



## Orange County Community Foundation

### Year-end Report Cover Page

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|---|---|--------------------------------|
| <b>Grant Program Name:</b>  | S.L. GIMBEL FOUNDATION FUND   |                                |
| <b>Organization Name:</b>   | THE ELIZABETH HOSPICE   | <b>Today's Date:</b> 9/12/2011 |
| <b>Grant Number &amp; Amount:</b>                                       | Grant Number: #PR1017646  | <b>Grant Amount:</b> \$15,000  |
| <b>Project Title:</b>   | HOSPICE VOLUNTEER PROGRAM   |                                |
| <b>Contact Name &amp; Title:</b>  | PATRICIA SHADER, DIRECTOR OF CLINICAL OPERATIONS<br>CAROLE LINDLY, DIRECTOR OF FUND DEVELOPMENT   |                                |
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| <b>Grant Period:</b>  | September 15, 2010 to September 15, 2011  |                                |
| <b>Dates covered in report:</b>   | September 15, 2010 to September 15, 2011  |                                |
| <b>OCCF Funded Project Description Summary (no more than 75 words):</b> | <p><u>Hospice Volunteer Program:</u> 270 active volunteers who provide administrative assistance; and, most importantly, visit patients—for conversation, spiritual support, errands, compassionate listening—and as <i>Last Watch</i> volunteers, sitting with the dying, so that no one dies alone. These loyal, dedicated volunteers complete a three-session comprehensive hospice Volunteer Training, totaling 24 hours, with presentations on hospice philosophy and care, spiritual issues, non-verbal patient care, cultural sensitivity, confidentiality and setting boundaries, before serving as hospice volunteers.</p> |                                |
| <b>Summary of Final Accomplishments (no more than 150 words)</b>        | <p>We experienced an increase in number of volunteers, number of hours served per volunteer, and in dollars saved through volunteer service. We have continued to exceed the Medicare mandate for volunteer hours. The <u>Hospice Teen Volunteer Program</u> is now in its second year. The program continues to gain interest among local high school students, and is strongly supported by the Escondido Union High School District superintendent, via formal letter of support. Currently, we have 48 high school students in the HTV Program, a dramatic increase from last year's 14.</p>                                    |                                |
| <b>Report type:</b>   | <b>YEAR-END FINAL REPORT</b>  |                                |

## Orange County Community Foundation

### Final Report Objectives



List out your objectives as stated in your original proposal and provide a brief summary on the action taken and the evaluation of each. OCCF is interested in all aspects of your program and its progress, including any challenges that have arisen. Please attach additional pages if needed.

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| <b>Objective 1:</b> | Exceed Medicare mandate that 5% of hospice patient care is provided by volunteers.  |
| <b>Action:</b>      | Continue to enhance Complementary Therapies program and revitalize Spanish speaking volunteer program.<br><br>Volunteer recruitment and retention efforts were increased to meet the growing average daily patient census (from 339 in 2010 to 393 in 2011) by more aggressive marketing and promotion throughout the community.  |
| <b>Evaluation:</b>  | Exceeded Medicare mandate by 7.5%.<br><br>Successful recruitment efforts resulted in 112 newly activated volunteers during the past 12 months (86 patient care and 26 administrative volunteers), giving us 270 total active volunteers last year. These volunteers provided 19,380 hours of service resulting in a savings of \$472,408.<br><br>Massage Therapy was added to the Complementary Therapies curricula. A Cal State San Marcos University professor, a respected figure in the Hispanic community, will be joining us as a patient care volunteer and liaison to this underrepresented population. In addition, two new volunteer initiatives were introduced, Veterans to Veterans and the Tuck-In program. |

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| <b>Objective 2:</b> | Increase Hospice Teen Volunteer program participating high schools from 1 to 6 in the 2010-11 school year; increase # of student participation from 15 to 75.  |
| <b>Action:</b>      | Promote HTV via current teen participants; increase collaborative efforts with San Diego North County high school districts; increase service requests by promoting HTV at SNFs, Retirement Homes, Hospitals, ElderCare facilities.  |
| <b>Evaluation:</b>  | Engaged 10 new schools in the HTV program and recruited and trained 48 teen volunteers who now play an intricate role in visiting 8 skilled nursing and residential care facilities in the area.<br><br>Our staff volunteer liaison for the HTV program continues to do community outreach and promotions at area high schools and had a critical role in securing the additional ten schools.<br><br>As a new program, we are developing systems for tracking and providing measurable data about our teens and their service to the community. |

### Explanation of modification to objectives (Optional)

If there needs to be a modification to an objective (i.e. number of clients served, timeline, etc.) please give details of this modification with an explanation in the box below.

Objective 1 modification/addition: *Two additional programs, Veterans to Veterans and Tuck-In were added to the volunteer curriculum.*





## Orange County Community Foundation

### Final Report Narrative

Please provide us with a brief narrative/description of the program for which you received funding and the impact of this funding. Please include your successes as well as any obstacles encountered and how they were addressed. Please note any unexpected outcomes.

#### Program Narrative/Description

Impact of Funding: Support from the S.L. Gimbel Foundation of the Orange County Community Foundation provided our Hospice Volunteer Program with vital funds needed to not only sustain these invaluable services, but also expand them. More than 1,000 patients received direct benefit from our volunteer services with nearly 300 adults and youth giving back to their community through volunteering.

Successes: We experienced an increase in the number of active volunteers, number of hours served per volunteer, and dollars saved through volunteer service. We were also able to activate and train 112 new volunteers. Additionally, we introduced two new programs – *Veterans to Veterans* and the *Tuck-In* program. Recognizing the value and special needs of our servicemen and women, *Veterans to Veterans* identifies volunteers who are veterans in order to match them with patients who are also veterans. Through the *Tuck-In* program, volunteers make calls to patients on Thursdays in order to make sure they have all they need to make it through the weekend. This has helped us reduce expenses while also providing better care for our patients.

The *Hospice Teen Volunteer (HTV)* program, now in its second year, has quickly become a success and has proven mutually beneficial for both patients and teens alike. Thanks to successful recruiting, outreach activities, and our teen volunteers who are now acting as advocates for the program, HTV is well-established in the community.

Obstacles, and How They Were Addressed: In a less than favorable economic climate where charitable donations declined, The Elizabeth Hospice has been able to reach its goals in part due to its outstanding volunteer programs. While Medicare mandates that 5% of patient care be provided by volunteers, our personal rate is 12.5%. This 7.5% difference makes an impact on our bottom line and allows us to continue providing first-class services to our patients.

With many cultural differences regarding death and dying, reaching the Hispanic population has been difficult. We are working hard to overcome these barriers and provide this underserved community with a proper understanding of what hospice is and the services that we offer. To aid in these efforts, a Cal State San Marcos University professor who is a respected Latina in the community will be joining us as a patient care volunteer and liaison to this segment of the population for one year.

Among the teens who have joined the HTV program, several who have graduated from high school have now moved out of the area to attend college and are no longer able to participate. There are also graduates who have enrolled in local colleges whose schedules no longer permit them to be active volunteers. To combat this, we are working hard to recruit new teens and have successfully reached out to 10 new area schools.



## Orange County Community Foundation Financial Report

This financial report should indicate the income and expenses related to the project for which you were funded. This template should be used for your mid-year and year-end report.

Agency Name: THE ELIZABETH HOSPICE

Grant Amount: \$15,000

Funding Period: 09/15/10 through 09/15/11

| PROJECT INCOME SOURCES   | Project Income   | Actual Funds Received to Date |
|--|------------------|-------------------------------|
| OCCF / S.L. Gimbel Fund  | 15,000           | 15,000                        |
| Foundations, Corporations, Government  | 128,500          | 71,500                        |
| Fundraising, Contributions   | 111,000          | 118,500                       |
| <b>TOTAL INCOME</b>  | <b>\$254,500</b> | <b>\$205,000</b>              |
|  |                  |                               |
| PROJECT LINE ITEM EXPENSES   | Project Budget   | Actual Funds Spent to Date    |
| Personnel, Benefits<br><i>Clinical Services Director (.2 FTE)</i><br><i>Volunteer Coordinator (1.0 FTE)</i><br><i>Volunteer Liaisons (2.0 FTE)</i> | 219,146          | 166,883                       |
| Supplies/Equipment   | 11,143           | 2,878                         |
| Consultants, Subcontracts  | -                | 15,573                        |
| Travel   | 1,414            |                               |
| Postage  | 635              | 2,290                         |
| Printing   | 1,318            | 1,514                         |
| Recruitment/Retention  | 5,344            | 1,752                         |
| Dues/Licenses  | 127              |                               |
| Volunteer Appreciation   | 6,223            | 8,933                         |
| Training   | 6,409            | 3,607                         |
| Mileage  | 2,751            | 470                           |
| <b>TOTAL EXPENSES*</b>   | <b>\$254,500</b> | <b>\$203,900</b>              |

\*Based on Fiscal Year 2011 (July 1, 2010-June 30, 2011) figures.