



COMMUNITY OF CARE 2019 ANNUAL REPORT

*“Caring for older adults by partnering
with rural communities”*

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Special points of interest

- 5,758 client contacts—23% increase
- 519 clients served—27% increase
- Facilitated 28,264 miles of volunteer transportation—26% increase
- Served 267 clients during Medicare Part D open enrollment—17% increase

**“Very lucky to have
Community of Care
in our area!”**

- C of Care Client

From The Executive Director

**“The best way to find
yourself is to lose yourself
in service to others.”**

- Mahatma Gandhi

Community of Care’s mission of *“caring for older adults by partnering with rural communities”* was very evident in 2019. We saw a record number of clients served and client contacts. We facilitated a greater number of miles of transportation than in any previous year. We added several new transportation volunteers. A new Bone Builder class was started in Horace in March 2019. Giving Hearts Day and Totally Tables were record setting. We saw an increase in the number of clients served during Medicare Part D open enrollment.

Each of these increases were made possible due to the support we receive from the North Dakota Department of Human Services and grantors. Those granting organizations are listed on page 4. The support we continue to receive from local individuals, organizations and businesses is vital to our success. In 2019, we received 45% of our fund-

ing through local fundraisers, membership and charitable contributions.

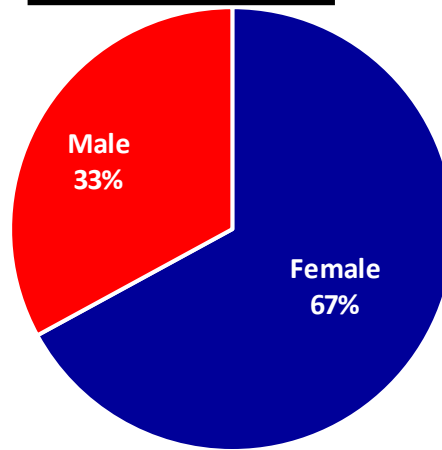
Community of Care is a *community owned* organization. We exist to serve our neighbors and accomplish our mission because of the many partners who share in caring for our older adults in rural Cass. Rural Cass County residents partner with Community of Care to volunteer, provide financial support and serve as “cheerleaders” for our mission.

The vision of Community of Care has always been to replicate our model in other parts of North Dakota. We continue to hold conversations with NDSU Extension regarding partnerships to pilot our model in other counties in the state. Community of Care is not looking to operate other sites, but rather to share the knowledge we have gained over the past 16 years so other communities might assist their older adults remain safely in their homes. We truly believe our model is making a difference in people’s lives, as well as potentially for the state of North Dakota, by helping them to remain in the homes and communities they love and cherish.

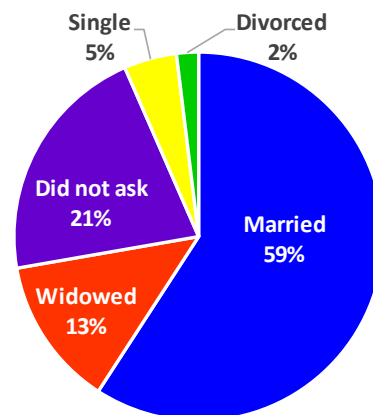
WHO ARE OUR CLIENTS?

Community of Care serves older adults in rural Cass County, ND. The vast majority of our clients are 65 and older. We provide our services free-of-charge, regardless of a person's economic situation. Many clients receive multiple services (ex. They receive a ride, attend a Bone Builder class, review their Part D and receive assistance with paperwork).

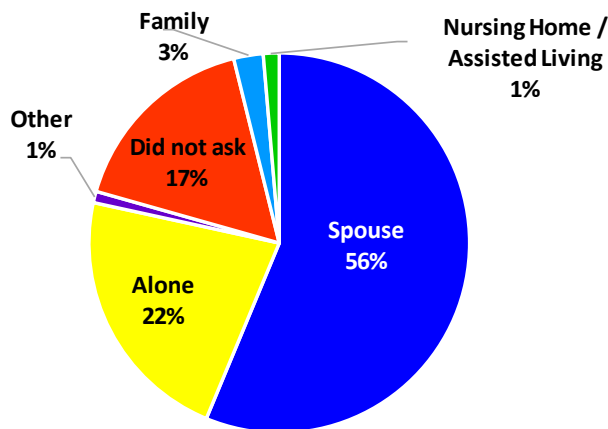
Client Gender 2019



Marital Status of Clients 2019



Living Arrangement of Client 2019



Service to clients 2019

| | | |
|--------------------|-----|-------|
| Active / Well | 397 | 76.5% |
| Functional Decline | 30 | 5.8% |
| Other | 28 | 5.4% |
| Frail Elderly | 20 | 3.9% |
| Adult Child | 16 | 3.1% |
| Chronically Ill | 10 | 1.9% |
| Disabled | 9 | 1.7% |
| Professional | 4 | 0.8% |
| Short - Term Ill | 2 | 0.4% |
| Terminally Ill | 2 | 0.4% |
| Other Family | 1 | 0.2% |

"Community of Care has been very helpful to me. Without their services I would be lost to get help for Drs. Appointments and other things in daily living.."

- Community of Care Client

2019 Client & Volunteer Survey Results

Medicare Part D Drug Plan

- 91% reported peace of mind
- 100% reported the service was beneficial or very beneficial
- 76% changed their plans as a result of review—of those who made a change, 72% did so to save money
- 98% reported independence
- 62% reported they wouldn't review their plan without this service provided by C of Care
- 64% reported assists them remain in their home
- 100% reported they will return in 2019

Transportation Volunteer (results are the volunteer's view on benefit to clients receiving rides)

- 85% reported benefit financially
- 98% reported benefit safety
- 90% reported increased socialization
- 95% reported peace of mind
- 100% reported ride assists clients remain in their homes

Top Five Concerns—2019

- 1) Transportation
- 2) Exercise
- 3) Medicare Part D
- 4) Blood Pressure Screening
- 5) Transitions, aging

Top Five Interventions—2019

- 1) Transportation
- 2) Exercise
- 3) Medicare Part D
- 4) Health Assessment/FCN
- 5) Education/Information

Transportation Client

- 24% reported they do not drive
- 52% reported they do not drive in Fargo
- 38% reported they would not attend their medical appointment without the ride
- 100% reported reduced stress
- 92% reported increased social interaction
- 94% reported peace of mind
- 88% reported independence due to ride
- 100% reported the ride assists them to remain in their home

Bone Builder Exercise Classes

- 24% months average length of participation
- 96% reported improved mobility
- 92% reported improved strength
- 87% reported improved balance
- 96% reported increased socialization
- 82% reported improved cognitive abilities
- 71% reported the exercise classes assist them to remain in their homes

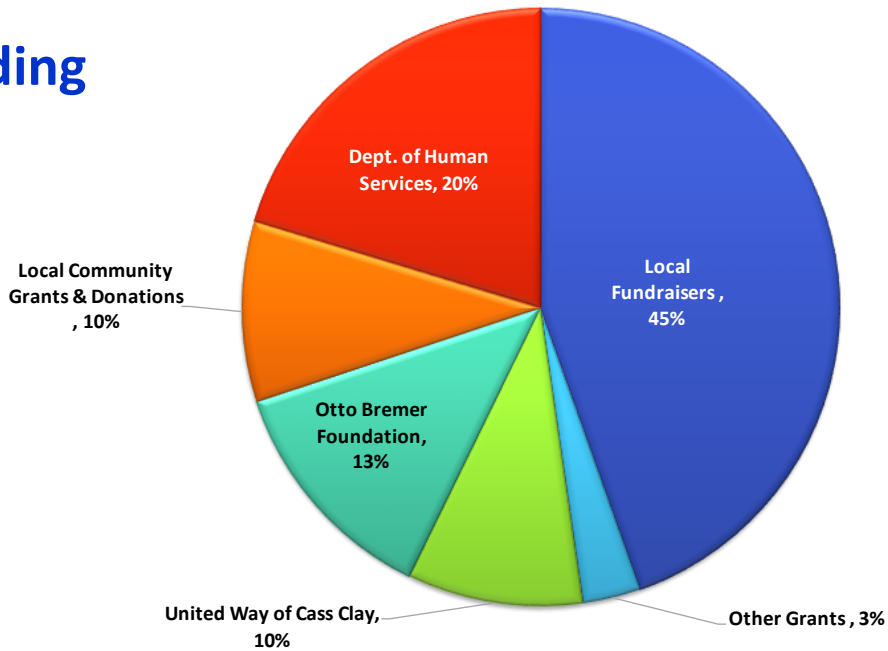
Care Coordination Services

- 53% reported improved independence
- 56% reported assistance to remain in their home
- 68% reported reduced stress & depression
- 53% reported they don't know where they would have turned for assistance without this service

Transportation program works well. It's a pleasure to be part of the program.

- Transportation Volunteer

2019 Funding

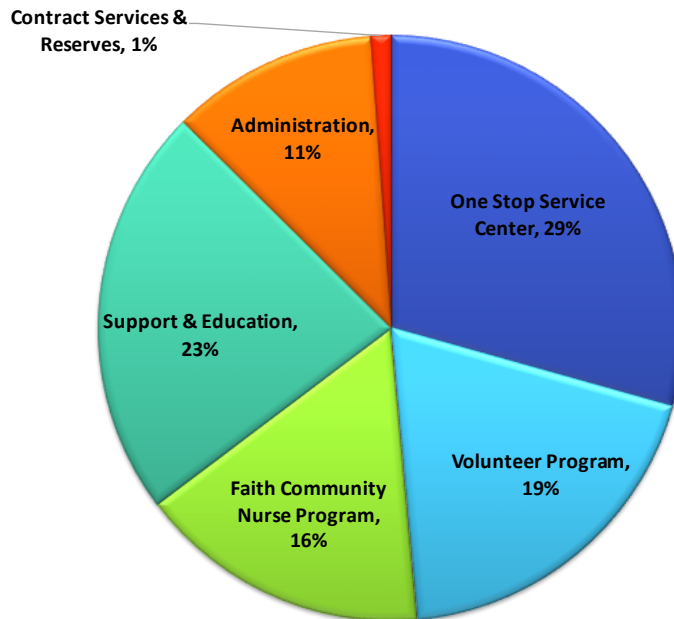


Grants Received in 2019

Alex Stern Foundation—\$4,000
 Arthur Area Foundation—\$5,000
 Casselton Community Fdn.—\$500
 Dakota Medical Foundation—\$3,600

FM Area Foundation—\$4,000
 ND Dept. of Human Services—\$60,000
 Operation Round Up —\$3,000
 Otto Bremer Foundation—\$37,500
 United Way of Cass Clay—\$28,000

2019 Program Budget



Community of Care Board of Directors

Susan Stibbe —
Hunter, Chair
Joe Moore — Arthur,
Vice Chair
Kevin Skunes—Arthur,
Treasurer
Lori Abraham—Page
Brian Arett—Fargo
Stacey Cramer—
Casselton
Paula Glasow—
Davenport
Pam Nelson—
Casselton
Lori Satrom—Ayr



The average cost of a nursing home in North Dakota in 2019 was \$102,361 (source: ND Dept. of Human Services)

Community of Care is a great program. I very much appreciate the assistance I have received there. Without it I don't know what I would do.

- Community of Care Client

ONE STOP SERVICE CENTER



Our Care Coordinator/Social Worker, Lauren Prante assists clients with a wide variety of services—information, referrals, paperwork (fuel, food & prescription assistance) and care

coordination. Lauren planned socialization events during the summer months (picnic in Kindred and movie outing in Page). The Fun With Health events planned by the Health Cabinet provided socialization.

Lauren and four trained volunteers provided Medicare Part D enrollment appointments in Arthur, Buffalo, Casselton, Harwood, Horace, Hunter and Kindred. The following statistics are from 2019 open enrollment (Oct. 15—Dec. 7)

- 267 clients served
- Total savings was \$79,223
- Average savings was \$296/client

During the year, Lauren assisted numerous clients turning 65, the majority of whom were referred by the local pharmacy or friends and neighbors.



FAITH COMMUNITY NURSE PROGRAM

The focus of our Faith Community Nurse program is preventative health for older adults in northern Cass County. Gwen Fraase, Faith Community Nurse provides health assessments, education and referrals. Through outreach visits and regular contact, she assists clients to understand health diagnosis, physician's orders, medication and health concerns.

Gwen facilitates Bone Builder exercise classes in 6 locations—Arthur, Casselton, Harwood, Horace, Hunter and Kindred. The Horace class was added in 2019. Each week, 90 older adults participate in classes led by trained leaders. The participants report improved mobility, strength and balance, as well as socialization. Gwen also facilitates blood pressure screenings in 3 locations. Gwen and Lauren Prante, Care Coordinator, assist clients to secure and set-up lifelines. They also assist clients secure supplies and services to assist them in their homes. Gwen and Lauren are both trained to assist clients complete their Advance Care Plans. Gwen works with the Northern Cass health Cabinet to assess needs and plan events including Fun With Health.



VOLUNTEER PROGRAM

Community of Care relies on volunteers to assist in our mission, they are a vital element in providing our programs and services. Volunteers served in the following ways in 2019: Transportation volunteers, Board of Directors, Bone Builder class leaders, Medicare Part D,



Health Cabinet, Fundraising committees, interns, newsletter assembly and student volunteers. In 2019, a total of 123 individuals volunteered in some aspect of our programming.

The following Volunteer Program services were provided in 2019:

- 28,264 miles & 1,497 hours provided for medical transportation
- 9,051 miles & 1,610 hours provided by board of directors and other volunteers
- Total economic impact of Volunteer Services in 2019 was \$92,247

The most utilized aspect of the Volunteer Program is transportation to medical appointments. For many of our clients, without a ride to the doctor their health would deteriorate or they would need to move from their rural home. Rebecca Berge-Buss, Volunteer Coordinator facilitated this record number of miles.

GIVING HEARTS DAY, TOTALLY TABLES AND CAR/BIKE CRUISE

Local residents, businesses and organizations continue to provide generous support and partnership in our mission. Giving Hearts Day and Totally Tables were both record setting in 2019. Giving Hearts Day was Feb. 14th. We raised over \$48,000 thanks to donations and matching funds from 288 donors.

The 12th annual Totally Tables was April 26th. We had 30 tables, 12 of which were \$1,000 sponsor tables. The event is a wonderful opportunity to tell our story and the impact we are able to make because of the support we receive. In 2019, we added a Fund-a-need auction, which raised over \$23,000 during the evening. We also had the surprise of Susan Stibbe's children's book, "Heavenly Beet Pickles." In 2019, we raised over \$61,000 for our mission at Totally Tables.

The 8th annual Car & Bike Cruise was July 29th. We had 25 sponsors and 25 participants. We raised \$7,285 for our mission.



Pictures (top to bottom):

- Arthur United Methodist Church People's Choice Award Winner at Totally Tables
- Scott Holdman, Dr. Jesse Hagen and Mike Little with "Heavenly Beet Pickle" book at Totally Tables
- Car & Bike Cruise participants
- Kindred Bone Builder class promoting Giving Hearts Day

Community of Care Staff



Community of Care Staff (L to R)

Myrna Hanson—Executive Director, Lauren Prante—Care Coordinator, Gwen Fraase—Faith Community Nurse, Rebecca Berge-Buss—Volunteer Coordinator and Lynette Johnson—Bookkeeper

ESTATE PLANNING

In November, we sponsored Estate Planning SMARTS. The target demographic was adult children of aging parents. Susan Johnson-Drenth, the only Certified Elder Attorney in North Dakota presented on legal issues to consider for aging adults.



FUN WITH HEALTH EVENTS

The Community of Care Health Cabinet sponsored three “Fun With Health” events in Arthur and Hunter. Each event included a speaker on a topic related to aging and a “friendly food competition.” The August event included displays from local agencies serving the needs of older adults, including the Cass County Sheriff’s Department.

