



Lori's Hands 

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Community Health Service Learning

2019 ANNUAL REPORT



A WORD FROM THE DIRECTOR

A question many people have when they learn about Lori's Hands is, "Who benefits? The students or the clients?" An understandable curiosity, I think both groups would respond with a resounding, "we do!".

Lori's Hands was founded with the recognition that undergraduate students preparing for careers in health care needed to better understand the daily implications of chronic diseases. Simultaneously, community members with chronic illness needed assistance with instrumental activities of daily living such as grocery shopping, housekeeping, and companionship.

Although distinct, these two groups have a unique capability to address the other's need. Students have time and energy to help with tasks made difficult by disease. Individuals with chronic illness have experience and wisdom to share.

In our work over the past year, and as we prepare for the year ahead, we always return to the question, "Who will benefit?" In every effort, our aim is to respond with "clients and students." Join us in reviewing the past year and our plans for the future.

Maggie Ratnayake

MAGGIE RATNAYAKE

PROGRAM DIRECTOR

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Catchafire, skills-based volunteer matching



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2019 STATS

142

CLIENTS

INDIVIDUALS WITH CHRONIC DISEASE

Our clients' mean age is 77 and 71% 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.

347

VOLUNTEERS

UNDERGRADUATE VOLUNTEERS

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.

6,192

HOURS

HOURS VOLUNTEERED

In 2019, 81% of Lori's Hands visits included assistance with household tasks that support community-based living (e.g. cleaning, laundry, yard work), 31% included assistance with grocery shopping or meal preparation, and 17% focused on companionship activities.



83%

of clients have
multiple chronic
conditions



2019 HIGHLIGHTS

GROWTH

The need for Lori's Hands' services is unquestionable. Over the past year, Lori's Hands enrolled 58 new community members and trained 199 new volunteers.

STRATEGY

Lori's Hands worked with Advancement Designs to develop a strategic plan that will prepare Lori's Hands to continue to expand services in a sustainable manner in order to maximize impact.

RESEARCH

To better quantify the impact of services, Lori's Hands began work with a team of researchers to improve evaluation of client and student benefit.

TRAINING

Over the past year, Lori's Hands has begun developing supplemental training modules to further equip students for their volunteer roles and to deepen their understanding of chronic illness as they prepare for careers.

TESTIMONIALS

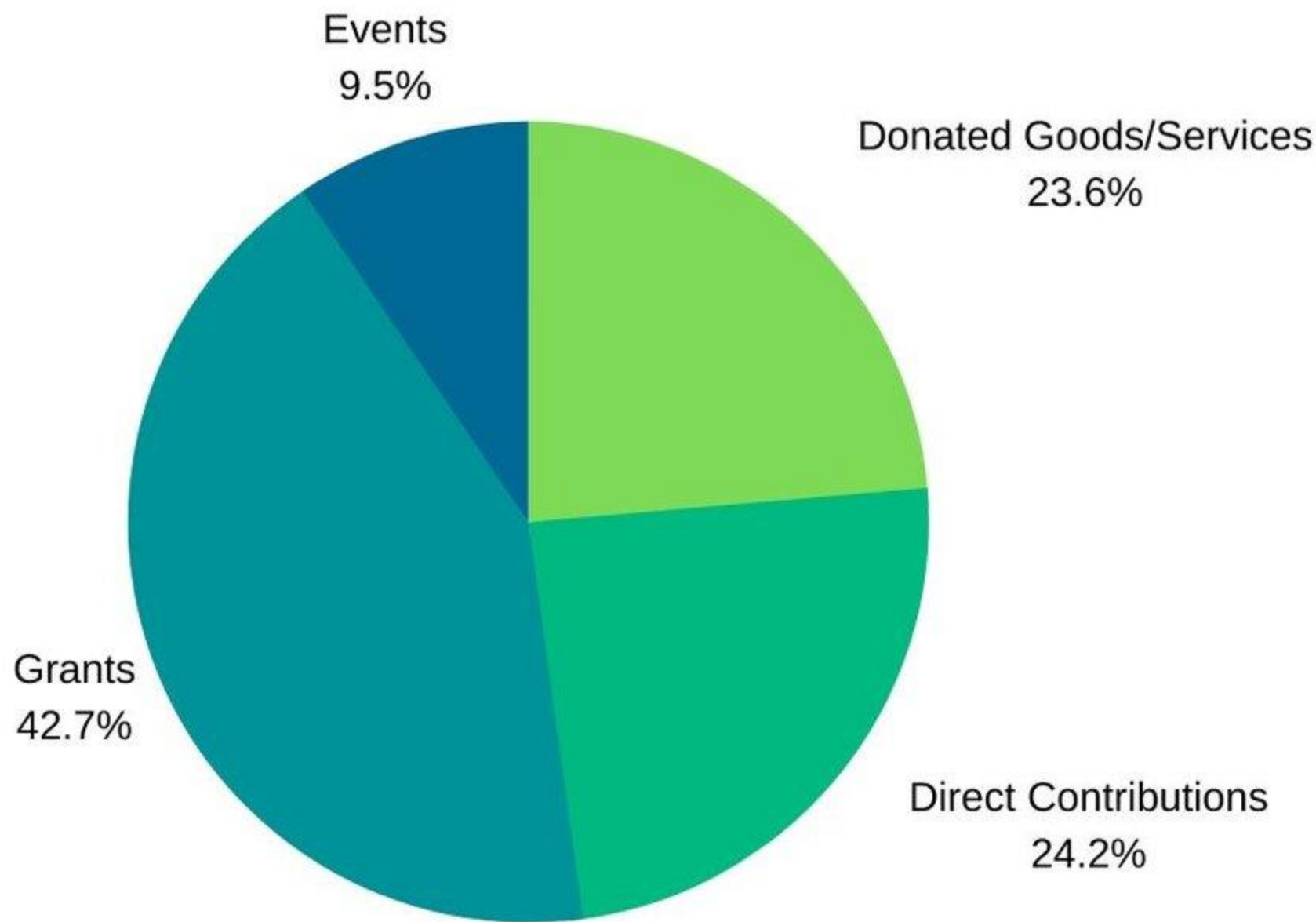
“These two kids are really fantastic. Anything I ask they will do for me. I really appreciate them, and I appreciate all the help you've been to me. You've really done a lot.”
- Gil, Client

“Thank you for Lori's Hands. The students are such a delight. My sister always looks forward to their visits, and it makes her feel good knowing she's contributing to their education while they are there helping her.”
-Pat, Sister of Client

“As a developing professional in the helping career field, I now understand that not only do the large acts of service make a difference, but the small ones do too. In addition, I understand that the experience of chronic illness is not a universal one.”
- Allison, Volunteer

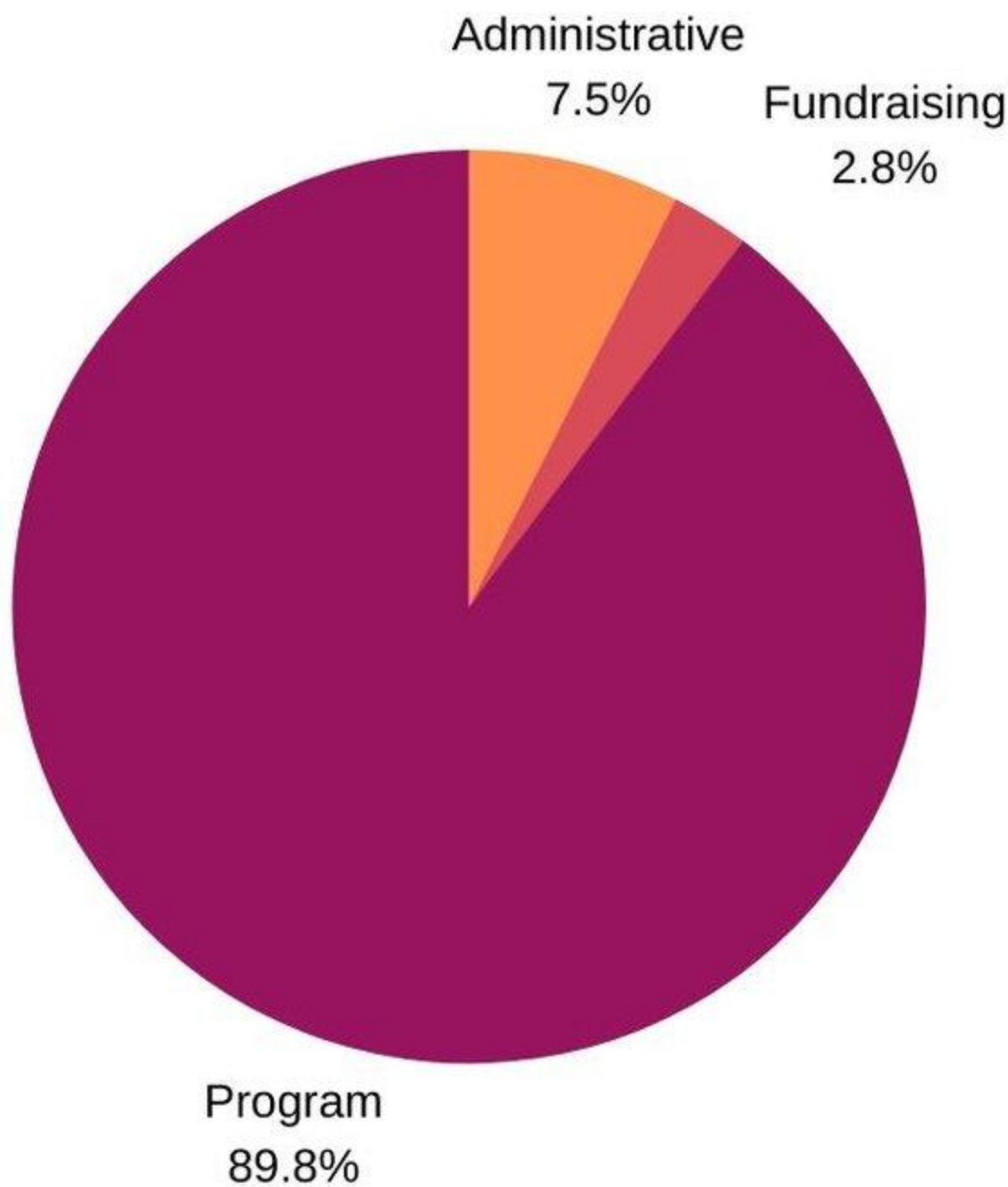


FINANCIALS



Income by source: **\$234,740**

In 2019, our average charitable contribution (individual or family donation) was \$46. Lori's Hands had more than 260 donors in 2019.



Expenses by category: **\$153,888**

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 for mandatory insurance coverage, website hosting, and bookkeeping. Fundraising expenses include printing, postage, and event and marketing costs.

2020 GOALS

EVALUATION

Lori's Hands will continue to work with researchers to tailor outcome measurements in order to demonstrate impact on factors related to clients' independence and quality of life and to students' professional development.

TRAINING

To further students' understanding of chronic illness, Lori's Hands will continue developing new training modules on topics such as social determinants of health, navigating resources, and caregiver support.

EXPANSION

Lori's Hands has long recognized that the need for services extends well beyond the boundaries of Newark, Delaware. In 2020, Lori's Hands is working with partners to plan additional chapters beyond Newark.





COMMUNITY HEALTH SERVICE LEARNING

Lori's Hands defines its work as community health service learning. This phrase encapsulates its dual mission to create meaningful **learning** opportunities for students through **service** to assist individuals with chronic diseases. By visiting clients in their homes, students gain a realistic perspective of the effects of chronic illness. They learn about and work towards improving **community health** outcomes. This unique model leverages the strengths and capabilities of two distinct populations - undergraduate students and community members with chronic illness - by creating **mutually beneficial helping relationships**.



98%

of clients agree that
Lori's Hands
improves their
quality of life

**THANK
YOU**



Your support sustains the continued expansion
of Lori's Hands!

www.lorishands.org/donate