

**Neighbors Who Care
2020 End of Year Report
For Arizona Women's Partnership**

Arizona Women's Partnership contributed to the ongoing successful mission of Neighbors Who Care. Because of the generous grant award from AzWP of \$2,000, Neighbors Who Care recruited 50 more volunteers to support our mission—a huge plus especially during a pandemic. The gift allowed us to conduct background checks and training, while also managing to provide free essential non-medical support services to homebound and disabled low-income women in Sun Lakes and south Chandler.

Even amidst the challenges of COVID, 50 new volunteers gave us a total active cadre of 462 in 2020. Those 462 volunteers touched the lives of 675 homebound and disabled clients on 19,400 occasions and also assisted hundreds of additional community members through caregiver support groups, educational programs, memory cafes, etc.

Most of those we serve live in an unincorporated community with no traditional services such as Dial-a-Ride or Meals on Wheels. The services provided by our volunteers are critical to allowing our clients to remain living in dependently in their own homes for as long as possible. Our records indicate that our average client has been receiving vital services for over 5 years. That's 5 years longer they are able to live where they desperately want to be (and can afford). Our longest served client has been with us for over 24 years. She suffers from MS and would have been institutionalized without our help.

With support from groups such as AzWP, we continue navigate our clients' needs and adjusting our range of services. We provide transportation to medical appointments and evening meal delivery. During COVID, we have done personal grocery shopping, daily reassurance calls, hospital discharge support, case management and referrals, senior center at home connections, caregiver support groups, and educational programs, safely during the pandemic this year. We also supply support group facilitation at the weekly Sun Lakes memory café (one of the first in Arizona) for dementia sufferers and their caregivers.

We do not discriminate based on age or ethnicity. We serve any homebound or disabled person needing our assistance, the vast majority of who are seniors, many living on a fixed or low income. Due to the demographics of our service area the population is about 95% non-Hispanic Caucasian, 3% Hispanic, and 2% other (African-American, Asian-American, Native American). Over 75% of clients are over 75, with 40% over 85. Several are over 100.

The need for our services continues to rise as the population ages. In 2020 we provided transportation to 4,617 medical appointments, many vital to the health of the clients. This included approximately 125 trips per month for dialysis treatment. We delivered 9,775 hot, made-to-order meals to clients who can longer easily cook for themselves.

This was a record, up 20% from 2018. Our hospital discharge follow-up program served 65 especially frail seniors with no family support system. Amazingly, the 30 day hospital readmittance rate for those in the program was less than 2% versus a Medicare rate of 16% for average seniors. During the year our volunteers gave over 18,000 hours of their precious time and drove 150,000 miles in their own vehicles.

Over those 25 years our volunteers, supported by generous groups like yours, have donated over 382,000 hours, driven over 2,500,000 miles, delivered almost 150,000 hot meals, and helped a neighbor on 370,000 occasions.

In 2020, we continued in our capacity building program and included strategic planning, facilities improvements, IT upgrades, medical benefits for our staff, and a review of all of our programs, policies and procedures. With your help, we are preparing for the next 25 years of helping Neighbors.