



HopeWest

# Volunteer Services



2025 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 80,417 hours by 1,085 volunteers, which is an equivalent of 39 full-time employees and a \$2.8 million dollar contribution.

Thank you for your dedication.

*Lisa Ortner*

Lisa Ortner,  
Director of HopeWest  
Volunteer Services



## 2025 VOLUNTEER IMPACT

**1,085**  
Volunteers

**80,417**  
Volunteer Hours

**\$34.79**

**Value of Volunteer Hour**

from 2025 Value of Volunteer Time Report,  
Independent Sector

**Full Time Employee  
Equivalent**

**39**

**\$2,797,707**

**Savings for HopeWest!**

## AROUND OUR COMMUNITIES

**20,381**

Volunteer Hours at  
Heirlooms in Grand Junction

**826**

Patient Care Volunteer  
Hours in Montrose

**5,920**

Administrative Volunteer  
Hours in Delta

**228**

Teen Volunteer  
Hours in Meeker

**205**

Spring Swing Event Volunteer  
Hours in Plateau Valley

*Thank you!*

# Dedicated Volunteers

## Delta Administrative Volunteer

Jan Handke knew before she retired as an RN case manager at the hospital that she wanted to volunteer for HopeWest when her retirement became a reality. Through her work as a case manager Jan had seen the incredible impact that HopeWest has on the community, and she wanted to give to that cause. So, within a couple of months of her retirement Jan joined the Delta team of Administrative Volunteers.

As an Administrative Volunteer Jan does a variety of tasks to help the clinical team. From answering phones, greeting staff and visitors, and helping with any little (sometimes even big) tasks that are requested of her by various staff members, along with organizing and ordering medical supplies, and sending reports to physician offices and facilities, Jan does a multitude of tasks that helps our team focus on the other aspects of their jobs.

Jan enjoys being a volunteer and keeping certain skills sharp along with being a member of a team. As a volunteer she also enjoys that her schedule is as busy as she wants it to be (or not be) and she can take as much time off as needed for the fun things that arise in her life.

Outside of volunteering for HopeWest Jan has Bob, Dash, and Miss B, along with the Outdoor Kids: Momma Girl, Bobby and Billy- all of the feline nature - at home expecting a lot of her attention. And whenever she can, Jan gets in a road-trip to see family, friends, visit Vegas, or explore a fascinating small town.

Administrative Volunteers such as Jan truly strengthen the support that HopeWest gives to the community by fulfilling tasks and needs for the clinical team.



## Grand Junction Heirlooms Volunteer

Meet Debra, a cornerstone of the Grand Junction Heirlooms for Hospice volunteer team.

Before moving to Grand Junction, Debra lived in a small town in Illinois, where her connection to hospice and grief support grew through experiences with her mother-in-law. Shortly after relocating to Grand Junction, Debra began volunteering at Heirlooms.

What started as a way to give back 21 years ago became something much deeper—a second family. “I continue to volunteer because of the family I’ve found in this store,” Debra explained.

Debra says she treasures the connections she’s made with volunteers who’ve become friends, teammates who feel like family, and shoppers who brighten her Wednesdays.

For over two decades, Debra has watched countless items find new homes, knowing that each purchase supports families facing their most difficult moments. “Heirlooms for Hospice is truly one-of-a-kind in this community and gives so much back to the HopeWest mission,” she explains.

When she’s not traveling with her husband, you’ll find Debra at Heirlooms every Wednesday, with her hands busy but her heart full. She credits HopeWest and Heirlooms with strengthening her heart of compassion. It is because of dedicated volunteers like Debra that we can continue making a difference in the lives of those we serve.



## Meeker Veteran Volunteer

For Amanda Smith, HopeWest volunteer and advisory board member, serving in the U.S. Navy was inspired partly by her father's love of the ocean, and partly by her own desire to see the world beyond her hometown.

Amanda became the fifth female sailor to ever board the USS Belleau Wood. Prior to this, enlisted women had not been allowed to serve on ships.

"I was tough, but I had to get tougher. I had to prove to the boys that I was just as strong and just as capable, and I wasn't going to put up with their crap," said Amanda. "I had to show them that we all had to work together—we were brothers and sisters."



Amanda says her years of service taught her irreplaceable lessons, many of which she carries into her roles as a HopeWest volunteer and board member, as well as in her efforts to revive the Meeker VFW. Part of her personal mission is to inspire others to recognize the value and importance of service, whether to our country or as community members.

"It doesn't matter if you sit behind a computer or in active combat what matters is that you made the choice to serve. That alone is enough."

She applies this same belief to volunteering at HopeWest. In her role, she primarily helps with administrative work rather than direct patient care.

"We all matter in our own ways," she said.

Amanda likens her volunteer work at HopeWest to a lesson she learned in the Navy. "Individuality is great, but it's not what keeps you safe or happy. When we realize we're all going through similar struggles and choose to work together to help each other, that's how we get through it."

Although Amanda was honorably discharged from the Navy in 2004, her commitment to service is far from over as she continues serving others right here at home, in Meeker.

As part of the We Honor Veterans program at HopeWest, we extend our heartfelt appreciation to Amanda and to all veterans. Thank you for your service, in every capacity, and for choosing to serve our country.

## Montrose Patient Care Volunteer

As essential HopeWest team members, volunteers provide vital services to people receiving care. They support patients and their families by offering respite care. Some give their time reading and writing letters for patients. Others enjoy developing new friendships with those we serve, planning routine visits, playing card games, or doing crafts.

Gary Shier, a HopeWest volunteer of more than 10 years, says his motivation for volunteering stemmed from finding something to occupy his time. Reflecting on the 35 plus hospice patients that he's met through the companion volunteer opportunity, he admits it's an experience that has rather occupied his heart.

"These people have enriched my life." said Gary.

When Wayne, a hospice patient, first met Gary, Wayne said he was in a dark place. The two almost instantly hit it off sharing stories about camping, fishing, and the outdoors. There were no awkward moments or uncomfortable pauses. The conversation just flowed.

Since meeting in December 2024, Wayne has felt a remarkable change, one that's even lifted him physically. There's a new light in his eyes. He credits this renewal to his new friend, Gary.

"He allowed me to tell my stories and talk about memories I haven't thought about in 40 years. And in doing so, I realized I've had a great life," said Wayne. "For someone I just met to listen to my stories and then tell me, 'Wow, you've had an exceptional life.' That realization meant a lot to me."



## Plateau Valley Patient Care Volunteers

Meet Tom and Linda Rau, patient support volunteers with HopeWest in Plateau Valley, their motivation for volunteering is rooted in their faith and the deeply personal experience of the care Linda's father received years ago.

Their journey with HopeWest began with a simple but meaningful act. A volunteer baked a maple bacon cake for Linda's father's 97th birthday. Linda vividly remembers the moment her father's eyes lit up after his first bite, delighting in the familiar taste that reminded him of his favorite doughnut. That small gesture left a lasting impression on the entire family.

Linda and Tom were deeply moved by the HopeWest team's compassionate care and the volunteer's thoughtful kindness, who unknowingly created a cherished memory with a homemade cake.

When Linda and Tom later learned about volunteer opportunities with HopeWest in their close-knit community, they felt a strong pull to give back. Inspired by the encouragement of long-time HopeWest supporters Bill and Lin Moore, the Raus decided to step into service themselves.

"Being part of a small community, you do what you can to help your neighbors," said Tom. "Helping others is one of the most valuable things you can do."



# 2025 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 97.8% being “most satisfied.”

Our mean score in 2025 was 4.89 for volunteer satisfaction and 4.93 for volunteer willing to recommend HopeWest as a place to volunteer.

445 surveys were completed. Heirlooms and Administrative roles have the highest percent return.

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	2025	2024	2023
I am satisfied with my volunteer experience	4.89	4.85	4.85
I was adequately trained for my volunteer role.	4.81	4.81	4.82
I feel appreciated for the work I do.	4.91	4.91	4.92
I receive adequate communication from HopeWest Volunteer Coordinator.	4.86	4.87	4.9
I would recommend HopeWest as a place to volunteer.	4.93	4.90	4.93
<b>Overall Satisfaction</b>	<b>4.89</b>	4.87	4.88
<b>Survey Responses</b>	<b>445</b>	431	423

# By the Numbers

Statistics	2025	2024	Difference	% Increase
<b>New Volunteers</b>	205	181	24	13%
<b>Volunteers</b>	1,085	1,085	0	0
<b>Hours</b>	80,417	82,276	-1,859	-2%
Delta	13,415	13,296	119	1%
Grand Junction	49,385	50,902	-1,517	-3%
Meeker	2,746	2,590	156	6%
Montrose	14,538	14,694	-156	-1%
Plateau Valley	333	794	-461	-58%
<b>Medicare Match</b>	12%	12%	0	0
Volunteer Hours	18,388	17,368	1,020	6%
Staff Hours	147,161	150,831	-3,670	-2%
Patient Care	8,091	8,512	-421	-5%
Admin	7,378	6,271	1,107	18%
HopeWest Kids	2,210	1,814	396	22%
Bereavement	709	771	-62	-8%
<b>Patient Care Including Palliative Care &amp; PACE</b>	12,168	12,048	120	1%
Delta	692	936	-244	-26%
Grand Junction	9,933	9,188	745	8%
Meeker	621	581	40	7%
Montrose	826	997	-171	-17%
Plateau Valley	96	346	-250	-72%
<b>Heirlooms</b>	41,348	44,232	-2,884	-7%
<b>Special Events</b>	3,991	4,888	-897	-22%
<b>Tanglewood</b>	2,280	2,381	-101	-4%
<b>Teens</b>	1,523	1,078	445	41%
<b>Training</b>	1,568	1,428	140	10%

**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	12,373	1,828	15%
Grand Valley	114,053	14,902	13%
Montrose	18,900	1,559	8%
Plateau Valley	1,835	99	5%
<b>Total for All Sites</b>	<b>147,161</b>	<b>18,388</b>	<b>12%</b>

# 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, Life Enhancement (Doing Patient Make-up or Nails), Assist with Equine Program, Babysit During Grief Groups

## **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.**



HopeWest

[HopeWestCO.org](http://HopeWestCO.org)