ANNUAL REPORT
2015

Laurel Area Interfaith Volunteer Caregivers, Inc.
Faith in Action Program
A 501(c) 3 Nonprofit Corporation

Serving the area since 2002

Mission:
To enhance the quality of life for persons 60 years and older who reside in the Greater Latrobe, Derry, and Ligonier Areas by providing companionship and assistance.

Laurel Faith in Action, PO Box 854, Latrobe, PA 15650 • 724-539-4357
faithinaction@msn.com     www.laurelfia.org
“Today’s moments are tomorrow’s memories”

Now well into the 14th year, Laurel Faith in Action is raising the level of community service, volunteerism, philanthropy, and innovation in the Laurel area. Reaching over 1,100 aging residents with more than 700 adult and 2,000 youth volunteers over the past 13 years, the program has worked tirelessly with Community partners to identify and address unmet needs.

Community service through volunteers has greatly enhanced countless lives by addressing isolation, providing access to health care, and fulfilling basic needs. Program participants are able to remain in their homes longer and with an overall sense of security. The common remarks reflected in letters and calls of appreciation specifically mention how good it is to know someone is there when they need help.

The need and interest remain high as volunteers, recipients, and donors continue to increase to both create and meet the increasing and changing demands. Volunteer recruitment reached new levels in 2014 with a 40% increase in millennial volunteer participation. Targeting the younger generations in an effort to “age down” the organization, two new mission-based programs attracted college students and second generation volunteers to enhance the quality of life for program recipients.

A Memory Book project was launched in 2014 with a professor of Freshman Language and Rhetoric at Saint Vincent College. The Memory Book, developed by Laurel Faith in Action to facilitate friendly visits and provide much needed stimulation to the recipients, represents more than half of the curriculum of the course. The students are not only capturing memories, but creating their own in the process.

Technology is second nature to the younger generations and the Program has successfully connected them with tech challenged recipients and older volunteers through a technology mentoring program. Technology assistance has become a value added service and retention tool for volunteers as well as a necessary service for care recipients.

Capacity building strategies continue as the program prepares for the next decade of service and beyond. The Succession Plan has been fully funded and implemented and technology upgrades to the internal and external systems provide the infrastructure for dynamic growth, supporting the long term commitment to the aging residents of the greater Laurel Community. Laurel Area Faith in Action is fully committed to a community – a community that supports organized kindness and encourages random acts of kindness. Both help to create a dynamic community where we all wish to live, raise our children, work, volunteer, and retire with grace and dignity.

“Great things are not done by impulse, but by a series of small things brought together.”

Vincent VanGogh
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Services

Laurel Area Faith in Action addresses the issues of isolation, loneliness, and meeting basic needs. Working with local churches, organizations, and agencies, the program works to fill the gap between current initiatives and services. **The intent of the program is to complement existing community services, not replace or compete with them.**

Volunteer caregivers are trained to assist elderly individuals with the following:

- **Appointment Escort** – a friendly support person to meet you at doctor appointments or go with you
- **Caregiver Relief** – much needed 1-2 hour breaks for full-time caregivers
- **Correspondence** – help with paying bills, writing letters, completing forms
- **Errands** – picking up prescriptions, groceries, toiletries
- ** Friendly Visitor** – weekly friendly visits to talk, play cards, and share interests
- **Friendly Helper** – weekly friendly visits include light household chores
- **Handyman/Yard work** – as needed minor repairs, installations, yard work
- **Referral Services** – link to other services in the community
- **Technology Mentor** – help with cell phone, computer, eReader, cable remote
- **Telephone Reassurance** – weekly calls to just talk to a friend
- **Transportation** – rides to the store, doctor, social events during the day

Prospective Care Recipients requesting services qualify, as follows:

- Live in Latrobe, Unity Township, parts of Mt. Pleasant Township, parts of Derry Township with Latrobe mailing address, Derry, New Derry, Ligonier borough, and Ligonier Township AND
- Be aged 60 years and older AND
- Request services offered by the Program AND
- Complete and sign an application for services

Care Recipients can expect to receive an average of up to 2 hours of service a week.

All services are provided FREE of charge.

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“Wow! What a treat (volunteer) is!!! He made this keyboard talk! I have so much confidence since I learned from him. I’m much more willing to search for things on my own.”
Volunteer/tech recipient email about 14-year-old tech mentor

“From afar I have watched Faith in Action grow into a large community of caring givers. Giving help where help is needed. It is different for me now to be on ‘the other side’. May I say how appreciative I am as I’m sure all are. God bless all who think of others.”
Recipient and former community volunteer
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Board of Directors and Staff

PHOTOS

Back: Tom Sylvester, Peter Mahoney, Dr. Conrad Bures
Front: Rev. Clark Kerr, Portia Shirley, Susannah Calvo

Staff

Sandi Sherba, Jane Kerr, Keri Anne Hill
Jackie Blaker, Sibby McLaughlin, Joyce Sterling
Board of Directors and Staff

Officers 2014 - 2015

President
Rev. William Schaefer, Pastor, Prince of Peace Lutheran Church

Vice President
Rev. Clark R. Kerr, Pastor, Latrobe Presbyterian Church

Secretary
Susannah Calvo, Retired, Derry Area School District

Treasurer
Johnette DeRose, Administrator, Valley School of Ligonier

Directors

Rex Ashbrook, Active Retired, Manufacturing business consultant
Kathy Bartolomucci, Retired, Area Agency on Aging
Conrad Bures, M.D., Retired Physician, Excela Latrobe Hospital
Simon Chamberlain, Office Manager, Extramet
Lillian Crusan, Client Support Specialist, Northeastern Star Asset Mgmt
Peter Mahoney, Chief Information Officer, Saint Vincent College
Marie McCandless, Retired, News Editor, Latrobe Bulletin
Ron McKenzie, Retired, Vice President of Sales, Vulcan Mold
Joyce Novotny-Prettiman, Attorney, Quatrini Rafferty Law Offices
Portia Shirley, Retired Nurse, Chestnut Ridge Primary Care
Thomas Sylvester, Assistant Vice President, Commercial Bank and Trust of PA

Advisory Board

Courtney Baum, Director, Career Services, Saint Vincent College
David Campbell, Human Resources Trainer and Consultant, Campbell HR
John Graziano, President, Hartman-Graziano Funeral Home
Mary Jane Snyder, CPA, Retired, US State Department
Harry Speedy, M.D., Physician, Retired, Diagnostic Associates
Louis Steiner, Retired, Latrobe Foundry
Margot Woodwell, Retired, Station Manager, WQED

Staff – 2015

Jane F. Kerr, Executive Director  Sandi Sherba, Program Director
Sibby McLaughlin, Keri Anne Hill
Jackie Blaker, Joyce Sterling, SEP/WCCC
Office Volunteer - Jayne Kalp, Bookkeeping
Community Partners

Adelphoi USA
Bradenville United Methodist Church
Beth Israel Congregation
Bethany United Methodist Church
Bethlen Communities
Christ United Church of Christ
The Community Foundation of Westmoreland County
Covenant Presbyterian Church
Derry Township and Unity Township Board of Supervisors
Emeritus at Latrobe
Excela Health System
Heritage United Methodist Church
Holy Family Church
Holy Trinity Parish
Latrobe Art Center
LAH Charitable Foundation
Latrobe Bulletin
Latrobe Church of God
Latrobe Presbyterian Church
Latrobe United Presbyterian Church
Laurel Area Partnership on Aging
Mental Health Association in Westmoreland County
Mullen Refrigeration
Prince of Peace Lutheran Church
Rotary Club of Latrobe
Saint Vincent Basilica Parish
Saint Vincent College
Saint Vincent Seminary
Senior Employment Program at WCCC
SeniorLIFE of Greensburg
St. Benedict Catholic Church
St. James Evangelical Lutheran Church
St. John the Evangelist Church
St. John’s United Church of Christ
St. Mary’s Byzantine Catholic Church
St. Michael’s of the Valley Episcopal Church
St. Paul Evangelical Lutheran Church
St. Paul’s United Church of Christ
Trinity Evangelical Lutheran Church
United Way of Westmoreland County
Westmoreland Community Action
Westmoreland County Area Agency on Aging
Westmoreland County Community College

Proud agency since 2005

United Way of Westmoreland County
www.unitedwaywc.org
Community Collaboration
Partnerships – New and Expanded

Virtually everything we do, we do with Partners. Examples are the following:

- **Excella Health Latrobe Hospital** – The partnership with Excella Health expanded in 2014 with management serving on the new Palliative Care steering committee. The initiative has been successfully launched by Excella in 2014, providing new quality of life services targeted to the profile of program recipients. Excella Health sponsors the “Faith in Action Live” monthly radio show on WCNS 1480 AM and the “Hospital to Home” initiative is reaching Excella’s Home Health and Hospice efforts. The partnership offers “intensive” services to those returning or living at home with limited support from family and friends. As the hospital system works to reduce healthcare costs and provide “excellence in health care”, the program works to support their efforts.

- **Adelphoi Village** – The collaboration with group homes at Adelphoi Village has been a tremendous success and the relationship continues to grow. Supervised youth cut grass, rake leaves, and shovel snow for more than 40 elderly homeowners. Since the work began with Adelphoi group homes in 2003, ten group homes have provided over 9,200 hours of service!

- **Saint Vincent College (SVC)** – Working with Service Learning, a professor, and students from a Freshman Composition course at Saint Vincent College, the program has developed a Memory Book project, bringing students in to the homes of care recipients to record their memories in a bound Memory Book. While challenging and labor intensive, the benefits for both recipients and the students are immeasurable. Since 2002, the program has worked through the college’s Service Learning department to also provide household chores, yard work, and friendly visits to many care recipients.

- **Saint Vincent Seminary** - Seminary students are enrolled in an ongoing practicum program with Laurel Area Faith in Action where they earn credit and gain field pastoral experience. The students are gaining an appreciation for the struggles of the aging residents and are learning how to discuss spirituality.

- **United Way of Westmoreland County Day of Caring** – Employees from Kennametal, Westmoreland County Commissioners’ office, and from Latrobe Specialty Steel Carpenter Cares group visited recipient’s homes for the Annual Day of Caring and special projects. All the paint for the Day of Caring is donated by Pittsburgh Paints. For an elderly lady who is a full time caregiver for her daughter suffering with MS, the Carpenter Cares group removed and replaced cedar shingle siding from a side of her home.

- **Community Foundation of Westmoreland County** – Staff and Board members attend Capacity Building seminars and workshops sponsored by the Community Foundation. The program participates in the Foundation’s annual “Westmoreland Gives” annual day of giving and has also received a number of generous grants through the years, including a grant for Board development.

- **Latrobe Presbyterian Church** donates office space for staff and meeting space for Board and Volunteer meetings.

- **Senior Employment Program (SEP), Westmoreland County Community College** has provided paid office staff (2 in 2014) working on-site 20 hours per week; Laurel Faith in Action has been a training site since 2002.

- **Unity Township Supervisors, Derry Township Supervisors, and City of Latrobe staff** pick up hundreds of bags of raked leaves and provide financial and other support.
Summary of Program Accomplishments

Aging Down – Volunteer Recruitment
An astonishing accomplishment in 2014 was the dramatic increase in recruitment of volunteers and particularly millennial volunteers. The increase was an intentional strategy but exceeded first year expectations. Targeted programs were developed to be both relevant and interesting to younger volunteers. The result was a 62% increase in new volunteers and 40% increase in millennial volunteers. We are also reaping the benefits of longevity with the addition of three new volunteers who are emerging adult children of long time program volunteers.

Memory Book
Another remarkable result in 2014 was the launch of this program with Saint Vincent College. Beginning in January 2014 with a freshman composition class from the college, 14 students met in teams with 7 care recipients to stimulate and record memories that were then documented in a Memory Book. The program was modified and 20 students met with 20 recipients in the fall 2014 semester. It continues each semester as the professor has integrated it into the class curriculum. After editing and insertion of graphics and photographs, the books are bound and presented to the recipients.

While the benefits to recipients were obvious, the rewards to the students were not anticipated. They are visiting worlds they never knew and gaining an appreciation for history, family, love, and humility they have never known. In addition to capturing memories, they are actually creating their own memories – ones they will treasure for years to come.

Technology in Action
Developed and launched in late 2013, technology mentoring is yielding a significant result. The program first was introduced to the pool of volunteers aged 60+ in an effort to test and refine this unique offering before offering it to the care recipients. In the process, we recognized the value of this service as not only an effective recruitment tool for younger volunteers, but also a value added service and retention tool for volunteers. The program is a unique offering that both addresses the mission of enhancing quality of life with assistance and the ongoing challenge of long term volunteer retention. “Technology in Action” is bringing together the technologically challenged aging generations with the technologically savvy younger generations in meaningful and stimulating ways that are connecting our aging residents with the world in ways they never dreamed!

Board Development
The Community Foundation of Westmoreland County began providing Board Development workshops for local nonprofit organizations. Many members of the Board of Directors attended the first offering and as a result, retained the consultant, Michael Kumer, Boards Made to Order, to conduct a specialized session for the Laurel Faith in Action Board of Directors in early 2014. The Board has been organized with new committees and meeting format and continues to follow other recommendations from the consultant. The goal is greater understanding and engagement of Board members to further the mission of the organization.

“Life’s most persistent and urgent question is…
What are you doing for others?”
Martin Luther King, Jr.
Events

Annual Celebration of Community - “Thanks for the Memories” – The annual fundraising event underwent transformation from the spring luncheon to an evening gala, attracting many new friends. A committee of community leaders planned the event featuring live music from a Jimmy Buffett impersonator, raffle for golf, Steeler, Penguins, and Pirates packages and other expensive gifts, and an evening of new memories. The luau theme included leis for each guest, flashing margarita and parrot pins for sponsors, and a fluorescent palm tree and flamingo “Selfie” area. Sponsors included Bethlen Communities, Excela Health, Latrobe Specialty Metals, Arnold and Kit Palmer, Quatrini Rafferty Law Offices, Mullen Refrigeration, Gibson Kirr Charitable Fund, Scalise Real Estate, SeniorLIFE, Saint Vincent, St. Michael’s of the Valley Episcopal Church, Total Service, McFeely-Rogers Foundation, and Area Agency on Aging. The new strategy provided a 60% increase in profit for the annual event.

Technology Workshop - The first workshop was held on January 30 at the Latrobe Art Center. Those needing technology help brought their laptops, eReaders, cell phones, and questions for an evening of hands-on instruction and enlightenment. Over 35 attended the first event.

Volunteer Appreciation Dinner - The 13th annual dinner was well attended by approximately 116 volunteers and Board members at St. Vincent Grove on September 30. The dinner was a Hawaiian Luau, complete with leis, Hawaiian print table covers, luau food prepared by Duane’s Café on Grove, and hula instruction provided by Cathy Graham, Graceful Aging Wellness Center, Bethlen Communities. Sponsors included Saint Vincent (donation of Grove facilities), Zappone Family Fund of the Community Foundation of Westmoreland County, and many local businesses and organizations that donated over one hundred gifts for free volunteer drawings.

Leaf Raking – Since 2002, leaf raking has been an annual youth event in the Laurel area. It was held in 2014 the first Saturday in November and was the biggest event ever with more than 300 youth participating from local churches, scout groups, Adelphi group homes, families, schools, and Saint Vincent College! Raking teams met at Holy Trinity Parish in Ligonier and Prince of Peace Lutheran Church before going out to their assignments. The rooms were filled to capacity and 400 slices of pizza and breakfast burritos were eaten in record time! Sponsors included Giant Eagle in Ligonier and Latrobe, Shop N Save in Latrobe, Fox’s Pizza Den in Latrobe, Sienna Pizza, Marco’s Pizza, Dominos Pizza, City of Latrobe, and Unity and Derry Township Supervisors.

Advent project – For the 13th consecutive year, volunteers have worked on this signature project that provides a gift to each care recipient (400+ in 2014). The idea is to provide a package of 5 gifts and inspirational stories – one for each Sunday in Advent and one for Christmas. In 2014, the committee organized a project to sew colorful clothing protectors (adult bibs) accompanied by gifts donated by Bethlen Communities, Emeritus, Excela Health, and SeniorLIFE. Volunteers donated fabric, cut, and sewed over 450 gifts in time for assembly and delivery for the beginning of Advent. Sewing groups included Sew N Sews (American Sewing Guild), Unity Quilters, and Wednesday Project Day from Trinity Lutheran Church. For many, the Advent gift is the only gift received for the Christmas holiday.

Paint the Split - Laurel Faith in Action was the recipient of all proceeds from the Latrobe Art Center special Pop the Cork event in June as part of the annual Banana Split Festival celebration.
“Laurel Faith in Action – Changing Lives, Two at a Time”
Memories set the tone for 2014 in Laurel Faith in Action’s “Lucky” 13th year serving the aging residents of Greater Latrobe, Ligonier, and Derry.
Since 2002 and now serving over 400 care recipients on a regular basis.

“I was with Mary yesterday. She and I are a match – so much in common in her past and my present. What a wonderful little lady. I could probably visit for a whole day. Have a blessed day…I know I will.”

“I really enjoyed the student’s visits. He was a very engaging and funny young man. I saw him recently at Walmart with all his friends and he still came over to hug me and say Hi.”

“To each of us friendship has a different meaning. For all of us it is a gift.”
Funding

The program continues to be blessed with the generosity of spirit and donations from many local organizations and individuals. 2014 was another record breaking year, with donations and grants totaling $162,800. The exact audited income appears on the current tax returns available at www.laurelfia.org.

- For the fourth consecutive grant cycle, the program was awarded a three year grant and an additional capacity building grant for website and communications from the United Way of Westmoreland County.
- Two new foundations provided funding in 2014, including Elsie Hillman Foundation and Katherine Mabis McKenna Foundation.
- The new event format increased net profit from the annual fundraising event by more than 40% to almost $10,000!

Donors

98 organizations and 550 individual donors

Fundraising Events and projects

- **Annual Celebration** – 157 attended the evening gala and corporate sponsors funded overall costs. Net profit was $9,729.00.
- **Annual Appeal** - The annual appeal for 2014 netted a total of $26,499 from individuals which included online donations ($5,366) through Westmoreland Gives.
- **Westmoreland Gives** – Participating in this event for nonprofit organizations for the third consecutive year, 59 individuals donated $5,366 and an additional $607 was granted from the Community Foundation of Westmoreland County and Pittsburgh Foundation as a portion of matching funds.
- **Grants and Significant gifts**
  - The Community Foundation of Westmoreland County,
  - “Westmoreland Gives” annual day of giving and Zappone Family Fund
  - Derry Township Board of Supervisors
  - Elsie Hillman Foundation
  - Excela Health – Sponsorship of annual awards luncheon and WCNS radio show
  - Katherine Mabis McKenna Foundation
  - Latrobe Area Hospital Charitable Foundation
  - Macy’s
  - McFeely-Rogers Foundation
  - Richard King Mellon Foundation
  - Rotary Club of Latrobe
  - The Sawyer Foundation
  - United Way of Westmoreland County – grant and designations
  - Churches, including but not limited to Bethany United Methodist Church, Covenant Presbyterian Church, Heritage United Methodist Church, Holy Family Parish, Latrobe Presbyterian Church, St. Mary’s Byzantine Church, St. Michael’s of the Valley Episcopal Church, and Trinity Evangelical Lutheran Church

“We make a living by what we get, but we make a life by what we give.”

Winston Churchill
Survey Results

Each year, the program contacts active care recipients for a survey that measures satisfaction, health and well being, and unmet need. The 2013 and 2014 surveys indicated an ongoing need for stimulation to help overcome isolation. In early 2014, the program designed and launched a new Memory Book project to address these needs. The project provides for regular visits to listen and document stories of past memories. The Memory book addresses isolation issues and provides much needed stimulation. It offers opportunities to the younger generations who gain insight and a sense of history from the experience and it is a great legacy gift for the recipients and their families as well.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay at home rather than going out and doing new things?</td>
<td>49%</td>
<td>51%</td>
</tr>
<tr>
<td>Feel full of energy?</td>
<td>46%</td>
<td>54%</td>
</tr>
<tr>
<td>Dropped many of your activities and interests?</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Been to the ER in the past year?</td>
<td>35%</td>
<td>65%</td>
</tr>
</tbody>
</table>
Participant Demographics 2014

Adult Volunteers –
- 54% are below the age of 60 which is a 20% increase over 2013.
- 40% of new volunteers are from the Millennial and Gen X groups.
- 67% of volunteers are female and 33% are male.
- The most popular activities that volunteers choose are shopping, visits, and transportation.

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 or younger</td>
<td>54</td>
</tr>
<tr>
<td>61-70</td>
<td>17</td>
</tr>
<tr>
<td>71-80</td>
<td>22</td>
</tr>
<tr>
<td>81-90</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>67</td>
</tr>
<tr>
<td>Male</td>
<td>33</td>
</tr>
</tbody>
</table>

All percentages are based on total data reported and not on total count of volunteers; categories are not reported at 100%.

“Calling these ladies made me feel so good. Some really sounded down when they answered, but were all perky and laughing when I hung up.” Volunteer

“Faith in Action has been such a blessing to me in my quest for something meaningful to do with these ‘autumnal’ years of life.” Volunteer, retired teacher

“I love this giving and taking. Everybody gets what they need that way.” Volunteer, tech recipient

“Laurel Area Faith in Action… Changing lives, two at a time”
Participant Demographics 2014

Care Recipients –
- 46% are aged 85 and above
- 80% of care recipients are women.
- 79% live alone and only 11% are married and living with their spouse.
- Only 29% list their health as “good”.
- Average Length of Stay in the program is 50 months.
- 61% are referred to the program by word of mouth from friends, family, volunteers, and church; 30% are referred to the program from agencies and organizations; 9% are from public relations or social media.

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>60-64</td>
<td>5</td>
</tr>
<tr>
<td>65-84</td>
<td>49</td>
</tr>
<tr>
<td>85+</td>
<td>46</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>80</td>
</tr>
<tr>
<td>Male</td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Living Arrangements</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Alone</td>
<td>79</td>
</tr>
<tr>
<td>Live with spouse or family</td>
<td>11</td>
</tr>
<tr>
<td>Assisted Living</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health condition</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair to Poor</td>
<td>71</td>
</tr>
<tr>
<td>Good</td>
<td>29</td>
</tr>
</tbody>
</table>

All percentages are based on total data reported and not on total count of recipients; categories are not reported at 100%.

What recipients are saying…

“When I went to bed last night, I had a warm feeling all over and realized I was thinking about all the beautiful people from Faith in Action. The night before, I was awake worrying about how I would get all my work done. Big hugs to all of you!”

“If God had a wallet, your picture would be in it!”
## Program Activity – 2014

<table>
<thead>
<tr>
<th>Volunteers*</th>
<th>85 new</th>
<th>238 active*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care receivers</td>
<td>106 new</td>
<td>429 served</td>
</tr>
</tbody>
</table>

**Since 2002**
- 730 total trained
- 1,118 total served

### Volunteer Activity

<table>
<thead>
<tr>
<th>2014 Total</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8,692</td>
</tr>
<tr>
<td></td>
<td>76,018</td>
</tr>
</tbody>
</table>

### Top # of individual services reported, by category

<table>
<thead>
<tr>
<th>2014</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendly Visits/calls</td>
<td>3,185</td>
</tr>
<tr>
<td>Rides and errands</td>
<td>1,889</td>
</tr>
<tr>
<td>Caregiver relief</td>
<td>169</td>
</tr>
<tr>
<td>Yard work**</td>
<td>461</td>
</tr>
</tbody>
</table>

**Does not include additional average of 75 youth from Adelphoi Village per year on regular basis.**

*Additional periodic youth volunteers from SVC Service Learning, Valley Youth Network, Catholic Heart Workcamp, churches, and scout troops totaling an additional estimate of 300 hours*

**Includes lawn mowing, leaf raking, and snow shoveling.**

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## Program Costs – 2014

Costs to provide program services are relatively small. In 2013, $240.00 in administrative costs provided rides, errands, visits, chores, calls, and much more for one recipient **for an entire year**.

Based on the year end financials and functional expenses and the reported Volunteer hours, an estimated average administrative cost for 2014 was **$12.82 per volunteer hour**. Based on this estimate and our Database Operations report, the program is able to estimate the following amounts for donors to consider when sending gifts:

### Average administrative costs

- **Escorted ride to the doctor or grocery store** $26.00
- **Errand for groceries** $12.00
- **Friendly visit and chores** $21.00
- **One telephone reassurance call** $ 4.00
- **Deliver Food bank to the home** $ 7.00
Friendship sets the theme for 2015. Over the past 14 years, many friendships have been forged and long lasting relationships continue to grow.

**Community Fundraising Events**
We are celebrating friends and forming new friendships in 2015. Back by popular demand is the annual luncheon scheduled for May 1, featuring a salute to long time friends Louis A. Steiner, Dr. Harry Speedy, and Kimberly Payne. Following the successful evening gala in 2014, a “Groovy Gala” ‘70s evening party is planned for June 11, featuring music and décor from the ‘70s and James Taylor’s hit “You’ve Got a Friend”. Both events benefit Laurel Faith in Action and will be held at the Rogers Center, Saint Vincent College.

**Website and Social Media**
With help from a United Way Community Impact grant, plans are proceeding with a totally new website that is designed for mobile phone users and will include many leading edge features to attract younger generations. Increased use of video, volunteer interaction and social media will greatly increase communications and awareness.

**Expansion to New Alexandria**
Working with churches and organizations in New Alexandria and in partnership with Greater Greensburg Faith in Action (sponsored by the United Way of Westmoreland County), Laurel Faith in Action is planning to expand services to the New Alexandria area, recruiting and training volunteers to provide much needed services to those living in Derry (Laurel), Salem, and Hempfield (Greater Greensburg) townships.

**Volunteer Recruitment and Retention**
Volunteer recruitment will continue to target the younger generations as well as the generations seeking fulfillment in retirement. The new programs designed to attract younger volunteers will be aggressively promoted and expanded in 2015. Increased opportunities for training and community involvement are planned to motivate and retain program volunteers. We are planning events and workshops with Bethlen Communities, Latrobe Art Center, Excela Health, and SeniorLIFE of Greensburg.

**Board Development and Strategic Planning**
Development of a more dynamic and energized Board of Directors continues with implementation of new workshop strategies provided by Michael Kumer, of Boards Made to Order, in workshops sponsored by the Community Foundation of Westmoreland County.

“We need old friends to help us grow old and new friends to help us stay young.”
Letty Cottin Pogrebin
Laurel Area Fund
The Local Charity of Choice

www.LaurelFia.org