

COMMUNITY OF CARE—2014 ANNUAL REPORT

From the Director

2014 was a wonderful year at Community of Care. The support of local donors, grantors and the ND Dept. of Human Services budget allowed us to continue serving a greater number of clients and increase our volunteer base. As we “Drive Miss Daisy” and serve “Grumpy Old Men,” we continued to enhance the quality of life for rural Cass County residents.

In 2014, we finalized our client and volunteer surveys. The surveys were developed in conjunction with Dr. Myron Eighmy, NDSU Education Professor. Surveying clients and volunteers assists us to evaluate our programs and assess the impact of our work. The results of the surveys are found on page 6.

In 2014, Community of Care was honored and humbled to be selected as a 2014 Bush Prize for Community Innovation Award Winner. We are one of ten organizations in the tri-state area selected for this award. The recognition from the Bush

Foundation validates the community-based approach that is central to our mission. The award includes a financial award equal to 25% of our 2013 expenditures. Our board and staff continue to “dream” how those funds might be used to further develop our mission in rural Cass.

I was honored to attend an AARP “Best Practices” discussion in Washington, DC in 2014. Community of Care was selected to participate in discussions with rep-

resentatives from throughout the country, all of whom are working to serve older adults in rural areas.

The support of local residents, businesses and organizations is critical to our mission. Our dedicated board of directors, volunteers and donors all make it possible to assist rural Cass County residents remain safely in the homes they love and cherish.

Caring for people by partnering with rural communities



Special points of interest:

- **2,097 client contacts**
- **14.7% increase in the number of client contacts**
- **408 people served**
- **7.7% new client contacts**
- **12,500 miles driven by volunteers**
- **278 Total Volunteers**
- **2,458 Total Volunteer Hours**
- **Received Bush Prize for Community Innovation from the Bush Foundation**
- **Sponsored 2nd Annual Community Wellness Fair at Northern Cass School with University of North Dakota College of Nursing and Professional Programs**
- **Sponsored Conference for Aging Adults, Adult Children of Aging Parents and Caregivers**
- **7th Annual Totally Tables, 3rd Annual Classic Car/Bike Cruise and 2nd Annual Commodity Donation Program “Crops for Care”**

Comments from Clients and Volunteers

“You will never know how much your help is appreciated! It is difficult to ask for assistance. Your staff has been so helpful and kind. Makes it so much easier to call. Keep up the excellent work you do for we elderly. God bless.”

Care Coordination Client's comments on survey

“This is a fabulous program. I am blessed to be a part of it.”

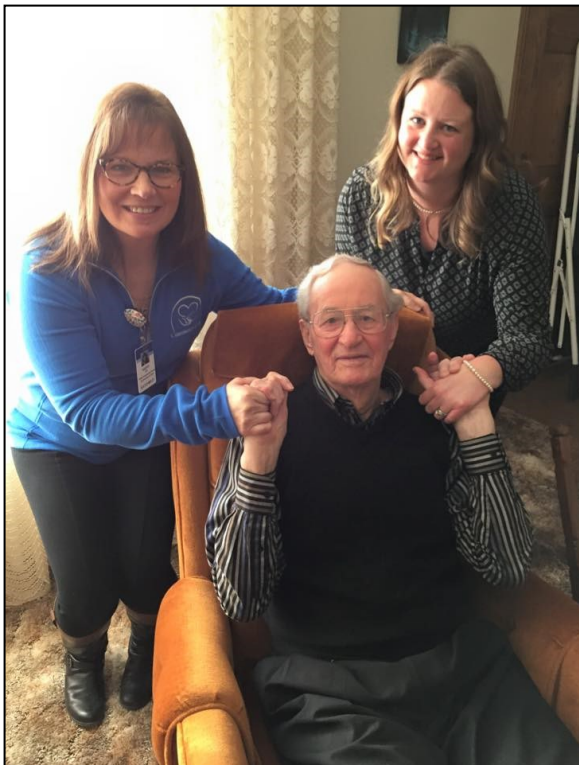
Transportation Volunteer on survey

“Personally, I need this service and it has been very beneficial when necessary to keep appointments. Without it, other choices would have to be implemented. Thanks to you this is working.

Transportation Client's comments on survey

Picture to Right: Front Row: Judy Orvik, Volunteer, Frank & Ramona Sattler, Clients

Back Row: Myrna Hanson, Executive Director and Sandy Dooley, Volunteer Coordinator



Picture above: Kathy Sundquist, Faith Community Nurse, Merlyn Anderson, Client and Melissa Oberlander, Care Coordinator

One Stop Service Center

During 2014, Melissa Oberlander, our Care Coordinator provided a wide variety of services for area residents (information, referrals, assistance, fuel/food/prescription drug assistance forms, Medicare Part D drug plan enrollment, care coordination, etc.).

The following are the statistics from Medicare Part D Open Enrollment (Oct. 15th—Dec. 7th)

- 253 clients served
- Total savings was \$89,581
- Average savings per client was \$354

VOLUNTEER PROGRAM

Sandy Dooley, our Volunteer Coordinator recruited 7 new volunteers in 2014. Sustaining our volunteer pool is crucial to our ability to provide medical transportation services. Increasing the number of transportation volunteers is an ongoing effort. Some volunteers are no longer driving. During certain times of year, many are unavailable (Ex. planting, harvest & snowbirds).

In 2014, a total of 278 people volunteered in some aspect to assist our mission. This included transportation, minor home repair, yard work, board members, committee members, UND staff & students at the

Wellness Fair, college interns from NDSU and Concordia and office assistants.

The following Volunteer Program services were provided in 2014:

- ◆ 12,500 miles driven & 667.5 hours provided for Medical Transportation
- ◆ 1106 hours of other Volunteer Services (Day of Caring, Page Day of Service, Exercise Classes, Committees, Wellness Fairs, Fundraisers, etc.)
- ◆ 3,322 miles driven & 374 hours of service provided by Board of Directors
- ◆ Total economic impact of all volunteers services in 2014 was \$54,824.35

*Never worry about numbers. Help one person at a time, and always start with the person nearest you.—
Mother Teresa*

The Bone Builder Class in Arthur meets Monday and Thursday mornings. A class was started in Casselton in September 2014.



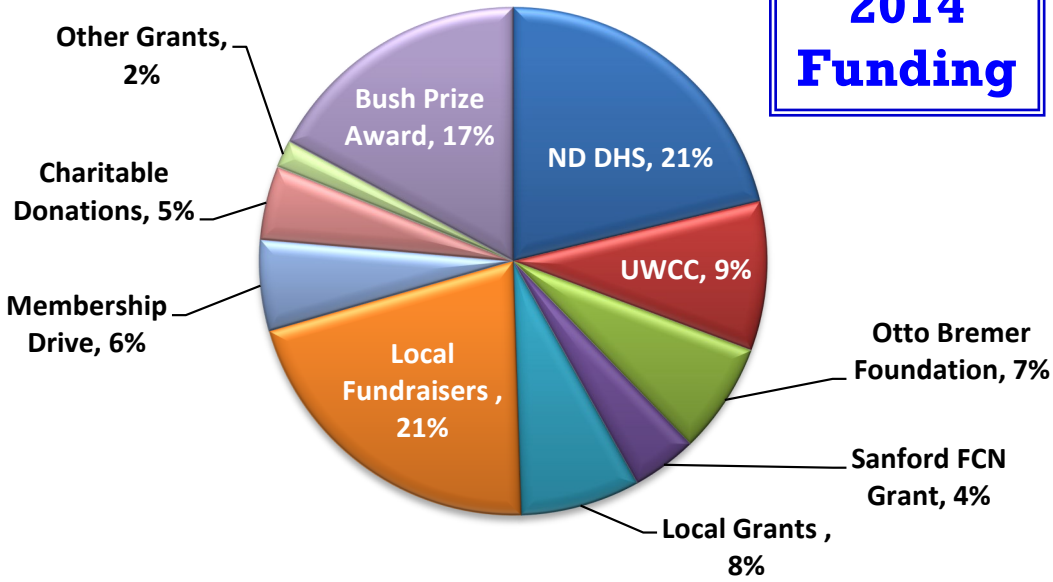
Faith Community Nurse Program

Our Faith Community Nurse Program focuses on preventative care. Through outreach visits, post-hospitalization visits, exercise classes, blood pressure screenings and education, our FCN provides information and referrals for area residents. Our FCN, Jess Donegan, resigned in November 2014 to be a stay-at-home Mom. Kathy Sundquist was hired as our FCN; Kathy started with Community of Care in January 2015.

The Wellness Fair with UND College of Nursing & Professional Programs was an outreach of the FCN Program. The 2nd annual event was held in April 2014. The students provided valuable information and screenings. The attendance was disappointing; we are re-evaluating the Wellness Fair in 2015.

*If you want others to be happy, practice compassion. If you want to be happy, practice compassion.—
Dalai Lama*

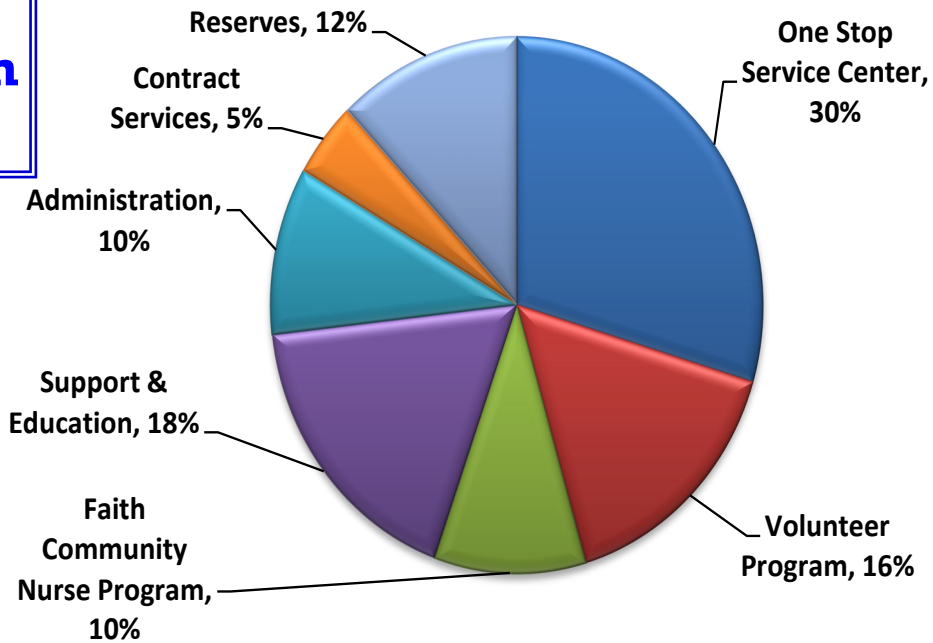
2014 Funding



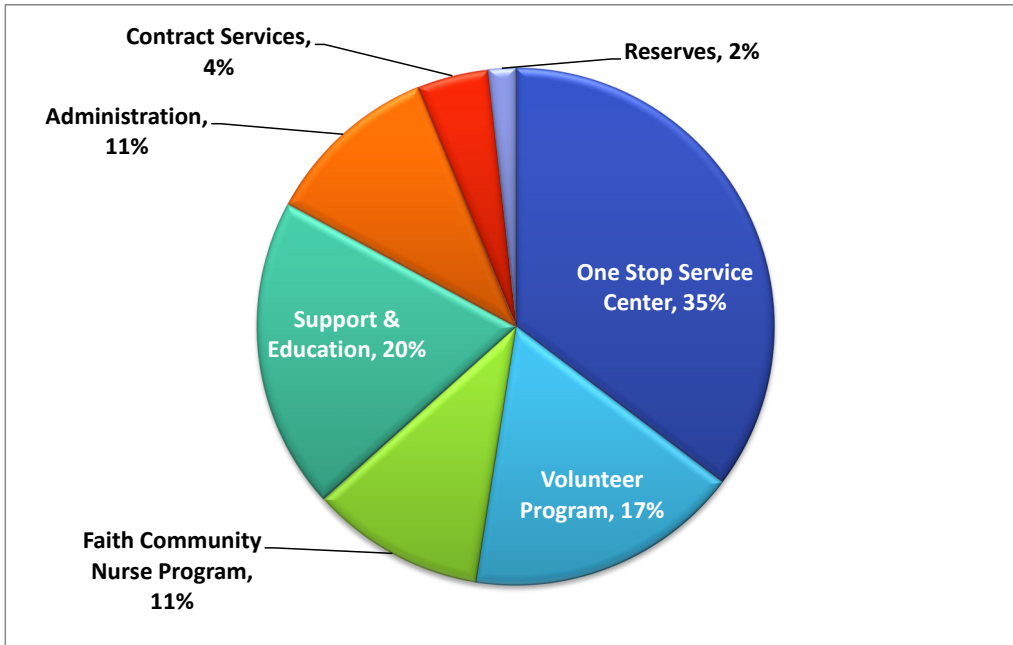
Grants received in 2014

- Alex Stern Foundation—\$2,000
- Arthur Area—\$6,250
- CCEC/SERVE—\$3,000
- DMF—\$5,250
- F-M Area Foundation—\$3,000
- ND DHS—\$60,000
- Sanford Health—\$11,750
- UWCC—\$26,000
- Bush Prize Award—\$48,636

2014 Program Budget



2015 Program Budget



2014 Board of Directors

Jane Lindemann
Retired CCEC
Board Chair
Fargo, ND

Margaret Mowery
Community Leader
Board Vice Chair
Fargo, ND

Dawn Moore
Community Leader
Board Secretary
Arthur, ND

Brian Arett
Valley Sr. Services
Fargo, ND

June Calderwood
Community Leader
Casselton, ND

Carrie Hagen
Controller, FSBND
Casselton, ND

Michael Redinger
Arthur Good Sam
Arthur, ND

David Rostad
Retired Dentist
Kindred, ND

Dick Sinner
Retired Farmer

Board of Directors—Feb. 2015



Front Row: Carrie Hagen, June Calderwood, Margaret Mowery and Dawn Moore
Back Row: Kevin Skunes, Dick Sinner, Brian Arett, David Rostad and Michael Redinger



Client and Volunteer Survey Results

Care Coordination Surveys

- 55% reported services provided independence
- 60% reported reduced stress
- 40% reported services provided assisted them to remain in their home
- 94 % were Satisfied or Very Satisfied with Services
- 83% were Likely or Very Likely to return for additional services through other C of Care programs

Transportation Client Surveys

- 92% reported services provided peace of mind
- 77% reported reduced stress
- 100% agreed or strongly agreed transportation services assist them to remain in their homes
- 100% reported they will use services again
- 100 % were Satisfied or Very Satisfied with Services

Medicare Part D Drug Plan Enrollment Surveys

- 100% reported assistance in maintaining their independence
- 100% reported financial benefits
- 100% were Satisfied or Very Satisfied with Services
- 100% were Likely or Very Likely to return for assistance with their Medicare Part D enrollment

Volunteer Surveys

- 80% reported services provided clients with social interaction
- 68% reported benefitted client financially
- 92% reported provided safety
- 96 % reported likely or definitely will continue volunteering
- 96% reported likely or definitely will recommend C of Care to a friend or family member

TOP FIVE CONCERNS—2014

1. Transportation
2. Medicare Part D/Prescription Assistance
3. Exercise Classes
4. Other Health Concerns
5. Blood Pressure Screenings

TOP FIVE INTERVENTIONS—2014

1. Transportation
2. Medicare Part D
3. Exercise Classes
4. Blood Pressure Screenings
5. Assistance

Conference for Aging Adults, Caregivers and Adults Children of Aging Parents

Community of Care sponsored a conference in September focused on “financial and legal issues to consider.” The focus of the conference was to assist older adults and their families begin conversations on important legal and financial issues for older adults. Mona Tedford, Trust Officer with Bremer Banks, and John Williams III, attorney with Fredrickson and Byron Law, presented information on pre-planning issues for aging adults and their adult children to consider. The presentation provided an overview on power of attorney, health care directives, wills, property transfers, Medicaid, Medicare, life estates, long term care insurance, estate/gift tax and charitable giving. Myrna Hanson, Executive Director, gave a presentation, “Who Gets Grandma’s Yellow Pie Plate,” a program of the NDSU Extension Service.

Community of Care Staff—2014

Myrna Hanson
Executive Director
Melissa Oberlander
Care Coordinator
Sandy Dooley
Volunteer Coordinator
Jess Donegan
Faith Community Nurse—
resigned in November
Pam Foss
Bookkeeper—
resigned in November
Lanette Johnson
Bookkeeper—
started in December

Staff Changes in 2014

Community of Care experienced staff changes in 2014. Jess Donegan resigned her position as Faith Community Nurse in November to be a stay-at-home Mom. Pam Foss resigned as bookkeeper in November due to her full-time position at Bremer Bank.

Kathy Sundquist was hired as Faith Community Nurse and began her position on January 5, 2015. Lanette Johnson was contracted as bookkeeper and began in December 2014.

7th Annual Totally Tables

The 7th Annual Totally Tables was held on April 25, 2014. Thirty decorated tables, silent auction, paddle game and live auction provided an entertaining event to increase awareness of our mission. \$28,962 was raised to assist us in caring for rural Cass residents. The Otto Bremer Foundation provided a \$20,000 match grant for Totally Tables.



3rd Annual Car / Bike Cruise



The 3rd Annual Classic Car/Bike Cruise was held on September 6, 2014. Twenty-five bikers and fourteen car enthusiasts enjoyed a cruise through Sheyenne River Valley on a beautiful fall day. The event raised \$7,090 to support our mission in rural Cass.

Each of our fundraising activities are opportunities to raise funds for our mission, but also to raise awareness of our work in rural Cass County. The support provided by local donors is critical as we "care for people by partnering with rural communities.

Giving Hearts Day, Membership & Commodity Donations

Donors also supported our mission through these three campaigns, which together raised \$40,024.21. The local fundraisers listed on this page accounted for 30% of our total budget.