



## Full Life Care Volunteer Impact Report 2022

*Volunteers are integral to Full Life Care, enabling us to grow, sustain, and enrich the services we provide to enhance quality of life for the elders, caregivers, and adults with disabilities that we serve.*

*In 2022, Full Life Care was fortunate to have over 312 dedicated individual volunteers and 192 serving in groups who recorded 7305 hours of their time committed to help us achieve our mission.*

### Value of Volunteer Service

Though volunteers' gift of time and goodwill is truly priceless, volunteers' contributions also have financial significance.

#### **Volunteers Are Donors:**

In FY 2022, 18% of Full Life's donors were volunteers. On average, volunteers gave \$512.

#### **Volunteer Hour Value:**

Independent Sector calculates the value of a volunteer time in Washington State in 2022 at \$37.63/ hour. When multiplied by the 7305 hours volunteers reported in 2022, the in-kind value of volunteer time equates to \$274,887.

#### **Volunteer Mileage:**

After 6 months of tracking voluntary reports of miles driven in the course of service, we found that FLC volunteers contribute a total of 612 mi/month on average. We will continue tracking this new data point to understand the full scope of volunteers' contributions.



#### **Corporate Engagement:**

In FY 2022, Full Life received \$2067 in company matches for volunteer hours and cash contributions from 5 companies: Microsoft, Comcast, Boeing, T-Mobile, Bill & Melinda Gates Foundation. We are on track to significantly amplify this source of support in 2023.

## **Volunteer-Based Programs**

### **Care Teams - Relieving Caregiver Burnout:**

A new program, Care Teams for Caregiver Respite, funded by the King County Veterans, Seniors, and Human Services Levy, launched in February 2022 to support unpaid family caregivers of seniors and veterans with tailored non-medical respite support. Thanks to 32 volunteers, 11 caregivers participated in our first year. Of those who reach the 6 month milestone, 100% report a reduction in stress and improvement in their quality of life. Caregiving can be a difficult and demanding role, even life changing, and we are grateful for Care Teams volunteers who are helping us pilot this innovative program.



### **ElderFriends – Alleviating Elders’ Loneliness:**



Our ElderFriends Volunteer Companionship program continues to be one of our most successful, with 85% of participants reporting they feel less lonely as a result of being connected a volunteer, and 95% who would recommend it to a friend. In 2022 an average of 70 elders received friendly visits each month with 170 receiving our monthly letter and card of encouragement. Volunteers play a crucial role in making this possible, providing

companionship and support to older adults who experience isolation and feelings of loneliness.

### **New Connections:**

We focused on making new connections and expanding our reach in 2022. We launched the Care Teams Program, funded by the King County Veterans Seniors and Human Services Levy, creating a new avenue for unpaid family caregivers to receive support from small teams of volunteers. We also saw a 15% increase in new ElderFriends connections over the previous year.

In July, 30 elder participants, caregivers, volunteers, and staff joined together for our first in-person social gathering since 2020, where many enjoyed their first meeting after getting to know one another through friendly phone calls.

### **Educational Opportunity:**

In September, volunteers from ElderFriends and Care Teams attended a panel discussion on Dementia and Mental Health Challenges among older adults. Panelists included Full Life Care Colleagues, Catherine “Cricket” Farr, MA, LMHC, GMHS, Housing Stabilization and Supports Director and Co-Chair of Northwest Hoarding Coalition; Stacy Simoneaux, Occupational Therapist and Clinical Specialist; and Tegenu Negi, Care Teams Training and Outreach Specialist and STAR-Full Life Trainer.



## **Volunteer Services & Projects**

### **Adult Day Health – Enriching Therapeutic Group Activities:**

In 2022, our Adult Day Health Centers resumed in-person services for adults with disabilities, and welcomed back volunteers for in-person support for their therapeutic group activities that enrich the mind, body, and spirit. Volunteers also continued to support virtually, designing and leading 45 virtual cognitive activities for Adult Day Health Participants, helping them stay engaged and active from their own homes.

### **Holiday Deliveries – Spreading Seasonal Cheer:**

During the holiday season, volunteers delivered seasonal treats and turkey dinners to ElderFriends and Care Teams participants, resulting in a 15% increase in Thanksgiving deliveries. Expanded December gift deliveries included Adult Day Health and Home Care clients, in addition to our volunteer-based programs. We are grateful to our in-kind donors, community partners, and the volunteers who dedicated their time and effort to bring joy and comfort to those who needed it most.



### **Student Interns & Project-Based Support – Enhancing Operations:**

Volunteers also lent their skills and expertise by contributing behind-the-scenes support for projects across Full Life Care's network of health and social services. We engaged 38 student interns from 9 schools in over 3700 hours of service. Interns were integral to enhancing operations in Adult Day Health, Community Transitions, and Seattle Housing Authority Wellness and Outreach programs, in addition to offering general support for our Communications, Volunteer Programs and Services, and Justice, Equity, Diversity, and Inclusion initiative. We are thankful for the opportunity to offer experience and mentorship to students in return.

### **Cards of Encouragement – Building Community:**



Volunteer card makers help prove that simple acts of service can still have a significant impact. Volunteers' handcrafted greeting cards, featuring handwritten messages of encouragement, have become a highlight of the ElderFriends program's ongoing mailing to each of its 180+ participants each month. We also distribute cards on special occasions to our Adult Day Health Center participants, and holiday delivery recipients. Volunteers' cards help our participants feel a sense of belonging and connection to their greater community, easing loneliness, offering inspiration, and boosting spirits overall.



## Challenges, Opportunities, and Growth Indicators



In 2020 and 2021 volunteerism decreased across the country and locally, a trend deepened by conditions of the pandemic. Full Life Care successfully pivoted to remote forms of volunteerism such as supporting virtual adult day health activities, making cards from home, and offering friendly phone calls in place of home visits. Volunteers rose to the occasion and continue to contribute their time and efforts to our success. 2022 marked a 20% increase in total number of volunteers, and a 20% increase in reported volunteer hours, compared to the previous year. We continue to work to retain our valued volunteer base, increase consistency of hours reported, and attract new contributors in 2023.

## Gratitude

*Thank you to our 2022 contributors and community partners:*

### In-Kind Donors

Ballard Blossom  
Bertschi School 1<sup>st</sup> Grade Students  
Chihuly Garden and Glass  
Hello Robin  
Lutheran Community Services Northwest – Santa for Seniors  
Operation Sack Lunch  
Our Lady of Fatima Parish  
Quilter's Anonymous and "the Old Sew 'n Sews"  
St. Matthew Parish  
Seattle Symphony  
Swartz Family  
University Presbyterian Sewing Group  
Woodland Park Zoo  
Zeta Phi Beta Sorority, Inc. – Lambda Alpha Zeta Chapter



## **School Programs**

Cornish College of the Arts

Cornish Gives Back Event

Lake Washington Institute of Technology

Public Health Capstone

Occupational Therapy Assistant Program

Lone Star College – Tomball

Occupational Therapy Practitioner Reentry Program

Loyola Marymount University

Health and Human Services Internship Program

North Seattle College

Project Management Certification Internship

Seattle Central College

Applied Behavioral Science Program

Seattle University

Practical Experience in Communications Fieldwork

University of Washington – Bothell Campus

Health Studies Fieldwork

University of Washington – Seattle Campus

Delta Epsilon Mu Community Service Event

BSN Nursing Program – Population Health Through Community Health Nursing Partnership

DNP Nursing Program – Population Health and Systems Leadership Track

Undergraduate Community Based Internships program

Washington State University

Service Learning Program

Washington State University – Everett Campus

Caring Cougar Cards Event

Western Washington University

Human Services Internship Program

## **Corporate Volunteer Groups**

BECU

COLOR Creative

DNV Energy USA

JP Morgan Chase

Microsoft

*Any omissions are unintentional. We appreciate every connection and contribution from our community!*





# Snapshots of Service

*Refer to Full Life Care's blog and social media for highlights of recent service:*

## I'm not Isolated Anymore

Elder participant Megan Keith shares her appreciation for ElderFriends volunteers during Volunteer Appreciation Week 2022. <https://youtu.be/wrgKwMKwhP0>

"Just know how much you are really helping someone's emotional and even physical state with the help that you're giving." – Megan, ElderFriends Participant

## A helping hand for helping hands



Caregivers Thrive with Full Life Volunteer Care Teams:

<https://www.fulllifecare.org/a-helping-hand-for-helping-hands/>

"I truly am grateful for our team. Their kindness and their readiness to provide meaningful interaction with my husband has been greatly beneficial to me not feeling isolated and alone." – Care Teams Participant

"One single hour of my time with the care recipient allowed the caregiver to focus on some paperwork she needed to do." – Care Teams Volunteer

## BECU 'Top Volunteers' share with FLC clients

BECU and Full Life Care partnered together to turn a typical Thursday afternoon in October into an extraordinary experience for staff and Adult Day Health clients alike:

<https://www.fulllifecare.org/becu-top-volunteers-share-with-flc-clients/>

"It was great hearing what we're all passionate about outside our work. We knew doing this collective give back would be meaningful and something that our volunteers would appreciate being able to do together." – Katie, BECU Program Manager of Community Engagement

## Solace in Companionship: A friendship forged during times of isolation endures

ElderFriends participant Cheyenne and her visiting volunteer, Lola first met by phone in 2020 and developed a supportive friendship that has stood the test of time and challenge: <https://www.fulllifecare.org/solace-in-companionship/>





"Relationships do change over time and I believe the most important thing is how you show up for someone. Kindness, consistency, humor and respect are all things I try to bring to our relationship." – Lola, ElderFriends volunteer

## Thanksgiving: What giving back means to Full Life's volunteers

Full Life's volunteers share their experiences of making Thanksgiving deliveries to elders over the festive holiday: <https://www.fulllifecare.org/thanksgiving-what-giving-back-means-to-full-lifes-volunteers/>

"You get as much out of it as the person that you're visiting. I'm amazed at the people that are out there and the stories they have." – Dennis, Thanksgiving Event volunteer



## UW Nursing Students and Full Life Care Partner to Improve Clients' Wellbeing

For many of Full Life Care's clients, limited health literacy, social interaction and access to nutritious food are among the barriers they face on a regular basis. As part of an ongoing partnership, nursing students at the University of Washington are helping to improve the health and wellbeing of Full Life's clients while getting valuable hands-on experience:

<https://www.fulllifecare.org/uw-nursing-students-and-full-life-care-partner-to-improve-clients-wellbeing/>

"This clinical rotation allowed me to challenge my implicit biases. I have enjoyed the ability and opportunity to help residents improve their independence and involvement in their own health outcomes." – Zenna, UW Nursing Student

## A Care Team Story: Multiple Perspectives; Mutual Admiration

Barbara and Dreux faced a life changing diagnosis. Caregiving brought new challenges and when it became isolating, Full Life's Care Teams volunteers were there to offer support:

<https://www.fulllifecare.org/a-care-team-story-multiple-perspectives-mutual-admiration/>

"I love my Care Team. They are here for me without judgement." – Barbara, Care Teams Participant

## Learn More

Visit our Volunteer Programs and Services website at <https://www.fulllifecare.org/ways-to-give/volunteer/>

