

# 2010 Clients, Services and Volunteers

## Faith in Action –

## Supporting Senior Independence

## Client Profile

### General

Total clients served: 202 (8% increase from 2009)

60 new clients in 2010

### Disabilities

**Mobility Disabilities**

Uses Cane 25%

Uses Walker 21%

Uses Wheelchair 3%

The number of clients served with a mobility disability has increased 43% from 2009

**Sensory Disabilities**

Blind 23%

Deaf 12%

After working cooperatively with Community Services for the Blind and Partially Sighted (CSBPS) to identify potential clients and train volunteers specifically to work with this population, we increased the number of blind clients by 32%

A percentage of our clients have cognitive or mental disabilities and have these conditions noted in their files, but they are not tracked. In 2011, we plan to transfer this information to our database. We plan to partner with the Alzheimer’s Association and National Association for Mental Health (as we have with CSBPS in 2010) to provide specific trainings to volunteers to better serve this clientele.

All figures compiled 1/12/2011. Subject to update and correction.

### Client Age



### The median age of our clients is 84. Our biggest age cohort is 85 – 90 years of age. Three of the clients we served in 2010 are over 100 years of age.

### Living Arrangement

66% of our clients live alone, and 90% of these are women. 10% live with a spouse – most of these couples are both clients of Faith in Action. The remainder live with friends or family.

### Income

We serve everyone, regardless of income. We ask for income information during the home visit. Of our clients providing this information, 78% identified themselves as low income.

### Sex

Reflecting the greater longevity of women in our society, 17% of our clients are male, 83% are female.

### Location

This fall we began our expansion of our program to the Snoqualmie Valley. We are now serving 7 clients in this new service area. 81% of our clients live in Issaquah, 16% live in Sammamish, and the rest are in the Snoqualmie Valley.

## Services Provided

### Services outside the home

Faith in Action volunteers drove 37,244 miles on the behalf our clients, to provide transportation to medical appointments, and assistance with shopping and errands. This is an increase of 22% over last year.

Faith in Action volunteers provided 1,616 hours of service, an increase of 24%, in transportation to medical appointments. They provide door-through-the-door service, typically meeting a client at home, transporting the client to the appointment, and then escorting the client to the waiting room.

Volunteers provided also provided 1,223 hours of service in shopping and errands. Transportation is just one component of this service. Volunteers typically assist the client with navigating the shopping center, reading labels, loading and unloading the shopping cart and car, and putting items away. Volunteers also pick up prescriptions and do other errands for the clients.

### Services inside the home

Faith in Action volunteers doubled the hours of chore services to 496 in 2010, doing chores such as yard work, minor home repair, and other handyman tasks. We achieved this increase in two ways. First, we were able to organize more group projects for companies, civic groups, and congregations in service to our clients. Second, we have built up a corps of on-call handymen who spring rodent traps, set up toilet lifts, replace furnace filters, install smoke detector batteries, and perform other essential tasks around the home for health and safety.

Housekeeping in 2010 increased 29% to 268 hours of service. Volunteers performed “light” housekeeping such as vacuuming, changing sheets, doing laundry, dusting, and similar chores to keep a home hygienic on a regular basis. In addition, groups took on heavy housework, such as scrubbing floors and baseboards and did special housework “blitzes” when seniors who had fallen far behind on keeping their homes clean contacted us for help.

Friendly visiting increased by 76% in 2010 to 334 hours of volunteer service. Social isolation is as great a health risk as smoking a pack of cigarettes daily. Most of our clients do not live in senior living developments or other settings where they have social opportunities. By providing regular visits, Faith in Action volunteers are a friendly face for seniors living in isolation. 2010 is the first year in which we separately tracked computer consulting for seniors. While this is not a priority service for the agency, many volunteers enjoy helping our clients use computers, providing 29 hours of service. Our clients, most for the first time, are able to see pictures of their grandchildren, read email, shop on-line, and even use social networking sites, increasing their access to services and connecting them to friends and family.

## Volunteer Profile

### Types of Volunteer

100 program volunteers – trained, screened, and available to help clients, either on a matched basis or on-call.

150 one-time volunteers – volunteered for a day in a group – typically through their congregation, employer, or civic group. This number includes those who volunteered just on the day of , or the day before, our fundraising dinner and auction.

27 agency volunteers – provide computer and technical help on an on-going basis; volunteer in the office doing filing, mailings and organizing; serve on the Faith in Action board or committees.

### Volunteer Demographics

The original service model for Faith in Action programs across the country envisioned volunteers solicited from different religious groups. We track volunteer religious affilia­tions accordingly. The chart to the right shows the breakdown of religious identification of our volunteers.

67% of the volunteers are women, 33% were men.

Of our 127 agency and program volunteers, 74 are employed, in a wide variety of occupations and settings – from being self-employed to working for large corporations. Then, 31 are retired, 15 are homemakers, and 7 are students.

At Faith in Action, we know that age is sometimes just a number. 35 of the agency and program volunteers are over the age of 60. We have elderly volunteers who help other elderly people, younger than themselves! At the other end of the age spectrum, 7 of our agency and program volunteers are under age 20 – capably working in the office, soliciting donations, and providing one-on-one services to our elderly clients.