



# COMMUNITY OF CARE 2022 ANNUAL REPORT

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

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## Special points of interest

- 4,349 client contacts
- 570 clients served
- Facilitated 7,227 miles of volunteer transportation providing 147 trips
- Served 328 clients during Medicare Part D open enrollment. Also served clients turning 65 throughout the year

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

*- Mahatma Gandhi*

## From The Executive Director

Community of Care’s goal is **“to enhance the quality of life for older adults in rural Cass County in order for them to remain in their homes as long as safely possible.”** In 2022, we served 570 clients through all of our programs. We continued to provide services free-of-charge for our clients. A significant number of clients received services in multiple program area—examples of our holistic approach to care.

One client our staff assisted was “Phyllis.” She had many health issues, falls, therapy and medications. Our Faith Community Nurse (FCN) and Care Coordinator assisted Phyllis to arrange for safety equipment, supplies and in-home services. Cindi, FCN, helped Phyllis understand her physician’s orders, arrange for someone to give her weekly shots and medication set-up. Our Volunteer Coordinator arranged transportation for twice a week physical therapy appointments. Working together, our staff was able to provide services to help Phyllis remain in her home.

Highlights of 2022 include record number of client served, Medicare Part D enrollment, pen pal/journal project & Fun With Tech sessions and resuming all programs following

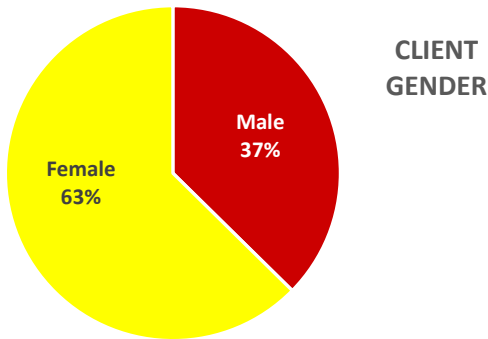
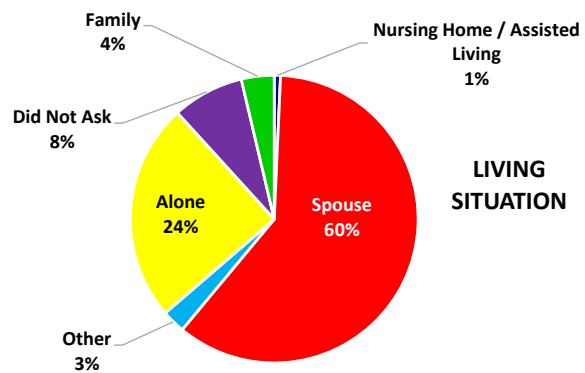
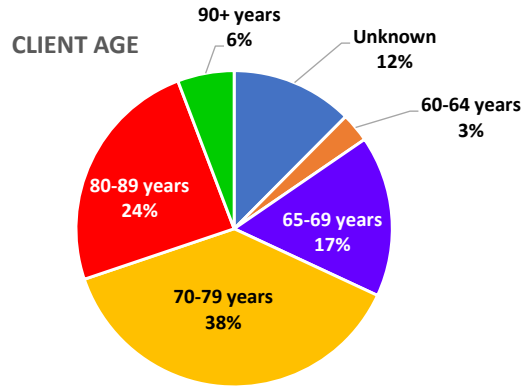
suspension due to Covid-19.

We continue to provide consulting for two pilot projects through the Margaret A Cargill Philanthropies grant received by NDSU Extension. When Community of Care started in 2003, our vision was to replicate in other counties in North Dakota. Consulting with the Aging in Community projects in Lisbon and Western Morton through this grant brings that vision to life. We are able to share lessons learned, experience and advice through our almost 20 years as an organization.

As a community-based organization, we rely on local residents, business & organizations to support our mission. That support allows us to serve needs for older adults in rural Cass. In 2022, 53% of our income was provided through local fundraisers and 14% was provided through the ND Dept. of Human Services budget. We will celebrate our 20th anniversary in 2023. We anticipate serving increased number of clients & client contacts each year. We continue to provide services based on local community needs. Our board and staff are brainstorming & dreaming how we might continue to expand our programs to meet greater needs for older adults in rural Cass.

## WHO ARE OUR CLIENTS?

Community of Care serves older adults in rural Cass County, ND. The majority of our clients are 65 & older. In 2022, of our 570 clients served, 122 of them were new to Community of Care. All of our services are provided free-of-charge, regardless of a person's economic situation. It is very common for clients to receive multiple services—ex. ride to medical appointment, attendance at a Bone Builder class, review of their Part D and assistance with paperwork (food, fuel or prescription assistance, Medicaid, etc.)



### Service to clients 2022

|                    |     |       |
|--------------------|-----|-------|
| Active / Well      | 467 | 81.9% |
| Functional Decline | 37  | 6.5%  |
| Other              | 12  | 2.1%  |
| Frail Elderly      | 14  | 2.5%  |
| Adult Child        | 5   | 0.9%  |
| Chronically Ill    | 10  | 1.8%  |
| Disabled           | 13  | 2.3%  |
| Professional       | 2   | 0.4%  |
| Short - Term Ill   | 4   | 0.7%  |
| Terminally Ill     | 4   | 0.7%  |
| Other Family       | 2   | 0.4%  |
| Spouse             | 0   | 0.0%  |

# 2022 Client Survey Results

## Medicare Part D Drug Plan

- 100% reported peace of mind
- 98% reported the service was beneficial or very beneficial
- 41% changed their plans as a result of review—of those who made a change
  - 94% did so to save money
  - 24% did so because meds changed
  - 21% did so because plan changed
- 84% reported independence
- 19% reported they wouldn't review their plan without this service provided by C of Care
- 56% reported the services assist them remain in their home
- 100% reported they will return in 2023

## Top Five Concerns—2022

- 1) Exercise
- 2) Medicare Part D
- 3) Transportation
- 4) Blood Pressure Screening
- 5) Socialization

## Top Five Interventions—2022

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

## Transportation Client

- 18% reported they do not drive
- 65% reported they do not drive in Fargo
- 12% reported they would not attend their medical appointment without the ride
- 100% reported reduced stress
- 94% reported increased social interaction
- 100% reported peace of mind
- 94% reported independence due to ride
- 100% reported the ride assists them to remain in their home

## Bone Builder Exercise Classes

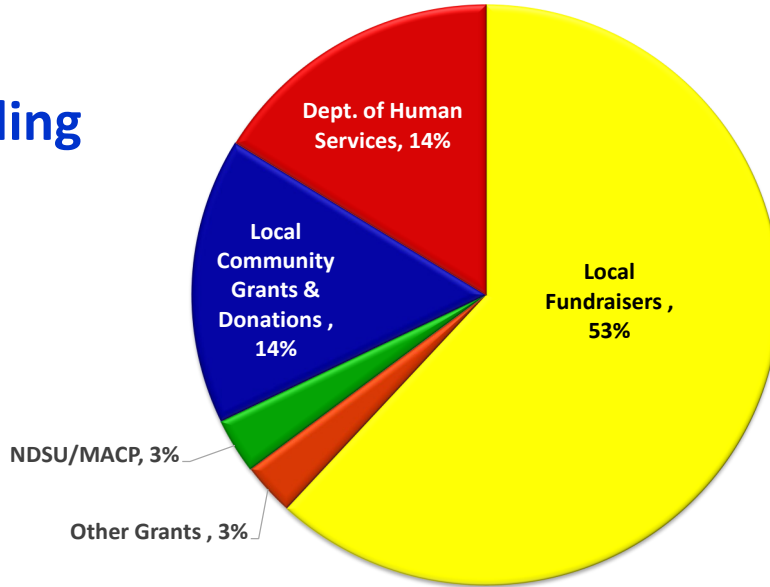
- 46 months—average length of participation
- 100% reported improved mobility
- 89% reported improved strength
- 90% reported improved balance
- 90% reported increased socialization
- 60% reported improved cognitive abilities
- 65% reported the exercise classes assist them to remain in their homes

## Economic Impact Survey

- 11.8% of singles & 2.2% of couples reported income is below the poverty line
- 45.1% of singles & 24.1% of couples reported income between 100% & 200% of poverty line
- 43.1% of singles & 74.3% of couples reported income above 200% of poverty line
- Poverty line is \$13,590 for singles & \$18,310 for couples

*"It's so great to work with such helpful and caring people at Community of Care. I am so grateful that our community has this available for senior citizens. Our community is so lucky to have this help. Very professional service, polite and understanding. You do an excellent service--keep it up!" - Transportation Client*

## 2022 Funding

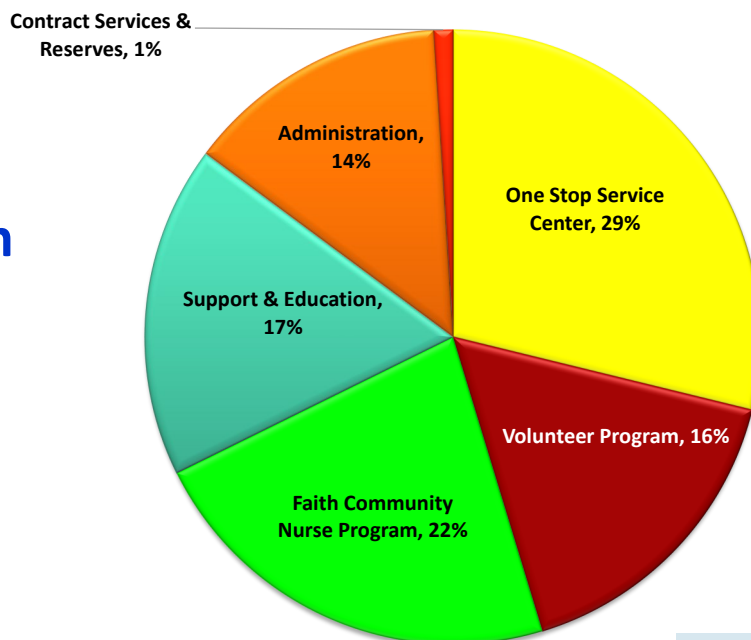


### Grants Received in 2022

Alex Stern Foundation—\$4,000  
 Arthur Area Foundation—\$15,000  
 Casselton Community Fdn.—\$1,500  
 Dakota Medical Fdn.—\$3,000  
 Casselton Medical Fdn.—\$7,500

FM Area Foundation—\$5,000  
 ND Dept. of Human Services—\$50,075  
 Operation Round Up —\$3,199  
 NDSU Ext./MACP Consulting—\$9,493  
 Medica Foundation— \$5,000  
 Otto Bremer Trust—\$50,000

## 2022 Program Budget



## Community of Care Board of Directors

Susan Stibbe —  
Hunter, Chair  
Joe Moore — Arthur,  
Vice Chair  
Mary Gohdes—Mapleton,  
Treasurer  
Brian Arett—Fargo  
Stacey Cramer—  
Casselton  
Paula Glasow—Davenport  
Pam Nelson—  
Casselton  
Jill Roden—Casselton  
Kevin Skunes—Arthur  
Adele Smith—Tower City



The average cost of a nursing home in North Dakota in 2022 was \$112,362 (source: ND Dept. of Human Services)

## ONE STOP SERVICE CENTER

Our Care Coordinator/Social Worker, Lauren Prante provides a wide variety of services to assist clients —information, referrals, paperwork (fuel, food & prescription assistance) , Advance Care Plans and care coordination.

Lauren and two trained volunteers provided Medicare Part D enrollment appointments in Arthur, Casselton and Horace. During 2022 Medicare Part D open enrollment, they provided the following services:

- 328 clients served
- Total savings was \$115,225
- Average savings was \$351/client

Lauren assists numerous clients during the year as they turn 65 and make choices regarding Social Security, Medicare and Medicare Part D.

During the summer months, Lauren plans socialization events for older adults throughout rural Cass County. Gathering with others is important for the health of older adults. In 2022, she planned a picnic in Leonard, tour of the Fargo Air Museum & Page Theater outing.



*“Community of Care is one of the best services we have in rural Cass County”- Community of Care Client*

## VOLUNTEER PROGRAM

Community of Care Volunteers are vital to our ability to serve older adults in rural Cass. Our dedicated volunteers allow us to serve greater needs for our clients. Volunteers served in the following ways in 2022: Transportation volunteers, Board of Directors, Bone Builder class leaders, Medicare Part D, Health Cabinet, Fundraising committees, newsletter assembly, Wellness Fair student volunteers, Pen Pal Project, Fun With Tech and nursing practicum.

Volunteer transportation to medical appointments continues to be a crucial element in our clients ability to remain in their rural homes. For many clients, a ride to the doctor



ensure they receive the necessary medical care and allows them to remain in the home and community they love. In 2022, a total of 187 individuals volunteered in some aspect of our programming.

The following Volunteer Program services were provided in 2022:

- 7,227 miles & 339 hours provided for medical transportation
- 147 rides facilitated to medical appointments
- 7,401 miles & 1,897 hours provided by board of directors and other volunteers
- Total economic impact of Volunteer Services in 2021 was \$82,858

## FAITH COMMUNITY NURSE PROGRAM

Our Faith Community Nurses (FCN) focus on preventative health for older adults. Gwen Fraase serves as Northern Cass FCN and Cindi Godbout serves as Casselton FCN. Through outreach visits, Gwen & Cindi assist clients understand their health conditions, physicians orders & medications, as well as provide referrals.

Both FCNs work with Health Cabinets to identify community needs & plan educational events. The pen pal project & Fun With Tech were planned with the Health Cabinets (see page 8). Cindi and the Health Cabinet sponsored a Wellness Screening in Casselton. Nursing & Pharmacy students from NDSU, Physical Therapy students from Jamestown College & Speech Therapy students from MSUM provided screenings for older adults. Our 2nd event is scheduled for September 2023.

Bone Builder classes continued in Arthur, Casselton, Harwood, Horace & Kindred. The Hunter class was suspended for several months in 2022. Each week, 65 older adults participate in twice weekly classes to improve mobility, strength & balance – socialization continues to be their favorite part of the class. FCNs and Care Coordinator assisted clients complete Advance Care Directives, installed life-lines and arranged for in-home equipment and services.



## GIVING HEARTS DAY, TOTALLY TABLES AND CAR/BIKE CRUISE

Community of Care is able to provide our services thanks to the grantors listed on page 4 and the support we receive from local residents, businesses and organizations. The partnership we share with the local community improves lives in rural Cass. Giving Hearts Day, Totally Tables, the Car & Bike Cruise and our Membership/End of Year campaigns provided 53% of our income for 2022.

We had 391 donors on Giving Hearts Day, which included \$31,700 in match donations from 12 individuals & groups.

The 16th annual Totally Tables was a record breaking year. The event raised 23% of our budget for 2022 and included twelve \$1,000 table sponsors and 60 cruise participants.

Our 11th annual car & bike cruise received sponsorship from 30 sponsors.

The membership/end of the year campaign was the largest in recent years. We saw a 200% increase in membership/end of year donations in 2022.

### Community of Care Staff

**Myrna Hanson**—Executive Director

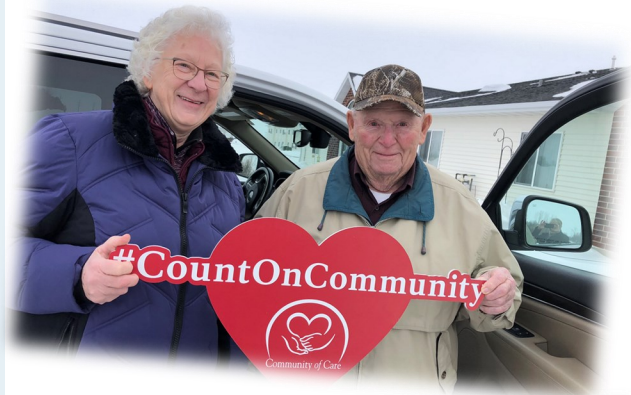
**Lauren Prante**—Care Coordinator

**Cindi Godbout**—Casselton Faith Community Nurse

**Gwen Fraase**—Northern Cass Faith Community Nurse

**Tammy Schempp**—Volunteer Coordinator

**Monique Brandvig**—Bookkeeper



#### Pictures (top to bottom):

- **Buffalo Creek Equipment, People's Choice Award Winner at Totally Tables**
- **Volunteer & Client promoting Giving Hearts Day**
- **Car & Bike Cruise participants**

## PEN PAL PROJECT & FUN WITH TECH

Our Faith Community Nurses coordinated the Pen Pal Journal project with teachers and students from Central Cass and Northern Cass. The students and an older adult wrote back and forth for 3 months. At the end of the project, we hosted a Meet and Greet for the students and their pen pal partner to meet. The conversations were filled with laughter and smiles. The room was filled with great conversations between the age groups. In Northern Cass, we facilitated weekly Fun With Tech sessions. Older adults met 1 on 1 with Northern Cass students to receive assistance using their cell phones, tablets and e-readers. We plan to expand the program to Central Cass in 2023.



## VOLUNTEER APPRECIATION PICNIC

In September, we held a Volunteer Appreciation Picnic at Cottonwood golf course in Casselton. The evening included entertainment, dinner, a short presentation and gifts for volunteers.

The picnic is a small way to thank our volunteers for the important role they play in our mission. Without our volunteers, we would not be able to provide transportation to medical appointments for our clients. Bone Builder exercise classes, blood pressure screenings, Totally Tables & Car/Bike cruise committees all rely on our dedicated volunteers.

