



2022

**Annual
Report**

Caring for Our Communities

Caring for Our Communities (CFOC), spearheaded by the Jennie Edmundson Foundation, is a community-based program that connects high-risk, low-income and underserved individuals with local resources to help overcome barriers and regain control of their health and well-being.

Building a Stronger, Healthier Community. Together.



Tara Slevin, Chair
Caring for Our
Communities

Dear Community Member,
We are proud to share our Caring for Our Communities 2022 Annual Report. By working collaboratively in 2022—both internally and with our partners and funders in the communities we serve—we deepened our focus on addressing barriers and social determinants of health that keep members of our communities from thriving.

Caring for Our Communities (CFOC) is continuously evolving and growing to meet the increasingly complex and diverse needs of our region. The support of our partners and funders allows us to do much more than our organization could do alone. As we discover ways to address the challenges that lie ahead of us, we understand that resilience emerges from our collective strength. We believe strongly in every individual's resiliency and potential for recovery and growth, since we are witnessing incredible milestones achieved on a daily basis by the men and women served by CFOC. A few of their stories are shared within our Annual Report.

We are so fortunate to live in a caring, compassionate, and generous community.

Thanks to the help of a number of philanthropic donors, 100% of each dollar donated has supported our program to improve access to care, provide nutritious food, and reduce economic insecurities as well as deliver community health coaching and navigation support services. CFOC provided support to 1,417 individuals in 2022.

Over the next few pages, our annual report highlights our collective commitment to the communities we serve. It also conveys our deepest thanks to our stakeholder organizations and community partners who have continued to walk alongside us as we have extended our reach to support some of our most vulnerable neighbors.

If you are interested in helping CFOC, we welcome your support and involvement. To learn how you can get involved and/or support our work through a financial donation, please contact me at tara.slevin@nmhs.org or cfoc@nmhs.org.

Thank you! It is an honor to serve alongside our incredible CFOC Leadership and Community Teams!



Working in partnership with over 20 social service agencies, non-profit organizations and community partners.

When Personal Experience Provides Comfort and Support

When Jeanna Bull's son was diagnosed with chronic health issues, she understood quickly that community-based services and programs would help support the unknowns in their lives. Relying on the experience of others, Bull learned how difficult it can be to let others in to your home and let yourself be vulnerable. However, she quickly learned that getting these resources has a huge impact on the patient and their care team.

Over the last decade, she has worked as a health coach for Caring for Our Communities (CFOC). Beginning as a part-time transition coach and case manager for Connections Area on Aging, she became full-time two years into CFOC's inception.

Drawing from her personal experience, she is now supporting and empowering individuals with chronic healthcare needs. Bull was inspired by this opportunity to help provide care and support, just like when she and her son needed it.

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become overwhelmed. Crisis and new diagnosis often include a new care provider, medication or lifestyle change, with the financial strain of additional care. CFOC recognized that once these crises or diagnosis occurs, it is difficult to know where to turn next, when the patient leaves the hospital.

CFOC was created to help navigate these concerns and empower individuals to help them take control and prioritize their own unique situation.

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the emergency room, or seen by one of the clinics, the Methodist Jennie Edmundson physicians, social workers and case managers provide the highest level of medical care while identifying and acknowledging that many individuals have outside social determinants that may be affecting their overall chronic health care success," described Bull.

As a CFOC coach, Bull's goal is to empower and support each patient. Each patient is unique and so her approach to supporting everyone is specific to their needs. She hopes that "each patient we have had the pleasure of working with feels respected, listened to, and empowered knowing who to reach out to if they need ongoing support".

For her, there is nothing more fulfilling than seeing a patient breathe a sigh of relief because they know they have someone to help them navigate their healthcare follow-up and to help provide long-term support.

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*Jeanna Bull, Health Coach
Caring for Our Communities*



Partnerships Connecting the Community



Mary-Beth Roskens and Chief Tim Carmody meet with law enforcement officers to review individuals needing services and review current cases.

Chief Tim Carmody of the Council Bluffs Police Department (CBPD) has spent his career in law enforcement, the last nine of those have been in Council Bluffs serving as chief. Over the years, Chief Carmody has convened a number of boards and taskforces in partnering with local communities to ensure all members of our community have the tools and resources to not only survive, but thrive.

Recognizing that many community members develop their ideas about law enforcement from television, movies and social media, Chief Carmody and his officers actively take part in and lead several initiatives to engage residents. This includes hosting programs like the department's Citizens Police Academy and working side-by-side with individuals like Mary-Beth Roskens and the team at Southwest Iowa Mental Health and Disability Services (SWIA MHDS), led by Suzanne

Watson, CEO, who fund programs like Crisis Response Team and Jail-Based Service Coordination.

It didn't take long for both of these organizations to value the resources CFOC provides. "Caring for our Communities was a natural fit," shared Chief Carmody. "It's one more tool for our first responders to use in supporting some of our most vulnerable community members, especially for those suffering from chronic conditions, mental health crises, and homelessness."

Referrals are designed to be made with one easy step made through the 911 center, email or phone call. This way CBPD Officers, EMS and Pottawattamie County Sheriff Deputies can easily make a referral to CFOC.

While this first step is easy, it is important to recognize that those who are referred often have complex and challenging needs. Through col-

laborative effort, CFOC and CBPD focus on each individual by meeting them where they are and putting the tools in place to make small steps toward what can be a long and winding road to recovery. Often their first call is to Roskens and the team at (SWIA MHDS).

When Roskens sat down with Chief Carmody, Captain Greg Schultz and Officer Jarrod Poore to discuss a number of the cases referred by over fourteen officers in the past year, two referrals were the top of minds representing impact of our powerful collaboration through CFOC and numerous community partners.

Rose* is one of the individuals whose complexities are just an example of what many members of local vulnerable populations are facing on a daily basis.

After years of homelessness in the Council Bluffs area, 77-year-old Rose found herself struggling in the community. Council Bluffs Police Officers Katelyn Phillips and Tony Friend responded to a trespassing call at a local business and found Rose in a state of crisis. She was sick, hostile and in desperate need of care.

Officers were able to take Rose to receive immediate medical support and diminish the crisis. Recognizing the opportunities that CFOC provided, officers worked with Rose to connect with the services she needed to affect permanent changes.

CFOC staff and community partners worked closely with Rose to help ensure a successful transition along the continuum of care. With a referral to SWIA MHDS Region,

work began to help her to apply for Medicaid benefits and an EBT/food card, get a birth certificate and government phone and helped organize her finances.

SWIA MHDS assisted Rose in receiving a Medicaid HCBS Elderly Waiver and added support such as meal delivery and a case manager via the Medicaid Managed Care Organization. They also assisted Rose in updating her expired license, finding her belongings, advocating for housing and many referrals to supportive programs, eventually helping Rose to secure a stable living arrangement.

“Connecting people to resources is one of the things our service coordinators do that I am most proud of,” Roskens commented. “They not only give people information about services and resources, but they help where its needed to make the connections with them based on each person’s ability to follow through and secure help.”

Statistics from Caring for Our Communities show that the average age of individuals served in the area are between 60-69.

Megan*, a 66-year-old woman, found herself homeless in early 2021. Her health was deteriorating, leaving her with periods of confusion, delusion and difficulty walking. This left her on the streets using a wheelchair for support. Local law enforcement encountered Megan once again during a trespassing call at a hotel. They saw how much she struggled physically and knew she had no place to go.

Officer Shawn Landon recognized



Officer Jarrod Poore and Captain Greg Schultz review files for referrals to Caring for Our Communities initiative.

the perilous situation and quickly referred Megan to CFOC where the staff helped Megan get back on her feet, once again referring to Roskens and her team. In the following months, the CFOC collaborative team worked with Megan to help locate legal documents and apply for Medicaid. They also assisted Megan with her finances, outpatient treatments, shelter placements and most importantly, teaching her to advocate for her health and wellness.

Eventually, Megan moved into a full-time care facility. When Roskens visited her, they found Megan happy, healing and looking forward to re-establishing a relationship with one of her adult children.

Megan and Rose are just two examples of how CBPD officers work to meet community members where they are and how they can help initiate processes to provide help and healing. By working with community resources, CFOC can reach those in need who might otherwise go unnoticed.

“CBPD officers deeply appreciate the partnership and support of CFOC as we work with members of

our community who are struggling with very real personal struggles to meet their essential needs,” commented Chief Carmody.

“The partnership with CFOC bridges a gap for those who find themselves on the fringes of society,” shared Chief Carmody. “They help individuals to establish a foothold as they work to overcome barriers to access tools and resources to help them rebuild their lives and often, relationships with family and community.”

“Our police officers are regularly encountering our most vulnerable citizens. It was imperative that we connected our services with them and CFOC,” shared Roskens. “The need for our services (SWIA MHDS) in our community is certainly present and our police officers are often that first connection. CFOC further supports our goal to help keep the individuals we are all serving off the streets and into a healthier long-term environment.”

*Names have been changed to protect the identity of these individuals.

Meet the Program Director



Our Communities' first employees.

Joining CFOC was a memorable experience for Green as she soon realized the extent of the needs within the community she now serves. She plays an integral role in its day-to-day operations.

Her responsibilities include promoting positive relations when interacting with community partners, clients, and co-workers. She also uses the Unite Us platform, which is used to collect and extract data reports that are essential for the monitoring, daily functioning, and also the funding of CFOC. The data and functionality are vital in ensuring accuracy and reliability so that the CFOC program stays on schedule and within budget.

Green also liaises and schedules regular meetings with the CFOC team members, community partners,

clients and organizations involved in the project.

She works with CFOC because it gives her an effective way of reaching out to neighbors and helping meet the community's needs in a cooperative way. She is most proud of how CFOC continues to grow and serve the southwest Iowa community and also how the CFOC team remains committed and dedicated to the program and those in the community.

Looking into the future of CFOC, Green is excited to work alongside Director of Case Management, Robin Shaver, and all of the teams to ensure we are able to support the areas of need encountered by CFOC. One piece of advice she would like to share is for people to become more aware of the needs that are so prevalent in our community and to explore ways of meeting those needs.

The success of Caring for Our Communities takes numerous individuals, from working on the frontlines of the community to also working behind the scenes. Sandy Green, Program Director of CFOC, is one of the key individuals behind the scenes.

Green started working at Methodist Jennie Edmundson Hospital in July 2014 and became one of Caring for

CFOC Changes Lives

"Every day, day after day, I just felt more hopeless. I wasn't sure where to go or who to turn to for support. My health was failing because I couldn't get to my appointments with no car," shared John*, age 64.

"If I did get to my appointments, I wasn't able to get my medications because of the cost. Last November, I went to the Jennie Edmundson Emergency Department after a fall," John commented. "It has taken me awhile, but I am now living on my own and regularly getting to my diabetes appointments and my mental health appointments."



John recognizes that because of CFOC, he is in a much better health. "Thanks to help from CFOC, I'm signed up for Medicare and Medicaid so, I don't have to worry about my prescription costs right now. I'm truly thankful for that day back in November."

COMMUNITY IMPACT 2022



\$375,000

Total Funds Distributed
in 2022



2,115

Total Number of Vouchers
Provided in 2022



13,606

Total Individuals Served
Since 2014



60-69

Average Age Group Served



9,267

Community Partner Referrals
Excluding Services



22,915

Total Number of Referrals and
Services Since 2014

Join Our Mission

It is because of our community partners and donors like you that we are able to continue to provide services to those who need it most in our community.

To support our work:
visit www.jehfoundation.org OR
call the Jennie Edmundson
Foundation at 712-396-6040 OR
e-mail your contact information to:
cfoc@nmhs.org.



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