



COMMUNITY OF CARE 2021 ANNUAL REPORT

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

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Special points of interest

- 3,447 client contacts
- 546 clients served—24% increase
- Facilitated 4,663 miles of volunteer transportation—rides suspended for 4 months of 2021
- Served 360 clients during Medicare Part D open enrollment—14% increase
- Received 2nd draw Payroll Protection Grant

***“Not all of us can do great things, but we can do small things with great love “ -
Mother Teresa***

From The Executive Director

Community of Care’s mission is ***“caring for older adults by partnering with rural communities.”*** In 2021, we served 546 older adults. Local residents received assistance based on their individual needs. Many clients received assistance in multiple program areas.

We continued to face challenges in 2021 related to Covid-19. Our transportation program was suspended from October 2020 to April 2021. Bone Builder classes were suspended for a full year and resumed in May 2021. Participants were thrilled to gather with friends and return to exercising.

We saw a record number of Part D appointments during open enrollment 2021. Lauren Prante and two trained volunteers served 360 clients. Every available appointment was filled. We are exploring ways to serve more Part D clients in 2022.

The support we receive from many sources allow us to serve older adults from throughout rural Cass County. The funds we receive from the North Dakota Department of Human Services and other grantors are central to our mission. Local residents, businesses and organizations

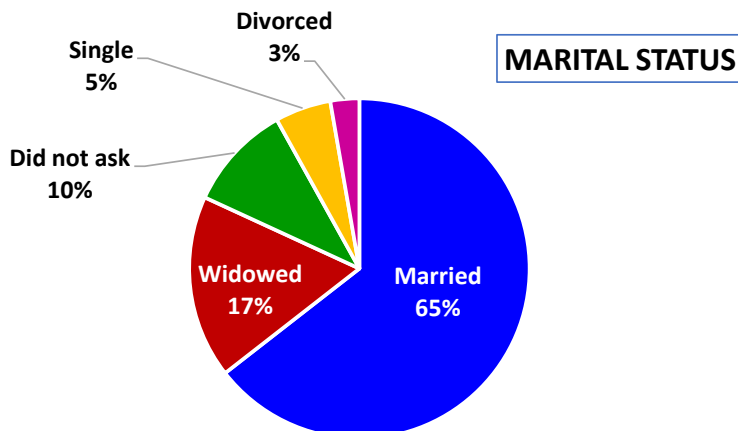
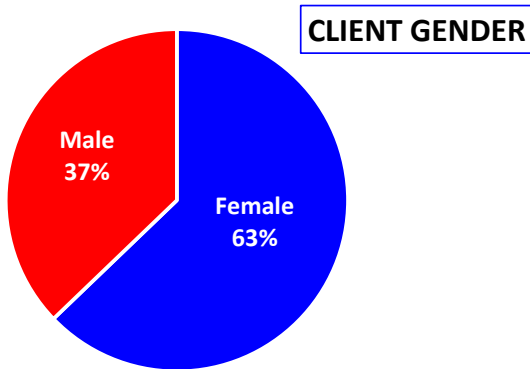
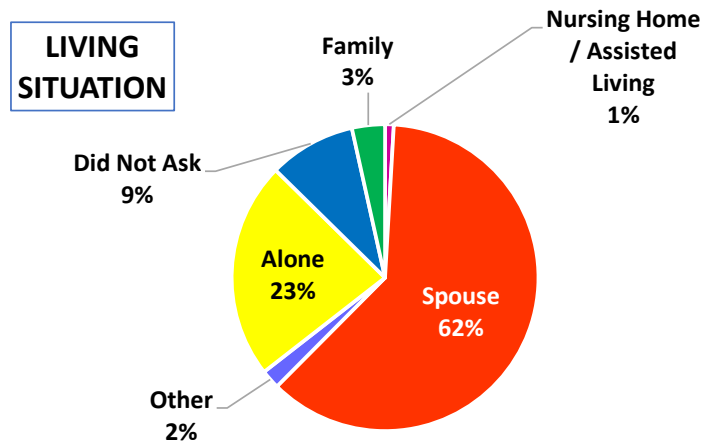
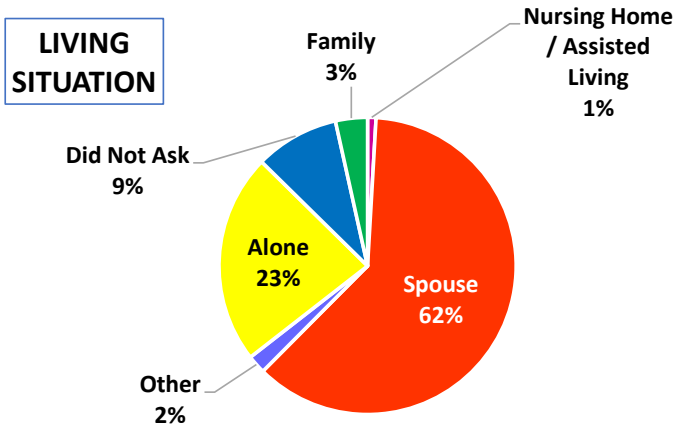
provide over 50% of our operating budget. Our volunteers are integral members of our team. The hours of service they provide impact the lives of rural Cass residents.

In 2021, a long-term vision was realized. NDSU Extension received a grant from MACP to pilot our model in two locations. Western Morton County & the Lisbon area were selected for these pilot programs. Staff was hired and began providing services. As Executive Director of Community of Care, I provide consulting services for these two locations, sharing our knowledge and experience from the past 18 years. We look forward to seeing the progress of these two programs as they improve the quality of life for older adults in their region. Our vision continues to be replication of our model in additional communities.

In 2022, we look forward to providing all of our programs and services for the entire year, without suspensions. We also anticipate increased number of clients served & client contacts. We continue to strive to assist our clients to remain in the homes & communities they love, as long as safely possible.

WHO ARE OUR CLIENTS?

Community of Care serves older adults in rural Cass County, ND. The majority of our clients are 65 & older. In 2021, of our 546 clients served, 129 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 2021

Active / Well	458	83.9%
Functional		3.8%
Decline	21	
Other	10	1.8%
Frail Elderly	16	2.9%
Adult Child	10	1.8%
Chronically Ill		2.4%
Ill	13	
Disabled	9	1.6%
Professional	2	0.4%
Terminally Ill	2	0.4%
Other Family	3	0.5%

2021 Client & Volunteer Survey Results

Medicare Part D Drug Plan

- 96% reported peace of mind
- 90% reported the service was beneficial or very beneficial
- 59% changed their plans as a result of review—of those who made a change
 - 75% did so to save money
 - 11% did so because meds changed
 - 57% did so because plan changed
- 78% reported independence
- 22% reported they wouldn't review their plan without this service provided by C of Care
- 54% reported the services assist them remain in their home
- 98% reported they will return in 2021
- The following results were due to Covid-19
 - 75% reported decreased socialization
 - 36% reported increased stress
 - 24% reported increased loneliness
 - 76% reported more time spent at home
 - 7% reported other health changes

Transportation Client

- 13% reported they do not drive
- 60% reported they do not drive in Fargo
- 33% reported they would not attend their medical appointment without the ride
- 87% reported reduced stress
- 53% reported increased social interaction
- 100% reported peace of mind
- 67% reported independence due to ride
- 87% reported the ride assists them to remain in their home

Bone Builder Exercise Classes

- 37 months—average length of participation
- 89% reported improved mobility
- 87% reported improved strength
- 91% reported improved balance
- 91% reported increased socialization
- 63% reported improved cognitive abilities
- 65% reported the exercise classes assist them to remain in their homes

Economic Impact Survey

- 11.3% of singles & 5.5% of couples reported income is below the poverty line
- 32.1% of singles & 16.4% of couples reported income between 100% & 200% of poverty line
- 56.6% of singles & 78.1% of couples reported income above 200% of poverty line
- Poverty line is \$12,880 for singles & \$17,420 for couples

Top Five Concerns—2021

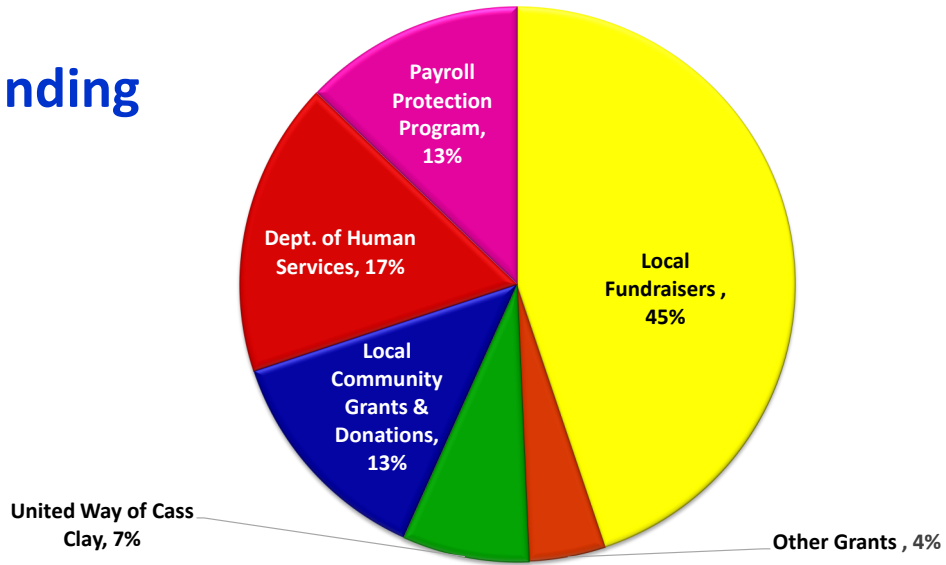
- 1) Medicare Part D
- 2) Transportation
- 3) Socialization
- 4) Exercise
- 5) General Health

Top Five Interventions—2021

- 1) Medicare Part D
- 2) Transportation
- 3) Socialization
- 4) Emotional Support
- 5) Exercise

Very professional service, polite and understanding. You do an excellent service--keep it up!
- Transportation Client

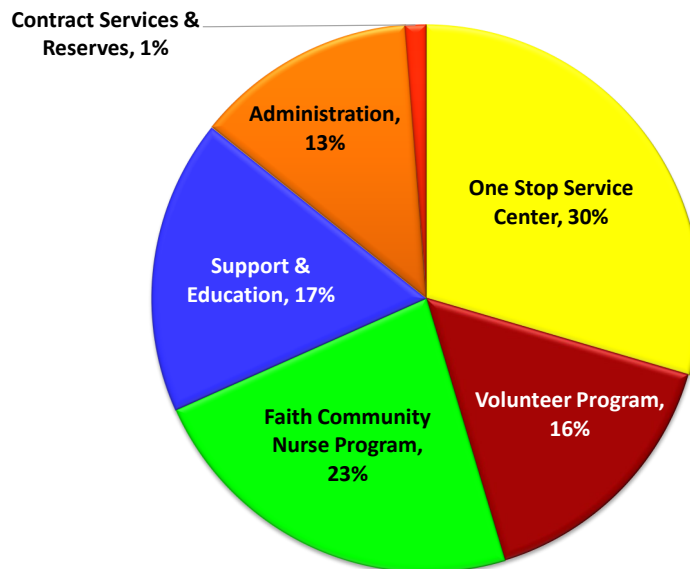
2021 Funding



Grants Received in 2021

Alex Stern Foundation—\$4,000	FM Area Foundation—\$4,000
Arthur Area Foundation—\$10,000	ND Dept. of Human Services—\$60,000
Casselton Community Fdn.—\$2,000	Operation Round Up —\$4,000
Dakota Medical Fdn.—\$3,000	NDSU Ext./MACP Consulting—\$7,845
Casselton Medical Fdn.—\$7,500	United Way of Cass Clay—\$28,000
Otto Bremer Trust—\$50,000 (paid in December included in 2022 budget)	BNSF Fdn.—\$5,000

2021 Program Budget



Community of Care Board of Directors

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



**The average cost
of a nursing home
in North Dakota
in 2021 was
\$110,577
(source: ND
Dept. of Human
Services)**

Hope this service continues forever!

- Community of Care Client

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. During the summer months, Lauren plans socialization events for older adults throughout rural Cass County. In 2021, she planned Bingo events in Arthur & Casselton and an outing to the Page Theater.



Lauren and two trained volunteers provided Medicare Part D enrollment appointments in Arthur, Casselton and Horace. During 2021 Medicare Part D open enrollment, they provided the following services:

- 360 clients served
- Total savings was \$226,579
- Average savings was \$629/client

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

FAITH COMMUNITY NURSE PROGRAM

Gwen Fraase serves as the Faith Community Nurse in northern Cass and Cindi Godbout serves as the Faith Community Nurse (FCN) in Casselton. Both FCNs focus on preventative health for older adults. Through outreach visits, Gwen & Cindi assess, educate and provide referrals. Through outreach visits and regular contacts, they assist clients to understand health conditions, physician's orders and medications. Both FCNs work with a Health Cabinet to identify community needs and plan educational events for older adults. Our FCNs facilitate Bone Builder classes in 6 locations (Arthur, Casselton, Harwood, Horace, Hunter & Kindred). Bone Builder classes were suspended for many months due to Covid-19. We recorded a volunteer leading class and distributed DVDs for participants to exercise at home while classes were suspended. Once resumed, each week, 80 older adults participate in classes led by trained leaders. Participants report improved mobility, strength and balance. They also report increased socialization. We also facilitate blood pressure screenings in 4 locations. Gwen and Cindi are both trained to assist clients with Advance Care Plans. Our FCNs and Care Coordinator, Lauren, assist clients to set-up lifelines and secure in-home equipment and services. We partner with several agencies to secure these services.



VOLUNTEER PROGRAM

Our volunteers are an integral part of our mission. Their dedication helps improve the quality of life for older adults and helps them remain in the rural Cass County homes they love. Volunteers served in the following ways in 2021: Transportation volunteers, Board of Directors, Bone Builder class leaders, Medicare Part D, Health Cabinet, Fundraising committees, newsletter assembly and student volunteers. Volunteer transportation to medical appointments continues to be the most utilized aspect of the volunteer program. 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. Our transportation program was suspended for a total of 8 months due to Covid-19. (Oct. 2020—April 2021). In 2021, a total of 137 individuals volunteered in some aspect of our programming.

The following Volunteer Program services were provided in 2021:

- 4,666 miles & 270 hours provided for medical transportation
- 99 rides facilitated to medical appointments
- 2,275 miles & 1,396 hours provided by board of directors and other volunteers
- Total economic impact of Volunteer Services in 2021 was \$87,675

GIVING HEARTS DAY, TOTALLY TABLES AND CAR/BIKE CRUISE

The support we receive from local residents, businesses & organizations is vitally important to our mission. We are very grateful for their partnership.

Giving Hearts Day, Totally Tables and the Car & Bike Cruise were all record setting in 2021. We raised over \$71,000 on Giving Hearts Day, thanks to 387 donors. This included \$29,500 in matching funds.

The 10th annual Car & Bike Cruise was held on July 25th. Twenty-nine sponsors and sixty participants helped us raise \$10,575 for our mission.

The 14th annual Totally Tables was held on August 5th (later due to Covid concerns in April). Twenty-nine decorated tables, wine wall, paddle game, silent auction, live auction & Fund-a-need helped us raise over \$73,000 to care for older adults in rural Cass. A highlight of the evening was the surprise presentation of a check for \$10,000 from Elm River Credit Union! These three events helped us raise 41% of our income in 2021.



Pictures (top to bottom):

- Paul & Jan Faight, People's Choice Award Winner at Totally Tables
- Erin Olstad & Randy Cramer, from Elm River Credit, present a check to Myrna Hanson at Totally Tables
- Car & Bike Cruise participants
- Clients promoting Giving Hearts Day



Community of Care Staff



Staff (L to R)

Cindi Godbout—Casselton Faith Community Nurse,
Lauren Prante—Care Coordinator, **Gwen Fraase**— Northern Cass Faith Community Nurse, **Tammy Schempp** — Volunteer Coordinator, **Myrna Hanson**—Executive Director and **Lynette Johnson**— Bookkeeper

VOLUNTEER APPRECIATION PICNIC

In September, we held a Volunteer Appreciation Picnic at the Lion's picnic shelter in Leonard. The evening included entertainment, dinner, a short presentation and gifts for volunteers. We held the event outdoors in 2021 due to Covid-19 concerns.

The picnic is a 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, Bone Builder exercise classes or blood pressure screenings.



Community of Care is a God send for me! I truly love this service!! Thank you!
- Community of Care Client