

Community Impact Report 2021

*“Our resilience increases
as we recognize the
magnitude of what we
have already accomplished.”*

– Patricia O’Gorman
AUTHOR



COUNCIL ON AGING
OF CENTRAL OREGON

“During COVID, our fully renovated and refitted commercial kitchen turned out to be more than a blessing. **We were able to significantly increase our food services to meet the growing need for nutritious meals** – especially for those who could not or should not be out shopping for groceries at the height of the pandemic.”

Susan Rotella
Executive Director



Despite lockdowns, our community still made new friends.

For many, COVID-19 ushered in an unwanted era of social isolation. We started the **Caring Connections** program which matches volunteers with tri-county seniors who would like to connect with others during a weekly phone call. We have 45 seniors in the program, with many of the participants forging genuine friendships.

“

We feel like we've become friends. Roberta has just been delightful to talk to, and we found a lot in common and yet a lot of differences. But it's nice to share and learn things from other people.”

*– Joyce
Caring Connections participant*



“We wanted them to know that someone was thinking of them. Kids have also experienced isolation due to COVID, so they could relate to the seniors being isolated.”

– Emily Fridae
Office Manager at
Seven Peaks School



Our Grab-N-Go lunch program didn't miss a beat.

Although in-person dining was paused, we were still able to deliver Grab-N-Go lunches three times a week. Often just seeing friends and having the opportunity to chat while picking up a bagged lunch is the rainbow in someone's day. **Many of our local schools have contributed by decorating meal bags, creating special cards, and other personal touches for most holidays.**

A special thanks to:

Eastmont School
Ensworth Elementary School
Pine Ridge Elementary School
Ponderosa Elementary School
Seven Peaks School





Dan and Gloria
Long-time CoA clients

Our clients continued to keep us inspired.

Helen and Dick are regulars at our Bend meal program and were able to manage this year as we increased our meal service to three days a week. “We’re on a fixed income like most people here. With the cost of living nowadays, the Council on Aging really helps us,” says Helen. “And, something like thirty percent of the people in our neighborhood would not have access to healthy food, nor can they afford it, without the Council on Aging.”

Dan and Gloria, another Bend meal program couple, have found new friends to hang out with and expanded their social circle. “We treat each other like family.

You know, we go round to the cars and visit with our friends,” stated Gloria. “We just enjoy each other’s company. I’m glad we’re part of the Council on Aging or we wouldn’t know anybody.”

Cathy Hensel, a Meals on Wheels recipient in Sisters remarks, “I can’t thank you, the Council on Aging, the chef, the many Meals on Wheels drivers and volunteers enough. You’ve brought peace of mind, energy, and nutritional health into my life. **The meals truly changed both my physical and mental health. You truly are lifesavers to those of us in need.**”

We met one of our renovation milestones.

In April 2018, the Council on Aging purchased the 9000 sq. ft. old Bend Community Center located at 1036 5th Street in Bend, which needed significant rehabilitation.

Undaunted, we undertook a detailed design process with a Bend architectural firm, chose our general contractor and initiated a limited capital campaign to begin raising funds for the renovation.

The focus of this phase was on building safety and improved operational functionality. The project took almost eight months to complete and will safely serve our senior guests for decades to come.

It is said that the kitchen is the heart of the home. In this case, it's the foundation of our Meals on Wheels and community lunches. The commercial kitchen needed more than a facelift. New equipment was installed and functional space was created to accommodate a larger dishwashing station, as well as a pantry for supplies.

Last, but not least, the front of our building received a lot of love. New accessible entrance, windows, siding, paint and brick restoration gave us a taste of what the final building façade will look like when complete...it only whets our appetite for starting the next phase!





Our volunteers deserve a big shout out!

We couldn't do what we do without our team of dedicated volunteers.

Led by our volunteer manager, Marianne McClure, they've clocked in over 17,469 hours in FY 2021! From distributing food to helping people understand Medicare plans, our volunteers are the heart of our agency.

A very special thanks to Sarah Burke (pictured above). Backed by Windermere Central Oregon Real Estate, Sarah and her team of employees and volunteers assembled 500 fresh flower bouquets that were delivered in early December. That generous gesture brightened up the holidays for many older adults in Central Oregon.

Thank you, Pat and Carol (pictured below), March '21 Volunteers of the Month, who met at the Sisters meal site and are friends. Pat and Carol have become part of the regular Wednesday group. "When people come by, even though they're in their car and it's a grab and go situation they seem to really appreciate just a little bit of conversation. Whether they come every Wednesday or come all three days every week, we try to provide a little touch point here."



“

[CoA] made me feel like I was more part of the world, not just in my little house.”

– Carol Hass, La Pine



Our donors' generosity made it all work.

Our donors and contributors come in all stripes—individuals, corporations, foundations, and small businesses. Whether local, regional, or national in scope we are grateful for their caring concern of our seniors in Central Oregon. It is their support and generosity that allows us to provide nutritious food, make homes safer, and support families with assistance in providing for their loved ones.

Benevity Community Impact Fund
Brooks Resources Corporation
Byron T. Shutz Foundation
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Central Oregon Association of Realtors
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The Wilson Family Charitable Fund
TJ Education Fund of OCF
United Way Fund Jefferson County
United Way of Central Oregon
Zachary and Danielle Rosenfield Family Foundation

Hundreds of local donors also made generous contributions to our programs this year. We are so grateful for every single gift of any amount – all have made a difference in the lives of local seniors.

Making an impact in our communities.

THIS DATA REPRESENTS OUR FISCAL YEAR: JULY 1, 2020 THROUGH JUNE 30, 2021



NUTRITION

97,494 Meals on Wheels delivered

54,937 senior lunches served

695 hrs nutrition education provided

INFORMATION AND REFERRAL

20,308 general inquiry calls answered

749 hrs of Medicare counseling provided

173 hrs of legal assistance provided

VOLUNTEERS

17,469 hrs of volunteer support provided

CAREGIVING SERVICES AND SUPPORT

10,892 of home and personal care services funded

1,347 hrs of paid respite support provided

2,602 hrs of case management services provided

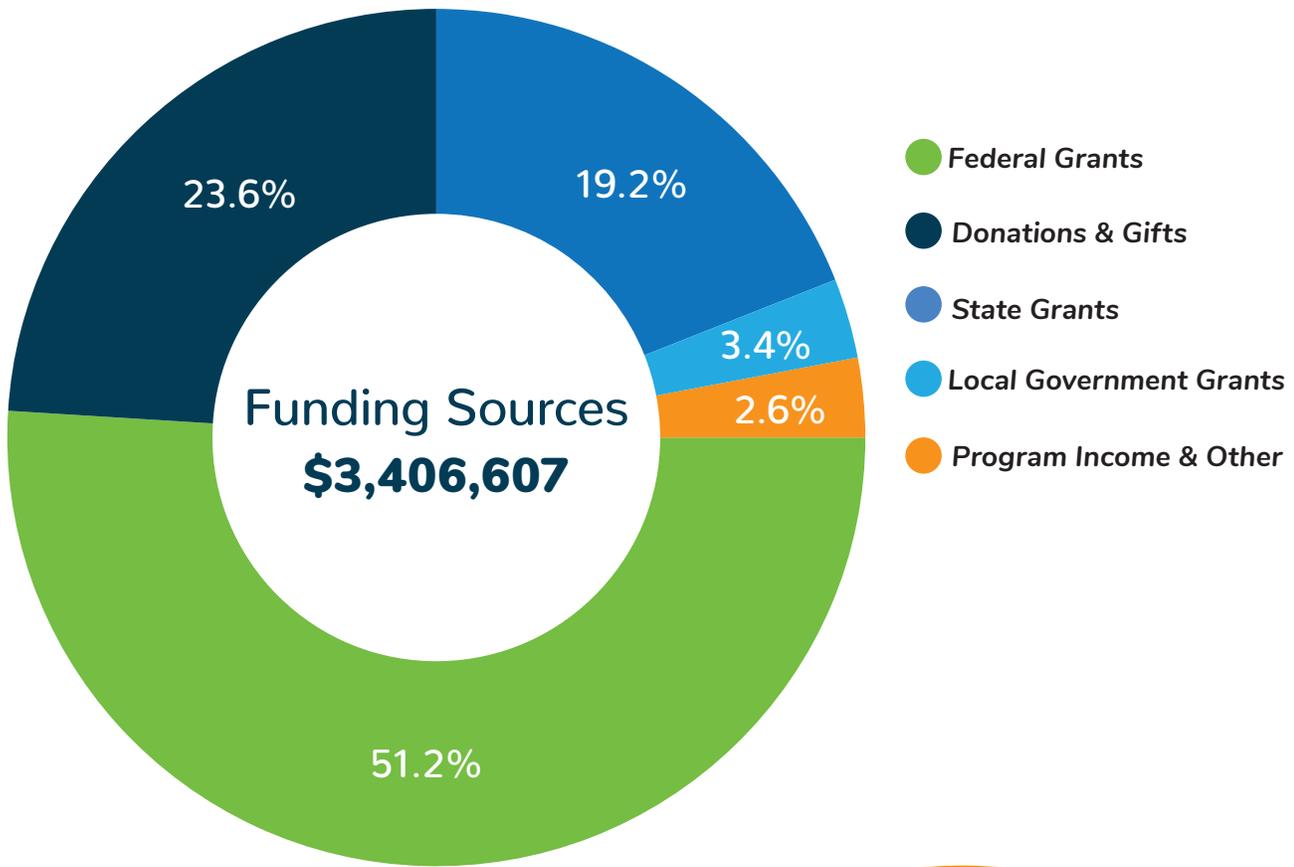
to **795** older adult clients

HEALTH AND FITNESS

2,374 hrs of physical fitness and falls prevention classes provided



Our financials.



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“I am so impressed with what the Council on Aging does with limited funding to make a positive impact for our neighbors. I can only dream about all they could accomplish with more resources!”

– Jennifer Neahrng, Board Member



COUNCIL ON AGING
OF CENTRAL OREGON

To learn more about the Council on Aging, to volunteer, or to become a donor in support of this transformational work, please call us at **(541) 678-5483**, or visit us at **www.councilonaging.org**, or join us on Facebook at **www.facebook.com/CouncilonAgingofCentralOregon**

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