

LIVING AT HOME NETWORK

2020 ANNUAL REPORT (JULY 1, 2019 - JUNE 30, 2020)

By successfully adapting to the challenges of a pandemic in 2020, Living at Home Network programs reduced social isolation for older adults across Minnesota and helped them safely stay at home.



SERVICE OVERVIEW

July 1, 2019 – June 30, 2020

9,701
PEOPLE SERVED

2,886
VOLUNTEERS

68,000+
VOLUNTEER HOURS

The Living at Home Network is 32 independent, non-profit, community-held programs across Minnesota that rely on volunteers and community resources to help older people stay healthy and safe as they live independently at home.

RISING TO THE CHALLENGES OF 2020

Of note: In this annual report, the unprecedented pandemic experiences in 2020 are more the focus than services delivered in late 2019.

The 32 member programs of the Living at Home Network (LAHN) quickly responded to the challenge of helping older adults while in the midst of a coronavirus (COVID-19) pandemic. With Minnesota's "Stay at Home" order, network programs checked in with elders to see what they needed, what worries they had, and to assure them their local program was there to help. When we realized the COVID-19 precautions and restrictions for older adults had an uncertain timeframe, programs found creative ways to reduce the social isolation caused by the restrictions. Delivery of services continued strong as programs adapted to conform with the public health guidelines. As a network, programs worked together to innovate and transform needed services.



CARE (FOLEY) FOOD DISTRIBUTION

Across Minnesota, the towns and neighborhoods supporting older adults through LAHN programs realized their real value when the challenges of 2020 hit. Network programs face challenging funding given the economic unknowns, but the programs and their communities are committed to doing whatever is needed to give stable support to the elders in their community.

COMMITTED TO A MODEL OF NEIGHBORLY CARING

Each LAHN program is driven by community residents who care deeply about aging well in the community. LAHN programs share common guiding principles, which include fostering neighbor-to-neighbor connections of caring and friendship, being governed by community residents within defined geographic boundaries and providing services based on need rather than ability to pay.

2020 LAHN Board Members

- **Sharon Bring**, Marshall County Commissioner and Tri-Community LAH/BNP Board Member
- **Joe Christensen**, Board Member, Holdingford Helping Hands
- **Judith Dumke-Emery**, Rothsay PARTNERS Board Member
- **Sandra Grenell**, Pine Island Area Home Services LAH/BNP Program Director
- **Deade Johnson**, Volunteer, Two Harbors Community Partners
- **Teisha Magee**, Keystone Community Services Senior Program Supervisor
- **Bob Meyerson**, Harvest Bank Chairman and Atwater Area Help for Seniors Board Member
- **Marji Miller**, Former Southeast Seniors Executive Director
- **Zach Pederson, Associate**, Thrivent Private Equity
- **Trish Robinson**, Best Buy Senior Director of IT Sourcing
- **Sally Sawyer**, Southeast Seniors Volunteer
- **Mike Schendel**, Stephen LAH/BNP Board Member and Pastor of First Lutheran Church of Stephen
- **Greg Von Arx**, Recover Health CEO

Thank You 2019-2020 LAHN Donors

Funders and Sponsors

- BMO Charitable Fund Program
- Rosendo and Charlotte Elizondo Charitable Foundation
- Harvest Bank
- Metropolitan Area Agency on Aging

- Moore Foundation

- Recover Health
- St. Croix Hospice
- Thrivent
- UCare

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- Sandra Grenell
- Kimberly and David Larson
- Bob Meverson

- Marji Miller
- Sherry Munyon
- Mary Quirk
- Zach Pederson
- Sally and Tim Sawyer
- Mike Schendel
- Greg Von Arx
- Helen Wooley

LIVING AT HOME NETWORK PROGRAM HIGHLIGHTS

CENTRAL AND SOUTHWESTERN MN

Atwater Area Help for Seniors

P.O. Box 64, Atwater, MN 56209
(320) 974-8737 · lahbnp@frontiernet.net



ATWATER FRUIT AND VEGETABLE DELIVERY (IN 2019)

As COVID-19 stay-at-home orders began mid-March, our local Handlebar restaurant offered free evening meals M-F for delivery to our seniors in need. Through June, volunteer drivers delivered 640 meals provided by the restaurant. We reached seniors beyond those using the Congregate Dining service, which allowed us to meet the nutritional needs of more people. One elder noted, “The delivered meals have been a blessing, and it’s so nice to see a friendly face every day.”

CARE – Community Action Respecting Elders

321 6th Ave. PO Box 65, Foley, MN 56329
(320) 968-7848 · Connec@careelders.org

Since the COVID-19 pandemic began, seniors in our rural community have had challenges in getting groceries. Our area has no delivery service and some grocery items are often scarce. CARE volunteers are purchasing food for high-risk seniors who need to remain safely at home. One client stated, “It’s difficult to find the appropriate words to do justice in expressing my gratitude for all CARE has done for me [transportation, groceries, medication, yard work, and going to the post office] since COVID-19. The staff is very dependable, courteous and respectful. I definitely would not be able to live in my own home if it wasn’t for this organization. So a very special thank you to the staff and volunteers; may God bless you as only he can.”

Granite Falls LAH/BNP

752 Prentice St., PO Box 84, Granite Falls, MN 56241
(320)-564-3235 · marklahbnp@mvtvwireless.com



GRANITE FALLS MEMORY GARDEN CONSTRUCTION

Our program continues to receive great support from the community as evidenced by our volunteers’ willingness to provide time and talents to whatever task is at hand. During the COVID-19 crisis, a team of volunteers has sewn, and we have distributed, over 1,000 cloth face masks. We have also been mailing notes and delivering ‘care baskets’ to senior housing apartments and the members of our caregiver support group. One client sent a thank you back, saying “the note was better than a dozen roses.”

Grove City Area C.A.R.E. Living at Home Program

205 3rd St. S, PO Box 192, Grove City, MN 56243
(320) 857-2274 · gcacare@embarqmail.com

After delivering a care package to a client, she called to say she was thrilled with the oatmeal, apple, and ramen noodles for making her favorite salad. She also loved the BINGO sheet and plans to play it with her great granddaughter, who is 5, as a great way to spend time together.

Helping Hands Outreach

531 Main Street, PO Box 293, Holdingford, MN 56340
(320) 746-9960
carol.lundquist@holdingfordhelpinghands.org

Since the pandemic began, we have been delivering themed care packages to our clients that consist of fresh produce, food items tied to the theme and a 5-page booklet of brain activities such as trivia, silly jokes, and puzzles. The booklet has been a big hit and many clients don’t want us to stop them, even when the pandemic is over.



HELPING HANDS (HOLDINGFORD) CARE PACKAGES

Paynesville Rose Center

1105 Main St. W, Paynesville, MN 56362
(320) 243-5144 • paynesvilleroosecenter@gmail.com



PAYNESVILLE DELIVERY

In a pandemic, you truly discover the most dedicated volunteers. One volunteer not only continued to drive for medically necessary appointments, but she also made hundreds of telephone reassurance phone calls and delivered meals daily to two individuals too frail to warm up frozen meals. She also found time to walk daily with someone who needed the emotional support of an exercise buddy and she checked on staff to ensure we were doing all right. What a gift she is to this community.

NORTHWESTERN MN

Argyle's H.O.P.E. Program LAH/BNP

Argyle Mall, Box 17, Argyle, MN 56713
(218) 437-8431 • arglah@wiktel.com

Throughout the year, we have been busy delivering groceries, mail, meal kits, meals on wheels and providing transportation for medical appointments. All the individuals who we serve are very grateful for all the help. An iPad we purchased allows clients to do FaceTime with their families. They really enjoy seeing family faces. We have received a few thank you cards from some family members during the pandemic.

Middle River-Thief Lake LAH/BNP

120 2nd St. S., Middle River, MN 56737
(218) 222-4466 • mrtllahbnp@wiktel.com



MIDDLE RIVER BOARD MEMBERS WITH BILLBOARD

In these times, we have been moving forward by providing rides to doctor appointments and delivering meals. We delivered Easter baskets and May baskets that were a big hit. The community library that we offer has been greatly appreciated

Stephen LAH/BNP

319 5th St., PO Box 125, Stephen, MN 56757
(218) 478-3834 • slah@wiktel.com

One very special event we coordinated was a socially distanced birthday with greetings conveyed by masked volunteers on the birthday recipient's lawn! Greatly appreciated!

Tri-Community LAH/BNP

PO Box 278, Newfolden, MN 56738
(218) 874-2256 • LAHBNP@wiktel.com

"Reach Out and Touch Someone" used to be a phone company slogan, and it quickly became our daily operation in a pandemic. Through a HUGE effort, we worked to maintain a healthy level of social connectedness among local older adults via telephone visits during the Stay at Home MN period.

Warren S.O.S.

110 W Johnson Ave, Suite 1, Warren, MN 56762
(218) 745-4005 • msjts@ruralaccess.net

Warren S.O.S. remains strong and vigilant in this pandemic to support the needs of senior citizens in Warren, Alvarado and Oslo. We have helped Senior Meal prepare home-delivered meals, delivered the monthly boxes of the nutritional assistance program for seniors (NAPS), provided telephone reassurance, and helped with grocery and medication needs. To ease isolation and loneliness, we mailed homemade cards designed by children and delivered a potted marigold with the words, "We are here for you"! to their homes. The safety and health of our senior citizens remains our priority now and into the future.

WEST CENTRAL MN

Barnesville Area LAH/BNP - Helpers

124 2nd Ave. SE, PO Box 668, Barnesville, MN 56514
(218) 354-7090 • bvillehelpers@live.com

During one of our support calls, we discovered a senior (who is raising her autistic grandson) was out of food and homebound. Staff purchased some groceries to tide them over, and then went to the food pantry and got several boxes of food and staples. Staff connected the grandson with the bus route that would take him to a noon lunch offering. Staff continue to go to the food pantry on their behalf!

Living at Home of the Park Rapids Area

120 Main Ave. N, PO Box 465, Park Rapids, MN 56470
(218) 732-3137 • director@parkrapidslivingathome.org

Because of COVID-19, we have added a socialization piece to our program. Our volunteers were given a list of 5 or so clients to call regularly. We also started a campaign where members of the community could drop off cards and letters for us to send to seniors. We received such great feedback and a couple seniors forged pen pal relationships from that activity. When we delivered 30 May baskets to local seniors, we saw such joy and even a few tears when dropping them off. Our staff and some volunteers have done grocery shopping and medication pick-up with no-contact delivery to clients. We have learned to be flexible in this pandemic and do everything we can to bring a little relief and happiness to the many seniors in our community.

Neighbor to Neighbor LAH/BNP for Frazee and Vergas Elders

PO Box 141, Frazee, MN 56544
(218) 334-3559 • N2Ndirector@gmail.com

A porch repair resulted in an extremely grateful client. This gentleman is in a wheelchair full time and his wife is his full-time caretaker. He liked to sit on his front porch deck, but had to stop because the small porch had become unsafe with his new wheelchair. We found a volunteer and with a little money for expenses we were able to enlarge and shore up the porch so he could be outside with his wife when she was doing yard work. This action took a lot of stress away from his wife because she can physically see him while she is outside enjoying her flower gardens.

Pelican Rapids OAKS

215 East Mill Avenue, P.O. Box 225

Pelican Rapids, MN 56572

(218) 863-1515 • Maggie.driscoll@knutenelson.org



OAKS (PELICAN RAPIDS) PICK-ME-UP PACKAGES

Supporting our community elders during the last year has played an important part in our program goals. During May we delivered 166 Friendship Bags to elders in the community. With COVID-19, there has been isolation and loneliness, and seeing their faces during our deliveries told us we had made their day. On three deliveries to Hispanic families we were provided fresh warm tortillas and ingredients to make a fresh taco at home. We now know our reassurance phone calls and socially distanced visits play a special role in our health and wellness goals.

Rothsay PARTNERS

Box 234, 203 1st Ave. SW, Rothsay, MN 56579

(218) 867-1234 • rpartners@rtelnet.net

In this time of COVID-19, we were able to convince an elderly man who wasn't feeling well (we did not suspect the virus) to go to the emergency room. PARTNERS staff took him. He was diagnosed with congestive heart failure and spent time in the hospital. COVID-19 kept three daughters from their regularly visits to Rothsay to see their parents. The very thankful daughters gave generous donations and thank yous to us for helping their parents during this isolation time.

We have celebrated the 90th birthday of at least 10 people this past year who all live in their homes. We believe that is a testament to PARTNERS making a difference.

NORTHEASTERN MN

Community Partners-Two Harbors LAH/BNP

417 South Ave., PO Box 327, Two Harbors, MN 55616
(218) 834-8024 • info@communitypartnersth.org

Our grocery delivery program has grown significantly due to COVID-19, and has made an impact on the seniors we serve. We received the following message of appreciation: “The grocery delivery service is a life-saver for seniors and health-compromised people like us. We really value your efforts. Thank you so much!!” We plan to expand this service over the next year as the need continues to increase.

North Shore Area Partners – Silver Bay

99 Edison Blvd., Silver Bay, MN 55614
(218) 226-3635 • director@nsapartners.org

NSAP had planned to start a grocery delivery service for older adults in our service area. When the governor issued stay at home orders throughout the state, it became a top priority to get the service operational. Although the number of people who called for the service was lower than we expected, those who did use it were very grateful. We also put a quick request out to volunteers to begin making calls to older adults in our community who were especially isolated because they live alone. We also reached out to other community organizations to provide us with names of people who they felt were particularly vulnerable during this time. We received many comments from people who were feeling frightened and uncertain, and they were grateful to have someone calling to say hello and to check in with them.

SOUTHEASTERN MN

Healthy Seniors of Steele County

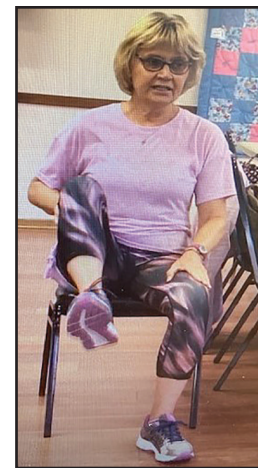
500 Dunnell Dr., Owatonna, MN 55060
(507) 774-7648 • edna@hsscprogram.org

Healthy Seniors of Steele County Neighbor to Neighbor program provides services delivered by volunteers, networking and collaboration, education, Senior & Caregiver Advocacy & Support, Fall Prevention, Healthy Partners, outreach and referrals. Our program diverted 442 months of nursing home admissions this last year.

Pine Island Area Home Services LAH/BNP

109 3rd St. SW, PO Box 566,
Pine Island, MN 55963
(507) 356-2999
piahs@bevcomm.net

Both the importance of our type of organization and the awareness of PIAHS became more clear this year. A son who was looking to relocate his parent found our website information and visited our office. Before researching housing options, he had searched for towns that provided a community based program and services for seniors. He shared that the availability of community based services greatly influenced his decision making process.



PINE ISLAND LEADING
EXERCISE ON FACEBOOK

TWIN CITIES MN

Como Park Falcon Heights LAH/BNP

Como Park Lutheran Church
1376 Hoyt Ave. W, St. Paul, MN 55108
(651) 642-1127 • director@comobnp.org

A partnership with MN UCare made it possible for us to pilot a program focused on the need for connection during isolation from COVID-19 related social distancing. We are able to loan iPads to seniors who are isolated and interested in technology as a pathway to socializing. We have also shifted our group exercise programs onto Zoom and partnered with North Dale Recreation Center to offer meditation and gentle yoga classes specifically targeted to individuals 55+.

East Side Elders

463 Maria Ave., St. Paul, MN 55106
(651) 683-2326 • director@eastsideelders.org

Grocery shopping, ready-to-eat meals, and mass produce delivery were all part of last year's programming. COVID-19 forced us to look at our services and decide which were the most important to our clients and which we would have to postpone. Rides, friendly phone calls, and outside chores continued as usual.

Hamline Midway Elders LAH/BNP

1514 Englewood Ave, St. Paul, MN 55104
(651) 209-6542 • tom@hmelders.org



HAMLIN MIDWAY (ST. PAUL) ICE CREAM SOCIAL (IN 2019)

Despite the ongoing pandemic and the neighborhood unrest late Spring, Hamline Midway Elders continues to reach out to older adults in our community. Making sure neighborhood elders have food, rides to appointments, and regular check-ins has been our priority. We deliver monthly lunches, care packages and books, and continue to send volunteers for socially distanced yard chores. We quickly moved many of our regular programs to an online format and have offered tai chi, chair yoga, and a knitting group online since April 2020 – these unique programs are led by seniors, for seniors.

Highland Block Nurse Program

c/o Our Lady of Peace
2076 St. Anthony Ave., St. Paul, MN 55104
(651) 696-8425 • paulaf@ourladyofpeacemn.org



HIGHLAND (ST. PAUL) JULY 4TH TREATS

During the pandemic, Highland Block Nurse Program has sought ways to safely keep our home care and volunteer services rolling. By everyone working together and getting creative, there have been ongoing in-home and backyard visits, groceries and essential items delivered, and hundreds of check-in calls. It has been so great to see the strong, caring community for our elders.

Keystone Community Services

West 7th Community Center
265 Oneida, St. Paul, MN 55102
(651) 298-5493 • timagee@keystoneservices.org

Volunteers and staff have been making regular calls to community seniors who are at risk from isolation. During those calls, new and stronger bonds have been fostered between seniors and life-long friendships have developed.

Longfellow/Seward Healthy Seniors

2800 East Lake Street, Minneapolis, MN 55406
(612) 729-5799 • maryalbrecht@lshealthyseniors.org

Our office in the U.S. Bank building was destroyed during the civil unrest in Minneapolis. Food insecurity has become an emerging reality for many seniors due to COVID-19 and the “food desert” created when civil unrest damage forced a number of area stores to close. We are enhancing our grocery shopping and delivery services now, including the actual purchase of food for lower-income seniors and delivering food from local food shelves.

Neighborhood Network for Seniors

1895 Laurel Ave., St. Paul, MN 55104
(651) 646-2301
alison@neighborhoodnetworkforseniors.org



NEIGHBORHOOD NETWORK (ST. PAUL) DELIVERY

After a successful fall and winter (2019-2020) of outreach and education activities and events, plus meeting with a wide array of senior groups and organizations, COVID-19 caused our program to pivot immediately. We focused on one-on-one contact with seniors via telephone, speaking with individuals on a weekly (sometimes more) basis, providing reassurance, information and referrals. We introduced our quarterly care package program, delivering themed baskets of items from local businesses. This program has been immensely successful and a welcome ray of sunshine to seniors in the community.

Nokomis Healthy Seniors Program

4120 17th Ave S., Minneapolis, MN 55407
(612) 729-5499 · melliasen@nokomishealthyseniors.org

With the pandemic, NHS has moved some of our events online. Our exercise instructor has two exercise classes online each week and uses items at home for exercise equipment. We moved our book club discussion to Zoom, so people can still enjoy discussing the book and keeping in touch with people they know.

North East Seniors for Better Living

1961 Sherwood Ave., St. Paul, MN 55119
(651) 808-1901 · neseniorsforbetterliving@gmail.com

A former volunteer of our organization reached out to us regarding a free shower chair for her mother. The mother is now receiving other services from us and the volunteer has become active again! When COVID-19 hit our community, NE Seniors recognized many local seniors would not be able to get safely to the grocery store. We quickly developed a system for delivering groceries and essential items directly to their doorsteps, along with health and wellness and activity packets to encourage our elders to stay active, safe and engaged at home.

North End-South Como Block Nurse Program

Front Street Hi-Rise,
727 Front Ave. #118
St. Paul, MN 55103
(651) 487-5135
molly@nescbnp.org

Our monthly gift bags filled with non-perishable food, household essential items and crossword books brighten the day for seniors who are even more isolated and lonely due to COVID-19. One gift bag included a pot, soil and seeds.

We received a phone call from June who said she was so lonely but now she had something to take care of and watch grow. We also added over 60 volunteers in the last 6 months and couldn't do what we do without their support.



NORTH END-SOUTH
COMO (ST. PAUL) CARE
PACKAGE DELIVERY

Southeast Seniors

22 Malcolm Ave. SE, Suite 125, Minneapolis, MN 55414
(612) 331-2302 · info@seseniors.org

Southeast Seniors began offering assistance with grocery shopping and home delivery for the first time in response to the COVID-19 pandemic. Katherine, a client receiving biweekly shopping help from a volunteer, succinctly described the impact of this service by saying "Southeast Seniors really came through for me. It really touches my heart." Shopping assistance has been so well-received and beneficial to the seniors we serve that we plan to continue offering it for the long term!

St. Anthony Park Area Seniors

2200 Hillside, St. Paul, MN 55108
(651) 642-9052 · office@SAPASeniors.org

St. Anthony Park Area Seniors provided continuous service to the seniors in our community during this challenging year. The pandemic led us to reinvent how we provide our services and activities. We now work from a one-person office, require masks and sitting in the back seat for rides to medical appointments, and host a new social lunch outing "Lunch Bunch" on Zoom. "Lunch Bunch" participants are grateful for the chance to see and visit with other seniors as a way to connect with the world.

All client names throughout this report have been changed for confidentiality.

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- Photocopying donated by Recover Health

Thank You!

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