

# Annual Report 2022



***Creating a Caring Age-Friendly Community***

# Leadership

## Board of Directors

**John A. Steinbrunner, FSA**  
President

Bruce Peek, M.D.  
Vice President

Dawn Bazarko  
DNP, MPH, RN  
Secretary

Jeannette Sasmor, Ed.D.  
Treasurer

Harvey Bershader

Susan Lovett, RN

Joseph Montedonico, J.D.

Matias Sandoval, AAMS

Ray Selna

Mary Jane Thompson, RN

Paul Tibbs, CFP

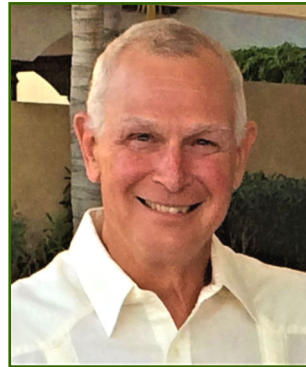
**Kent Ellsworth**  
Executive Director

## Mission Statement

*Verde Valley Caregivers Coalition  
commits to supporting and  
encouraging older adults in their quest to  
age in place in their  
community of choice by enhancing their  
independence, promoting higher quality of  
life, and reducing barriers to happiness,  
making Verde Valley an  
attractive and sustainable retirement  
destination.*

## President's Report

~ *John A. Steinbrunner* ~



It has been my extreme pleasure to serve Verde Valley Caregivers Coalition as Board President for the past three years. This has been a period that has almost exactly overlapped with COVID-19 and its

devastating impact on society and many social service agencies. Despite the challenges that COVID presented, VVCC has been able to not only maintain existing services to our neighbors, but actually increased our involvement with the neediest of our residents, including the introduction and delivery of in-home inoculations to the home bound. Such levels of service would have been almost impossible without the incredible support that we received during this difficult period from our truly dedicated board, staff, volunteers, and donors.

As we move on to the coming year, with COVID possibly receding into the background, the board and staff acknowledge that new challenges - some known, some not yet identified - will arise, and I am confident that we will meet them with the same enthusiasm and confidence that we have shown during the COVID years. With that expectation, I want to thank our board of directors and staff for the roles they played in our successes over these past three years and look forward to continuing to work to meet those new challenges.

# Financials

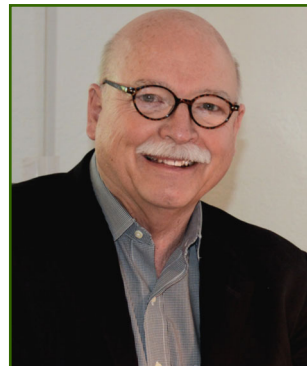
## Statement of Financial Position 2021

<b>ASSETS</b>	
<b>Current Assets</b>	
Cash	\$ 145,768.00
Investment in Equity Securities	158,873
Pledges Receivable	8,881
Grants Receivable	173,160
Prepaid Expenses	4,524
<b>Total Current Assets</b>	<b>491,206</b>
<b>Non Current Assets</b>	
Endowment Fund Investments	135,117
<b>Net Property and Equipment</b>	
Vehicles, Furniture and Equipment	371,941
(Less Accumulated Depreciation)	(229,747)
<b>Net Property and Equipment</b>	<b>142,194</b>
<b>TOTAL ASSETS</b>	<b>\$ 768,517.00</b>
<b>LIABILITIES AND NET ASSETS</b>	
<b>Current Liabilities</b>	
Accounts Payable	\$ 9,990
Accrued Payroll and Taxes	25,530
Loan from Individual	10,000
<b>Total Liabilities</b>	<b>45,520</b>
<b>Net Assets</b>	
Net Assets with Donor Restrictions	258,166
Net Asses Without Donor Restrictions	464,831
<b>Total Net Assets</b>	<b>722,997</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 768,517</b>

Verde Valley Caregivers Coalition is a 501 (c) 3 non-profit organization and approved for the Arizona Charitable Tax Credit.

## Director's Report

~ Kent Ellsworth ~



During 2021, we turned challenges into successes. We provided in-home COVID vaccinations to homebound older adults, adults with disabilities, and their caregivers. We provided thousands of trips to assure older adults had access to health care services and shopped for many who

were homebound. The fact that we listened and responded to the needs of 2,000 people living in the Verde Valley during this challenging time, is a major accomplishment for our high-performing nonprofit organization, or any organization.

What gives us this superpower strength? It is our 150 volunteers, many serving several days every month, our Superhero donors who stepped up their support, our board of directors who invested their talents, inspiration, and generosity to ensure needs were met, and our staff who provided dedicated, quality services every day. Our donors and funders know us and make it possible for us to provide over 30,000 services throughout the year. People who know us want to support us in every way they can. Our major donors are amazing people whose awesome generosity supports so much of our work and gives us the courage to face each new day of challenges. The hundreds of individual donors who support us financially give us sustainability. Our local communities, foundations, and other funders help assure mission fulfillment throughout the year.

As we celebrate 30 years of service, we know the coming years will also bring challenges our way. We know how to face and conquer the challenges and build greater strength to deliver more services to hundreds more people who will call us needing our assistance. Join our winning team! I assure you that your support will truly make a difference for others here in the Verde Valley.

# Celebrating 30 Years of Caring for Older Adults

- 1992** VVCC was established in 1992 by a coalition of Sedona churches (led by Church of the Red Rocks), City of Sedona, Kachina Point (assistive living facility), and Verde Valley Medical Center leaders who met to solve the problem of the growing older adult population living alone in their communities and no longer able to drive.
- Articles of Incorporation of the Verde Valley Caregivers Coalition was published in the Red Rock News.
- 1993** VVCC opened its doors at Church of the Red Rocks with two phones and office space in the lower level of the church. VVCC ended the first year with 82 neighbors and 97 volunteers.
- 1994** VVCC expanded its service area and opened a branch office in Cottonwood. Service was extended to Camp Verde and Beaver Creek later that year.
- The Guardian Angel Program initiated to loan emergency alert units to neighbors at risk for falling.
- 1998** VVCC installed three networked PCs and began to enter Volunteer, Neighbor, and other contact information into Excel spreadsheets.
- 2000** VVCC migrated from Excel spreadsheets to a locally developed volunteer program management system called CARE.
- 2002** VVCC celebrated 10 years of service with 755 neighbors enrolled for services and 202 volunteers.
- 2011** 212 volunteers provided services for 854 neighbors.
- 2012** VVCC celebrated 20 years of service with 1,600 neighbors enrolled and 300 volunteers.
- 2014** VVCC received the **Excellence Award for Outstanding Special Needs Transportation Program:** Awarded by Arizona Transit Association of the Arizona Department of Transportation.
- 2017** VVCC named **#1 Volunteer Transportation Organization in the nation** and winner of the **National Volunteer Transportation Center's Grand Star Award**, receiving its first wheelchair van. VVCC subsequently hired its first van driver.
- VVCC also named **Outstanding Organization – National Philanthropy Day Award:** Awarded by the Association of Fundraising Professionals.
- 2019** VVCC named **Non-Profit Organization of the Year:** Awarded by Arizona Community Foundation.
- 2021** VVCC Responded to the COVID-19 pandemic with transportation to vaccination sites and vaccinated homebound older adults and their caregivers in their homes. VVCC also created a tech support service to help neighbors set up and use their smart phones, tablets, and other electronic devices.
- 2022** VVCC celebrates its 30<sup>th</sup> Anniversary, providing services to 2,200 neighbors with 150 volunteers and three wheel-chair vans. VVCC launches Virtual Care Assistance Program.

## 2022 at a Glance

*In 2022, Verde Valley Caregivers expanded the following primary and supportive care services to address the critical needs of the neighbors we serve:*

**VVCC strengthened Care Coordination** to identify the full spectrum of neighbor needs. Following new member intake and prior to the scheduling of services, all neighbors receive an in-home well-being assessment with a VVCC care coordinator or trained volunteer. As a result, VVCC can uniquely match new neighbors to VVCC's transportation options, supportive care services, and community resources.

**VVCC expanded technology coaching** to include in-home virtual care assistance. Unfortunately, many elderly and rural residents do not have, or are not familiar with, the technology required for virtual healthcare visits. Limited or unreliable internet connectivity is an additional barrier to these services in the Verde Valley's rural communities. VVCC's in-home virtual care service is facilitated by a volunteer group of retired healthcare professionals using VVCC-owned equipment and hotspots.

**VVCC's Pets Count Too! Program** has been keeping seniors and their pets together for nine years by providing funding for pet boarding, pet food, and veterinary care for qualifying neighbors. All too often, older, and mobility-challenged adults will forego care for themselves for the well-being of their beloved pets. The pet assistance program relieves this stress so neighbors can focus on their well-being too. VVCC's program started with grant funds from Banfield Trust and is now funded by individual donors. In June of 2022, VVCC partnered with the Humane Society of Sedona on a grant from the Arizona Community Foundation to fund veterinary care for pets of seniors with life-threatening diseases or injuries.



Older adults living alone experience declining health due to loneliness, grief, and depression. With this recognition, VVCC began monthly social outings for isolated neighbors, providing a path for peer friendships and support and a renewed sense of community caring and involvement.

In October 2022, VVCC engaged with community stakeholders to work collectively as a provider network (**Verde Valley Rural Health Network**) to improve equity in access to healthcare and impact deficiencies for the homebound, aging and mobility challenged adults in our communities. Network members under MOUs include VVCC, Northern Arizona Healthcare, Spectrum Healthcare, Polara Health, Manzanita Outreach, Community Health Center of Yavapai, and Yavapai Community Libraries. Preliminary network initiatives include the development of a formal and centrally operated residential resource for in-network referrals, in-home virtual care, and care coordination of services impacting the social determinants of health.

In 2023, NAH facilities in the Verde Valley will refer post-surgical, primary care, specialty care, and cardiac care patients to VVCC for in-home virtual care assistance and transportation services.

# Programs and Services

## Trip Services

This is a volunteer-led service that provides neighbors who are unable to drive with free transportation to medical appointments throughout the Verde Valley and to medical providers in Flagstaff, Prescott, and Phoenix. Trip services also include transportation for shopping, home goods, personal care, and pet care.

## ADA Transportation Services

Trained drivers and fully equipped ADA vans provide free transportation for our disabled and mobility-challenged residents (over 19) to medical appointments throughout Verde Valley and to Flagstaff, Prescott, and Phoenix. ADA trip services also include transportation for shopping, home goods, personal care, and pet care.

## Care Coordination

All new neighbors receive an in-home visit by a staff care coordinator or a trained volunteer to evaluate home safety, well-being, transportation requirements, and the need for supportive-care services.



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*“I have been with VVCC for over nine years, since my husband passed. They are truly a blessing. Since multiple strokes took the lower vision in both eyes, transportation for shopping and medical appointments is a huge help. The outings are so enjoyable and provide social interaction and a chance to get out of the house. I appreciate Verde Valley Caregivers so very much.”*

*Ruth B.*

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## Supportive Care Services

- **Virtual care:** In-home facilitation of virtual care appointments (including medication reconciliation).
- **Guardian Angel Program:** VVCC loans and installs at no charge emergency alert units to neighbors that qualify.
- **Pet care and boarding:** Offered to qualified neighbors who are in the hospital or in-patient rehabilitative care.
- **Technology coaching:** Phone & computers
- **Handyperson services:** Small jobs
- **Assistance with applications:** for social services, i.e., SNAP (food stamps).
- **Social outings:** Held monthly.
- **Grocery shopping:** with or for neighbors, food box deliveries
- **Respite assistance:** Non-medical for family/friend caregivers
- **Patient scribe services**
- **Friendly phone calls and visits**
- **Referrals to community services**
- **Business assistance**

## Meet our Neighbors



Morris had not seen his wife Cecile in 10 months due to the pandemic. He was aching to see her. On a ride to an appointment with Cassandra, one of VVCC's drivers, Morris shared all about his situation and asked if VVCC could provide a ride to Phoenix so he could see his wife. Cassandra said yes and the visit to see Cecile was scheduled. Her son by a previous marriage would be on hand to reintroduce them because Cecile has dementia.

Morris and Cecile bought a house in Cottonwood decades ago because they felt that was where they would live out their lives. They did everything together. But his wife was gradually losing her memory and when the dementia became too great, she was moved to a facility in Phoenix.

In the early days of their marriage Morris was in the military. Cecile sent him a photo of herself. She reminded him to look at the photo every night before he went to bed. Now Morris keeps the photo next to his bed and looks at it to remind him of the wife he loved so much.

On the appointed day, Jena, a VVCC driver, drove Morris to Cecile in Phoenix. On the ride to the

appointment, he told Jena that he just wanted to see her even if she did not remember him. Her son and several other people would be on hand for the visit. But it was still a shock. Cecile did not remember him. He came out of the meeting crying and told Jena, "I could never do this again."

On the way home Morris preferred to talk about his military experiences, because it took his mind off missing his wife. Morris had spent 20 years in the Army, then 26 years in the Minneapolis Police Force where he received a Commendation for Outstanding Service in 1972. He told Jena about the collection of model planes that he built and painted which is housed in his garage.

Morris resents dementia when he thinks how he and Cecile could be living together but reflects on happier times, reads books by Flynn, and works on his model airplanes.

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***"I don't know what I would do without your transportation to medical appointments. Without my car, I am housebound much of the time. Thank you for the so needed work you do for so many."***

***Beatrice K.  
(neighbor)***

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# Voices of our Volunteers



Elizabeth (Liz) Sweeney has been a volunteer for Verde Valley Caregivers Coalition for over 15 years. Liz volunteers by making friendly phone calls, shops for and with neighbors, drives them to and from various

appointments, and helps older adults with business inquiries which includes file maintenance. "I was inspired to get involved with helping others when my father-in law (who lives in another state) became ill and then I just stumbled upon VVCC."

Sweeney continued, "The neighbors I've helped are fascinating! Some of these neighbors are couples, but most live alone and just want to talk to someone to share their life stories with. One summer I helped Alice, a 100 year old woman, by taking her to the beauty shop to get her hair washed. Alice is a reminder that these neighbors live alone, care about their appearance and want to be social so they need help in getting outside of their homes. It's inspiring."

"When you volunteer for VVCC you are really rewarding yourself. You choose the services you can provide and have the flexibility to change your schedule! Volunteers make a difference in the lives of the neighbors they serve by letting them know someone is there to help them--VVCC is someone these neighbors can count on."

Sweeney also notes that non-profits would not function without the donations it receives from individual. "Non-profits are still businesses but they are catered to helping others. Without funding or donations VVCC would not be able to help our neighbors out as much as they do on a daily basis."

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*"As a volunteer driver I get to be of service in a very direct and personal way that is so rewarding! I enjoy our social outings once a month, as well as driving neighbors to shop and appointments. Such a valuable service. I get to feel like I am part of something that is so much bigger than I am. So grateful"*

*Susan A.  
(volunteer)*

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*"Verde Valley Caregivers gives seniors an opportunity to live their best lives. As a volunteer I enjoy meeting so many people and helping them with errands, shopping and appointments. All of our neighbors are grateful for our help. They depend on us"*

*Laurie L.  
(volunteer)*

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# Staff and Partners

## Staff

### DEVELOPMENT AND COMMUNICATIONS

**Linda Clark**

Development and Communications Director

**Miki Dzugan**

Development and Communications Assistant

**Karen Damiata**

Grant Manager and Development Assistant

**Laurie Luden**

Office Assistant

### CARE COORDINATION AND SUPPORTIVE SERVICES

**Heather Kurowski**

Care Coordinator Lead

### CALL CENTER AND DISPATCH

**Veloy Habinck**

Call Center Lead, GAP

**Cassandra Begay**

Fleet/Dispatch Specialist

**Joy Woolford**

Call Center Specialist, Driver

**Lynn Edwards**

Call Center Specialist

### TRIP SERVICES

**Miller Bizardi**

Staff Driver, ADA

**Pam Price**

Staff Driver, ADA

**Lance Martin**

Staff Driver, ADA



## *Corporate partners & grantors in 2021*

Arizona Department of Transportation

City of Cottonwood

City of Sedona

Yavapai County

Why Not Foundation

Gerald Rosenbluth Family Fund

Red Rock Auto Grant

May and Stanley Smith Foundation

Arizona Community Foundation