



Pontiac SUN TimeBank 2019 Program Evaluation

Overview of Pontiac SUN TimeBank

Pontiac SUN TimeBank connects people in and around Pontiac, Michigan with free services that increase social involvement and quality of life. TimeBanking brings together a group of committed individuals who are working towards the common good. TimeBank members volunteer their time and skills in exchange for services offered by other TimeBank members. For example, a member may spend 1 hour visiting a person in the hospital. Through this act of service, that member has logged 1 hour in their "bank." The member may now "spend" that hour by requesting a service from the TimeBank, such as help with mowing their lawn or getting a ride to dialysis.

How does this benefit St. Joseph Mercy Oakland patients?

Pontiac SUN works in collaboration with referred patients to reduce loneliness and connect SJMO patients to TimeBank members, activities, and transportation to medical and non-medical services. A 2019 evaluation of 19% of total referred patients shows that:

- 77% feel they have seen an improvement in their mental health
- 55% feel they have seen an improvement in their physical health

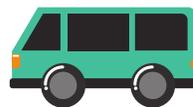
Percentage of total participants who received TimeBank services



Friendly Calls (58%)



Home / Hospital
Visits (31%)



Transportation
(17%)



Connected to resources,
given information, or referred
to local services (13%)



Provided with supplies or
had items delivered to
their home (11%)



Yard or House
Work (9%)



Other services like
prescription pick-up and
help with paperwork (6%)



Access to Food (3%)

Friendly calls and visits comprise the majority of the TimeBank's work because we believe that combating social isolation in our community is a critical component to improving health. The 2012 AARP Framework for Isolation in Adults Over 50 explains that social isolation has been found to be associated with chronic illness, depression cognitive impairment, and quality of life. By addressing our clients' loneliness through calls and visits, we have the potential to impact their physical and mental health and quality of life.

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To gauge the impact of Pontiac SUN TimeBank on SJMO's referred patients, Pontiac SUN collaborated with Mission Lift, an external evaluator, to conduct a process and outcome evaluation. The evaluation includes a sample size of 19% of total program participants, all of whom have received services from the TimeBank or were the direct caregiver of a TimeBank service recipient.

Participant Background Information

Average Age:

63

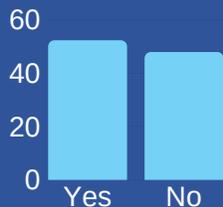


Racial Breakdown:

61% African American
39% White



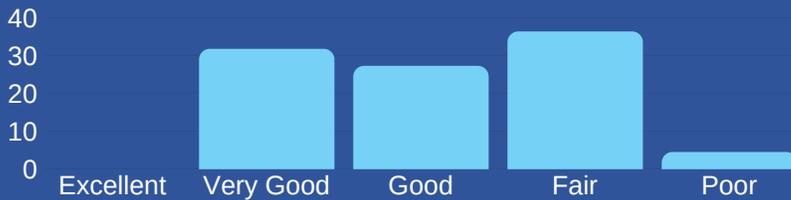
Do you live alone?
52% of participants answered "yes."



Can you get around outside of the house alone? 32% of participants need assistance.



Participants were asked, "In general, how would you describe your health?"



- 0% indicated "excellent"
- 32% indicated "very good"
- 27% indicated "good"
- 36% indicated "fair"
- 5% indicated "poor"

Participants answered questions about their levels of social support, isolation, and depression

Participants rated their level of support from family, friends, and neighbors on a scale of 1-5, with 1 being "no support" and 5 being "a lot of support."

- **Family:** 30% of participants feel they have no support; 39% have a lot of support (mean score of 3.3)
- **Friends:** 35% of participants feel they have no support; 30% have a lot of support (mean score of 2.9)
- **Neighbors:** 57% of participants feel they have no support; 13% have a lot of support (mean score of 2.1)



50% of patient respondents are lonely

Based on the UCLA 3-Item Loneliness Scale

38% of patient respondents self reported feeling depressed



Based on the Patient Health Questionnaire-2

Participants indicated having the following needs

- Companionship / Friendly Calls (91%)
- Help at Home (41%)
- Connection to Resources (36%)
- Transportation to Doctor (27%)
- Connection to Community Activities (18%)
- Prescription Pickup (9%)
- Helping Others (9%)
- Food (9%)

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How does Pontiac SUN align with SJMO priorities?

Pontiac SUN helps patients from SJMO improve access to health services and increase general health knowledge. Pontiac SUN also enhances public health and relieves the burden of government to improve health.

Increase Access to Health Services

Participants identified the barriers they face in trying to access health services:



- Transportation
- Finances
- Communicating with the doctor
- Understanding how to schedule an appointment
- Getting in contact with the doctor

63% of patient respondents said the TimeBank helped them overcome these barriers .



Advance Health Knowledge



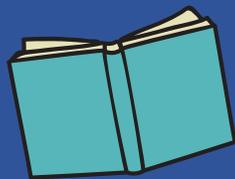
59% of patient respondents learned something from the Pontiac SUN TimeBank.

Patient respondents learned about the following topics:

- Available Services
- Healthy Habits and Exercising
- Nutrition
- Importance of Preventive Care

Enhance Public Health

Pontiac SUN TimeBank enhances public health through a variety of classes and educational initiatives for TimeBank members, including:



- Weight Loss Challenge
- Gardening and Nutrition Group
- Health Support Groups
- Book Clubs
- Nutrition Classes
- Zumba

Reduce Government burden

By increasing access to health services and preventive care, TimeBanks have the potential to reduce government costs that are often associated with hospitalizations, ER visits, and free clinic usage.



After being referred to Pontiac SUN...

9.1% of participants obtained insurance and no longer need to use the free clinic

There was an 8.7% increase in participants using a personal doctor for their healthcare needs

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Participant Satisfaction with the Pontiac SUN TimeBank



96% of participants were satisfied with SUN
77% indicated they were "very satisfied"

What do participants have to say about Pontiac SUN?

"The SUN lady helped me get to the doctor and get back home. I did not have a way there. She took me right to the door and she was real nice. She sat and waited for us to be done and took us home."

It was helpful "knowing I would get a call and could share some of the things that had been going on and the obstacles that I've had."

"I can sleep now and elevate my leg so the swelling can go down. Before I was standing up sleeping and I couldn't get any rest. I want to thank God for you guys."

"If I needed something, I could call SUN and they'd help or give me information on how to get it."

"I have insurance now and am able to get my prescriptions and have transportation to the doctor."

Pontiac SUN is "one of the most caring organizations I know of."



Opportunities for Growth



Strengthen the collaboration with SJMO to increase the number of staff referring patients to SUN, which would in turn increase the number of patients SUN could serve



Inform SJMO staff and departments on SUN outcomes and invite suggestions from staff to improve and expand the program on a continual basis



With increased funding, Pontiac SUN will have greater capacity to serve the additional referred patients and positively impact their quality of life