

COMMUNITY OF CARE

2016 ANNUAL REPORT

From the Director

Community of Care became a teenager in September of 2016 as we turned 13 years old. During those 13 years, we have continued to expand our programs & increase the number of clients we serve. We look forward to the growth in our “teen years.”

We have seen a significant increase in the number of miles driven since 2014. Many of our clients are receiving multiple services through our various programs. The partnership of local individuals, businesses and organizations is central to our success. Local residents serve as donors and volunteers. They also encourage people to contact Community of Care and serve as cheerleaders in telling others about the work we are doing together. The financial support of grantors and the North Dakota Department of Human Services budget assists us to serve a greater number of clients, expand our services and increase our volunteer base.

A question I am frequently asked is, “Is there a Community of Care in other counties in North Dakota.” The answer is no. We are the only organization of our type in the state as we provide a holistic approach to services. Our story is one that is relatively easy to tell—most people have a parent or grandparent who is aging and wants to continue living in their home. C of Care knows that people prefer to remain in their homes. We work every day to keep rural Cass residents in those homes they love and cherish as long as safely possible.

We also know there is a cost benefit to keeping people in their homes.

The average cost of a ND nursing home in 2016 was \$94,454. (source: ND Dept. of Human Services) After the average social security payment, the cost to be paid by an individual or by Medicaid is \$79,850. We believe that assisting people to remain in their homes has a financial benefit for the individual, their families and potentially the state of North Dakota.

Community of Care exists to serve the needs of rural Cass residents. It thrives because of the support we receive from our board of directors, our donors, our volunteers and local

communities. As we partner to serve older adults throughout the county, we are enhancing the quality of life for residents & the communities they call home.



***Caring for
people by
partnering
with rural
communities***

Special points of interest:

- **3,395 client contacts**
- **24.7% increase in the number of client contacts**
- **404 people served**
- **7.7% new client contacts**
- **21,635 miles driven by volunteers**
- **186 Total Volunteers**
- **2,402 Total Volunteer Hours**
- **9th Annual Totally Tables, 5th Annual Classic Car/Bike Cruise and 4th Annual Commodity Donation Program “Crops for Care”**
- **Partnered with local residents, students & businesses for Spring Clean-up, Senior Day & Day of Caring**
- **Bone Builder Class in Arthur, Casselton, Harwood & Hunter**

Comments from Clients and Volunteers

"This is a complete unit of care for widower's and singles who want to be in their home as long as possible. You don't know the peace of mind to be at home."

Client's comments on survey

"I appreciate the help so much. It would be difficult to make these decisions without such professional help."

Medicare Part D client's comment on survey

"We are very fortunate to have C of Care. It is a very caring & great organization. I would recommend it to everyone."

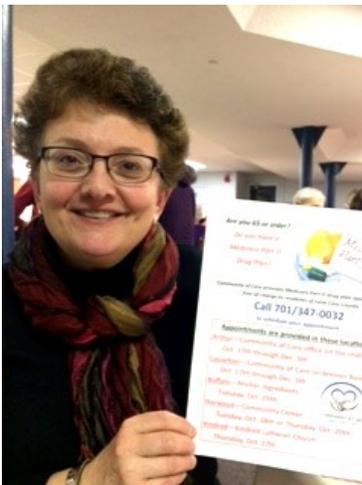
Client's comments on survey

"My favorite part is hearing people say how much it's helped them do more things around the house. Some older people say they would more thank like-ly be in the retirement home if they hadn't started Bone Builders."

Bone Builder class participant on survey



Above: Debra Ball-Kilbourne assists client Noel Iwen,
Below: Cindy Yeager—Medicare Part D volunteer



ONE STOP SERVICE CENTER

In 2016, Debra Ball-Kilbourne, our Care Co-ordinator assisted clients with a variety of concerns. She provided information, refer-als, care coordination and support for cli-ents and their adult children. She also co-ordinated socialization activities for area residents.

Debra also provided Medicare Part D drug plan enrollments for clients from through-out rural Cass County. Two trained volun-teers, Gary Ball-Kilbourne and Cindy Yeager assisted in reviewing plans. Ap-pointments were conducted in Arthur, Buf-falo, Casselton, Harwood and Kindred.

The following are the statistics from Medicare Part D Open Enrollment (Oct. 15th—Dec. 7th):

- 209 clients served
- Total savings was \$92,447
- Average savings per client was \$442

VOLUNTEER PROGRAM

Rebecca Berge-Buss, our Volunteer Coordinator facilitates transportation to medical appointments, recruits new volunteers and coordinates other volunteer services. 2016 was another record breaking year with a 25% increase in the number of miles driven and a 30% increase in the number of trips provided.

In 2016, a total of 186 people volunteered in some aspect to assist our mission. This included transportation, minor home repair, yard work, friendly visitors, board members, committee members, college interns from NDSU & Concordia and office assistants.

The following Volunteer Program services were provided in 2016:

- ◆ 21,635 miles driven & 1,100 hours provided for Medical Transportation
- ◆ 404 rides provided
- ◆ 1,302 hours of other Volunteer Services and 4,798 miles drives (Board of Directors, Day of Caring, Spring Clean-up, Exercise Classes, Committees, Fundraisers, etc.)
- ◆ Total economic impact of all volunteers services in 2016 was \$70,861

Volunteers don't necessarily have the time; they just have the heart.— Elizabeth Andrew



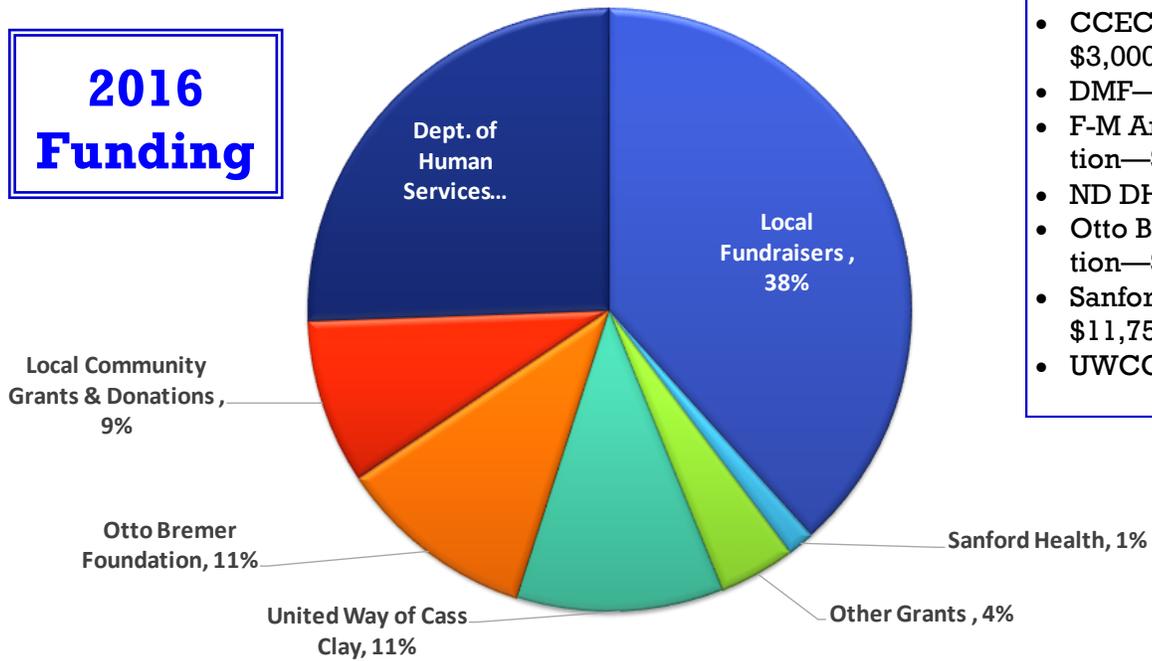
Gwen Fraase takes a client's blood pressure in Arthur (above left). The Arthur Bone Builder class started in September 2012. They continue to meet every Monday and Thursday.

Faith Community Nurse Program

The Faith Community Nurse Program focuses on preventative care. Gwen Fraase joined our staff in April 2016. She quickly developed relationships with local residents in northern Cass County. Gwen provides health assessments, health education, referrals, information and outreach visits. She facilitates Blood Pressure Screenings in local congregations and senior centers. She also coordinates Bone Builder classes in 4 locations— Arthur, Casselton, Hunter and Harwood (added in November 2016). Gwen and other staff have also installed lifelines for several local residents (provided free of charge through IPAT).

Ageing is not lost youth but a new stage of opportunity and strength— Betty Friedan

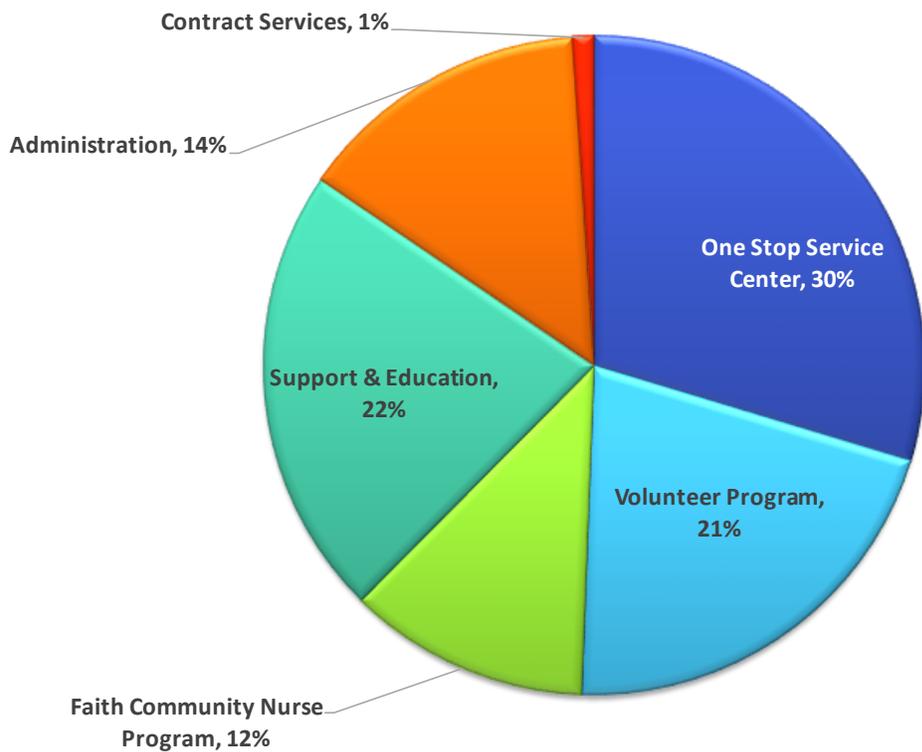
**2016
Funding**



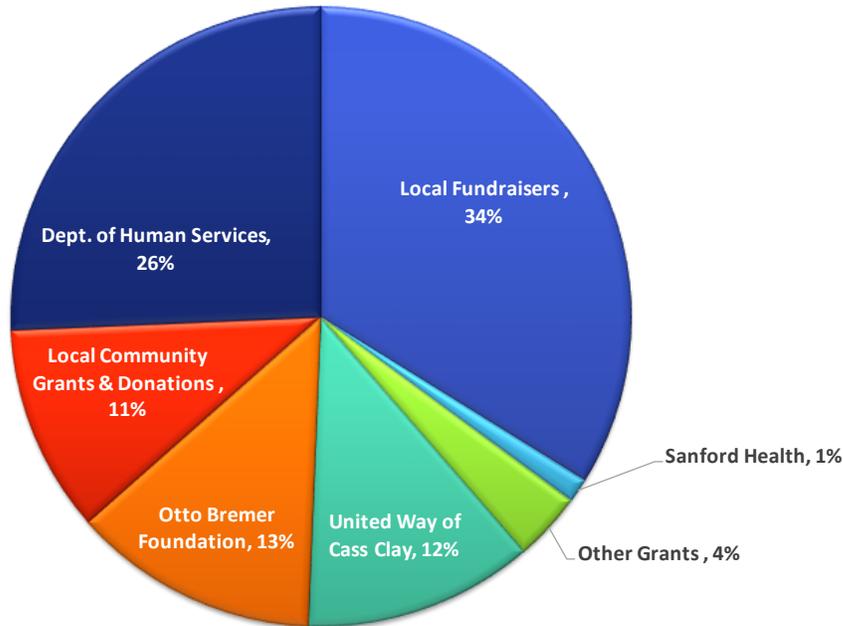
Grants received in 2016

- Alex Stern Foundation—\$4,000
- Arthur Area—\$4,000
- CCEC/SERVE—\$3,000
- DMF—\$4,000
- F-M Area Foundation—\$3,000
- ND DHS—\$60,000
- Otto Bremer Foundation—\$25,000
- Sanford Health—\$11,750
- UWCC—\$26,000

**2016
Program
Budget**



2017 Program Budget



2016 Board of Directors

June Calderwood
Community Leader
Board Chair
Casselton, ND

Margaret Mowery
Community Leader
Board Vice Chair
Fargo, ND

Dawn Moore
Community Leader
Board Secretary
Arthur, ND

Carrie Hagen
Chief Financial
Officer, FSBND
Casselton, ND

Marcia Rose
Community Leader
Durbin, ND

Dick Sinner
Retired Farmer
Casselton, ND

Kevin Skunes
Farmer
Arthur, ND

Susan Stibbe
Community Leader
Hunter, ND



Left: June Calderwood, volunteer & board member from Casselton, with transportation client Phyllis Peterson.

Below: Volunteers Bonnie and Dale Erickson, from Hunter, with transportation client, Merlyn Anderson



Client and Volunteer Survey Results 2016

Bone Builder Surveys

- 13 months—average length of participation in class
- 100% reported increased mobility
- 92% reported increased strength
- 92% reported increased socialization
- 68% reported increased cognitive abilities
- 40% reported services provided assisted them to remain in their home
- 96% were satisfied or very satisfied with participation in class

Transportation Client Surveys

- 84% reported services provided peace of mind
- 84% reported reduced stress
- 84% agreed or strongly agreed transportation services assist them to remain in their homes
- 84% reported they will use services again
- 100 % were Satisfied or Very Satisfied with Services

Medicare Part D Drug Plan Enrollment Surveys

- 33% reported changing plans for cost savings
- 100% reported assistance in maintaining their independence
- 100% reported financial benefits
- 100% were Satisfied or Very Satisfied with Services
- 100% were Likely or Very Likely to return for assistance with their Medicare enrollment

Volunteer Surveys

- 85% reported services provided clients with social interaction
- 77% reported services benefitted client financially
- 85% reported services provided safety
- 92 % reported likely or definitely will continue volunteering
- 92% reported likely or definitely will recommend C of Care to a friend or family member

TOP FIVE CONCERNS—2016

1. Transportation
2. Medicare Part D/
Prescription Assistance
3. Exercise Classes
4. Blood Pressure Screenings
5. Other Health Concerns

TOP FIVE INTERVENTIONS—2016

1. Transportation
2. Exercise Classes
3. Medicare Part D
4. Health Assessment
5. Assistance

Community of Care Staff



Community of Care Staff—2016

Row 1 (l to r)

Myrna Hanson, Executive Director

Debra Ball-Kilbourne, Care Coordinator

Rebecca Berge-Buss, Volunteer Coordinator

Gwen Fraase, Faith Community Nurse

Row 2

Lanette Johnson, Bookkeeper

Staff Changes in 2016

Community of Care experienced staff changes in 2016. Melissa Oberlander resigned as Care Coordinator in May for personal reasons.

Gwen Fraase was hired as Faith Community Nurse and began her position in April 2016. Debra Ball-Kilbourne was hired as Care Coordinator and began her position in July 2016.

9th Annual Totally Tables

The 9th Annual Totally Tables was held on April 15, 2016. The thirty tables were decorated in a variety of themes. Those in attendance were entertained with the live & silent auctions, paddle game, wine wall and presentations. \$43,330 was raised to assist us in caring for rural Cass residents. The picture at the right is the People's Choice winning table from Hunter Café.



5th Annual Car / Bike Cruise



The 5th Annual Classic Car/Bike Cruise was held on July 29th. Forty-one bikers & car enthusiasts enjoyed a cruise through Minnesota lakes County on a beautiful July day. We moved the event to Summerfest weekend and added a 2nd stop in lakes county in 2016. The event raised \$6,693 for our mission in rural Cass and \$2,700 for Community of Care's endowment, which is matched by Dakota Medical Foundation.

Our mission of "caring for people by partnering with rural communities" is demonstrated by the strong support of our local fundraisers.

The financial support from local residents, businesses & organizations is critical to our ability to serve rural Cass residents. Our fundraisers are also "friendraisers" as we tell people about the work we do in rural Cass.

Charitable Donations, Giving Hearts Day, Membership, and "Crops for Care"

Through these four activities/donations, we received \$51,898 to support our mission. The local support is a wonderful example of our mission statement, "caring for people by PARTNERING with rural communities."