



Saint Anthony Park  
Area  
**SENIORS**

The Original Living-At-Home Block Nurse Program



## 2018-19 **ANNUAL REPORT**



# MISSION

The mission of Saint Anthony Park Area Seniors is to enrich the lives of community seniors and provide assistance in maintaining independence and interdependence through professionals and volunteers providing at-home living assistance, wellness activities, nursing care, and caregiver support.

Saint Anthony Park Area Seniors (SAPAS) enables seniors living in the St. Paul

neighborhood of St. Anthony Park, Lauderdale, and Falcon Heights (west of Cleveland Avenue) to live healthy, satisfying lives in their homes for as long as they desire and it is safe for them to do so. SAPAS accomplishes this by providing assistance to the seniors themselves and to their caregivers and families.

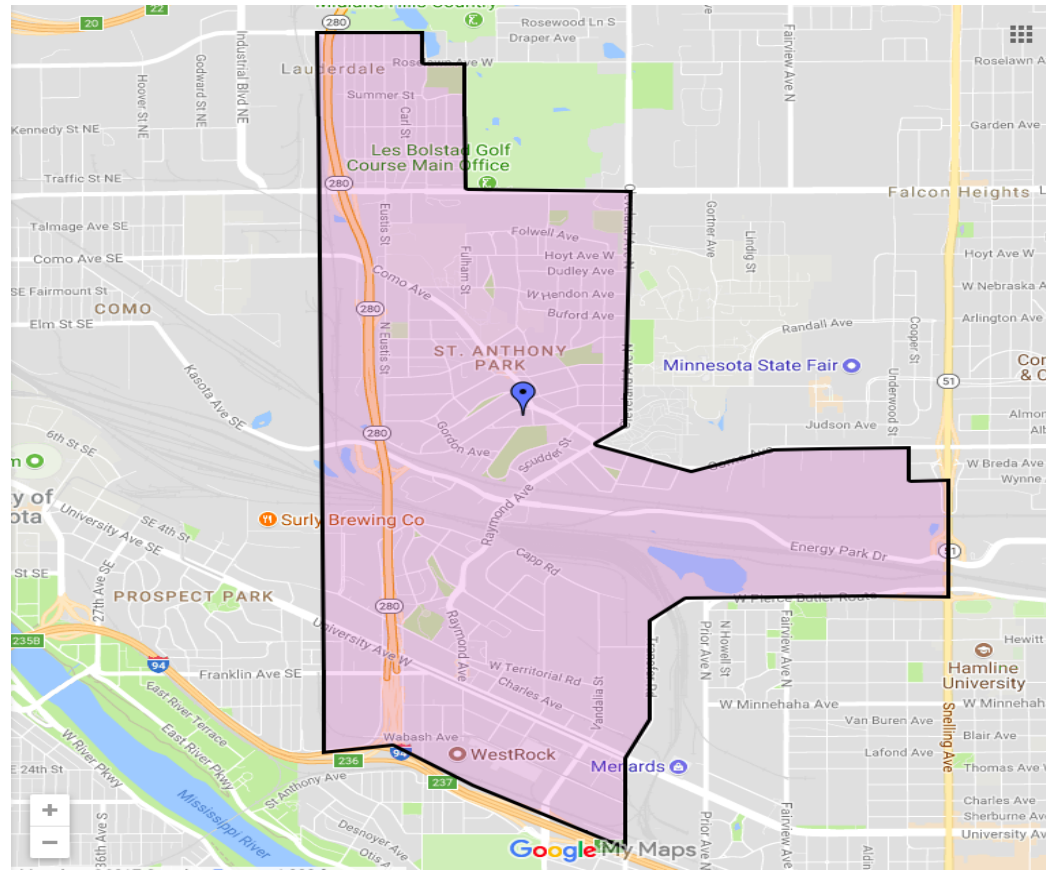
Begun in 1981 as the St. Anthony Park Block Nurse Program, the first block nurse program in the U.S., SAPAS always has been guided by a volunteer board associated with its service neighborhoods and supported by a small, dedicated staff and a large group of neighborhood volunteers. In 2011, the organization changed its name to Saint Anthony Park Area Seniors to better reflect our geographic reach and participants' needs.

SAPAS collaborates with local organizations to use private and community resources in providing efficient, cost-effective, home-based, neighbor-to-neighbor senior assistance.

The SAPAS FISCAL YEAR RUNS FROM JULY 1 TO JUNE 30



In 2018-19 SAPAS provided group and individual services and activities for people over age 60 in our service area of Falcon Heights west of Cleveland Avenue, Lauderdale, and St. Anthony Park. Additional people of all ages, including those outside of the SAPAS service area, also attended SAPAS activities. In total, we served 458 people in 2018-19. The SAPAS office location is indicated by the blue map pin.



**GEOGRAPHIC AREA SERVED BY SAPAS IN 2018-19**

# Direct Services

SAPAS provides four core services to senior citizens living in its service area: wellness, at-home living assistance, nursing, and caregiver support.

## WELLNESS

**SAPAS promotes wellness by providing services designed to improve participants' physical and emotional health.**



### Exercise

SAPAS provides daily weekday exercise/yoga classes for seniors following the Arthritis Foundation's protocol at the St. Anthony Park (SAP) Library (Tuesdays), Centennial United Methodist Church (Wednesdays), and Lauderdale City Hall (Mondays and Thursdays) and a chair yoga class at the library (Fridays). **During 2018-19, SAPAS held 214 exercise/yoga classes for seniors.**

## Social Connectedness

To promote social and physical health, SAPAS provides transportation to a weekly luncheon, an exercise program, and board game sessions in partnership with the Senior Leisure Center. **During 2018-19, an average of 35 seniors attended Senior Leisure Center each week.**

SAPAS arranges special activities and outings for participants such as trips to flower shows at the Como Park conservatory and meals at local churches and restaurants. **During 2018-19, SAPAS arranged nine outings for seniors.**

Our Senior Cinema Series offers major motion pictures in an intimate setting where seniors can socialize before and after viewing. The cinema series enhances seniors' social interaction and the community's awareness of SAPAS services. Seniors from outside the SAPAS service area often attend the cinema series. **During 2018-19, 12 movies were screened, with an average attendance of 12.**



SAPAS provides blood pressure checks by volunteer nursing professionals in partnership with the Senior Leisure Center, the St. Anthony Park Library, and Seal Hi-Rise. SAPAS also offers blood pressure checks at public events such as the St. Anthony Park Art Fair and Lauderdale's Day in the Park.

SAPAS staff visit seniors in their homes to assess needs and to plan services. SAPAS volunteer visits provide companionship for seniors or respite for caregivers. Volunteers are trained to alert SAPAS staff if additional assistance appears to be needed. **During 2018-19, SAPAS arranged 212 volunteer home visits, and SAPAS staff made 42 home visits.**

## Education

In 2018 SAPAS started a new initiative in partnership with the SAP Library: the Older Adult Resource Series (OARS). Seniors living at home heard presentations about Medicare, senior scams, questions to ask your doctor and senior legal issues. **During 2018-19, SAPAS arranged four presentations with an average attendance of 22 attendees.**

## Nutrition

A SAPAS volunteer who is a licensed dietitian contributes to our monthly e-newsletter.

## AT-HOME LIVING ASSISTANCE

**SAPAS services are designed to support people in the service area to live healthy, satisfying lives in their homes.**



### Transportation

SAPAS provides transportation for seniors to and from SAPAS-sponsored events and activities as well as to health-related appointments. When asked, volunteers may provide additional support during medical appointments with framing questions, remembering answers, and providing reassurance. **During 2018-19, SAPAS volunteers and staff provided 601 rides.** SAPAS recruits, trains, and schedules drivers for the Meals on Wheels District 12 route in our service area. **The 39 SAPAS drivers delivered approximately 2,000 meals in 2018-19.** SAPAS also registers qualified seniors for free Friday delivery by local grocer, Speedy Market.



### Chores

SAPAS coordinates volunteer assistance with tasks that seniors typically cannot provide for themselves. Direct volunteer participation during 2018-19 totaled 217.5 hours, including: leaf raking, computer and paperwork help, window washing, recycling, prescription pickup, shopping assistance, dog walking, grab bar installations, and other similar chores



## NURSING

**SAPAS partners with other organizations to offer skilled nursing care to those who need it.**

Since 2011, SAPAS has partnered with Recover Health, which provides licensed, Medicare-approved, home health services in the Twin Cities. As health care delivery, insurance, and liability have grown more complex, working with Recover Health has improved the capacity of SAPAS and the other St. Paul living-at-home/block nurse programs to meet participants' skilled nursing needs. The neighborhood block nurse programs and Recover Health meet together regularly to ensure uniform, high-quality service across the city.

SAPAS offers foot care directly to clients through two independent contracting registered nurses. At the end of the fiscal year, SAPAS had 33 foot care clients.

## CAREGIVER SUPPORT

**SAPAS recognizes that those who provide care also sometimes need care.**



SAPAS staff and volunteers provide assistance and essential services for caregivers: problem-solving, assisting in access to resources, providing in-home respite so a live-in caregiver can leave for a time, substituting for a non-resident caregiver, and helping someone join a caregiver support group. A Caregiver Grant from the Metropolitan Area Agency on Aging (MAAA) supports SAPAS aid to caregivers for seniors with cognitive or physical limitations.

SAPAS staff regularly assist participants and caregivers facing end-of-life issues by providing comfort, guidance on assisted living and hospice options, and referrals for grief support. In addition, SAPAS is a supporter of the Caregiver Support Group and the Bereavement Support Group, both of which are hosted by the St. Anthony Park United Church of Christ and sponsored by SAPAS and five area churches.

## 2018-19 SAPAS Staff



Program Director, Katharine Tondra, works to increase awareness of SAPAS programs and the number of participants, attends to clients' needs, manages the office, directs program activities and events, manages foundation requests, represents SAPAS in the community, and supervises the office staff.



Volunteer Coordinator, Mary Hayes, recruits, trains, places, supervises, and recognizes SAPAS volunteers, leads exercise classes, and helps caregivers access community resources.



Service Coordinator, Alisa Jesse, arranges rides between clients and volunteers, manages volunteer assignments for Meals on Wheels volunteers, does data entry for program services, and leads exercise classes.



## STRATEGIC PLANNING 2018-19

A 2014 Needs Assessment conducted by Wilder Research has informed SAPAS' planning efforts. Since 2016, we have assessed one current program or service each year. This year the board evaluated the rides that are provided to seniors for various appointments and activities. Respondents expressed a high level of satisfaction with the rides that are being provided. In addition to program assessments, SAPAS staff also continuously monitor and evaluate nursing care provided by Recover Health by contacting new nursing clients directly.

Feedback was also gathered from participants on current SAPAS at-home living assistance services and gaps in those services. Responses were positive, but a need for home maintenance and repair along with a need for an in-home "check-in" service were identified. A resource was engaged, and SAPAS now offers home maintenance and repair as an additional fee for service offering. "Checkmate" pilot plan was implemented to address the need for an in-home check-in service. The pilot will continue to be evaluated.

## FUNDRAISING 2018-19

SAPAS relies on community support, area foundations, and government organizations to fund its programs and services. These three areas provide approximately equal support for SAPAS, and they all are vital contributors to the success of the organization.

The SAPAS Fundraising committee is currently focused on developing relationships with additional grant-making organizations that share its commitment to support seniors in living and prospering in the community.

During 2018-19, local businesses and churches contributed \$2,049. SAPAS fund drives, where recipients of services are encouraged to offset some of the costs, yielded \$7,556 in cost-sharing contributions. The annual fund drive provided \$21,671 in donations from individuals and businesses. The annual Sippin' Suds for SAPAS social fundraising event yielded about \$1,500. SAPAS continues to receive exceptional support from the local community residents and businesses.

# PRIVATE AND GOVERNMENT GRANTS 2018-19

## **Foundation Grants and Corporate Contributions**

Stevens Square Foundation	\$15,000
Edwards Memorial Trust	\$5,000
Hardenbergh Foundation	\$5,000
St. Anthony Park Community Foundation	\$2,750
Elmer L. & Eleanor J. Andersen Foundation	\$2,000
W/ELCA from St. Anthony Park Lutheran Church	\$650
Allina Charitable Contributions Committee	\$500
Sunrise Bank	\$500
Thrivent Choice	\$411
Lauderdale/Falcon Heights Lions Club	\$350
<b>Total</b>	<b>\$32,661</b>

## **Government Grants**

Minnesota Department of Human Services	\$34,725
Ramsey County	\$11,250
Community Development Block Grant	\$6,917
Metropolitan Area Agency on Aging	\$4,887
<b>Total</b>	<b>\$57,779</b>

*Thank You, Funders!*



## PUBLIC RELATIONS 2018-19

In 2018-19, the Public Relations Committee focused on developing communications, ads, and display materials to better inform and educate SAPAS participants and community members about the scope of SAPAS' services and activities. The new materials and display were designed as companion pieces so that people begin to recognize the "look" and the logo and associate it with SAPAS. The Committee designed and purchased a roll-up display that is easily transported to indoor and outdoor events for better exposure for the program. Many participants and their caregivers understand the services they are using but do not necessarily know about the other services and activities that SAPAS offers. To that end, the Committee began work on a new piece to encourage healthy, active seniors and others of all ages to volunteer with SAPAS and for all in the service area to take advantage of more SAPAS services than they are currently using. We began to develop a plan to inform the residents of the many new seniors-only and other residential buildings going up in the service area and will be collaborating closely with the Strategic Planning Committee to create plans for marketing the existing and new services as they develop.



# VOLUNTEERS

**Be part of the SAPAS program as a participant or volunteer!** A total of 107 dedicated SAPAS volunteers provided services to seniors: transportation; Meals on Wheels deliveries; home visits; caregiver respite; administrative and clerical help; and assistance with field trips, luncheons, and game day gatherings. **During 2018-19, volunteers provided 1,568 hours of service to SAPAS seniors and their caregivers.**

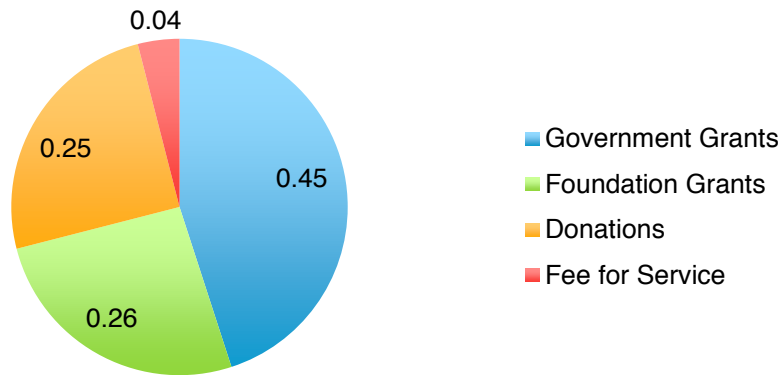


*Thank You, Volunteers !*

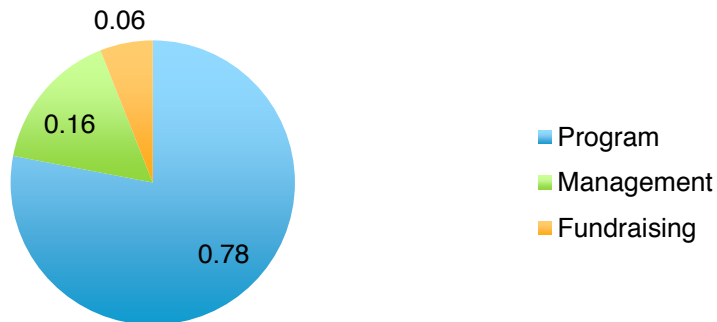
# FINANCES 2018-19

SAPAS relies on grants as well as private and business donations to fund services and activities, most of which are provided by volunteers and coordinated by staff.

## Income



## Expenses





# BOARD OF DIRECTORS

The SAPAS Board of Directors consists of individuals who live, work or are active in the SAPAS service area. They serve three-year terms with a maximum of two consecutive terms. Board meetings are held at least six times a year.

## 2018-19 SAPAS Board of Directors

Marjorie Avoles, Chair  
Carl Willis, Vice Chair  
Dave Christianson, Treasurer  
Katherine Eklund, Secretary  
Steven Bishop  
Tom Countryman  
Niza Hanany  
Judy Hayes  
Sandy Henry  
Carolyn McKay  
Gordon Murdock  
Shirley Reider

Physician Services Manager (retired)  
Human Resources Executive (retired)  
Financial Services Executive (retired)  
Arts Administrator (retired); musician  
Business Consultant (retired)  
Attorney (retired)  
Yoga Instructor  
Registered Nurse (retired)  
Disabilities Services Administrator (retired)  
Physician (retired)  
University Administrator (retired)  
Attorney



A	B	C	D	F	H	J	L	N	P	R	T	V	X	Z	AB	AC
1	St. Anthony Park Area Seniors															
2	Profit and Loss Budget vs. Actual															07/02/19
3	July 2018 through June 2019															
4															TOTAL	
5			Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	'18 - Jun	Budget
6	Income															
7		Program Income	72	81	87	51	42	27	21	18	18	33	27	24	501	1,080
8		Fee for Service	210	230	70	290	140	505	105	336	576	360	581	1,330	4,733	2,200
9		CD Interest	0	0	46	0	2	72	0	0	71	0	0	79	270	200
10		Foundatn Grants & Corp Contrib	250	500	200	15,000	1,150	5,000	7,000	0	36	525	0	3,000	32,661	29,250
11		Donations	349	2,292	1,006	6,469	4,541	6,466	4,506	2,991	314	108	768	1,465	31,275	36,450
12		Fundraising Events	0	0	0	0	0	0	0	0	0	0	250	525	775	0
13		Government Grants	9,152	7,704	0	8,171	0	1,645	8,260	0	0	9,142	6,788	6,917	57,779	49,250
14		Miscellaneous Income	0	0	0	0	0	0	0	0	100	0	0	0	100	1,000
15	Total Income		10,033	10,807	1,409	29,981	5,875	13,715	19,892	3,345	1,115	10,168	8,414	13,340	128,094	119,430
16	Expense															
17		Equipment	0	0	162	0	0	0	0	0	0	0	144	0	306	300
18		Administrative Expense	1	76	408	76	6	384	1	76	364	193	512	2	2,099	2,287
19		Board & Volunteer Exp	0	0	50	0	19	0	0	58	105	412	345	-20	969	900
20		Client/Caregiver	5	0	-288	-272	692	250	28	19	18	7	113	81	653	650
21		Communications	223	112	127	247	112	412	160	113	112	137	942	112	2,809	2,120
22		Facilities	645	0	0	645	0	0	650	0	0	650	0	0	2,590	2,590
23		Fundraising Expenses	0	498	0	314	50	2,326	0	0	55	0	0	244	3,487	3,200
24		Information Technology	0	0	0	0	0	0	0	0	0	0	0	0	0	700
25		Insurance	0	1,197	0	956	0	0	0	956	0	0	0	0	3,109	2,300
26		Mileage	74	163	0	0	0	193	95	0	0	0	0	204	729	700
27		Office Supplies	46	3	110	0	28	34	15	0	0	12	153	122	523	700
28		Postage	0	0	100	50	54	0	51	0	0	0	0	112	367	500
29		PR Expenses	106	130	199	0	274	144	0	76	144	220	220	168	1,681	2,650
30		Strategic Planning	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31		Contracts for Service	240	110	90	180	30	165	240	191	275	376	975	1,269	4,141	2,220
32		Payroll Expenses	8,135	8,568	8,780	8,270	8,763	9,143	8,390	8,975	8,266	8,427	8,597	8,814	103,128	103,072
33	Total Expense		9,475	10,857	9,738	10,466	10,028	13,051	9,630	10,464	9,339	10,434	12,001	11,108	126,591	124,889
34	Net Income		558	-50	-8,329	19,515	-4,153	664	10,262	-7,119	-8,224	-266	-3,587	2,232	1,503	-5,459
35																
36																
37		Year-end Financial Summary - Had a better year than our budgeted deficit of \$5,459. Great Job!														
38		Income	>\$8,664 more than budgeted for the year													
39			Government grants were about \$8,500 more than expected													
40			+CDBG Ramsey County was \$6,917 vs. \$0 budgeted													
41			+DHS and MAA grants each wereabout \$900 more than budgeted													
42			Stevens Square was \$3,000 more than budgeted,(\$15,000 vs \$12,000 budgeted)													
43			Fee for Service (Handyman), Urban Growler event, and Anderson Fdn were higher than budgeted													
44			-Total Donations \$5,000 less than budgeted, -Program Income \$500 less than budgeted													
45		Expenses	>\$1,702 more than budgeted													
46			-PR expenses \$1,000 under budget, IT (hardware/software) \$700 under budget,													
47			+Contracts for Service (Handyman/footcare) +1900, Communications (Website) +\$700, Insurance + \$956 (will get refunded)													
48			Note that some Urban Growler income and expenses will be recognized next fiscal year in July													
49			Stanford fund provided \$5,040.43 for staff time on new projects,as noted in the May Summary P&L.													
50			Balance sheet June 30 Assets = \$155,402. Checking acct. balance = \$49,301													
51			Stanford funds are included in the assets and total \$12,370.43 (May, 2018 balance plus quarterly interest.) All remaining assets are unrestricted													



	A	B	C	D	E	F	H	J	L	N	P	R	T	V	X	Z	AB	AD	AF
1					St. Anthony Park Area Seniors														
2					Balance Sheet Budget vs. Actual													07/02/19	
3					As of June 30, 2019														
4																			
5						Jun 30, '18	Jul 31, '18	Aug 31, '18	Sep 30, '18	Oct 31, '18	Nov 30, '18	Dec 31, '18	Jan 31, '19	Feb 28, '19	Mar 31, '19	Apr 30, '19	May 31, '19	Jun 30, '19	
6					<b>ASSETS</b>														
7					Current Assets														
8					Checking/Savings														
9					Sunrise Bank (Park Midway Bank)														
10					CD 25442 (12 month CD)	0	0	0	0	0	0	0	0	0	25,175	25,175	25,175	25,200	
11					CD 25274 (12 mo CD from cd23283 9/28/18)	0	0	0	0	0	0	25,159	25,159	25,159	25,181	25,181	25,181	25,203	
12					CD 25273 (6 month CD from CD 23283)	0	0	0	0	0	0	25,156	25,156	25,156	0	0	0	0	
13					CD 23283 (3 month CD)	50,257	50,257	50,257	50,272	50,272	50,274	0	0	0	0	0	0	0	
14					CD 1601	0	0	0	0	0	0	0	0	0	0	0	0	0	
15					CD 2013	0	0	0	0	0	0	0	0	0	0	0	0	0	
16					CD 2015 S (Restricted) (Stanford)	0	0	0	0	0	0	0	0	0	0	0	0	0	
17					CD 22911 (12 month CD)	50,492	50,492	50,492	50,523	50,523	50,523	50,554	50,554	50,554	50,584	50,584	50,584	50,616	
18					CD 22912 (6 month CD)	0	0	0	0	0	0	0	0	0	0	0	0	0	
19					Checking 81100	48,067	48,626	48,577	40,203	59,719	55,564	56,155	66,416	59,296	51,001	50,735	47,149	49,301	
20					FR Checking 39657 (checking for paypal receipt)	5,082	5,082	5,082	5,082	5,082	5,082	5,082	5,082	5,082	5,082	5,082	5,082	5,082	
21					Total Sunrise Bank (Park Midway Bank)	153,898	154,457	154,408	146,080	165,596	161,443	162,106	172,367	165,247	157,023	156,757	153,171	155,402	
22					Total Checking/Savings	153,898	154,457	154,408	146,080	165,596	161,443	162,106	172,367	165,247	157,023	156,757	153,171	155,402	
23					Total Current Assets	153,898	154,457	154,408	146,080	165,596	161,443	162,106	172,367	165,247	157,023	156,757	153,171	155,402	
24					<b>TOTAL ASSETS</b>	<b>153,898</b>	<b>154,457</b>	<b>154,408</b>	<b>146,080</b>	<b>165,596</b>	<b>161,443</b>	<b>162,106</b>	<b>172,367</b>	<b>165,247</b>	<b>157,023</b>	<b>156,757</b>	<b>153,171</b>	<b>155,402</b>	
25					<b>LIABILITIES &amp; EQUITY</b>														
26					Liabilities														
27					Current Liabilities														
28					Accounts Payable														
29					Accounts Payable	0	0	0	0	0	0	0	0	0	0	0	0	0	
30					Total Accounts Payable	0	0	0	0	0	0	0	0	0	0	0	0	0	
31					Total Current Liabilities	0	0	0	0	0	0	0	0	0	0	0	0	0	
32					Total Liabilities	0	0	0	0	0	0	0	0	0	0	0	0	0	
33					Equity														
34					Opening Balance Equity	151,853	151,853	151,853	151,853	151,853	151,853	151,853	151,853	151,853	151,853	151,853	151,853	151,853	
35					Retained Earnings	3,186	2,045	2,045	2,045	2,045	2,045	2,045	2,045	2,045	2,045	2,045	2,045	2,045	
36					Net Income	-1,140	559	510	-7,818	11,698	7,545	8,207	18,469	11,349	3,125	2,859	-728	1,503	
37					Total Equity	153,899	154,457	154,408	146,080	165,596	161,443	162,105	172,367	165,247	157,023	156,757	153,170	155,401	
38					<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>153,899</b>	<b>154,457</b>	<b>154,408</b>	<b>146,080</b>	<b>165,596</b>	<b>161,443</b>	<b>162,105</b>	<b>172,367</b>	<b>165,247</b>	<b>157,023</b>	<b>156,757</b>	<b>153,170</b>	<b>155,401</b>	

## St Anthony Park Area Seniors Program Statistics

Saint Anthony Park Area Seniors  
Q4 FY 2018/19 July 1, 2018 - June 30, 2019

Category	Service	Metric	Q1	Q2	Q3	Q4	Total FY 2018/19 to Date	Notes
At Home Living Assistance	Meals on Wheels	Number participants	10	10	12	7	16	Number of unduplicated participants
		Meals delivered	484	580	459	466	1989	Number of duplicated participants and meals delivered
		Hours provided (estimated)	121.25	144.75	114.75	114.25	495	Estimated hours
	Transportation	Number of participants	11	14	4	18	27	Unduplicated
		Rides provided	203	150	68	180	601	Duplicated - one way rides
		Hours provided (estimated)	65.25	71.25	33.25	80	249.75	Estimated hours
	Chore Services	Number of participants	11	11	5	22	33	Unduplicated
		Chores provided	52	44	20	57	173	Duplicated
		Hours provided	64.25	44.5	23.5	85.25	217.5	Hours
	Other HLA	Number of participants	67	56	48	46	154	Unduplicated
		Number of services	155	173	105	127	560	Duplicated
		Hours provided	69.75	89.25	60.75	102.25	322	Hours
	Total HLA	Total participants	77	70	61	71	177	Unduplicated across all services above within this category
		Total services	894	947	652	830	3323	Total of all services above within this category
		Total hours	320.5	349.75	232.25	381.75	1284.25	Total of all hours above within this category
Wellness	Exercise Classes	Number of events	60	52	46	56	214	
		Number of participants	46	47	35	31	63	Unduplicated - count regardless of age or out of service area
		Number of attendees	360	338	229	290	1217	Duplicated
	Social Outings	Number of events	3	3	0	3	9	
		Number of participants	16	33	0	13	45	Unduplicated
		Number of attendees	25	36	0	22	83	Duplicated - Count all participants even if live out of service area
	Movies	Number of events	3	3	3	3	12	
		Number of participants	37	24	16	35	81	Unduplicated
		Number of attendees	53	28	18	41	140	Duplicated - Count all participants even if live out of service area
	Game Days	Number of events	6	6	6	6	24	
		Number of participants	13	15	19	18	19	Unduplicated
		Number of attendees	50	56	58	59	223	Duplicated - Count all participants even if live out of service area
	Other Wellness Events	Number of events	2	2	2	4	10	
		Number of participants	7	6	12	20	29	Unduplicated
		Number of attendees	9	9	16	32	66	Duplicated - Count all participants even if live out of service area
	Educational Speakers	Number of events	1	1	1	1	4	
		Number of participants	20	38	13	16	75	Unduplicated
		Number of attendees	20	38	13	16	87	Duplicated - Count all participants even if live out of service area
	Total Wellness	Total events	75	67	58	73	273	Sum of events in this category
		Number of participants	100	131	82	108	187	Unduplicated across all services above within this category
		Number of attendees	517	505	334	460	1816	Duplicated - Sum of attendees within this category

## St Anthony Park Area Seniors Program Statistics

Q4 FY 2018/19 July 1, 2018 - June 30, 2019

Category	Service	Metric	Q1	Q2	Q3	Q4	Total FY 2018/19 to Date	Notes
Nursing Care	Recover Health services	Number of Services	10	8	11	38	67	Duplicated
		Number of participants	3	2	2	5	6	Unduplicated
	Foot Care (SAPAS)	Number of Services	17	23	14	18	72	Duplicated
		Number of participants	14	18	14	18	33	Unduplicated
	Blood Pressure Clinics	Number of Services	90	111	59	106	366	Duplicated
		Number of participants	48	47	33	34	86	Unduplicated
	Total Nursing Care	Number of Services	117	142	84	162	505	Duplicated
		Number of participants	64	67	49	57	99	Unduplicated within category of Nursing Care
Caregiver Support	Caregiver Support Group	Number of Events	3	4	3	6	16	Caregiver support group and breakfast
		Number of Hours	31	57	18	35.5	141.5	
		Number of participants	15	26	11	13	37	Unduplicated
		Number of attendees	31	42	18	24	115	Duplicated
	Caregiver Respite	Number of Events	21	12	6	9	48	
		Number of Hours	34	15	6	9	64	
		Number of participants	4	3	1	1	5	Unduplicated
	Other Caregiver	Number of Events	0	3	7	3	13	
		Number of Hours	0	1.25	3.5	2.25	7	
		Number of participants	0	2	5	3	8	Unduplicated
	Total Caregiver/Bereavement	Number of Events	24	19	16	18	77	
		Number of Hours	65	73.25	27.5	46.75	212.5	
		Number of attendees	52	57	31	36	176	
		Number of participants	18	30	17	17	48	Unduplicated within category of Caregiver Support
Total Services	Unduplicated	Participants	209	250	178	208	458	
	New Unduplicated	Participants	40	59	29	40	168	included in line 63 also
Volunteer	Volunteers	Unduplicated volunteers	75	77	58	76	110	who did any kind of volunteer hours during period
		New unduplicated volunteers	0	2	3	5	9	officially signed up; may have done service & were included in
		Direct Service volunteer hours	414.25	434	287.25	432.5	1568	
		Admin volunteer hours	9.5	11.25	1.5	3	25.25	
		Leadership volunteer hours	290	238.25	309.25	256	1093.5	Board hours
Staff	Total paid staff hours	Hours	1040	1053	1027	1040	4160	
Calculated Statistics	Average hours per unduplicated participant		8.3911483	6.946	9.1292135	8.3245192	14.949236	ALL volunteer and staff hours for quarter divided by # of participants
	Average services/events per unduplicated participant		7.5598086	6.604	6.1853933	8.4519231	12.707424	

\* Paid staff hours for Q1 2018-19 include five weeks of paid sick time for one staff member on medical leave.