. Wiggins requested to accompany his client to his next visit to the VA. Because of Mr. Wiggins and his patience in learning what was going on in his client's life, he was able to assist in lowering the amount of medications to 3 pills per day. He overcomes obstacles not by looking on his aging veteran clients as people to be pitied but as people who have abilities. He patiently earns their trust, sometimes confronting aging veteran clients when they are feeling sorry for themselves and encouraging them to let go of excuses, helping them to continue living independently and with dignity as long as possible.

Wilbur says the most valuable lesson from his time in the military was that people of all races and customs living together could blend together like family. It's this rare but genuine open-mindedness, tolerance and respect that enables Wilbur to make such a difference in the lives of the isolated veterans he serves as Senior Companion.

When asked for his top 10 keys to success, Wilbur lists the following:

1. Get educated.
 2. Be smart.
 3. Work hard.
 4. Have thick skin.
 5. No excuses.
 6. Listen.
 7. Be honest.
 8. Do Good.
 9. Do Good - Even When Others Don't.
 10. Be a Country Boy.
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S.L. Gimbel Foundation Fund

Q17 Please relate a success story here:

Volunteer: Mary Davis - Since June 2014 Ms. Davis has served six (6) clients – mostly veterans and/or military families - in their private homes. We continually receive positive feedback from her clients stating that she is very caring and a great companion through her 20 hours per week of service.

o Client Comment: “I love my volunteer! She takes care of everything important to me. Because of her reading letters to me, she told me I had to take care of something very important. I want to be functional in society. I appreciate her. Without her my only company is the T.V. Just let her keep coming to me.”

• Volunteer: Betty Odne – Mrs. Odne has served six (6) clients for an average of 30 hours per week, mostly in the rural Hillsborough County area. She is always eager to participate in different aspects of the SCP program, including participation in various fairs and recruitment sessions and serving as SCP Team Leader from year 2015 to 2017.

o Volunteer Comment: “During the time when I had the surgery on my eyes, one morning I heard a knock on my door, when I opened the door, my client had come to visit to see how I was doing and she said “Hi Betty, I’m missing you.” She used her walker to come to me.”

Page 5: Organizational Information

Q18 Which category best describes the organization. Please choose only one.

Senior Citizen Support

Q19 What is the organization's primary program area of interest?

Civic & Public Benefit

Q20 Percentage of clients served through grant in each ethnic group category. Total must equal 100%

African American	44
Asian/Pacific Islander	1
Caucasian	14
Native American	0
Hispanic Latino	40
Other	1
Unknown	0

Q21 Approximate percentage of clients served from grant funds in each age category.

Senior Citizens **100**

Q22 Approximate percentage of clients served with disabilities from grant funds.

Physically Disabled	52
Blind & Vision Impaired	17
Deaf & Hearing Impaired	31

Q23 Approximate percentage of clients served in each economic group.

At/Below Poverty Level **100**

Q24 Approximate percentage of clients served from grant funds in each population category.

Elderly **100**