

COMMUNITY OF CARE 2018 ANNUAL REPORT

“Caring for people by partnering with rural communities”



A Word From The Director

Community of Care celebrated our 15th anniversary in September 2018. The “seeds” that were planted in 2003 have continued to grow and produce a bountiful “crop” assisting older adults to remain in their rural Cass County homes. We are proud of what has grown and developed over the last 15 years and we look forward to the next 15. People continue to ask if Community of Care exists in other parts of the state or how they might start their own program. We continue to explore options to replicate our model in other areas, not as “C of Care 2.0,” but as separate organizations based on local needs and operated by local champions. The holistic care approach allows us to serve a wide range of needs for our clients. It is very common for a client to benefit from several of these programs and services:

- Bone Builder classes
- Conversation with our Faith Community Nurse to discuss health concerns
- Assistance completing a fuel or food assistance application
- Review of Medicare Part D drug plan
- Volunteer transportation to their medical appointment
- Attendance at a socialization event

Clients regularly report peace of mind and independence because of the services Community of Care provides.

The trusted relationships clients share with our staff is evident, as they contact our office with questions related to their health, their finances, their aging concerns or their individual needs.

Community of Care continues to rely on local individuals, organizations and businesses. These groups not only provide financial support, but they help promote our services. Clients frequently report they have been referred to Community of Care, whether by a friend, family member or local community member.

We rely on volunteers to provide our programs and services. In 2017, we had 175 individuals serve in various capacities from board & committee members, to transportation volunteers to people who helped assemble our newsletters. We describe C of Care as a “community owned” organization. The volunteers are central to that community ownership.

The 65+ population is projected to increase by 41% by 2029. This increase requires creative solutions to keeping people in their homes, which is more cost-effective than long-term care. We look forward to assisting older adults as they continue to call rural Cass County HOME. We are excited to see what the next 15 brings for us & potential other “Communities of Care.”

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Special points of interest

- Celebrated our 15th anniversary in September 2018
- 4,671 client contacts
- 410 clients served
- Facilitated 22,456 miles of volunteer transportation
- Served 227 clients during Medicare Part D open enrollment
- Redecorated Arthur office

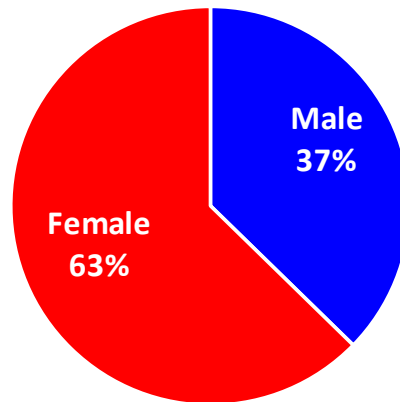
I hope our community knows how lucky we are to have you. I know I do. Thank you so much.

- C of Care Client

WHO ARE OUR CLIENTS?

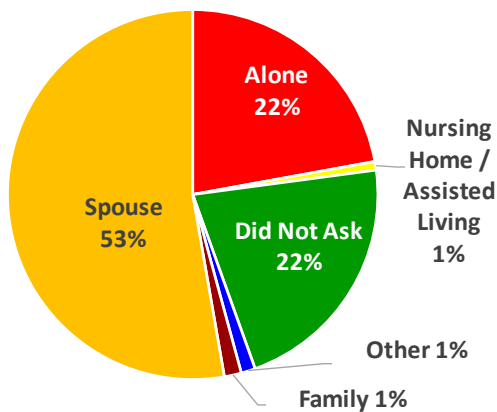
Community of Care serves older adults in rural Cass County, ND. The vast majority of our clients are 65 and older. We provide our services free-of-charge, regardless of a person's economic situation. Many clients receive multiple services (ex. They receive a ride, attend a Bone Builder class, review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

Client Gender 2018

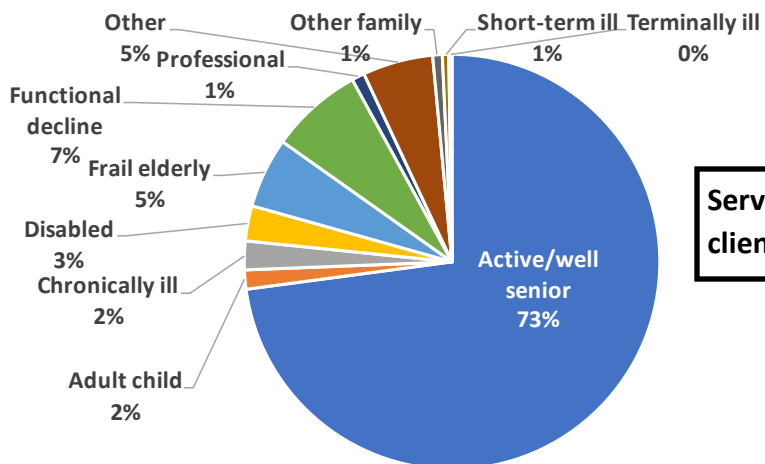
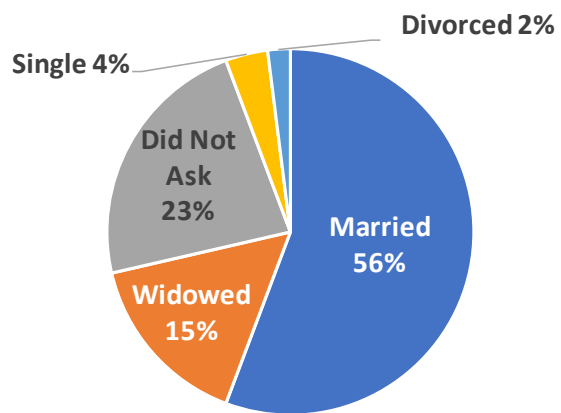


"Please try to keep your services. They are so helpful & necessary to our community."
- Community of Care client

Living Arrangement of Client 2018



Marital Status of Clients 2018



Service to clients 2018

2018 Client & Volunteer Survey Results

Medicare Part D Drug Plan

- 99% reported peace of mind
- 94% reported the service was beneficial or very beneficial
- 55% changed their plans as a result of review—of those who made a change, 94% did so to save money
- 85% reported independence
- 22% reported they wouldn't review their plan without this service provided by C of Care
- 91% reported they will return in 2019

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

- 67% reported benefit financially
- 97% reported benefit safety
- 88% reported increased socialization
- 94% reported peace of mind
- 82% reported ride assists clients remain in their homes

Top Five Concerns—2018

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

Top Five Interventions—2018

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

Transportation Client

- 28% reported they do not drive
- 33% reported they do not drive in Fargo
- 28% reported they would not attend their medical appointment without the ride
- 78% reported reduced stress
- 50% reported increased social interaction
- 72% reported peace of mind
- 67% reported independence due to ride
- 73% reported the ride assists them to remain in their home

Bone Builder Exercise Classes

- 27 months average length of participation
- 91% reported improved mobility
- 72% reported improved strength
- 88% reported improved balance
- 93% reported increased socialization
- 71% reported improved cognitive abilities
- 76% reported the exercise classes assist them to remain in their homes

Faith Community Nurse Services

- 72% reported independence
- 34% reported less reliance on family
- 59% reported services provided assistance remaining in their homes
- 59% reported reduced stress
- 59% reported increased socialization

*Just think of all the
Good Help you have
given to people in 15
years!*

- C of Care Client

Community of Care Board of Directors

June Calderwood—
Casselton, Chair
Brian Arett — Fargo,
Vice Chair
Kevin Skunes—Arthur,
Treasurer
Lori Abraham—Page
Tamara Anderson—
Detroit Lakes
Joe Moore—Arthur
Pam Nelson—
Casselton
Susan Stibbe—Hunter



Community of Care is a great asset- Don't know what we would do without it!

- C of Care Client

ONE STOP SERVICE CENTER

Clients contact our Care Coordinator, Lauren Prante for a wide variety of needs. In 2018, Lauren provided information, referrals, care coordination and support for older adults and their adult children. She assisted clients to complete paperwork for food, fuel and prescription assistance. Lauren planned socialization events (picnics in Arthur and Harwood and a movie event in Page).

Lauren and five trained volunteers provided Medicare Part D enrollment appointments in Arthur, Buffalo, Casselton, Harwood, Horace, Hunter and Kindred.

Throughout the year, Lauren assisted individuals who were turning 65, many whom were referred from the local pharmacists. The following statistics are from 2018 open enrollment (Oct. 15—Dec. 7)

- 227 clients served
- Total savings was \$53,247
- Average savings was \$250/client



The average cost of a nursing home in North Dakota in 2018 was \$98,809 (source: ND Dept. of Human Services)



VOLUNTEER PROGRAM

Volunteers are an integral part of our Community of Care team. In 2018, a total of 175 people volunteered in some aspect of our programming. Volunteers provided transportation, minor home repair, yard work, office as-

sistance and friendly visits. They also served on the board of directors, fundraising committees, health cabinet and led Bone Builder classes. In 2018, Rebecca Berge-Buss, Volunteer Coordinator, facilitated 22,456 miles of volunteer transportation and 1,105 hours of transportation service. For many older adults, a ride to their medical appointment is a critical element in their ability to continue living in their rural home.

The following Volunteer Program services were provided in 2018:

- 22,456 miles & 1,105 hours provided for medical transportation
- 9,150 miles & 1,566 hours provided by board of directors and other volunteers
- Total economic impact of Volunteer Services in 2018 was \$83,176

FAITH COMMUNITY NURSE

Our Faith Community Nurse, Gwen Fraase, focuses on preventative health for clients in northern Cass County. She provides health assessments, health education & referrals, information and outreach visits. Clients trust Gwen and regularly contact her regarding health concerns.

Gwen facilitates blood pressure screenings in local churches and senior centers. She also coordinates Bone Builder exercise classes in five locations—Arthur, Casselton, Harwood, Hunter and Kindred. Trained leaders in each location lead the classes which meet twice a week. A total of 75 older adults attend the classes each week. Participants report improved strength, balance, mobility and socialization.

Gwen and our Care Coordinator, Lauren, regularly assist clients to secure and set-up lifelines and other equipment through ND Assist. They are both trained to assist clients complete Advance Care Plans.



Community of Care Staff



Top Row: (L to R)

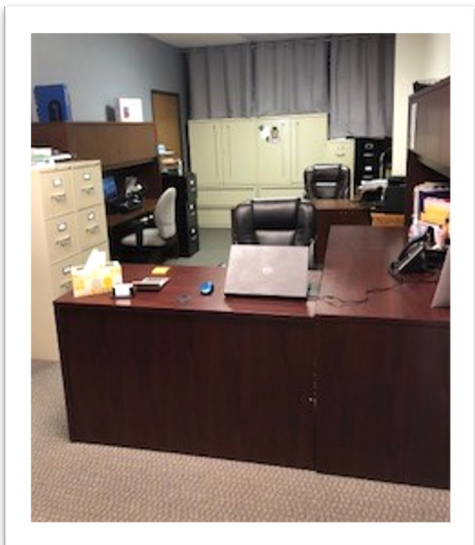
Myrna Hanson, Executive Director
Lauren Prante, Care Coordinator
Gwen Fraase, Faith Community
Nurse

Bottom Row: (L to R)

Rebecca Berge-Buss, Volunteer
Coordinator
Lynette Johnson, Bookkeeper

Really am thankful for C of Care. Relieves lots of stress knowing I have a way to keep appointments. Thanks heaps!!

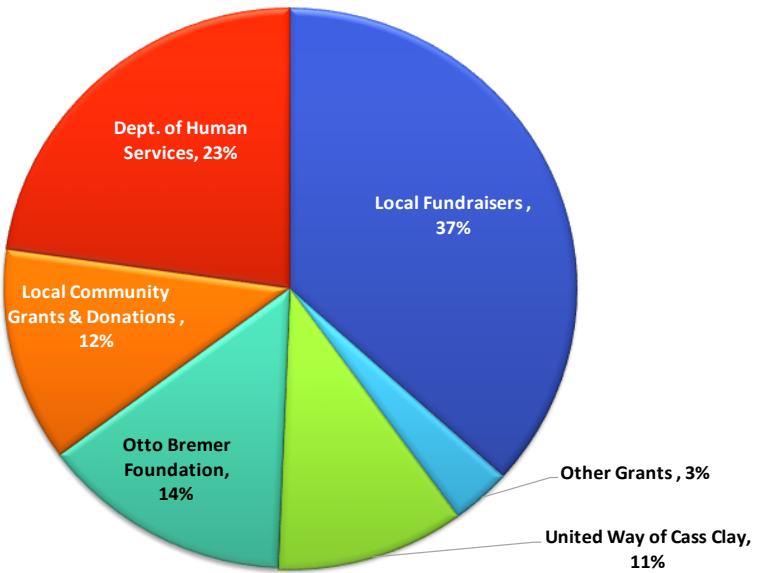
- C of Care Client



ARTHUR OFFICE UPDATES

Community of Care has maintained an office in the Arthur Mall since we began in September 2003. After 15 years, the office was in need of some “freshening up.” In May of 2018, the Arthur office was painted and new carpet installed. The office furniture was rearranged to provide for a more efficient and open work area.

2018 Funding

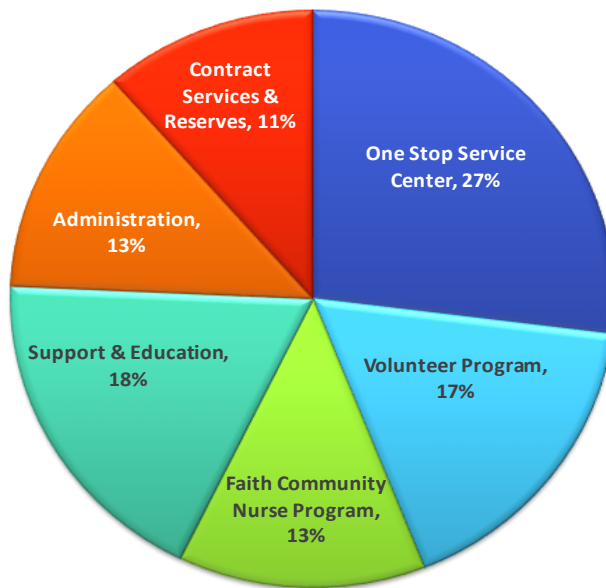


Grants Received in 2018

Alex Stern Foundation—\$4,000
 Arthur Area Foundation—\$5,000
 BNSF Foundation—\$4,000
 Dakota Medical Foundation—\$4,000
 FM Area Foundation—\$4,000

ND Dept. of Human Services—\$60,000
 Operation Round Up —\$3,000
 Other Grants—\$1,500
 Otto Bremer Foundation—\$37,500
 Sanford Health—\$240
 United Way of Cass Clay—\$28,000

2018 Program Budget



GIVING HEARTS DAY, TOTALLY TABLES AND CAR/BIKE CRUISE

Community of Care continued to receive generous support of our fundraisers. Giving Hearts Day 2018 was February 8th. We raised over \$35,000 thanks to donations from 284 donors. We continued our collaboration with three other Casselton organizations to promote Giving Hearts Day 2018.

Our 11th annual Totally Tables was April 13th. We had 30 tables, 13 of which were \$1,000 sponsor tables. West Funeral Home was the People's Choice winner (pictured below). The event is an important opportunity to tell our story while raising money to support our mission. In 2018, we raised over \$41,000 thanks to the 240 people in attendance. A special highlight was having Governor Doug Burgum join us for the evening.

Our 7th annual Car & Bike Cruise was July 30th. Forty-five participants traveled from Casselton to the Detroit Lakes and the lakes area. We had 24 sponsors at various levels and raised over \$8,200 to help provide care for "grandmas and grandpas" in rural Cass County.

