

# COMMUNITY OF CARE 2020 ANNUAL REPORT

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

## FROM THE EXECUTIVE DIRECTOR

2020 is a year that none of us will ever forget. Each of us had to adapt and change our routines and patterns. As an organization, Community of Care’s first priority was the health and safety of our clients and volunteers. In March, we suspended our transportation program and staff began working from home for 3 months. During that time, staff made regular phone calls to check on clients, assist them with their concerns and to provide social interaction. Loneliness was a greater concern for our clients and the contacts made by our staff were important interactions, both for the clients and our staff. In the midst of a pandemic, we realized an organizational goal—we added a second Faith Community Nurse to serve in Casselton.

Community of Care’s services continue to be made possible by the support we received from the North Dakota Department of Human Services and other grantors listed on page 6. The partnership we share with individuals, businesses and organizations is central to our ability to serve rural Cass residents. 45% of our funding in 2020 was received through local fundraisers, memberships, charitable contributions and local grants. We are grateful for the continued generous support of so many during these unusual times. The financial support allows us to continue serving our clients, even as we adapt to different methods of delivering those services.

Our vision has always been to replicate our model in other areas of North Dakota. In 2020, we partnered with NDSU Extension for a grant they received to explore replication in two counties. Regular meetings with Jane Strommen, representatives from the two counties and myself are progressing towards other counties developing programs to serve their older residents.

We look forward to a return to normal, both as individuals and as an organization. Some of the adaptations made in 2020 will become part of our programming. Caring for our clients physical and emotional needs continue to be central to our mission. Our 2020 annual report might have an asterisk attached to it, showing lower numbers in most categories. Even with those lower numbers, we have continued to serve older adults remain in the homes and communities they love.



*“Some of our finest work comes through service to others.”*

- Gordon B. Hinckley

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## SPECIAL POINTS OF INTEREST

- 1,825 client clients
- 440 clients through all programs
- 87 new clients served in 2020
- Served 315 clients during Medicare Part D open enrollment—an 18% increase
- Received Payroll Protection Grant in 2020
- Transitioned Totally Tables to a virtual event



## **STAFF VISITS TO CLIENTS AND VOLUNTEERS DURING COVID**

*The Community of Care staff visited clients, volunteers and board members several times during 2020. All visits were socially distanced with staff wearing masks and traveling in their individual vehicles.*

*In May, we traveled to clients & volunteers in Arthur, Hunter & Casselton to bring a smile and a roll of toilet paper through our Porch Parade. In August we delivered thank you gifts to volunteers and board members at their homes. In October, we did “reverse trick or treating” to Bone Builder participants in Kindred and Leonard, bringing them candy and a greeting. In the fall, we did a 2nd visit to volunteers and board members with a thank you gift as our volunteer appreciation event was cancelled. December found our staff Christmas caroling to clients in Casselton. Unfortunately, we couldn’t visit all 1,700 square miles of rural Cass to see all of our clients and volunteers, but we made an effort to visit as many as possible.*

## **ONE STOP SERVICE CENTER**

Lauren Prante, Care Coordinator, assists clients with a variety of concerns. She provides information, referrals, care coordination, assistance with paperwork (food, fuel & prescription assistance, Medicaid), Advance Care Plans and Medicare Part D.

In 2020, Lauren and 2 trained volunteers assisted clients review their Medicare Part D plans in our Arthur and Casselton offices during

open enrollment (Oct. 15—Dec. 7). Everyone wore masks, we had plexiglass dividers and sanitized between appointments. Lauren also assisted clients turning 65 to select a Part D plan. The following statistics are from open enrollment:

- 315 individuals served
- Total savings was \$81,940
- Average savings was \$260/client

## **PROGRAM CHANGES DUE TO COVID**

2020 brought many changes and adaptations to services and programming

- Staff worked from home from March 18—June 8
- Board meetings were held over zoom beginning in April
- Following re-opening of offices, only one person worked in an office, other staff continued working from home
- We held limited in-person appointments in our offices, following Covid protocol
- Volunteer transportation was suspended on March 17th, resumed in August and suspended again on October 16th due to Covid risk level
- Bone Builder exercise classes and blood pressure screenings were suspended in March
- Medicare Part D appointments were only held in our Arthur & Casselton offices following Covid protocol
- Totally Tables was postponed in May and became a virtual event held on July 28th
- The Car & Bike Cruise was postponed to September 12th and followed Covid protocol
- We sponsored two socially distant Parking Lot Bingo events—Arthur on July 14th and in partnership with KFGO in Casselton on August 7th



*A few of our clients who we visited on our "Porch Visits"*

## **VOLUNTEER PROGRAM**

2020 brought changes to our Volunteer Program. Jan Faught was hired as the Volunteer Coordinator and started on February 3rd. Covid brought many changes to our volunteer transportation program. We developed protocols for transportation and Jan assembled kits for all volunteers. The kits contained wet wipes, face masks, gloves and hand sanitizer. As described on page 2, we suspended our transportation twice during 2020 due to Covid risk levels. The volunteer collaboration team made the decision to cancel the 2020 volunteer appreciation event. Thank you gifts were delivered to volunteers and board members.

Volunteers served before suspension of programs and through socially distanced events. The following volunteer services were provided in 2020:

- 148 rides (of those 110 were provided in January & February before suspension)
- 7,420 miles driven and 491 hours provided by transportation volunteers
- Additional volunteers drove 3851 miles and provided 771 hours of service

## **FAITH COMMUNITY NURSE PROGRAM**

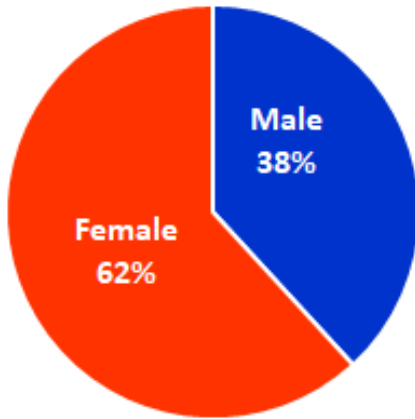
2020 brought an exciting addition to Community of Care. Our board took a leap of faith and hired a 2nd part-time Faith Community Nurse to serve in Casselton. Cindi Godbout was hired and started on April 2nd. The addition of a 2nd FCN allows us to serve additional clients and needs in Casselton.

Cindi and Gwen Fraase, Northern Cass FCN, served clients through phone calls and socially distanced porch visits. They assisted clients to understand health concerns, physician's orders, and medications. Our FCNs have seen an increase in loneliness in 2020. The phone calls and socially distanced visits were important ways to maintain connections with clients.

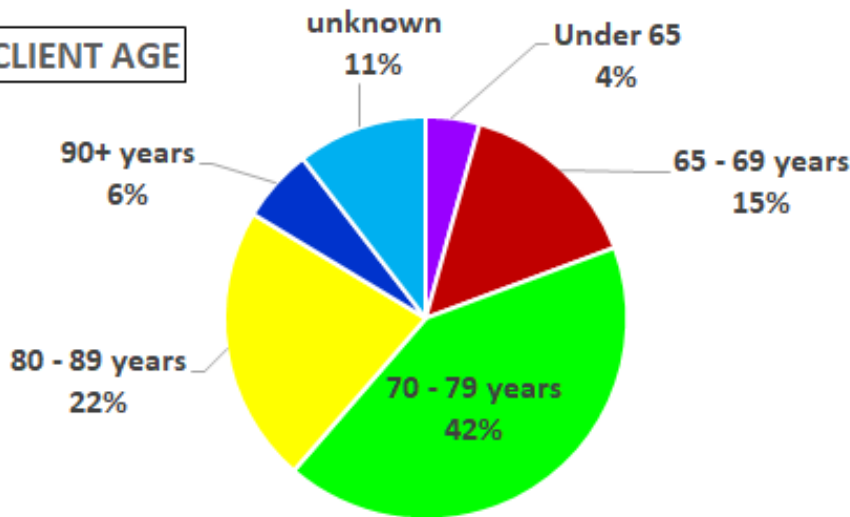
## WHO ARE OUR CLIENTS?

Community of Care serves older adults in rural Cass County, ND. Our primary demographic is 65 and older. We provide our services free of charge, regardless of a person's economic situation. Many clients receive services from multiple areas (ex. They review their Medicare Part D plan, receive a ride to medical appointment, attend a Bone Builder class, receive assistance completing a fuel assistance form and visit with our Faith Community Nurse.

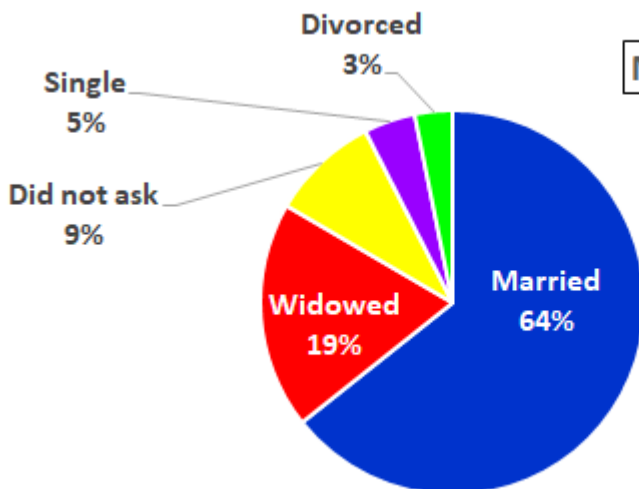
CLIENT GENDER



CLIENT AGE



Marital Status



## TOP FIVE CONCERNS

- Medicare Part D
- Transportation
- Socialization
- Exercise
- General Health

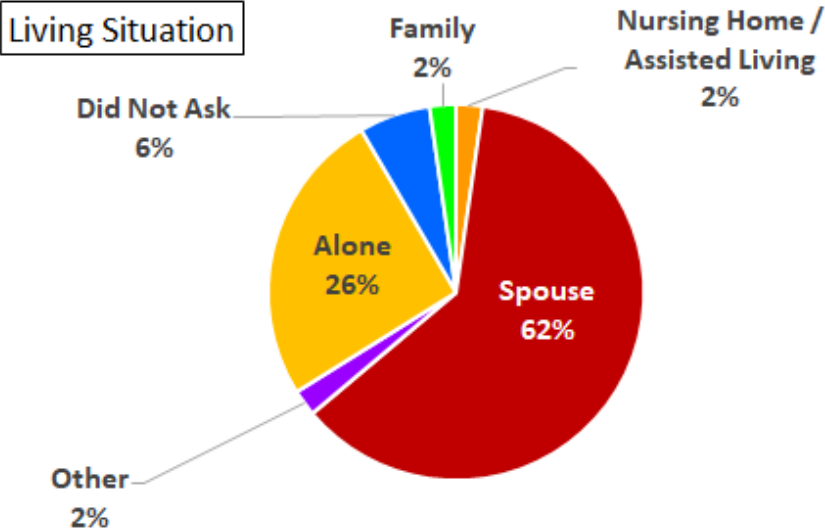
## TOP FIVE INTERVENTIONS

- Medicare Part D
- Transportation
- Socialization
- Emotional Support
- Exercise



## Service to Clients 2020

Active / Well	363	82.5%
Functional Decline	25	5.8%
Other	12	2.7%
Frail Elderly	12	2.7%
Adult Child	3	0.7%
Chronically Ill	9	2.0%
Disabled	9	2.0%
Professional	2	0.5%
Short - Term Ill	1	0.2%
Terminally Ill	3	0.7%
Other Family	1	0.2%



## 2020 Client & Volunteer Survey Results (all conducted anonymously)

### Medicare Part D Drug Plan

- 98% reported peace of mind
- 92% reported the service was beneficial or very beneficial
- 50% changed their plan as a result of review—of those who made a change, 93% did so to save money
- 82% reported independence
- 30% reported they wouldn't review plan without service provided by C of Care
- 50% reported review assist them to remain in their home
- 96% reported they will return in 2021

### Transportation Client

- 19% reported they do not drive
- 69% reported they do not drive in Fargo
- 44% reported they would not attend their medical appointment without the ride
- 88% reported reduced stress
- 69% reported increased social interaction
- 81% reported peace of mind
- 63% reported independence due to ride
- 81% reported the ride assists them to remain in their home

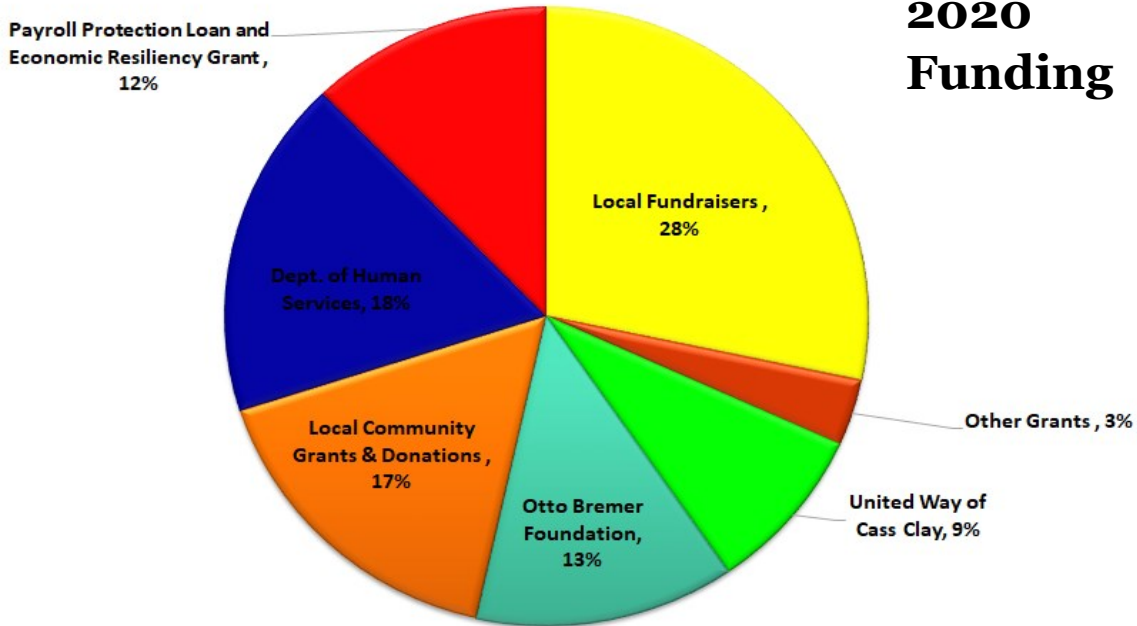
### Transportation Volunteer (results are volunteers view on benefit to clients receiving rides)

- 84% reported benefit financially
- 97% reported benefit safety
- 97% reported increased socialization
- 97% reported peace of mind
- 92% reported ride assists clients remain in their homes

### Economic Impact Survey

- 13% of single respondents and 3% of married couples reported their income is below the poverty level
- 43% of single respondents and 32% of married couples reported their income between 100% and 200% of the poverty level
- Of all respondents, 43.6% reported income is 200% or less of poverty level
- Poverty level for single individuals is \$12,760 or less per year
- Poverty level for married couples is \$17,240 or less per year

## 2020 Funding



### Grants Received in 2020

Alex Stern Foundation— \$4,000

Arthur Area Foundation—\$15,000

Casselton Community Foundation—\$2,000

Casselton Medical Foundation—\$10,000

Dakota Medical Foundation—\$3,000

FM Area Foundation— \$5,000

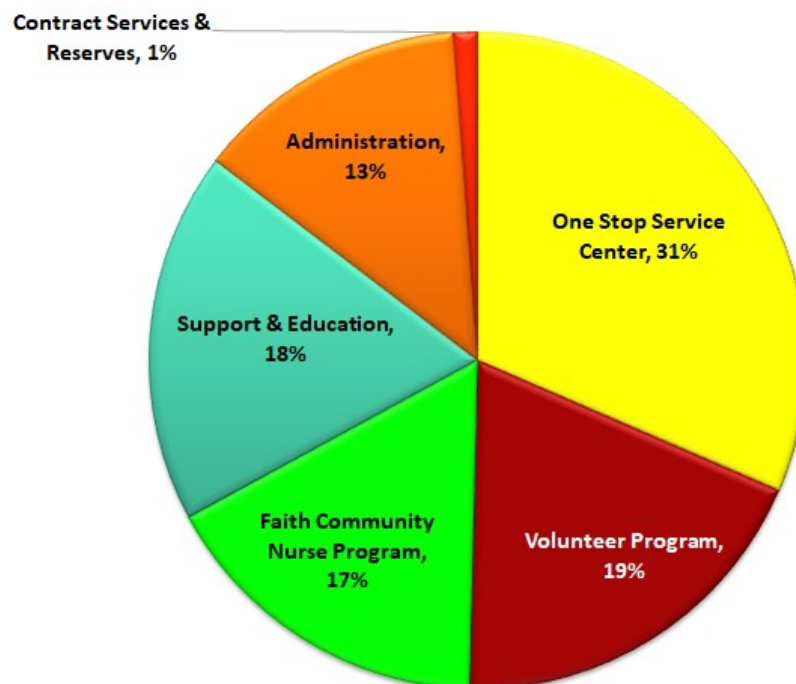
ND Dept. of Human Services—\$60,000

Operation Round-up—\$3,000

Otto Bremer Foundation—\$42,500

United Way of Cass Clay—\$28,000

## 2020 Program Budget



## COMMUNITY OF CARE BOARD OF DIRECTORS

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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 2020 was  
\$110,755***

*(source: ND Dept. of  
Human Services)*



### Community of Care Staff Christmas 2020

(L to R) Lauren Prante—Care Coordinator, Jan Faught—Volunteer Coordinator, Gwen Fraase—Northern Cass Faith Community Nurse, Myrna Hanson—Executive Director, Cindi Godbout—Casselton Faith Community Nurse, Lanette Johnson—Bookkeeper.



## TOTALLY TABLES

Our signature fundraiser, Totally Tables , was cancelled in May and transitioned to a virtual event on July 28th. The Steffes Group hosted our online auction and Max Steffes joined us for the live event and fund-a-need auction. Steve Carvell provided the technical assistance for the virtual event. We are very grateful to Steffes Group, Max and Steve for helping us transition to an online event in 2020. We raised \$26,913 towards our mission through our virtual Totally Tables.



## CAR AND BIKE CRUISE

The 9th annual cruise was held on September 12th. It was rescheduled from July due to Covid concerns. Even though the day was cool and rainy, those who participated enjoyed the cruise. The ride included a stop at the Nome School and lunch at McLeod. We raised \$5,445 for our mission. This included sponsorships from 17 business and organizations.

## GIVING HEARTS DAY

Individuals, businesses and organizations continue to partner with us to support our mission in rural Cass County. On Giving Hearts Day 2020, we received 297 donations and raised \$45,750 to support our mission.