



2022

ANNUAL REPORT

VOLUNTEERS

In 2022, MNRAAA partnered with the Minnesota Alliance for Volunteer Advancement (MAVA). MAVA works on advancing communities through excellence in leadership of volunteers and identifying best practices around organizational volunteerism. One of the programs that they offer is called Service Enterprise Initiative (SEI). The SEI is a program sponsored by Points of Light. This holistic change management approach helps organizations position volunteers as a strategic resource to build their capacity, increase return on volunteer investment and better achieve their social mission.

As identified in our Strategic Plan, MNRAAA has been intentional in revitalizing our volunteer program. The SEI program has directed our organization to prioritize recruiting, enrolling, and retaining volunteers. Through our internal Guiding Coalition, we will continue to grow our volunteers and how we can partner with volunteers. Examples of additional inclusion include inviting to our quarterly Board/Staff Retreats, partnering in providing presentations, and being part of internal meetings to plan outreach events.



Jason W. Swanson

While we work to improve and update, I would be remiss if I did not highlight the tremendous work our current volunteers continue to do. Sue Lanz has been helping our Return to Community team with administrative tasks and Marilyn Dundas has been assisting with presentations. The MNRAAA board committee members continue to support MNRAAA by providing their knowledge and guidance.

We have simplified our process for potential volunteers to express an interest in working with us. You can find out more information by visiting our website at www.mnraaa.org or by calling 507-387-1256.

NEW CAREGIVER SERVICE PROVIDERS IN SOUTHWEST MN

In 2022 MNRAAA opened up a Title III-E Special Funding Cycle to recruit additional family caregiver support providers in unserved or underserved areas in MNRAAA's service area. The Program Development team promoted this funding opportunity extensively to organizations serving the 27 counties of southwest Minnesota, and MNRAAA received applications from a

variety of new providers.

The Planning Committee met to review the applications. It approved funding Caregivers Response Effort and Service Team (CREST) to implement in-home respite, caregiver training, caregiver support groups, and caregiver counseling in Martin County, Horn of Africa Aid and Rehabilitation Action Network (HAARAN) to implement in-home respite for Somali

American elders in Nicollet County, and Madison Art Gallery to implement caregiver support groups for Lac qui Parle County.

The three providers started their projects in June and have been able to serve caregivers in their respective counties. All three providers applied for renewal of their Title III-E projects and were approved to continue to build their caregiver services in 2023.

**Minnesota River Area
Agency on Aging
(MNRAAA)**
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BOARD OF DIRECTORS
Chair
Robert Roesler, *Sherburn*
Vice-Chair
Kandyce Peton, *Courtland*
Treasurer
Pam Radunz, *Hutchinson*
Secretary
Rosie Dehli, *Montevideo*
Members

Alysia Bolstad, *Trimont*
Beverly Gillund, *Hendricks*
Deborah Rezac, *North Mankato*
Kellian Clink, *Mankato*
Kat Preuss, *Granite Falls*
Khou Lor, *Tracy*
Stacy Hammer, *Redwood Falls*

Executive Director
Jason W. Swanson, HSE

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company/10376005](https://linkedin.com/company/10376005)



Provided, in part, through Older Americans Act
funding from the Minnesota Board on Aging.

2022 FINANCIAL SUMMARY*

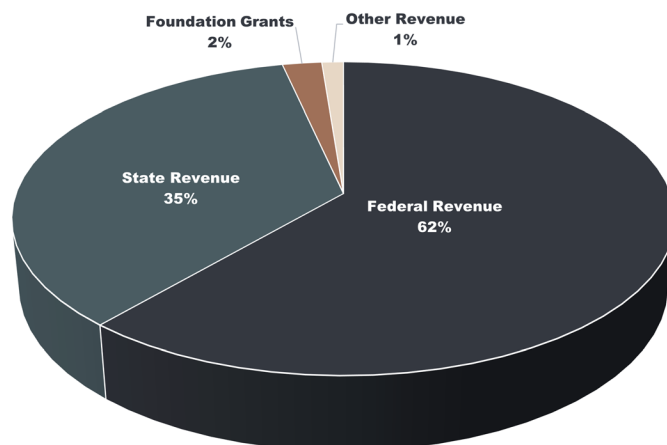
Support and Revenue

Federal Revenue	\$ 5,168,022
State Revenue	\$ 2,968,010
Foundation Grants	\$ 188,442
Other Revenue	\$ 103,785
Total Revenue	\$ 8,428,259

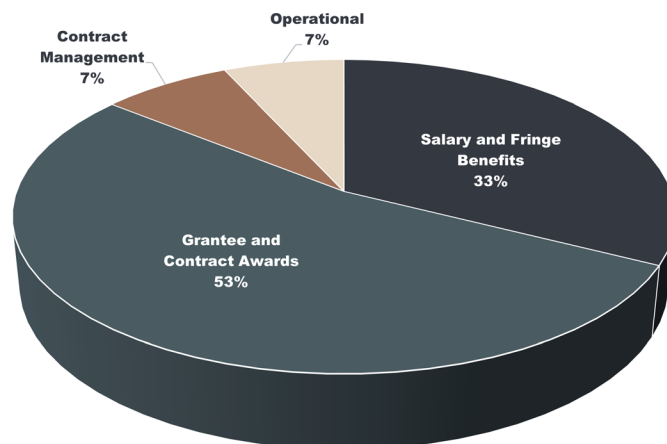
Expenses

Salary and Fringe Benefits	\$ 2,734,136
Grantee and Contract Awards	\$ 4,495,069
Contract Management	\$ 620,857
Operational	\$ 578,197
Total Expenses	\$ 8,428,259

*UNAUDITED
TOTALS



2022 Revenue: \$8,428,259



2022 Expenses: \$8,428,259

POWER OF PRODUCE SUCCESS STORY



Shared from the Worthington Farmer's Market

For the past two years, MNRAAA has financially supported local community nonprofits and governmental agencies to offer the Power of Produce (PoP) Plus program utilizing a University of Minnesota Extension toolkit. PoP Plus is a farmers market incentive program for adults 60 and older. Participants receive a \$4 token/voucher each week to spend on fresh fruits and vegetables. PoP Plus engages participants at the farmers market and empowers them to make healthy food choices. Farmers markets across the nation have implemented the program and documented the program's positive impact on program participants' fruit and vegetable consumption, as well as an increase in attendance

at the farmers market.

This program encourages participants to attend the farmers market every week, helping create an equitable space that community members want to visit and make part of their normal shopping routine.

One volunteer shared why the PoP Plus program was so special to the Worthington Farmers' Market, stating, "I found people that had never been to the market started to come weekly. They were so appreciative and thoughtful; some would come over sit down and want to know how my week was. I know a lot of those who received tokens would not have had cash to spend at the market. Plus, one

time, I changed 'spots' where I was handing out tokens, and people thought I was late, so they were all huddled around the previous spot. When they spotted me, they about ran (you remember, these are seniors) to get to me. I have never felt so 'wanted'! They depended on the generosity of the tokens." Kathy, Sanford Auxiliary



DIVERSITY, EQUITY, AND INCLUSION TRAINING SERIES

MNRAAA, in partnership with the Greater Mankato Diversity Council (GMDC), is hosting a four-part virtual training series on Diversity, Equity, and Inclusion for providers of older adult and caregiver services in southwest Minnesota. Participants can register for one or all of the topics in the series. The training series has been very popular with each topic receiving 75-100 registrants.

- **Implicit Bias (Part 1 of 4)** December 8, 2022, 1:00 PM to 3:00 PM

Learn how implicit bias is formed by context, background, and personal experience and how implicit bias affects personal life and organizations.

- **Diversity 101 (Part 2 of 4)** February 9, 2023, 1:00 PM to 3:00 PM

Learn the basics of diversity from a definitional perspective and the levels of intersectionality as applied to an individual or group.

- **Cultural Competency (Part 3 of 4)** April 13, 2023, 1:00 PM to 3:00 PM

What is “culture” and how does one become “culturally competent”? This session presents an opportunity to reflect on our cultural lens and explore the concept of cultural humility.

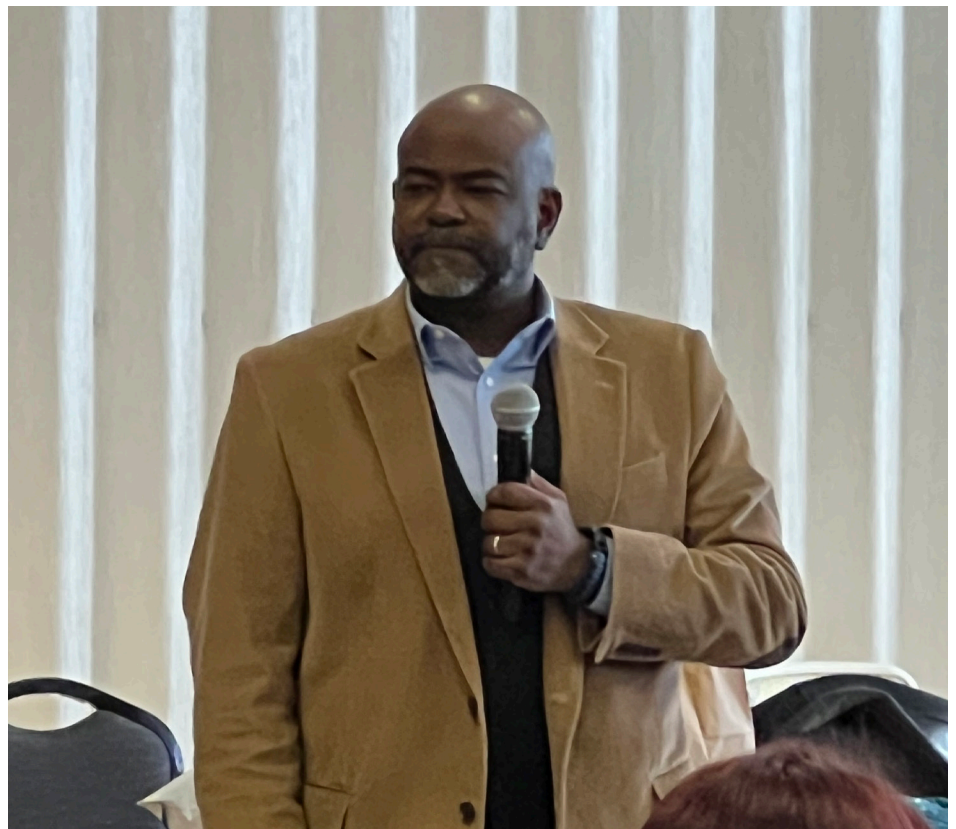
- **Inclusion Initiatives (Part 4 of 4)** June 8, 2023, 1:00 PM to 3:00 PM

A review of the commonality between implicit bias, diversity 101 and cultural competency with a focus on application of this knowledge in your personal and organizational life to develop inclusion initiatives.

GMDC exists to enhance the Mankato area’s commitment to creating an inclusive and welcoming community through diversity education. Their mission is to provide diversity education as a catalyst for social and economic success. GMDC



strives to give people an understanding of diversity and build their cultural competence through Promoting Respect Workshops, diversity events, multi-cultural activities and more.



2022 EMPLOYEE RECOGNITION AWARDS

MNRAAA is fortunate to have some amazing staff assisting older adults to thrive. We continue to recognize staff for their great work through our Employee Recognition Program. In 2022, we recognized three of our staff for their outstanding work demonstrating our Core Values. MNRAAA's Core Values are Stewardship, Leadership, Inclusion, Integrity, and Dependability. Staff nominate their coworkers for the quarterly winner is announced at the board/staff retreats.

Our March retreat was held at the Lower Sioux Indian Community. Rhonda Hiller Fjeldberg received award in recognition of the integrity she brings to her work as a grant and contract manager... She provides honest, respectful, and transparent support and communication to MNRAAA's Title III grantees. She is recognized as an expert in her field by her peers at AAAs

across the state."

Our August retreat found us in Mankato at the VINE Adult Community Center. Kylie Chandler was recognized by her colleagues for being a "great team player." They also stated that Kylie "is always willing to help, and she has a positive attitude even in the hardest of times."

The most recent retreat in December brought us to Springfield on a cold day before the blizzard. Lisa Martin was the final recipient of the Employee Recognition Award for 2022. "Lisa has dependably sent a note of positivity to every MNRAAA employee since the office closed due to Covid in March 2020. That is the definition of dependability! Lisa's day brighteners help our whole team start our days with a smile or a nod. We are thankful to have a coworker who cares so much about all of us."

Congratulations to Rhonda, Kylie, and Lisa.



Rhonda Hiller Fjeldberg



Kylie Chandler



Lisa Martin

CAPABLE

MNRAAA, in partnership with Habitat for Humanity South Central Minnesota and Allina Home Health – New Ulm, completed a two-year grant from the Minnesota Department of Human Services in 2022. The Live Well at Home Grant allowed MNRAAA to introduce CAPABLE to the area. CAPABLE (Community Aging in Place – Advancing

Better Living for Elders) is a program that combines an occupational therapist (OT), registered nurse (RN), and a handyperson to work with an older adult in their home. The focus is on home modifications to assist an individual to age successfully at home. The OT and Handyperson focus on improving areas, such as adding grab bars in the

bathroom or replacing door knobs with door levers. The RN works with the individual on strength building and reviews medications. People who participated in the program indicated they now feel more confident in their abilities to ambulate safely in their homes. MNRAAA is looking to expand CAPABLE in 2023.

BOARD CHAIR'S REPORT

MNRAAA has announced a new chair for their board of directors, Kandyce Peton. Peton will take over the role on January 1, 2023, as Robert Roesler retires from the board of directors.

"Bob Roesler has been an integral part of the organization," stated Jason W. Swanson, MNRAAA executive director. "He saw the final transition from the regional development commissions into a stand-alone non-profit and the transition from the previous executive director, Linda Giersdorf, to me." Bob Roesler served as the chair of the board for the last six years.

"As my term on the Board of Directors at MNRAAA comes to a close, I wish to thank the staff, management team, and the many board members I have had the privilege to work with in the past years. I look forward to seeing the many new opportunities for seniors provided for by MNRAAA in

the future." Bob Roesler stated on his retirement.

"Roesler has done a phenomenal job mentoring not only myself, our staff, and our board. Peton has been and will continue to be a strong advocate for older adults in our area," commented Swanson.

Kandyce Peton currently lives in Courtland and is a retired registered nurse who has worked nationally in hospitals, health systems and specialty surgery centers. She is a graduate of Connecting Nicollet County, a leadership development program. Ms. Peton participated as a volunteer nurse with the Southwest Minnesota National Honor Flight to assist World War II veterans in traveling to Washington, D.C. She currently volunteers in her community and participates in activities at her local church.

"I am so excited; this is going to be a great year. We have



Board Chair Bob Roesler



Board Chair Kandyce Peton

a lot of stuff going on, and I am thrilled to be a part of this organization," stated Peton about her becoming the new Board Chair.

VACCINE AND BOOSTER OUTREACH

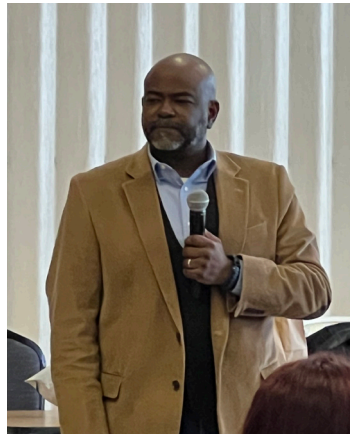
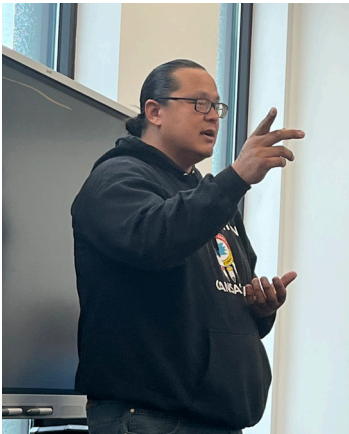
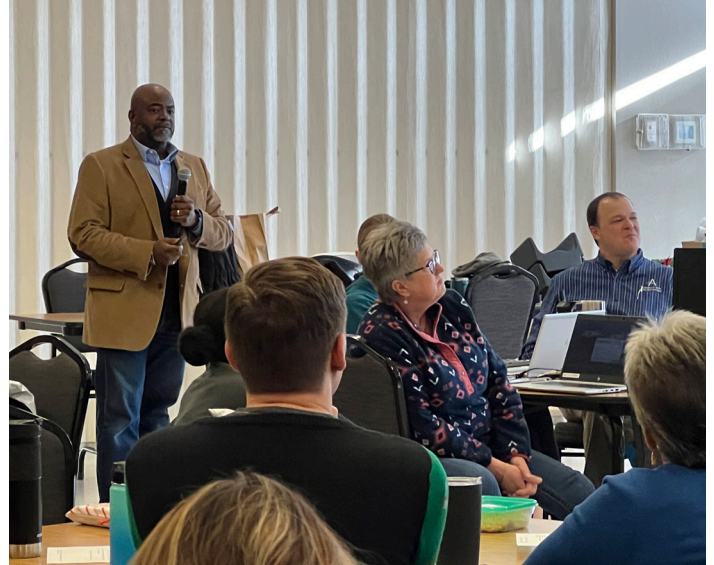


A project to promote getting the COVID-19 vaccine and booster during flu season was launched by the Minnesota Association of Area Agencies on Aging, which partnered with Pioneer PBS to create the campaign.

The work was funded through a grant from the federal Older Americans Act through a grant with the Northwest Regional Development Commission under an area plan approved by the Minnesota Board on Aging.

Viewers can watch these videos by visiting <https://bit.ly/3BMpnNF>.

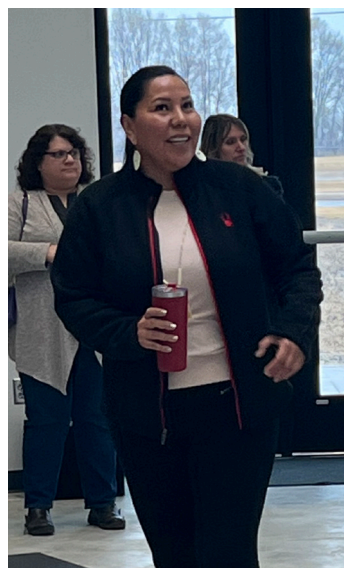
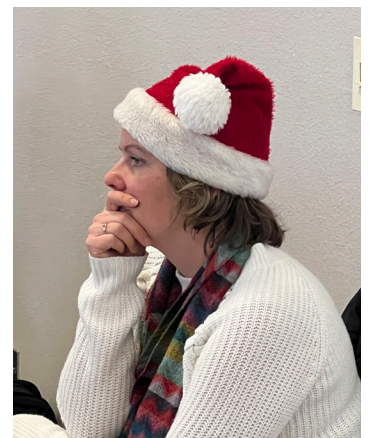
STAFF RETREATS



Photos from the MNRAAA Staff Retreats

In 2022, MNRAAA staff, volunteers and board members were able to gather for staff retreats in March, August and December. Retreats were held at the Lower Sioux Indian Community at the Intergenerational Cultural Incubator, in Mankato at VINE Faith in Action, and in Springfield at the Springfield Area Community Center.

Staff retreats provide opportunities for staff, volunteers and board members to reconnect in person and provide space for department meetings and training. This year's training topics included dementia-friendly workplace, Diversity, Equity and Inclusion Training, Lower Sioux Indian Community culture and future activities planned for the new Intergenerational Cultural Incubator and Food Pantry.



MNRAAA'S SENIOR LINKAGE LINE PROGRAM – REFLECTIONS AND ASPIRATIONS



Robin Ivers Fortune

Closing another year and ushering in 2023 allows those of us who work for the Senior LinkAge Line® an opportunity to reflect back on our successes and look forward to how we can better help others in the new year. The work we do allows us to walk beside people who sometimes need information, home and community-based services, or a helping hand.

Some of us have been around

since the first Medicare Open Enrollment Period in 2006. We all agreed this year's open enrollment was by far the smoothest. While we still provide some in-person assistance, in the past several years we have moved toward providing more assistance over the phone. This has allowed us to effectively serve more people and be good stewards of public resources.

In 2022 we received an increased number of invitations to do in-person community presentations. However, we continued our virtual educational classes on Medicare, fraud, and how to plan for your long-term care needs. Offering virtual presentations allows us to reach more people, especially people who work.

In 2023, we have plans to increase our outreach to

underserved populations and people in our rural communities who are isolated and lack service options. This will require us to be creative in our approaches and be open to doing things differently. We have been fortunate to bring on some talented new staff in 2022, which gives us the opportunity to explore new ideas.

I have thoroughly enjoyed working for MNRAAA and the Senior LinkAge Line for the past 18 years. I plan to retire in early 2024 and I would love my last year to be filled with creative change and new opportunities. Help us serve older adults in need. If you have a great idea or you are interested in helping us to expand our outreach in 2023 contact me at rfortune@mnraaa.org.

Robin Ivers Fortune (formerly known as Robin Thompson).

NETWORK TRAINING

MNRAAA Program Development team's Network Training in May and November in Redwood Falls. MNRAAA was able to share training opportunities on these topics in 2022.

- Age Friendly Minnesota
- Implicit Bias
- AgePlay Aging Sensitivity Training
- Top Trends and Best Practices in Volunteer Engagement
- Pre-Admission Screening
- Rapid Screening
- Senior Fraud Toolkit
- Senior LinkAge Line Update
- Serving Elders of Diverse Cultures Panel

Sign up to receive the Resource Roundup at [MNRAAA.org](https://mnraaa.org) and get notified when we plan our next Network Training event.



FEEDBACK FROM SENIOR LINKAGE LINE CALLERS



You have been so great lately. I mean you're always great, but you've done a lot for me lately.

You are amazing. I'll wait to hear from you. Thank you soooo much, you are a blessing to me and my family.

SLL is the best resource older adults in MN have available to them and if they don't know the answer they will figure it out!

Have I ever told you that you are the best :)

You not only impact the consumer & family members you serve but providers as well.

I am so grateful for the support and tools provided after my mother passed away.

The Senior LinkAge Line helped me keep my current Medicare Part D plan, my pharmacy and my independence with my medications.

I am so glad I found this number to call. I have difficulty understanding my coverage and options and this is so helpful for me.

The Senior LinkAge Line helped me choose a Medicare Part D plan for my brother. Thank you to the specialist for helping to make this easier for me.

I wouldn't have known about the additional services available to my mother and me if not for the follow-up call.

Thank you so much for helping me sort this all out.

I want to say how much your ideas, expertise navigating these things that are new to us, and being there to help process them with us are worth so, so much.

I have the Senior LinkAge Line in my phone contacts now!

I'm going to tell all my friends about the Senior LinkAge Line.

God bless you for what you've done for me.

Thank you for guiding me through this change (turning 65) and providing me with reliable information.

**Some comments were edited for content and to fit space available.*



201 North Broad Street, Suite 102
Mankato, MN 56001

OLDER ADULTS AND CAREGIVERS SUPPORTED IN 2022

Numbers represent older adults and caregivers in the Southwest Planning and Service Area. Consumers may be counted more than once if they participated in more than one service.

27,094 Consumers served via the Senior LinkAge Line®.	2,810 Older adults received 83,485 congregate meals.	4,552 Older adults received 390,369 home-delivered meals.	421 Older adults received 2,321 hours of legal assistance.	31 Elders from diverse cultures received 889 hours of individual special access services.
471 Older adults participated in evidence-based health promotion programs.	142 Older adults received 3,691 hours of homemaker services.	197 Older adults received 2,375 hours of chore services.	244 Older adults received 6,333 one-way transportation.	156 Older adults received 3,435 one-way assisted transportation rides.
238 Caregivers received 976 hours of coaching/consulting.	177 Caregivers participated in 987 sessions of support groups.	111 Caregivers received 585 hours of training.	68 Caregivers received 3,014 hours of in-home and out-of-home respite care.	205 Caregivers participated in 3,352 sessions of caregiver support services.