

# 2013 COMMUNITY OF CARE ANNUAL REPORT



## From the Director

During 2013, Community of Care began using a new marketing slogan, “We Drive Miss Daisy.” The slogan was well-received and brought an “aha” moment to area residents. This fun slogan helps people understand some of the services we

provide at C of Care. For many of our clients, if these rides to medical appointments were not available, it would greatly increase the likelihood they would need to move out of their rural homes.

Our goal at C of Care is “to enhance the quality of life for rural Cass County residents in order to keep them in their homes and communities as long as safely possible.” Providing rides for “Miss Daisy”, and for “Mr. Smith” is one aspect of our program-

ming focused on that goal.

2013 included growth and opportunities. As we celebrated our 10th anniversary, we continued to serve more rural Cass residents with a wider range of programs. The addition of the Wellness Fair with UND, the growth in client contacts, exercise programs and a UND clinical student project provided additional services towards that goal.

In May we adopted a new mission statement “Caring for people by

partnering with rural communities.” The support and partnership of local residents continues to be crucial to our mission. The local residents who serve as volunteers, provide financial support or encourage friends & neighbors to utilize our services are important partners in our mission. We are very grateful for their support.

*Caring for  
people by  
partnering  
with rural  
communities*

## Special points of interest:

- 1,829 client contacts
- 54% increase in the number of client contacts
- 429 people served
- 240 new client contacts
- 13,144 miles driven by volunteers
- 211 Volunteers
- 2,138 Volunteer Hours
- Sponsored 1st Annual Community Wellness Fair at Northern Cass School with UND College of Nursing & Professional Programs
- 6th Annual Totally Tables, 2nd Annual Classic Car/Bike Cruise and 1st Annual Commodity Donation Program “Crops for Care”
- Donor Management Software—PEAK NFP
- Partnered with local residents & businesses for Spring Clean-up, Senior Day & Day of Caring
- Bone Builder Class in Arthur & Exercise in Page
- Received \$40,000 Otto Bremer 2-year Match Grant

## 10 Year Anniversary

Community of Care celebrated our 10th Anniversary in September 2013 with open houses in Arthur and Casselton. The seed that was planted in 2003 has continued to grow and “produce a harvest” of caring for rural Cass residents. What began as a pilot program of the Good Samaritan Society has proven the effectiveness of the model. We look forward to what the next ten years will bring.

## Comments from Family Member and Community Member

*I don't know what we would have done without your volunteers!*

*Adult Daughter of Client*

"Thank you again for all the help your organization has generously supplied to my mom in the past few weeks. I don't know what we would have done without your volunteers! Plus the information you've provided on people that I can contact for future assistance with my parents."

*Adult Daughter of Client*

"Thank you for your organization and the services it provides. Although we don't personally know anyone who benefits from these services, we have strong convictions about people helping people. Your goals and methods really resonate with us and we wanted, in some small way, to have a part in support of your efforts." *New members from Harwood after having received the Winter 2013 newsletter*

## 2013 Client Service Statistics

- 1,829 Client Contacts
- 240 new client contacts 13.1%
- 1,589 return client contacts 86.9%
- 429 individuals served
- 53.8% increase in client contacts from 2012

## One Stop Service Center

During 2013, 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, etc.).



The following are the statistics from Medicare Part D Open Enrollment:

- 290 total client contacts
- 246 total clients
- Total savings was \$101,317.52
- Average savings per client was \$411.86

## VOLUNTEER PROGRAM

The Volunteer Program saw a change in staff with Lucille Kingsley's retirement in February and the hiring of Sandy Dooley in March.

Sandy recruited 18 new volunteers in 2013. Sustaining our volunteer pool is crucial to our ability to provide medical transportation services.

The addition of these new volunteers has increased our total number of volunteers and helped to replace previous volunteers who are no longer providing transportation.

The following Volunteer Program services were provided in 2013:

- ◆ 13,144 miles driven & 667.5 hours provided for Medical Transportation
- ◆ 965.5 hours of other Volunteer Services (Day of Caring, Page Day of Service, Exercise Classes, Committees, Wellness Fairs, Fundraisers, etc.)
- ◆ 6,619 miles driven & 504.5 hours of service provided by Board of Directors
- ◆ Total economic impact of all volunteers services was \$56,733.31 in 2013

*Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment or the smallest act of caring, all of which have the potential to turn a life around.*

*- Leo Buscaglia*

## Faith Community Nurse Program

*The focus of the Faith Community Nurse is the intentional care of the spirit, assisting the members of the community to maintain and/or regain wholeness in body, mind and spirit.*

Our Faith Community Nurse, Jess Donegan, provides outreach visits to area residents and coordinates the Bone Builder class in Arthur. She also provides Blood Pressure Screenings at the Arthur and Casselton Seniors once a month and works with local volunteers to provide BP checks in area congregations. The Wellness Fair with UND was an outreach of our FCN program. In 2014, we hope to expand the BP checks to additional congregations in northern Cass and add Bone Builder classes in Casselton and/or Kindred.

### Top Five Concerns 2013

1. Medicare Part D
2. Transportation
3. Exercise Classes
4. Blood Pressure Screening
5. Other Environmental

### Top Five Interventions 2013

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

# 1st Annual Community Wellness Fair

C of Care collaborated with the UND College of Nursing & Professional Programs, Arthur Good Samaritan, Arthur Drug and local residents to sponsor the 1st Annual Community Wellness Fair on April 6, 2013 at the Northern Cass School. UND Students provided screenings for blood

pressure, glucose, vision and hearing. Students and faculty led sessions on Caregiving, Home Safety, Basic First Aid and Nutrition for Seniors. Attendance was lower than we had hoped for due to bad weather and icy roads. Those who attended found the event to be very helpful.

Our board chair, Jane Lindemann brought her 86 year-old Mother. Jane stated, "We had a great time. The information provided was useful and the UND students were helpful and very pleasant." The 2nd Annual Community Wellness Fair will be held on

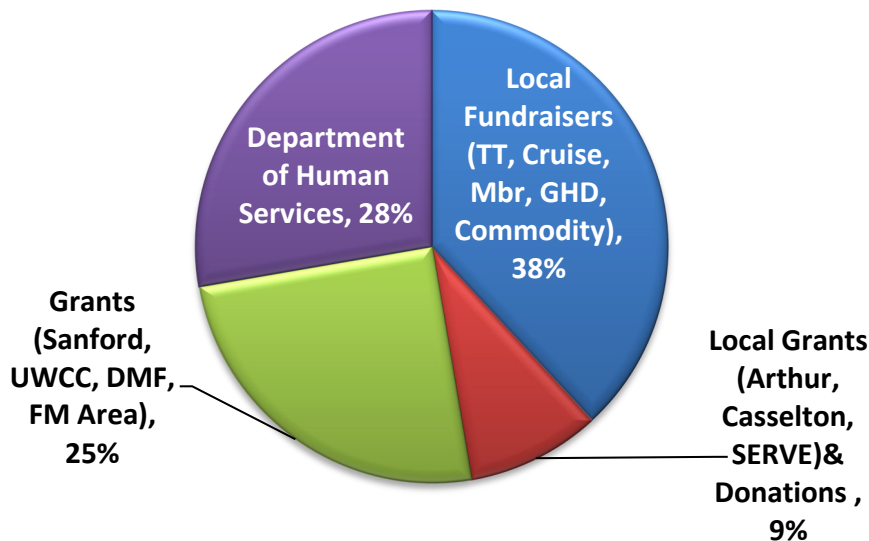


Saturday, April 12, 2014 at the Northern Cass School.

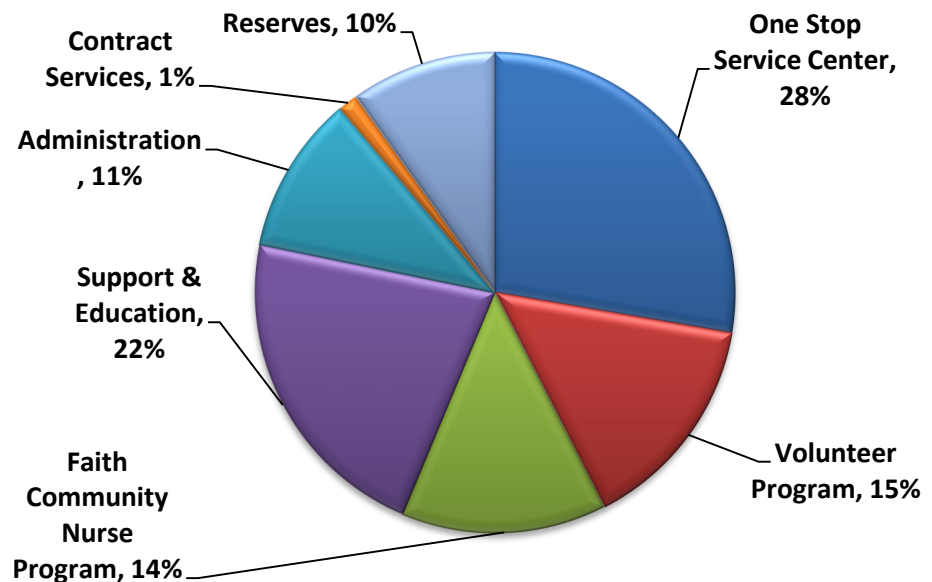
## 2013 Funding

Grants received in 2013

- Alex Stern Foundation—\$4,000
- Arthur Area—\$8,300
- CCEC/SERVE—\$3,000
- DMF—\$2,500
- FM Area Foundation—\$4,500
- ND DHS—\$60,000
- Sanford Health—\$16,500
- UWCC—\$26,000

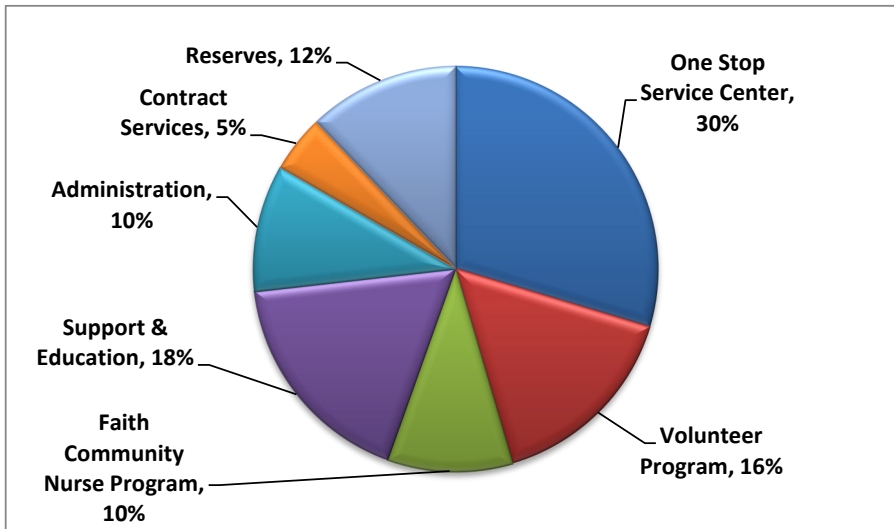


## 2013 Program Budget





## 2014 Program Budget



## Board of Directors and Staff



Front Row: Sandy Dooley, Michelle Anderson, Nancy Satrom & Dick Sinner.

Back Row: Myrna Hanson, Melissa Oberlander, David Rostad, Ashley Ylitalo, Dawn Moore, Jane Lindemann & Scott Wolff

Not Pictures: Brian Arett, June Calderwood, Margaret Mowery, Jennifer Hetterscheidt, Jess Donegan & Pam Foss

### 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

Jennifer Hetterscheidt  
Arthur Good Sam  
Casselton, ND

David Rostad  
Retired Dentist  
Kindred, ND

Nancy Satrom  
Community Leader  
Page, ND

Dick Sinner  
Retired Farmer  
Casselton, ND

Scott Wolff  
Bremer Bank  
Casselton, ND

Ashley Ylitalo  
Arthur Good Sam  
Arthur, ND

## Staff Changes

Community of Care experienced staff changes in 2013. Lucille Kingsley retired as Volunteer Coordinator in February. Sandy Dooley was hired in March as the new Volunteer Coordinator. Michelle Anderson resigned as Administrative Assistant in October. Pam Foss was hired as the Contract Staff person in November to do bookkeeping & the newsletter.



## 2013 ANNUAL REPORT

Caring for rural residents - one person at a time

### 6th Annual Totally Tables

The 2013 Totally Tables on April 19, 2013 was the biggest event yet. The 31 decorated tables, live auction and silent auction all provided an entertaining evening. During the 6<sup>th</sup> annual event, we raised awareness of our programs and also raised \$30,801 towards our mission.



### 2nd Annual Car / Bike Cruise

The 2<sup>nd</sup> Annual Classic Car/Bike Cruise on September 14, 2013 was great fun, despite being a very rainy day. Thirteen bikers and thirty-nine car enthusiasts enjoyed the cruise through Minnesota lakes country. The event raised \$6,265 to support our mission in rural Cass.



### 1st Annual Commodity Donation

"Crops for Care" was launched in September 2013. Letters were mailed to area farmers asking for their participation through the donation of bushels of their crop. This first year we raised \$1,946.06 thanks to donations from six local farmers during the first campaign.



*All of these events are opportunities to raise funds for our mission. More importantly, they are opportunities to raise awareness of our programs and services among area residents while building relationships.*