

2018 ANNUAL REPORT



Lori's Hands 
Community Health Service Learning

DIRECTOR'S VOICE

Lori's Hands has always known that our work has great potential. Potential to improve the quality of life of individuals living with chronic conditions. Potential to enhance the education of undergraduate students. Potential to establish intergenerational relationships that strengthen our community.

We have also known that Lori's Hands has the potential for growth. This year, we have reached more individuals in the Newark community and more undergraduate students than ever before. And in this growth, our commitment to our clients, students, and community has remained steadfast.

As we reflect on the past year, we see that it is in the everyday moments, the moments of a volunteer providing companionship to a client at his wife's bedside as she entered hospice care or of a client teaching a future physician about what she feels matters most to patients, that we see Lori's Hands' potential being realized.

Thank you for your support of Lori's Hands, which has made every milestone possible, from our 1st client to our 100th. Join me in reflecting on the past year, the past decade, and the decade to come.

Sincerely,

**Maggie
Ratnayake**

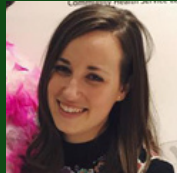


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2018 STATS

127
CLIENTS

INDIVIDUALS WITH CHRONIC ILLNESS

Our clients' mean age is 78 and 54% live alone. Our clients' most common diagnoses are heart failure, diabetes, respiratory disease, and cancer. Each week, clients receive in-home assistance and provide invaluable education to student volunteers.

320
VOLUNTEERS

UNDERGRADUATE STUDENTS

Our students' most common majors are medical laboratory science/diagnostics, nursing, biology, and health behavior science but also include music education, hospitality, finance and marine science. Our students assist with tasks made difficult by disease and learn the realities of living with and managing chronic conditions.

5,000+
HOURS

HOURS VOLUNTEERED

In 2018, 36% of Lori's Hands visits included assistance with grocery shopping or meal preparation, 84% included assistance with household tasks that support community-based living (e.g. cleaning, laundry, yard work) and 16% focused on companionship activities.

CLIENT'S VOICE

The students' visits are an uplifting experience. Every time they come, they bring joy. I can tell they genuinely want to be here.

- Susan

2018 HIGHLIGHTS

AMBASSADOR COUNCIL

10 members of the community joined to advance Lori's Hands' presence in the community and increase financial supporters.

SUNNY DAY FUND PROJECTS

Students applied for and received funding that provided respite for caregivers, to throw special celebrations for clients, and to cover the cost of food to prepare healthy home-cooked meals for clients who are low-income.


STUDENT SCHOLARSHIPS

At the 2018 Lori's Hands Green Ribbon Gala, Kyla Cerce and Shannon Murphy were each awarded \$1,000 in scholarships in recognition of their efforts as Lori's Hands volunteers.

GROUP VOLUNTEER EVENTS

Community members from the UD College of Health Sciences, PwC, and Lori's Hands alumni supported clients through group volunteer days including Yard Work Clean Up Day and Thanksgiving meal deliveries.

VOLUNTEER'S VOICE

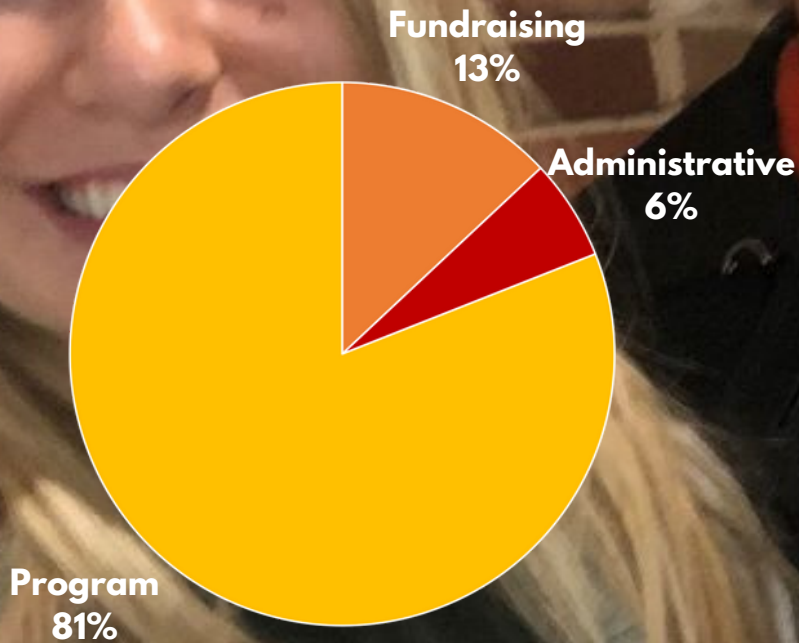
A photograph of three men in a living room. The man in the center is seated in a wheelchair, wearing glasses and a light blue long-sleeved shirt. He has a grey beard and mustache. To his left stands a younger man with a beard, wearing a dark green t-shirt with "Lori's Hands" printed on it. To his right stands another younger man with a beard, wearing a dark blue hoodie with "LAWRENCE" printed on it. The background shows a living room with a ceiling fan, a lamp, and framed pictures on the wall.

My Lori's Hands experience has, honestly, been amazing. I got to understand firsthand how hard it is to have a chronic illness or chronic pain. It was hard to see someone young at heart unable to live the way she pleased, but it made the experience all the more valuable because we really made an impact on her life. The simple act of our company changed her mood right away for the better. It was enlightening to see how such simple acts could do such big things.

-Marlayna

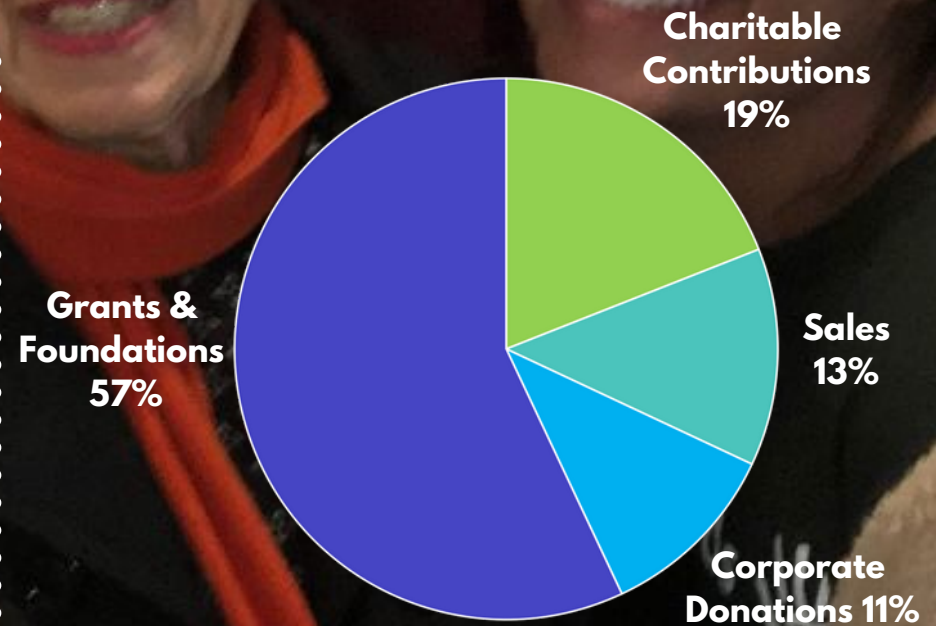
FINANCIALS

EXPENSES, BY CATEGORY \$88,380



Program expenses include direct services such as staff time spent enrolling clients and training volunteers, as well as Student Scholarship and Sunny Day Fund spending. Administrative expenses include fees such as for mandatory insurance coverage and website hosting, as well as office supplies. Fundraising expenses include printing, postage, and other event and marketing costs.

INCOME, BY SOURCE \$72,979



Income from grants and foundations does not include multi-year grants awarded in previous years. Corporate contributions are primarily business event sponsorships. Sales income includes event tickets and merchandise. In 2018, our average charitable contribution (individual or family donation) was \$92. Lori's Hands has more than 400 donors.

2019 GOALS

UNDERSTANDING IMPACT

Since Lori's Hands' inception, we've known volunteers are making true, meaningful differences in the lives of their clients. We hear time and time again that, without Lori's Hands volunteers, clients may not know when they would see their next visitor, get fresh groceries, or have basic household chores completed. Over the next year, we'll be delving into the work of our volunteers and clients to better understand - and quantify - Lori's Hands' impact.

EXPANSION

The need for Lori's Hands' services is unquestionable. Over the past year, we have grown by 40%. We anticipate enrolling 70 new clients and training 230 new volunteers over the course of 2019. This enrollment will allow us to continue to grow, even while many clients discontinue services each year due to recovery, relocation, or end of life and students graduate.

TRAINING

Lori's Hands prides itself on providing comprehensive and relevant training to prepare students to volunteer in the community. Over the coming year, we will be enhancing and expanding this training to provide an even more thorough preparation for our volunteers. Training will focus on understanding and addressing social determinants of health, as well as communication and resource navigation skills.

10 YEARS AND BEYOND

APRIL 2009

Club formed

FEBRUARY 2013

Service learning course launched

MARCH 2013

501c3 granted

FEBRUARY 2015

Inaugural Green Ribbon Gala

OCTOBER 2015

Sunny Day Fund established

MARCH 2017

36 clients receiving weekly visits
First Program Director hired

DECEMBER 2018

100 clients receiving weekly visits

DECEMBER 2019

aim: 130 clients receiving weekly visits
aim: Enhanced training modules rolled out

DECEMBER 2020

aim: Second chapter operational

CELEBRATING 10 YEARS



10 years ago, Lori's Hands started as a small group of University of Delaware students committed to improving the lives of community members and to better understanding the realities of managing chronic conditions. Since that time, over 1,000 volunteers have carried on their legacy of caring and commitment.





THANK YOU FOR YOUR SUPPORT

Support our next ten years of
community health service learning.

Become a sustainer today:

www.lorishands.org/donate

Lori's Hands