



HopeWest

Volunteer Services



2023 Annual Report

Thank you!

Volunteers founded the hospice movement. Hospice programs were literally built through the vision and selfless commitment of volunteers in communities across our country. Today, those who volunteer at HopeWest define our ability to help each other in life's scariest and toughest times. You make our mission possible through the giving of your time, your talent and your wisdom.

Volunteerism is what makes HopeWest so special.

You are an integral part of our organization, and it is reflected in our mission statement. Together, through creativity, volunteerism and philanthropy, we profoundly change the experiences of aging, illness, and grief - one family at a time.

Volunteers provide support to our patients and their families in so many ways, as mentioned on these pages. We are eternally grateful for your commitment and love of HopeWest.

Volunteers provided 77,158 hours by 1,077 volunteers, which is an equivalent of 37 full time employees and a \$2.4 million dollar contribution.

Thank you for your dedication.

Lisa Ortner

Lisa Ortner
Director, HopeWest Volunteer Services



2023 Volunteer Impact

1,077

Volunteers

77,158

Volunteer Hours

\$31.80

Value of Volunteer Hour

from 2023 Value of Volunteer Time Report,
Independent Sector

Full Time Employee Equivalent

37

\$2,453,624.40

Savings
for HopeWest!



We Honor Veterans

At HopeWest we have a program where we partner with our local Veteran's Administration, Volunteers, and staff to ensure that we are providing wholistic care to veteran patients in our palliative care, PACE, and hospice programs. We are part of the We Honor Veterans program, a national group of hospice organizations on a mission to learn how to serve Veterans through the challenges they may be facing from illness, isolation, or traumatic life experience.

We are so grateful to report that HopeWest has achieved Level 3 status in the nation wide program because of the dedication of our volunteers, staff, and community partners. To achieve this level, HopeWest provided three veteran focused educations regarding care of veterans to volunteers and staff, provided two outreach presentations, a presentation to the VFW on HopeWest services, and the need for Veteran Volunteers, and one at the Mesa County Library on Moral Injury.

HopeWest continues to strengthen our veteran-to-veteran volunteer program, with 54 veteran volunteers who provide support to HopeWest patients and staff. For volunteers who help out in providing direct support to patients, we strive to pair up our veteran patients with veteran volunteers. HopeWest has developed a Military History Checklist to ensure that each veteran patient receives the support they need.



HopeWest has achieved Level 3 status in the nationwide program because of dedication to staff and volunteer education, connection and partnerships with community partners and services, and special recognition ceremonies honoring our veteran patients.

Meet a few of our dedicated volunteers

Delta Administrative Volunteers

Administrative Volunteers are an integral part of the support that is needed for our clinicians to give the extraordinary care to our patients for which HopeWest is best known.

The team of administrative volunteers at the Delta office provide a tremendous amount of support to the clinical team making it possible for the staff to do so much more for their patients.

Some of the things that administrative volunteers do to support the clinical staff include:

- Greet people at the front reception desk
- Answer phones
- Report work
- Assist a the Clinical Manager with inventory of medical supplies
- Staff recognition
- Note card mailings
- EMR data support
- Volunteer recognition
- Prepare & organize project supplies
- File documents
- Volunteer data entry
- Print and assemble education manuals
- Create gift baskets for community partners
- Excel reports
- Provide LOTS of Sunshine to all who work with them

The Delta Team of Administrative Volunteers who make so much more possible includes:



Anna



Charlene



Ginny



Patti



Jan



Janie



Darla

Meeker Teen Volunteer

Grief is a very complex thing, especially for a child. In my own childhood, I experienced several losses and struggled immensely with processing them. This is not a unique experience – children lose loved ones every day. However, it is very difficult for a child to process such a devastating event. Grief never really goes away; dauntingly enough, we just have to learn how to cope with it.

From July 14-16 this year, Camp Cedaredge hosted Camp Good Grief. HopeWest organized Camp Good Grief for children ages 8-14 with the purpose of teaching them how to manage their grief in healthy ways. Forty children attended camp this year, while 39 other volunteers and I attended. Similar to the HopeWest Cowboys program, Camp Good Grief placed young campers with a “buddy” for one-on-one support and divided the campers by age group. I went to Camp Good Grief as a teen volunteer because buddies need to be at least 18 years old. As a teen volunteer, I helped the facilitators organize group activities, bonded with everyone in the group, and gained a rather unique perspective of how to create a space for grief.

At camp, we focused heavily on creating a space for grief. An important part of creating a safe space for grief includes a healthy group dynamic. Without disclosing any personal information, I will say the campers formed close bonds prior to discussing their grief. They gained an understanding of each other and allowed us to gain an understanding of them; a sacred privilege that is essential for such emotional vulnerability. Quite literally, we provided space. The kids spoke about their grief, and we listened.

Often, we as fellow humans feel a need to jump to the rescue and “fix” things. With grief, this isn’t necessarily the case. Access to resources to gain positive coping skills to help us with grief is crucial and having a safe space to feel our grief aids with this immensely.

I believe that grief never truly leaves. We have to learn to accommodate our grief, but we don’t have to learn to do so alone. I have been deeply changed and renewed as a person through witnessing the power of human connection and how simple silence can help a person.



*Opal Munger
Meeker Teen Volunteer*

Montrose Heirlooms

Heirlooms Sales Manager, Erin Woyak, sat down with three lovely ladies who have been with our Heirlooms store here in Montrose since the beginning. Phyllis Wiesner, Judi White and Judy Landon all started about the same time.

Phyllis started here first and brought Judi White here to us through their church. Judy Landon came on her own just months after we opened. These ladies have always been here on Wednesday afternoon and pretty much have always been in their positions.

When asked what keeps them coming here for 20 plus years they smiled and said, "The people, the purpose, and the shopping!"

Our staff and our volunteers are our best customers! This is a close-knit group, and they bring tons of joy to our store.

Judi White has been baking/cooking for this group since day one, and every Wednesday afternoon our break table is full of homemade goodies. We are blessed and honored to have these lovely ladies and all our volunteers.



HEIRLOOMS
FOR HOSPICE

Plateau Valley

In the heart of Plateau Valley, where the spirit of community is strong, stands an inspiring leader – Katy Watson. Celebrating a remarkable ten-year journey with HopeWest, Katie’s story is not just about volunteering, it’s about the profound impact one individual can have on their community.

Katie’s commitment to service is deep-rooted, instilled in her from a young age. “I was raised to give back to the community and volunteer whenever possible,” she shares. This mantra has guided her through life, leading her to volunteer with various organizations wherever she lived. Her choice to join HopeWest was fueled by a desire to contribute to the aging population in our community, a demographic she hadn’t previously had the chance to work with.



HopeWest’s mission resonated deeply with Watson. “The idea of keeping people in their homes as long as possible, and comfortable during their last transitions of life was a really great concept to me,” Watson explains. She immerses herself in the lives of those she helps, through visiting, assisting with groceries, and supporting fundraising events that enable people to remain in their beloved community.

Katie’s perspective on volunteering extends beyond the immediate impact. In times when people may feel frustrated in the state of national or world affairs, she advocates for active participation. “If anyone is feeling frustrated... my recommendation is to get out and volunteer,” she advises. For Katie, change starts at any level: “The best way to make changes, in my opinion, is to start small, start where you are, and make your part of the world better.”

Katy Watson’s decade-long journey with HopeWest is a testament to the power of volunteering. Her story is one of hope and a call to action, reminding us all that we have the power to make a difference, right where we are. Katie not only contributes to the community but also proves that a single person’s dedication can indeed make a significant change.

Grand Valley Patient Support

Ginger has been a resident of Mesa Manor in Grand Junction, Colorado for several years after losing her husband in 2005 and her only child, a son, in 2008. One winter's day in 2022, Melanie Wiseman, a HopeWest Volunteer, arrived at the nursing home for a visit. As a patient care volunteer, Melanie's role is to visit patients in their home or care facilities and provide them with companionship and emotional support.

When they met, neither could have known what the future would hold. They talked for hours over the course of weekly visits, and Melanie learned that Ginger had been raised on a farm in Montrose, Colorado. Ginger loved to tell stories about growing up riding horses and driving cattle with her dad, and she can remember the name of every horse and dog her family had. Melanie was fascinated by her stories, and a bond began to form as she discovered one of the sweetest, most positive, and loving people that she had ever met.

As Melanie arrives to visit each week, she asks Ginger what she might like to do during their visit. To Melanie's delight, Ginger often replies, "I don't care, as long as it's with you."

Melanie takes Ginger on outings just about every week so she can enjoy getting outside in the fresh air and seeing different scenery.

These fast friends often go for drives in the country, delight in ice cream at Enstroms, and enjoy outings to



community partners of HopeWest such as Joe Breman at Equine Ranch and Suncrest Orchard and Alpaca Farm. These partners provide Ginger the opportunity to interact with animals such as horses, alpacas, dogs, and chickens—reminiscent of life growing up on the farm.

Creating personalized and meaningful experiences like these is enjoyable for everyone involved. "Providing horses for the benefit of HopeWest's programs melds my passion for both," said Joe Breman owner of Equine Ranch.

Melanie's time with Ginger has certainly been a gift to them both. During most visits, Ginger says to Melanie, "Honey, I don't know where you came from, but I think it was heaven." To which Melanie replies, "You are heaven sent to me as well." She has learned so much from Ginger, including the power of finding the best in people, and the best in all situations.

At the end of a recent outing, Ginger said, "This has been such a wonderful day. Everyone should have a friendship like ours."

By the Numbers

Statistics	2023	2022	Difference	% Increase
New Volunteers	194	182	12	7%
Volunteers	1,077	961	116	12%
Hours	77,158	69,213	7,945	11%
Delta	10,759	8,597	2,162	
Grand Junction	48,152	42,578	5,574	
Meeker	2,424	2,036	388	
Montrose	14,510	14,806	-296	
Plateau Valley	1,313	1,196	117	
Medicare Match	12%	10%	2%	2%
Volunteer Hours	17,857	14,388	3,469	
Staff Hours	148,578	139,418	9,160	
Patient Care	10,044	7,665	2,239	
Admin	6,008	5,253	755	
HopeWest Kids	1,262	1,126	136	
Bereavement	543	344	199	
Patient Care Including Palliative Care & PACE	11,706	9,441	2,265	24%
Delta	727	764	-37	
Grand Junction	8,455	3,947	4,508	
Meeker	304	450	-146	
Montrose	1,368	961	407	
Plateau Valley	852	820	32	
FCC Patient Care	2,929	2,559	370	
Heirlooms	40,013	38,689	1,324	3%
Special Events	4,906	3,827	1,079	28%
Tanglewood	2,441	2,196	245	11%
Training	1,340	1,268	72	6%

Meeting the requirement for 5% match of volunteer hours to staff hours for Medicare in the hospice program:

Location	Staff Hours	Volunteer Hours	Medicare Match
Delta	11,342	1,522	13%
Grand Valley	118,775	13,655	12%
Montrose	15,833	1,946	12%
Plateau Valley	2,628	734	28%
Total for All Sites	148,578	17,857	12%

2023 Volunteer Satisfaction

Across the organization, our volunteers are very satisfied with their work at HopeWest. The surveys sent are on a scale of 1-5 with 97.5% being “most satisfied.”

Our mean score in 2023 was 4.88 for volunteer satisfaction and 4.95 for volunteer willing to recommend HopeWest as a place to volunteer.

423 surveys were completed. Heirlooms and Administrative roles have the highest percent return. Patient Care has the highest satisfaction scores.

We have identified the following opportunities for the coming year:

- Focus on re-engagement of volunteers
- Recruit and train additional volunteers to help fill in the gaps
- Work closely with volunteers to show how their work impacts the organization as a whole
- Assure adequate general orientation and site-specific training for all positions
- Assure training sessions are easily accessible
- Communicate the needs of the organization and how volunteers can help

Question	2023	2022	2021
I am satisfied with my volunteer experience	4.85	n/a	n/a
I was adequately trained for my volunteer role.	4.82	n/a	n/a
I feel appreciated for the work I do.	4.92	n/a	n/a
I receive adequate communication from HopeWest Volunteer Coordinator.	4.9	n/a	n/a
I would recommend HopeWest as a place to volunteer.	4.93	4.9	n/a
Overall Satisfaction	4.88	4.8	4.6
Survey Responses	423	363	443

Volunteer Roles

One of the greatest gifts you can give is your time, and we are so grateful to our volunteers who do just that. It is only with their help that we have the resources to provide the type of care we all want for our family, friends and neighbors. Volunteers change the lives of those they help and, in turn, their lives are changed as well.

Patient & Family Support

Companionship • Respite • Provide Transportation • Read and Write Letters • Play Board & Card Games • Arts and Crafts with Patients • Spiritual Support • Help with Pets

Life Stories Project

Record a Patient's Life Story via audio, video, or writing

Heirlooms for Hospice

Greet Customers • Helping Shoppers • Sort Items • Cashier • Display & Merchandising • Repurpose Items with Creativity or Chalk Paint

HopeWest Kids

Weekend or Day Camp Buddy • Equine Therapy • Support Activities

Vigil Care Program

Comfort and support hospice patients who are in their final hours of life and have no family or friends present. Vigil care volunteers are highly trained and provide a reassuring presence at the bedside to dying patients.

Teen Volunteer Opportunities

Special Events • Administrative and Office • Beauty Queens (Doing Patient Make-up or Nails) • Assist with Equine Program • Babysit During Grief Groups • Help with Patient Pets

Therapies by Licensed Professionals

Certified Pet Therapy Volunteers • Hair Stylists and Barbers • Massage Therapists • Music Therapists • Yoga • Acupuncture

Special Projects: Baking, Cooking, Sewing

Bake Birthday Cakes for Patients • Meal Prep • Provide Baked Goods for Meetings, Events or Patients • Sew Memory Bears, Veteran Quilts and Memory Pillows

Tanglewood Gardens and Suite Bee Floral

Garden at Ferris Care Center Campus • Create Floral Displays for Patients

Administrative Office Support

Answer Phones • Data Entry • File • Reception Support

Special Events

Event Set-up • Create Props and Decorations • Work Events

Veterans Support

Make Visits and Phone Calls, Sew Veteran Quilts

Adult Bereavement Support

Assist with Grief Groups • Assist with One-on-One Support Through Visits and Phone Calls

Serving on a HopeWest Board

Volunteer Time and Leadership by Serving on a HopeWest Board

We're always growing our team and would love to have your friends join us, too. Be sure to share how great it is to volunteer at HopeWest.