



Caring  
Confidential  
Cost-free



20 year  
history



One-on-one  
peer support



Accessible,  
24/7 support

Annual  
volunteer  
training



Match by  
cancer type,  
treatment

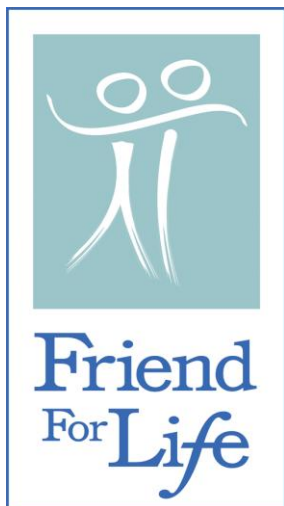


Survival of  
over 30 types  
of cancer



Almost 200  
volunteers

## Annual Report 2008



Friend for Life Cancer Support Network

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***Facing cancer, with someone who's been there***



*Facing cancer, with someone who's been there.*

## **OUR MISSION**

Friend for Life Cancer Support Network (FFL) was established in 1988 as a non-profit organization of cancer survivors serving as volunteers to offer one-on-one encouragement, compassionately and confidentially, to those recently diagnosed with cancer. Facing cancer with someone who has been through a similar experience can help restore a sense of stability during a tumultuous time and help to navigate the path through diagnosis, treatment and recovery.

FFL's basic premise is that the person most empathic to the concerns of the person recently diagnosed with cancer would be a survivor of the same form of cancer and course of treatment. Survivors bring a unique perspective and sensitivity to the patient and family at a time of great apprehension and vulnerability. FFL volunteers are trained by healthcare professionals to prepare them to assist with the initial emotional, psychological and practical uncertainties posed by a cancer diagnosis. Callers are matched with FFL volunteers by diagnosis and course of treatment and, to the extent possible, by age and gender. No other organization in the area offers this form of one-on-one support. Currently, FFL has 199 volunteers ranging in age from 27 to 86 and representing survival of over 30 cancer types.

## **PROGRAM SUCCESS**

FFL measures its success by the increasing number and type of inquiries we receive, and by community involvement.

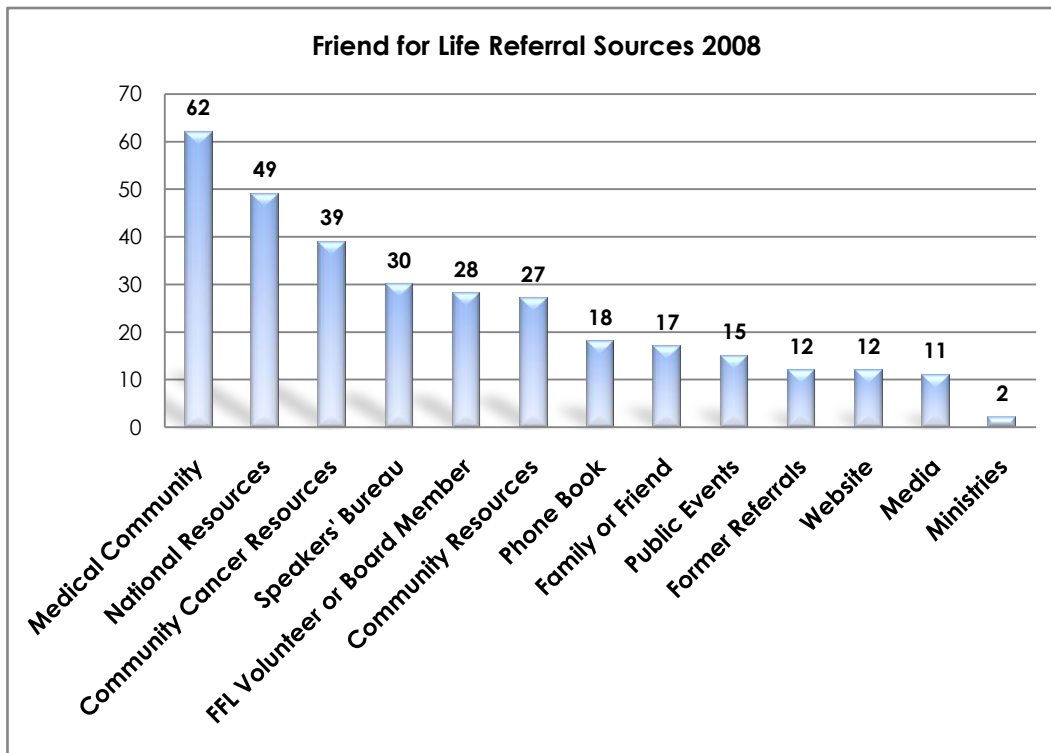
- Friend for Life celebrated 20 years of service to the Louisville community August 27, 2008
- Friend for Life added a new, part-time Assistant Director in 2008
- As of December 31, 2008, total inquiry calls numbered 4,274
  - 320 calls were received during 2008
- Volunteers donated over 3,000 hours during 2008
- An average of 90 contacts are followed on an ongoing basis
- FFL literature is distributed in all area hospitals and cancer treatment centers
- FFL collaborates with the Michael Quinlan Brain Tumor Foundation and Gilda's Club Louisville to sponsor the annual *Coming Together for Cancer Forum*, which facilitates networking of community nonprofit organizations that serve persons with cancer
- FFL's national presence continues to grow, receiving referrals from the American Cancer Society, National Cancer Institute and other nationally-based organizations. FFL now has volunteers across the country, has our first international volunteer and has begun to receive international referrals
- For the second year, FFL volunteers (24) shared survivor experiences with first year medical students at the University of Louisville, to enhance understanding of the patient perspective
- Friend for Life is sporting a new logo and updated website: [www.friendforlifecancersupport.com](http://www.friendforlifecancersupport.com)

## **PROGRAM GOALS**

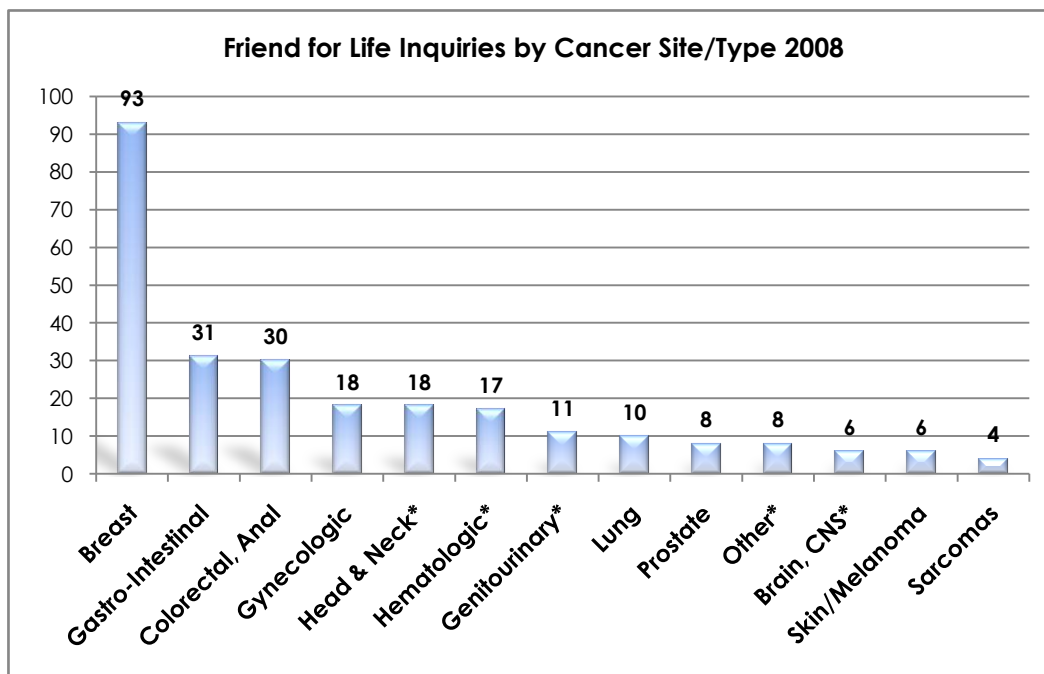
- To continue to provide cost-free one-on-one support to persons with cancer
- To continue to provide quality training and ongoing support and education to volunteers
- To continue and enhance outreach to underserved populations
- To expand and improve the organization's infrastructure to meet increased outreach

## Volunteer Profiles by Diagnosis 2008

Diagnosis	Details
Anal	Stages II-III
Brain/CNS	Pineal Blastoma; Anaplastic Oligodendroglioma; Astrocytoma, Grade 2; Brain Lymphoma and CNS Lymphoma
Breast	DCIS, LCIS, Invasive ductal & invasive lobular, Stages I - IV, Inflammatory breast cancer (total of 64 volunteers)
Cholangiocarcinoma	Cancer that originates in bile duct; tumor was in liver
Colo-rectal	Colon & rectal cancers, Stages I - IV, Epithelial, mixed adenocarcinoma
Esophageal	Esophageal cancer, Stages I and III
Fibrous Hystiocytoma	Fibrous Hystiocytoma; tumor on orbital rim below left eye.
Genitourinary	Transitional cell cancer of the bladder
Gynecologic	Cervical, stages I - IIB; Vaginal; Ovarian Stages I-III B & Epithelial Mucinous, Juvenile Granulosa Tumor; Endometrial Stage III; Uterine Stage I; Mixed element tumor - endometrial carcinoma & sarcoma, Stage IC
Head & Neck	Squamous cell cancer of tonsils & adenoids
Kidney	Kidney cancer, Stage IV, in remission
Larynx	Cancer of larynx and vocal cords
Leukemia - Acute Lymphoblastic	Acute Lymphoblastic Leukemia, T-Cell; Acute Lymphocytic; Acute Myeloid; Chronic Myelogenous; Hairy Cell
Liposarcoma	Liposarcoma (abdominal, dx'd 11/2001, one recurrence)
Liver	Hepatoma, both major lobes, 2nd tumor found outside liver
Lung	Stage I, II, III non-small cell, Stage II small cell, Stage III squamous
Melanoma	Stage II
Multiple Myeloma	Including Plasmocytoma survivor
Myelodysplasia	Aplastic anemia at age 22; Myelodysplasia 2005 - stem cell transplant
Nasopharyngeal	Nasopharyngeal cancer, w/2 recurrences
Non-Hodgkins Lymphomas	Stages I-III B and including: large cell type, primary bone malignancy; primary central nervous system; cutaneous T-cell; diffuse Histiocytic
Oral	Mucoepidermoid carcinoma of the retromolar pad
Osteosarcoma	Osteosarcoma; Intraductal Comedocarcinoma, no positive nodes
Pancreatic	One survivor and one caregiver whose spouse survived over 12 years
Prostate	Several volunteers, variety of treatments
Testicular	Several volunteers, most survivors of advanced disease
Thyroid	Papillary follicular mix; Papillary



*SPECIAL NOTE: Nine percent of referrals had heard about Friend for Life through our Speakers' Bureau, which is spearheaded by volunteers **Ruby and Ronnie Gordon**. Known affectionately as "Team Gordon," this couple consistently goes above and beyond in finding speaking engagements and working them into their already-full schedules.*



\*Head & Neck: includes Esophageal, Larynx, Oral, Nasopharyngeal and Thyroid cancers

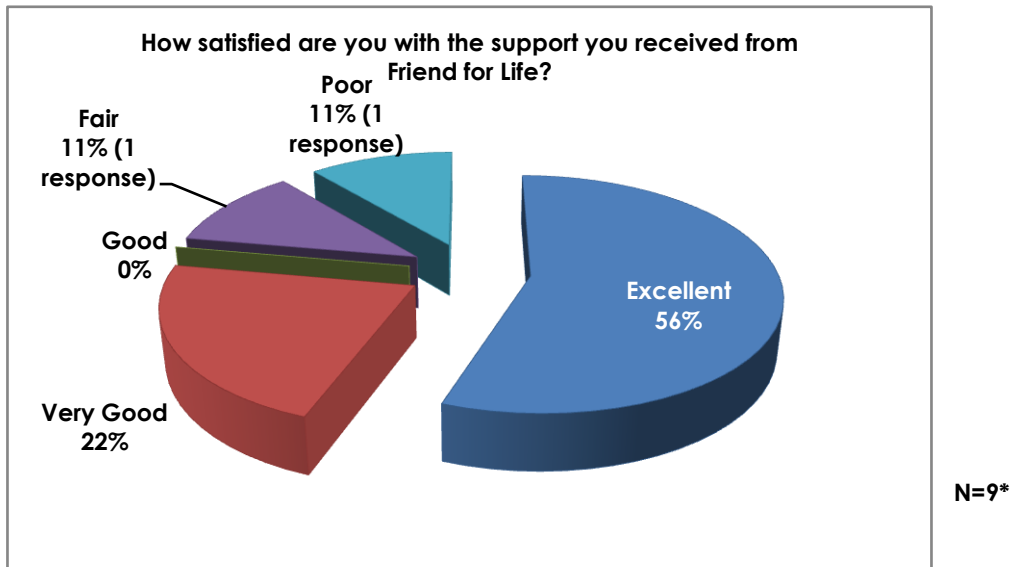
Hematologic: includes Leukemias, Lymphomas, Multiple Myeloma

Genitourinary: Includes Bladder, Kidney/Renal, Testicular

Other: Includes Adrenal, Adenocarcinoma, Carcinoid, Pediatric, Unknown Primary

Brain/CNS: Brain and Central Nervous System cancers

## Patient Referral Feedback Synopsis 2007-2008



### Explanation for rating:

The person I was matched with has been very supportive.

"When your 'friend' is able to relate to your situation – gone through some of the same problems – had positive results, it's a big help."

"Friend for Life gave me name of other person whose situation more closely resembled mine, but she seemed uninterested and only talked about how wonderful she did."

"I learned a lot from the men I talked to, however, the surgery patient, which is what I chose, had his surgery about 5 years prior. Many changes in 5 years."

"This person was so encouraging...we had a lot of things in common. Thank you for all your support. This service is a wonderful group of people that I have met, and I'm blessed to have made the contact with FFL."

"(Volunteer name) was always very supportive and understanding"

### How can we improve the support we provide?

"You all are so nice. I really thank God for all of you all."

"Provide a way for attendees to week-end retreats who may not be able to afford the fee – maybe have them help in fund raiser or some other way that they could help."

"See if you can find more Friends for Life, particularly those who have cancer other than breast cancer and those who have stage 3 or 4 cancer."

"I was relieved and pleased to find out there was such a group to share their knowledge with me. Thank you!"

"Place those wish the same surgery together, or if there are no volunteers with identical surgeries, tell the caller that there is no one available/volunteering at this time, when they call."

"I think you are doing an outstanding service at FFL. Keep up the Excellent Work! The encouragement has been a Godsend! Thanks again."

"I really thank God that you were there with me through this."

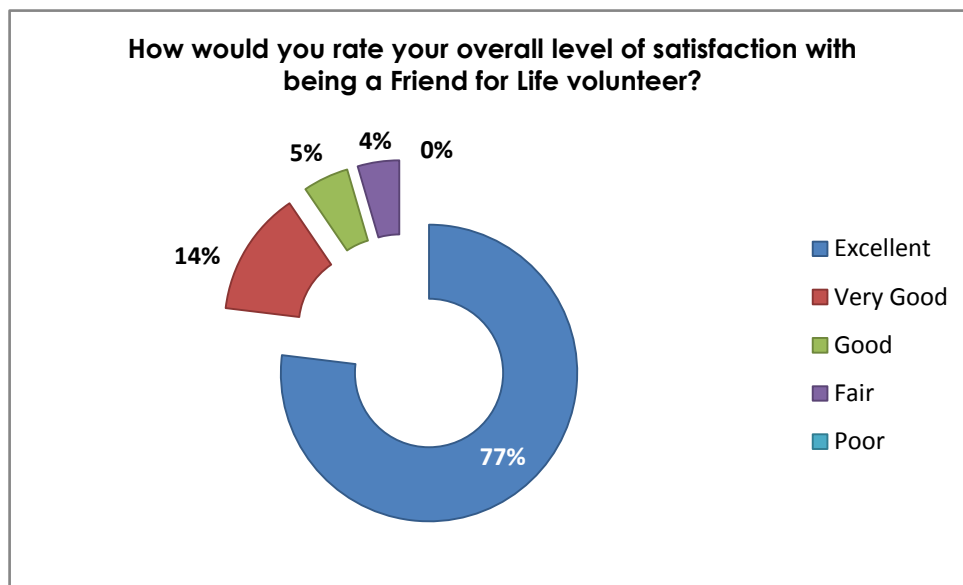
### Unsolicited additional comments:

"Your organization has been so helpful to me." (caregiver)

"You have a great organization. It was quite helpful, the day I spoke to her. I am very pleased with this organization."

\*Friend for Life only recently initiated regular requests for patient referral feedback; response has been limited, but is increasing. Feedback forms are anonymous.

## Synopsis of Volunteer Feedback Questionnaire Responses, Spring 2008



### What is rewarding about your role as a FFL volunteer?

Meeting other survivors

Being able to put someone at ease about their disease and treatment

Allowing others to know that they are not alone and they can have someone to talk with as long as they felt a need.

Being able to inform, help by directing them to a support group, personal facilities...but mainly, listening to those who want someone to listen & offer encouragement (my most fulfilling), to have anyone say we have helped, in any fashion.

To know that I might be able to make someone else's experience with cancer a little easier

### What is challenging about your role as a FFL volunteer?

It's frustrating when you know you can help someone, and they're too afraid to let you help.

Not enough to do

The initial contact with the person. I always hope that I can make them feel comfortable enough to open their hearts.

Survivors' syndrome - feelings that come with knowing there is little you can do or say sometimes

Reliving my thoughts when I was diagnosed with cancer and relating to the new patient.

Giving a LOT of time to someone who needs a LOT of support.

### How could FFL improve your experience as a volunteer?

I really like the idea of "Lunch and Learn" programs. I enjoy meeting and sharing with other survivors.

If I had more contacts. But you may not have control over that.

It ain't broke - no need to fix it

Eradicate cancer so you wouldn't need volunteers

Friend for Life Cancer Support Network

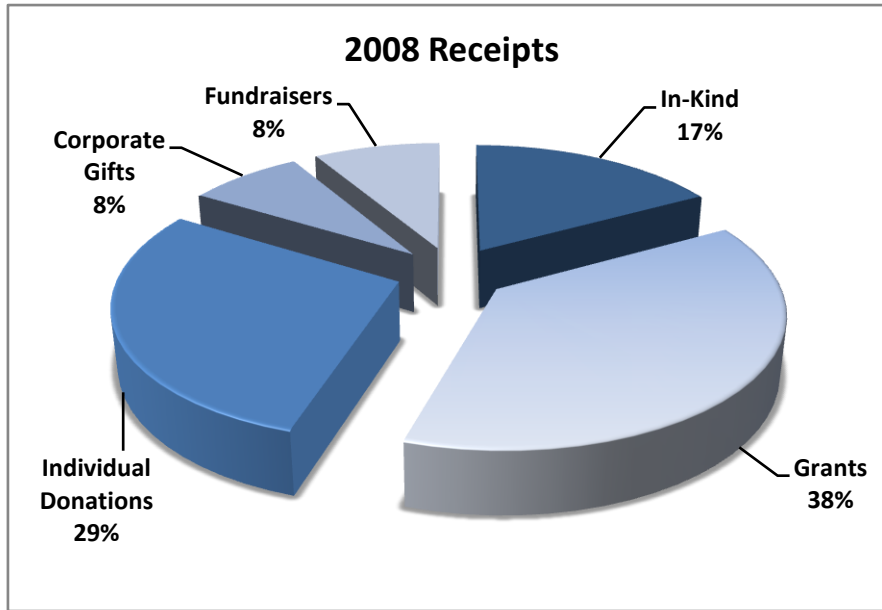
Budget

May 1, 2008 - April 30, 2009

Description	Program Services	Administration	Fund Raising	Totals
Revenue				
Donations				\$12,000.00
Grants				\$30,000.00
Fund Raisers				\$13,000.00
Interest				\$150.00
Total				\$55,150.00
Expenses				
Salary & Payroll Taxes	\$28,487.65	\$1,499.35		\$29,987.00
Telephone & Internet	\$1,300.00			\$2,000.00
Print Materials	\$1,500.00			\$1,500.00
Volunteer Training & Education	\$4,000.00			\$4,000.00
Community Outreach	\$1,500.00			\$1,500.00
Corporate Fees, Insurance		\$850.00		\$850.00
Fund Raising			\$3,000.00	\$3,000.00
Office Expenses	\$1,500.00			\$1,500.00
Total	\$38,287.65	\$2,349.35	\$3,000.00	\$43,637.00

Excess Expenditures	\$11,513.00
Beginning Cash in Bank	<u>\$22,223.00</u>
Ending Cash in Bank	<u><u>\$33,736.00</u></u>

## Friend for Life Receipts 2008



<i>In-Kind</i>	<b>Grants</b>	<b>Individual Donations*</b>	<b>Corporate Gifts</b>	<b>Fundraisers</b>	<b>Total Cash Receipts:</b>
<b>\$10,400.00</b>	<b>\$23,016.83</b>	<b>\$17,587.00</b>	<b>\$4,715.00</b>	<b>\$5,238.44</b>	<b>\$50,557.27</b>

\*Individual Donations include Memorials, Honors, & general donations

### Grants received during 2008

- Allegra Print & Imaging
- Honorable Order of Kentucky Colonels
- Sam's Club
- Susan G. Komen for the Cure, Louisville Affiliate
- Wal-Mart Foundation

### In-Kind Donors

- Baptist Hospital East
- NetworkLouisville.com
- Iglou.com

### Memorials, Honoraria, Donations

Donations were received from over 200 individuals and organizations during 2008

### Fundraisers during 2008

- Kroger Cares Cards
- Remembering Molly, Comedy Caravan
- NELBA'S Holiday Taste of East Louisville (10th annual)
- Facebook (new)

### Corporate Donors 2008

- AEGON
- Allstate Foundation
- Baptist Hospital East Cancer Care Center
- Carol T. Gray / John B. Gray Community Foundation Fund
- LDG Development Group, LLC
- Norton Cancer Institute
- Zoeller Company



FRIEND FOR LIFE A CANCER SUPPORT NETWORK, INC  
BALANCE SHEET  
April 30, 2008

ASSETS

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CURRENT ASSETS

CASH \$33,052

TOTAL CURRENT ASSETS \$33,052

OTHER ASSETS 0

TOTAL ASSETS \$33,052

LIABILITIES AND FUND BALANCE

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CURRENT LIABILITIES

ACCRUED PAYROLL \$1,888

PAYROLL TAXES PAYABLE 624

TOTAL CURRENT LIABILITIES \$2,512

LONG TERM DEBT 0

TOTAL LIABILITIES \$2,512

GENERAL FUND BALANCE \$30,540

TOTAL LIABILITIES AND FUND BALANCE \$33,052.00

Friend for Life Cancer Support Network

Financial Statement

May 1, 2007 - April 30, 2008

Description	Program Services	Administration	Fund Raising	Totals
Revenue				
Donations				\$19,292.05
Grants				\$22,650.00
Fund Raisers				\$5,238.44
Interest				\$170.00
Total				\$47,350.49
Expenses				
Salary & Payroll Taxes	\$28,487.65	\$1,499.35		\$29,987.00
Telephone	\$1,223.00			\$1,223.00
Print Materials	\$1,729.00			\$1,729.00
Volunteer Training & Education	\$5,181.00			\$5,181.00
Community Outreach	\$1,716.00			\$1,716.00
Corporate Fees, Insurance		\$832.00		\$832.00
Fund Raising			\$6,070.00	\$6,070.00
Office Expenses	\$2,082.00			\$2,082.00
Total	\$40,418.65	\$2,331.35	\$6,070.00	\$48,820.00

Excess Expenditures	-\$1,453.00
Beginning Cash in Bank	<u>\$34,505.00</u>
Ending Cash in Bank	<u><u>\$33,052.00</u></u>

## Friend for Life Board of Directors 2008-2009

<b>NAME</b>	<b>PROFESSION/OFFICE</b>
Judith 'Jude' Spring Gallagher, MBA, Board President	Chronic Domain Leader, Humana, Inc.
Lisa A. Brown	Executive Director, American Cancer Society, Mid-South Division, Inc.
Bart Bushong	Vice-President, Operations, RFX Technologies
Stephen 'Steve' Hill	Customs Affairs, United Parcel Service, 1930 Bishop Lane, Suite 600, 40218-1956
Albert 'Al' Jecker	Retired, Commonwealth Insurance
Barbara 'Barb' Lechner	New Teacher B.E.S.T. Mentor, JCPS
Tammy L. McClanahan, RN, OCN	Associate Vice-President, Cancer Service Line, Norton Hospitals
Richard 'Rich' Revell	Retired, Jefferson County Circuit Court Judge
Richmond Simpson	President, vimarc group
Tina Toole-Harper, RN, OCN	Cancer Resource Center Nurse Specialist, Baptist Hospital East
Patrick 'Pat' Vaughn, CPA, Board Treasurer	Bencor, Inc.

## Friend for Life Staff 2008-2009

Judy Kasey Houlette, MA, Executive Director  
Nicole Guffey, MA-pending, Assistant Director

\*Printed copies of the Friend for Life 2008 Annual Report are available upon request