

A Word From The Director

In a recent discussion, the individual I was talking with asked me, “How do I get a Community of Care started in my home county?” In another recent conversation, I was asked, “How come there aren't Community of Care’s in other parts of North Dakota.” When individuals outside of Community of Care recognize the impact of our mission and wish there were similar programs in their homes area or other parts of the state, we view that as a compliment and validation of our programs and services.

Community of Care is not looking to expand to other counties, but our goal continues to be replication of our model in other parts of North Dakota. The 65+ population is projected to increase 45.4% by 2029 (source: ND Compass). Keeping people in their homes is more cost-effective than long-term care. As the older adult population continues to grow, keeping them in their homes is important for our society. The average cost of a nursing home in 2018 is \$98,809 (source: ND Dept. of Human Services). Our goal to keep people in their rural homes as long as safely possible provides financial benefits for individuals, their families and potentially the state of North Dakota. We also know that the majority of our clients prefer to remain in

the homes & communities they have called home for years.

In 2017, we saw a 25% increase in the number of clients served. A portion of this increase is due to the addition of a 5th Bone Builder class in Kindred, the “Estate Planning SMARTS” presentation and Advance Care Plan presentations. The increase is also a result of new clients in each of our programs. Many of our new clients tell our staff, “I heard you are the ones to contact.” The referrals from fellow clients, community members, clergy, local businesses and family members help to increase the awareness of our programs, services and mission.

Our mission is **“caring for people by PARTNERING with rural communities.”** We exist and continue to grow because of those partnerships—volunteers, cheerleaders and donors. The ND Dept. of Human Services and other grantors listed on page 7 are tremendous partners in our mission. Together, all of us are improving the quality of life in rural Cass County and changing people’s lives.

We turn 15 in September and we are excited to see what the years ahead bring for Community of Care, but also the possibility of other communities developing their own **“Community of Care.”**



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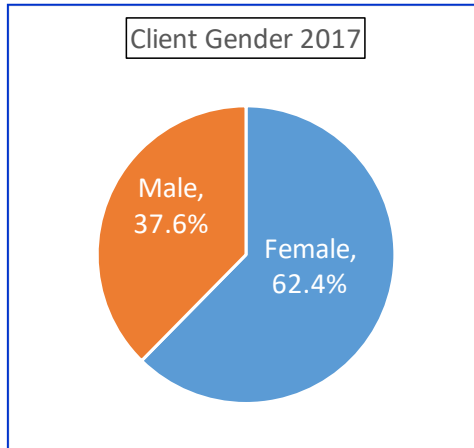
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Special points of interest

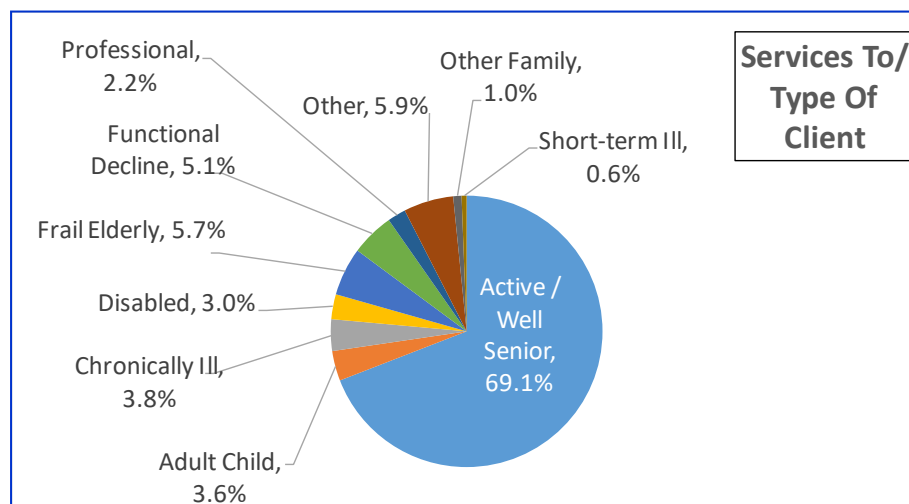
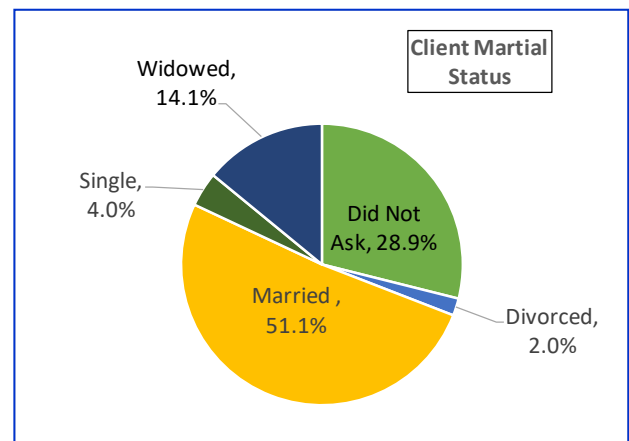
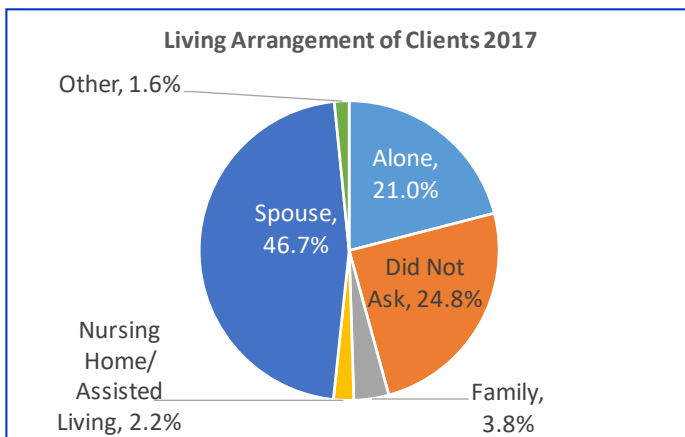
- 5,380 client contacts—a 58% increase from 2016
- 505 clients served—a 25% increase from 2016
- Facilitated 19,772 miles of volunteer transportation
- Served 263 clients during Medicare Part D open enrollment
- New Bone Builder class started in Kindred
- Estate Planning Smarts website in November 2017
- Moved Casselton office to First State Bank of North Dakota

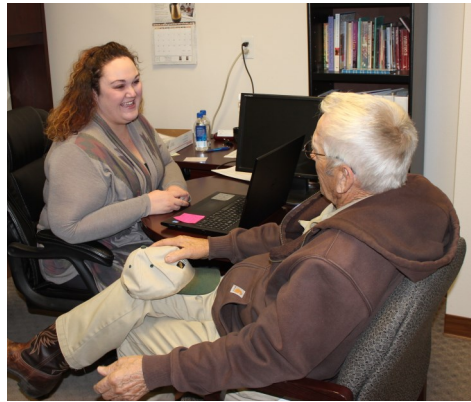
WHO ARE OUR CLIENTS?

Community of Care serves older adults and others in need in rural Cass County. The majority of our clients are 65 and older, many with one or more health concerns. We do not charge for any of our services, regardless of a person's economic situation. The charts on this page illustrate the demographics of the clients we serve.



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





*Top Left—Gwen takes a client’s blood pressure
 Top Right—Lauren assists a client with Medicare Part D
 Left—Arthur Bone Builder’s Class*

FAITH COMMUNITY NURSE PROGRAM

Gwen Fraase, our Faith Community Nurse, focuses on preventative care. She provides health assessments, health education referrals, information and outreach visits for clients in northern Cass County. Gwen has developed trusted relationships with clients and frequently receives referrals from clients and area residents. She facilitates blood pressure screening in local congregations and senior centers. She also coordinates Bone Builder exercise classes in five locations—Arthur, Casselton, Harwood, Hunter and Kindred (added in March 2017). 80 individuals gather 2 or 3 times a week to participate in Bone Builders. 93% of Bone Builder participants reported improved mobility, 90% reported improved strength and 90% reported improved balance. Gwen and other staff members have assisted clients to set-up lifelines (provided free of charge by Assistive Technology). Gwen participated in training in 2017 to assist clients complete their Advance Care Directives. She and Debra Ball-Kilbourne gave presentations to Buffalo and Casselton senior groups and assisted clients in those locations.

The average cost of a nursing home in North Dakota in 2017 was \$94,454 (source: ND Dept. of Human Services)

ONE STOP SERVICE CENTER

In 2017, our Care Coordinators, Debra Ball—Kilbourne and Lauren Prante assisted clients with a wide-range of concerns. They provided information, referrals, assistance with paperwork (applications for food, fuel or prescription assistance and social security disability), care coordination and support for adult children of aging parents. Prior to her departure, Debra planned socialization activities during the summer months. Lauren and six trained volunteers provided Medicare Part D enrollment appointments in Arthur, Buffalo, Casselton, Harwood, Horace, Hunter and Kindred. Debra and Lauren also assisted clients throughout the year as they turned 65. The following statistics are from 2017 open enrollment (Oct. 15—Dec. 7)

- 263 clients served—a 26% increase from 2016
- Total savings was \$131,316
- Average savings was \$500/client

Community of Care Board of Directors

June Calderwood—
Casselton, Chair

Margaret Mowery—
Fargo, Vice Chair

Kevin Skunes—Arthur,
Treasurer

Tamara Anderson—
Detroit Lakes

Brian Arett—Fargo

Pam Nelson—Casselton

Marcia Rose—Durbin

Dick Sinner—Casselton

Susan Stibbe—Hunter



*“Caring for people
by PARTNERING
with rural
communities”*

VOLUNTEER PROGRAM

Our dedicated volunteers are critical to our ability to serve clients. In 2017, Rebecca Berge-Buss, Volunteer Coordinator, facilitated 19,772 miles of volunteer transportation and 1,008 hours of transportation service.

A ride to the doctor is an important element for clients to remain in their homes.

In 2017, a total of 209 people volunteered in some aspect of our programming. This included transportation, minor home repair, yard work, friendly visits, board members, fundraising committee members, 7th grade class from Central Cass, Bone Builder class leaders, office assistance and health cabinet members.

The following Volunteer Program services were provided in 2017:

- 19,772 miles & 1,008 hours provided for medical transportation
- 6,968 miles & 1603 hours provided by board of directors and other volunteers
- Total economic impact of Volunteer Services in 2017 was \$83,994



Bill Kent receives a ride from C of Care volunteer, Bob Christianson

CHANGE OF OFFICE LOCATION IN 2017

After 7 1/2 years, we moved our Casselton office from Bremer Bank to First State Bank of North Dakota. Bremer was in need of more office space and First State Bank of ND provided a warm welcome and two offices. Both banks are examples of our mission statement, “caring for people by PARTNERING with rural communities.” Our physical address in Casselton is 41 Langer Avenue South, located in the FSBND retail location.



Community of Care Staff



Top Row:

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

Bottom Row:

Rebecca Berge-Buss, Volunteer
Coordinator
Lynette Johnson, Bookkeeper

Staff Changes in 2017

Debra Ball-Kilbourne resigned in October to begin a chaplaincy position with a local Hospice organization. Lauren Prante was hired as the Care Coordinator and started on October 9, 2017. Lauren grew up in Casselton and graduated from Central Cass. She has a Master's in Social Work from the University of North Dakota. Lauren's knowledge of rural Cass County is a valuable asset in caring for our clients.

Knowing that Community of Care is there to help me in time of great need gives me peace of mind, They have met that every time. Yes, I would be lost without that help.

- Transportation Client

2017 Client & Volunteer Survey Results

Medicare Part D Drug Plan

- 99% reported peace of mind
- 97% reported the service was beneficial or very beneficial
- 41% changed their plans as a result of review—of those who made a change, 46% did so to save money
- 86% reported independence
- 15% reported they wouldn't review their plan without this service provided by C of Care
- 97% reported they will return in 2018

Care Coordination

- 57% reported independence
- 38% reported service assists them remain in their home
- 48% reported reduced stress
- 52% reported increased socialization

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

- 84% reported benefit financially
- 88% reported increased socialization
- 85% reported peace of mind
- 85% reported ride assists clients remain in their homes

Transportation Client

- 31% reported they don't drive
- 38% reported they don't drive in Fargo
- 25% reported they wouldn't attend their medical appointment with the ride
- 75% reported reduced stress
- 69% reported increased social interaction
- 88% reported peace of mind
- 75% reported independence due to ride
- 100% reported the ride assists them to remain in their home

Bone Builder Exercise Classes

- 16 months is average length of participation by respondents
- 93% reported improved mobility
- 90% reported improved strength
- 90% reported improved balance
- 95% reported improved increased socialization
- 76% reported improved cognitive abilities
- 83% reported the exercise classes assist them to remain in their homes

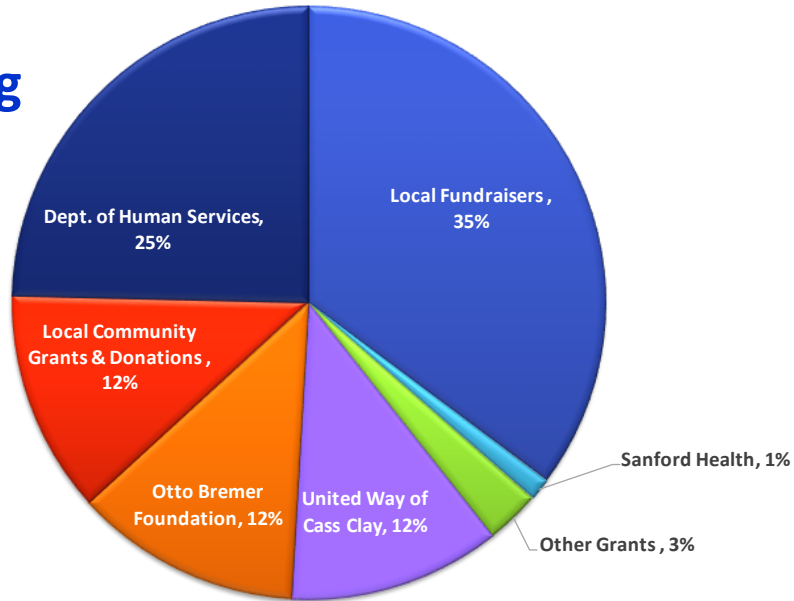
Top Five Concerns—2017

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

Top Five Interventions—2017

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

2017 Funding

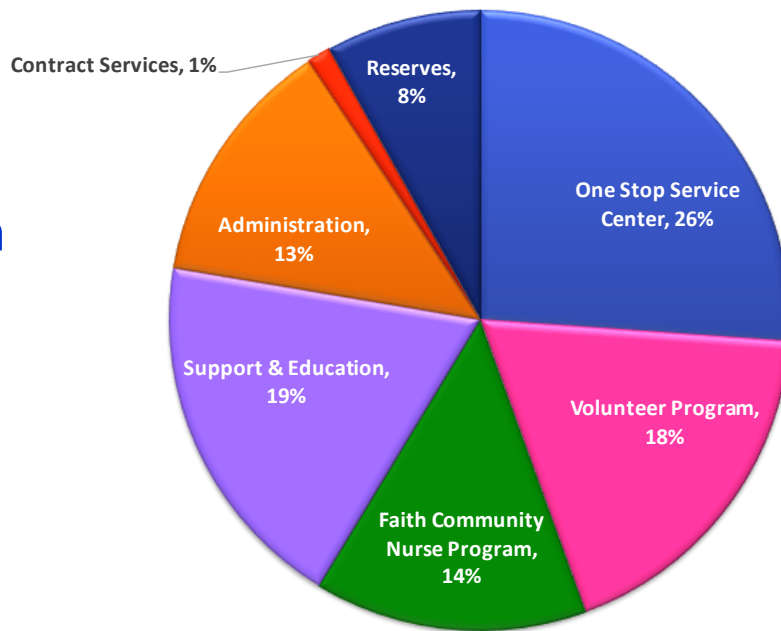


Grants Received in 2017

Alex Stern Foundation—\$4,000
 Arthur Area Foundation—\$5,000
 Operation Round Up —\$3,000
 Dakota Medical Foundation—\$4,000
 FM Area Foundation—\$3,000

ND Dept. of Human Services—\$60,000
 Other Grants—\$3,000
 Otto Bremer Foundation—\$30,000
 Sanford Health—\$5,880
 United Way of Cass Clay—\$28,000

2017 Program Budget



GIVING HEARTS DAY

253 donors helped us raise over \$29,000 on Giving Hearts Day 2017. In 2017, we again collaborated with 3 other Casselton organizations to promote Giving Hearts Day.



10TH ANNUAL TOTALLY TABLES

2017 marked the 10th anniversary of Totally Tables. What began as a “Fundraiser and Friendraiser” in 2008 has continued to grow. We are thrilled with the support of this event. In 2017, there were 11— \$1,000 table sponsors. We raised over \$40,000 (gross) to support our mission in rural Cass. The people’s choice winner was the Hagen Dental table (pictured).



6TH ANNUAL CAR & BIKE CRUISE

Our annual Car & Bike Cruise was held on Sunday, July 30th. Bikers and car enthusiasts enjoyed a cruise through southeast ND with a stop in Fort Ransom for lunch. Thirty-three individuals participated in the cruise. Twenty-seven businesses and organizations provided sponsorship. A portion of the funds raised were used to meet our endowment match.

