

2024 COMMUNITY IMPACT REPORT



Keeping Central Oregon seniors
safe, fed, and connected.



CENTRAL OREGON IS NO STRANGER TO GROWTH.

At the Council on Aging of Central Oregon, we see every day how collective effort fuels impact. The power of our dedicated volunteers, growing network of partners, and committed staff drives our ability to respond to the increasing needs of our aging community.



In 2024, Meals on Wheels deliveries rose by 16%, and Community Dining participation grew by 13%. Help Desk calls surged by 45%, with more individuals seeking guidance on aging-related resources. Our case management team served 10% more clients, and our Caring Connections program saw a 17% increase in matches. These numbers represent more than just statistics—they reflect older adults whose lives have been enriched by the combined efforts of our team.

As demand rises, we must expand our capacity through strategic planning, sustainable funding, and a robust network of community resources. This year, we updated our mission to reflect our commitment to ensuring every older adult has access to the support they need to live with dignity and independence.

The Council on Aging supports all Central Oregonians to age well wherever and however they choose. We empower, advocate for, and provide services to older community members and their loved ones.

Uncertainty over federal funding adds urgency to our efforts. The reauthorization of the Older Americans Act (OAA) is critical to maintaining essential programs like Meals on Wheels, in-home support, and caregiver assistance. Despite broad bipartisan and bicameral support, the OAA was not reauthorized in 2024, which could impact services. We must continue advocating to ensure these programs receive the investment they deserve.

This work is especially meaningful as we approach our 50th anniversary in June. For half a century, the Council on Aging has been a trusted resource for older adults and caregivers in Central Oregon. Our history is a testament to the power of community, and as we look ahead, we remain committed to strengthening the programs and services that so many depend on.

Thank you for being part of this journey. Here's to 50 years of impact—and many more to come.

Cassie Regimbal

Cassie Regimbal, LMSW
Executive Director

A milestone worth celebrating—check out our new 50th anniversary logo!

STRENGTH IN NUMBERS

The Council on Aging along with its Senior Center partners have a team of 700+ volunteers who help to do everything from making friendly phone calls to delivering Meals on Wheels to sorting pet food. Each volunteer, whether they give an hour a week or dedicate time daily, is part of something bigger. Together, we are meeting the rising need and building a stronger, more connected community for older adults. We truly would not be able to do what we do without them.



(Left to right) **Emily Wells**, Volunteer Coordinator,
Marianne McClure, Director of Volunteer Services



VOLUNTEER HOURS

36,605

Up 13% from FY23

*All Impact Numbers represent services provided
in FY24, July 1st 2023 - June 30th, 2024.*

VOLUNTEERS: THE ULTIMATE MULTITASKERS

Volunteers at the Council on Aging wear many hats—and sometimes aprons, driving gloves, and holiday costumes. Here are just a few of the unique and meaningful ways our volunteers make a difference:

- Wrapping presents for Be a Santa to a Senior
- Designing monthly menus
- Arranging flowers for community dining
- Scheduling Medicare counseling appointments
- Taking monthly pet food orders
- Hand making holiday and birthday cards

The Council on Aging of Central Oregon Team





DISHING UP COMMUNITY

Meals on Wheels and Community Dining are essential programs that provide older adults with nutritious meals, especially those who live alone, have mobility challenges, or face financial challenges. Our recent Community Needs Assessment revealed that 16% of older adults in Central Oregon reported not always having enough to eat, highlighting the critical role these services play in combating hunger.

Beyond nourishment, these programs also help reduce isolation and foster a sense of community and connection. Over the past year, the demand for these programs has grown, and we've worked hard to meet that need. Thanks to the dedication of our staff and volunteers, the meal sites are now producing more meals than ever before.

“The most rewarding thing about volunteering to help with food service at the Council on Aging is talking to the clients and knowing that we're feeding them well and making them happy.”

— KATHY
Volunteer, Bend



Top row (left to right) **Isaac Mastie**, Executive Chef, **Denise Goss**, La Pine Meal Site Manager, **Cathy Lang**, Director of Nutrition Services, **Phillip Trujillo**, Dishwasher

Bottom row (left to right) **Michelle Charlton**, Salad Prep, **Rhonda Gostanian**, Bend Meal Site Dining Coordinator, **Steven Mann**, Sisters Meal Site Coordinator





2024 HIGHLIGHTS

- This year, we focused on delivering hot lunches to homebound seniors in La Pine and Sunriver through Meals on Wheels. We're excited to now provide these hot meals three days a week, freshly prepared in our Bend kitchen and delivered to South County.
- Our Bend Meal Site Dining Coordinator and Registered Dietitian, Rhonda Ghostanian, has revitalized our in-person nutrition education program. She's been sharing valuable insights on topics like inflammatory foods and how to read food labels, helping seniors across Central Oregon make more informed choices about their health.
- We teamed up with NeighborImpact to bring their Mobile Food Pantry to the Council on Aging on the third Thursday of each month. Diners and community members alike get access to free groceries and pantry staples.
- We've continued our strong partnership with the High Desert Food and Farm Alliance and Seed to Table, working together to provide fresh, locally sourced produce. This ongoing collaboration helps ensure that our meal programs offer healthy, nutritious options while supporting local farmers and food systems.

A NETWORK OF CARE

To bring Meals on Wheels and Community Dining to older adults across the tri-county, we contract with the La Pine Activity Center, Jefferson County Senior Center, Prineville Senior Center Charitable Trust, and Redmond Senior Center. Each center is powered by committed staff, volunteers, and board members who create warm, welcoming spaces that ensure that older adults have access to nutritious meals, a safe environment, and social connection.



NUTRITION

Meals on Wheels
Delivered:

134,471

Up 16% from FY23

Community Dining
Meals Served:

43,842

Up 13% from FY23

Hours of Nutrition
Education:

1,243

Up 31% from FY23



WE'RE HERE TO HELP

Our Help Desk is your go-to resource for aging-related support. As Central Oregon's Aging and Disability Resource Center, our specialists provide friendly, expert guidance, connecting you to the services that best fit your needs—whether through our in-house programs or our trusted community partners.



MOST REQUESTED RESOURCES

- Securing financial assistance
- Finding affordable housing
- Navigating caregiving and community living
- Accessing transportation
- Providing dementia care and support

(Left to Right) **Julia Williamson-Tracy**, Information and Resource Supervisor & Case Manager, **Heather VanDatta**, Receptionist and Administrative Assistant, **Brenna Cranswick**, Information and Resource Specialist



DIRECTIONS RESOURCE GUIDE

We printed 20,000 copies of our newly revamped Directions Resource Guide in September 2024. This 132-page guide offers quick access to vital information for older adults on topics like healthcare, housing, transportation, and nutrition. Available both online and in print, you can easily pick up a copy at any of the 100+ distribution locations across Central Oregon or at **CouncilonAging.org/Directions**.

CARING FOR CAREGIVERS

A 2020 study by the National Alliance for Caregiving showed that 17% of Americans were caregivers to individuals 50 and older. As the population ages, the demand on family caregivers will continue to rise, making it essential to provide them with the support and resources they need to sustain their vital role. The Council on Aging continues to provide family caregivers with connections to community programs, support groups, educational materials, and respite grants.

INFORMATION AND REFERRALS

Help Desk Calls:

6,079

Up 45% from FY23



AGING IN PLACE, MADE EASIER

Our team of five dedicated case managers is the backbone of our programs. In 2024, they met with more than 800 clients and their families, assessing needs and connecting them with vital services offered by the Council on Aging and its partners. They created personalized care plans, guided clients through community resources, and ensured the support needed for independent living.

2024 HIGHLIGHTS

- We developed our 4-year Area Plan, informed by focus groups and over 500 Community Needs Assessment responses. The plan outlines strategies for accessible, coordinated care for older adults, adults with disabilities, and caregivers. It can be accessed at CouncilonAging.org/Area-Plan
- Case Manager Wes Vaughn provided 126 hours of Options Counseling, guiding older adults and families through choices like long-term care, in-home services, and financial planning.
- We continue to work closely with Friend to Friend, an organization that offers grants to older adults when unexpected expenses of aging arise. Friend to Friend has supported 25 clients in the last year with much-needed home repairs such as replacing a broken doorbell and installing a modified bathtub.
- Our client services team has been working closely with state agencies to implement a new federal program called Oregon Project Independence Medicaid. We anticipate a statewide public launch in March, 2025.



CLIENT SERVICES

Clients Served by
Case Managers:

840

Up 10% from FY23

Home/Personal
Care Hours:

8,830

Up 24% from FY23

Family Caregiver Respite
Support Hours:

658

Similar to FY23 Due to
Federal Funding Levels

(Left to Right) **Wes Vaughn, Melissa Melby, Brony Hruska**, Case Managers, **Daisy Cochran**, Director of Client Services, **Ulysses Vargas**, Bilingual Case Manager



A COMPREHENSIVE APPROACH TO CARE

At the Council on Aging, we know that aging well isn't just about one service – it's about having a network of support that meets a variety of needs. From social connection and pet companionship to legal assistance and tech help, our wraparound approach ensures older adults have access to the resources that help them stay engaged and independent.



PETPALS

Pet Pals Clients:

117

Up 21% from FY23

Pets Enrolled
in Pet Pals:

169

Up 17% from FY23

FRIENDLY PHONE CALLS AND VISITS

In 2024, our Caring Connections team prioritized in-person engagement, hosting three gatherings at local restaurants where matches could connect with each other and fellow participants. We also streamlined onboarding and volunteer systems to make it easier for matches to meet and build meaningful relationships face-to-face.

FOOD FUR ALL

Pet Pals continues to grow, with an expansion to Madras in 2024, which added an additional 17 clients to the program. 30 volunteers make the program run smoothly in key roles such as prepping the delivery routes, mapping the routes, driving clients to vet clinics, and delivering food/supplies. To keep tails wagging, we also launched our second annual Food Fur All fundraiser, which raised over \$16,000.



(Left to Right) **Stacy Eidler**, Pet Pals Program Manager, **Jamie Lacore**, Caring Connections Program Manager, **Emma Fried-Cassorla**, Director of Communications and Programming



HEALTH CLASSES RETURN

This year, we were excited to relaunch two of our evidence-based health programs for the first time since the pandemic – Living Well with Chronic Pain and Chronic Disease Self Management. These six-week, highly participatory workshops focus on mutual support, helping participants build confidence in managing their health and maintaining active, fulfilling lives.



TEAMING UP FOR TAX ASSISTANCE

In 2024, we established a successful partnership with the all-volunteer run AARP Foundation Tax Aide Program. For 10 weeks, their skilled tax preparers worked out of our administrative office, providing support to 417 senior clients. Through this partnership, they helped recover \$312,253 in tax refunds for local taxpayers.

ACCESSING LEGAL SUPPORT

Navigating complex legal matters like estate planning, power of attorney, and wills can be stressful and overwhelming. That's why we partner with Legal Aid Services of Oregon to provide free legal advice through the Senior Law Project. Last year, 99 clients met with lawyers in Bend, Redmond, Madras and Prineville.

NAVIGATING TECH

On the first Wednesday of each month, Deschutes Public Library librarians visit the Bend Senior Services Center to offer tech support during lunch. Diners can bring their phones, tablets, or computers for personalized help with troubleshooting and navigating apps. In 2024, librarians assisted with 80 tech issues, offering hands-on support to make devices more accessible and user-friendly.



CARING

Number of
Matches:

63

Up 17% from FY23

Number of
Interactions:

2,083

Up 57% from FY23

LEARN MORE

If you're interested in learning more about Council on Aging programs and other community resources for older adults, sign up for our new quarterly Senior Care Compass newsletter CouncilonAging.org/Newsletters



ON THE MOVE

We purchased a wheelchair-accessible van to improve client transportation!

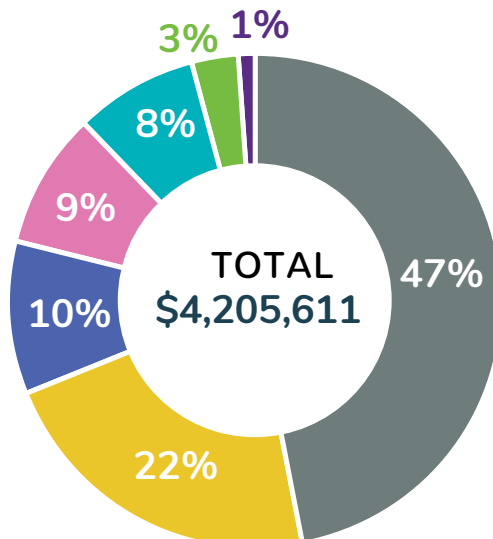
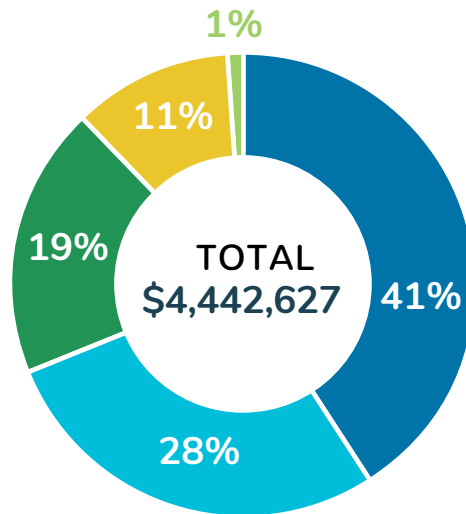


(Left to Right) **Les Marstella**, Chief Financial Officer, **Tia Linschied**, Program Manager, **Bob DeBoard**, Facilities/Technologies Manager, **Michelle DeLaPena**, Financial Operations Manager

FY24 REVENUE & EXPENDITURES

REVENUES:

- Federal Grants
- State Grants
- Donation & Gifts
- Program Income & Other
- Local Government Grants



EXPENDITURES:

- Nutrition Programs
- Case Management
- Advocacy & Administration
- Information, Resource & Reassurance
- In-Home Services
- Counseling & Other Services
- Capital Outlays-Building



INVESTING IN OUR SHARED FUTURE

The generosity of our donors and supporters empowers us to provide nutritious meals, family caregiver support, social engagement opportunities, and compassionate volunteers and staff to help our clients navigate the challenges of aging in Central Oregon. *To the hundreds of individual donors, foundations, charitable funds, and government agencies who made our work possible throughout the year, we extend our heartfelt thanks!* Every contribution has played a vital role in allowing us to continue making a meaningful difference in the lives of our neighbors.

WHAT DID YOUR SUPPORT PAY FOR?

Nearly 50% of grants and donations directly support our nutrition programs, including Meals on Wheels and Community Dining. The balance of community contributions helps fund our growing Caring Connections program, respite care, Pet Pals, information and referral services, and essential operational and staffing expenses.

(Left to Right) **Cynthia Jurgensen**, Development Manager,
Steven Remington, Director of Development,
Jessica Ross, Executive Administrator

GRANTORS THAT MADE A DIFFERENCE

Central Oregon Health Council
Cow Creek Umpqua Indian Foundation
Deschutes County
JTMF Foundation
Les Schwab Tire Centers
Marinus Newhouse Charitable Fund
Maybelle Clark Macdonald Fund
Oregon Health Authority (ROAM)
PacificSource Health Plans
Reser Family Foundation
St. Charles Health System
TC Energy

Hunger Prevention Coalition
Meals on Wheels America
Alzheimer's Foundation of America
Chambers Family Foundation
OnPoint Community Credit Union
Sunriver Women's Club

AgWest Farm Credit
Barbara Emily Knudson Charitable Foundation
Bollier Family Foundation
Brooks Resources Corporation
Carlson Sign Company
Cascade Natural Gas
Cascade Publications.
Central Oregon Association of REALTORS®
Diamond Line Delivery System
First Interstate Foundation
Home Instead Senior Care of Central Oregon
Mini Pet Mart
Newcomers Club of Bend
Oregon Geriatrics Society
Pacific Power Foundation
Quality Heating
Quicksilver Contracting
The Environmental Center
The Ford Family Foundation
The Roundhouse Foundation

Grant Funders and Business Supporters listed above are
from FY24 (July 1, 2023 - June 30, 2024)



Our Board Members and Advisory Council

Our Board members and Advisory Council are chosen for their integrity, capability and knowledge of issues that impact older adults in Central Oregon. They provide governance and leadership to the Council on Aging and have the responsibility to ensure the agency is managed in an efficient and compassionate way. They share our goals of changing perceptions of aging and to build a Central Oregon that values and supports people as they age.

Board of Directors

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Carmencita Madrid

Ray Miao

Wendy Miki Glaus

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Esther Reed, Chair

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Prineville

Kathy Withey

Redmond

Maureen Dooley

Sisters

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Kaitlyn Bertholet
Kari Hutchison



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Help us grow our impact in Central Oregon!

To learn more about our organization, volunteer or donate, visit,

www.CouncilOnAging.org