



**Duet**  
Partners In Health & Aging

**2020 COMMUNITY IMPACT REPORT**  
*Our Pandemic Story of Commitment*

*"Thank you from the bottom of my heart for making this holiday so special for my two grandkids when we are dealing with this crisis. We have been through job loss and the grandchildren can't return to school this year. It's hard, but I know we will get through this."*

**GRANDPARENT**



*"Duet thankfully arranged my COVID shots and drove me there. I am 97 years old and use a walker and could not have managed without you."*

**HOMEBOUND ADULT**

*"You listen, show empathy, and help make us feel like a load is off our shoulders. We see that we are not alone and that help is just a call away."*

**FAMILY CAREGIVER**



*"When we closed due to COVID-19 for a couple of months, I wanted to keep that togetherness going, so I started a 'calling chain' where one person calls three people, those three people call three people, and on it goes."*

**FAITH COMMUNITY NURSE**



## MESSAGE FROM THE EXECUTIVE DIRECTOR



### Our Pandemic Story of Commitment *A Message from Ann Wheat, Executive Director*

John Lennon once said, "Life is what happens to you while you're busy making other plans." In early 2020, our team was making plans to celebrate the 90th birthday of our founder, The Rev. Dr. Dosia Carlson, and to commemorate Duet's 40th anniversary the following year. Within a matter of months, "pandemic" entered our lexicon, and life as we knew it vanished.

Because of you, we have come to the aid of aging adults for the past four decades, and we weren't going to let a pandemic stand in the way of our dedication to the community. Sometimes it takes adversity to show what you're made of. With quick action by our staff,

COVID-19 emergency funding, hundreds of dedicated volunteers, and your generous support, we never missed a day providing our vitally needed, free-of-charge services.

We take the positive lessons learned during the pandemic with us as we move forward. Technology will continue to be an important part of our efforts to reach the most vulnerable among us...the isolated husband who cannot leave home because he is the only one there to care for his wife...the homebound neighbor who yearns for daily human connection... the grandparent who wonders how she will keep her grandkids engaged and thriving. Virtual connections will never replace the very heart of Duet – one person helping another – but they will help us ensure that isolation and loneliness do not prevail.

You played an important role in our 2020 commitment story. Thanks to you, here's what we accomplished by striving together to fulfill our mission during the COVID-19 pandemic.



### Homebound Adults



One of our first priorities was to remain a vibrant source of hope in the lives of older adults, who are one of the most at-risk populations of the pandemic, especially those over the age of 75. As an organization built on the idea of interpersonal connections, when stay-at-home orders went into effect, we quickly shifted gears to provide assistance with online grocery shopping and to coordinate volunteers to grocery shop for – instead of with – their assigned homebound adult, whom we affectionately refer to as "neighbors." Our 419 volunteer heroes grocery shopped and delivered food and household essentials right to their neighbor's doorstep. The volunteers brought more than just food security, they delivered nourishment to the soul as

they provided a means for human interaction, even if behind a mask and six feet away. When friendly visits were no longer a safe option, our volunteers got creative by conducting visits over the phone and teaching their neighbor how to use video calling. This not only helped both of them stay connected, but it also gave the neighbor a way to visit with distanced friends and family. Heather was one of the volunteers who taught her neighbor to use Zoom. She said, ***"I think we both got a little choked up to see each other, and I can't wait to do it again. I'm so glad to have this option to visit with him - it was like a miracle!"*** Thank you to each and every volunteer for stepping up in such a huge way during a time of crisis.

**481 homebound adults** (72% over the age of 75, five of whom are over 100 years old) received personalized help such as grocery shopping, rides to essential medical appointments, and friendly phone calls from **419 compassionate volunteers**

**97%** of homebound adults lived more independently, with dignity, in their own homes

### Our Mission

*To promote health and well-being through vitally needed services to homebound adults, family caregivers, faith communities, and grandfamilies.*



## Family Caregivers



During a pandemic, the emotional, physical, and financial toll felt by family caregivers doesn't stop. Recognized as the "invisible workforce," family caregivers found that their responsibilities increased even more during COVID-19 largely due to interrupted access to care for themselves and their care recipients. More than ever, family caregivers needed help and hope to persevere. Because of you, family caregivers found a source of solace and strength through 187 support group offerings. Daily online support group meetings were offered the first four months of the pandemic. After that, eight support groups remained via Zoom and met 14 times per month. Transitioning from in-person to virtual offerings had a silver-lining effect in that we were able to also help out-of-state caregivers. Susan from Arkansas learned of our virtual *Finding Meaning and Hope* video discussion series, and the timing couldn't have been

better. The nursing home in which her husband, John, lived had just ended face-to-face visits. ***"I miss his communication and the love in his eyes and his hugs and smiles,"*** shared Susan. ***"I am happy I will still have your guidance and compassion to get me through these next several months."*** At home, in partnership with the Arizona Department of Health Services, we were able to train county health workers in 13 out of 15 counties as *Finding Meaning and Hope* facilitators. This increased our outreach to offer tools to regain hope and build resilience for caregivers living in remote communities who care for someone with Alzheimer's or other dementias. From virtual support groups to personalized guidance and referral assistance, caregivers near and far were embraced into our community of care due to your support.

**371 family caregivers** gained help and hope in their caregiving journeys through virtual support groups, personalized information and referral assistance, and our *Finding Meaning and Hope* video discussion series

**95%** of family caregivers were helped with their ability to care for their loved ones through Duet's virtual support groups



## Grandparents Raising Grandchildren



Traditionally, summer is an anticipated time for fun and relaxation for grandparents and the grandchildren they are raising, as we offer respite funds to help cover the costs of camps and activities. However, in the summer of 2020, camps and schools were closed. Grandparents had no time for themselves with the children at home 24/7, and many were already facing health issues, financial hardships due to job loss, and the additional challenges of online learning, all while juggling the other duties required at home. We quickly pivoted our traditional summer respite to an innovative alternative by giving funds to cover costs for indoor/outdoor activities for the grandchildren to do at home. ***"Grandparents like myself are overwhelmed raising our grandchildren, and the effects of COVID-19 made this a year we shall never forget. The alternative respite***

***showed us thoughtful acts of kindness which we shall be forever grateful for."*** Your gifts helped to purchase crafts, sensory toys, sports equipment, water toys, and even a mini greenhouse for growing herbs and vegetables for some of our grandfamilies. These items provided physical activity, inspired creativity and imagination, decreased family stress, and exposed the children to new interests, all while giving the grandparents a little break. In addition, your support guided grandfamilies through 37 support groups, 1,275 calls of personalized guidance, legal assistance, 11 physically-distant yet socially connected outings, family Zoom activities, virtual workshops such as *Self-care in a Pandemic*, and a holiday drive-through event. You gave grandfamilies some sense of normalcy and hope in knowing that there were people like you out there who cared about them.

**359 grandparents and 539 grandchildren** were equipped with resources to thrive together as families through virtual support groups and workshops, personalized information and legal guidance, respite assistance, and physically distant social gatherings

**90%** of grandparents felt more confident in their roles after attending Duet's virtual workshops



## Congregational Health



When Kathy Vepreck took our Foundations of Faith Community Nursing course, she never imagined how important her role as a faith community nurse would be in promoting health in body, mind, and spirit during a pandemic. Your support of our congregational health program equipped faith community nurses with education, resources, and virtual networking sessions to promote health, healing, and disease prevention.

While social isolation and loneliness were prevalent prior to COVID-19, efforts to reduce the spread of the virus via stay-at-home orders and social distancing led to a double pandemic. Duet-trained faith community nurses heeded the call for help. Susan Rieck was one of three nurses trained through our virtual foundations course. Ever since the course, Susan has helped improve the well-being of her congregation in Flagstaff by serving as educator in sharing COVID-19 health and safety information as well as coordinator of developing the congregation's plan to reopen. ***"If you've got someone who doesn't have family or close friends to be supportive of them, then they may look to their faith community and then the faith community nurse to support them during COVID."*** Whether the faith community nurses were on the virtual or physical front lines in the midst of social isolation, your support reached thousands of high-risk congregants and members of the surrounding communities.

**18 faith community nurses** received continued education, support, and resources each month through virtual networking sessions which helped keep their congregants and community members safe and connected

**100%** of Foundations of Faith Community Nursing course participants gained the knowledge to begin their practice as a faith community nurse

## Legacy Circle

Meryl Ahart  
Mason Anderson  
Rhonda & Gary Anderson  
Doris Armstrong\*  
Martin Bach  
Adeline Bahr\*  
Judy Baker  
Elizabeth & Paul Banta  
Charles Barnhart  
Joan Barraclough\*  
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The Rev. Dr. Dosia Carlson\*  
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The Revs. Nancy & Ted  
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Kathryn Thompson  
Violet Toy\*  
Judy Frieder & Stu Turgel  
Marion Westover\*  
Ann Wheat  
Martin Wojcik  
Judy\* & Joe Zuccala  
Anonymous

\*Deceased

## Leave a lasting legacy beyond your lifetime.

Please consider naming Duet as a recipient in your will or estate plan. To learn more about our Legacy Circle, please contact Tina Lopez, Director of Development at (602) 402-1946 (cell), (602) 274-5022, ext. 112, or email [lopez@duetaz.org](mailto:lopez@duetaz.org).

## An Organizational 40-Year Milestone in Loving Memory of The Rev. Dr. Dosia Carlson

Our dear founder, The Rev. Dr. Dosia Carlson, succumbed to complications from COVID-19 and passed peacefully on January 13, two days following her 91st birthday. Every one of us — donors, volunteers, and staff — along with the tens of thousands

of vulnerable older adults who have been served over 40 years – comprises the flourishing Duet community owing to this one precious woman. While we had planned to celebrate our 40-year anniversary this year with Dosia by our side, we will honor her memory in the best way we know how – by pressing forward together in our mission for generations to come.

1981

- Full-time operations began of the **Beatitudes Center for Developing Older Adult Resources** (Center D.O.A.R.), led by **The Rev. Dr. Dosia Carlson** at the Beatitudes Campus of Care.



- Elder Amigos program organized to train volunteers to help homebound adults through friendly visiting, grocery shopping, limited transportation, and respite assistance.

1982

- Marked the beginning of **Generations**, a program for families and friends serving as caregivers and concerned about aging relatives. Now known as **family caregiver services**.



- Office moved from the Beatitudes Campus of Care to the Church of the Beatitudes.

1984

- **Volunteer Interfaith Caregivers Program** (VICaP) launched to expand volunteer services offered by the Elder Amigos. Now known as **volunteer services for homebound adults**.



1985

- Incorporation achieved as 501(c)(3) nonprofit status.

1991

- First annual High Tea and Fashion Show held at the Ritz Carlton.

1994

- **Connie Baldwin** appointed new executive director to succeed Rev. Dr. Dosia Carlson.



1994

- **Nurse Ministries Network** developed to promote wellness through an individual's emotional, spiritual, and physical needs. Now known as **congregational health services**.



1995

- **Elizabeth Brunstein (Banta)** appointed executive director to succeed Connie Baldwin.



- **Project Grand Care** began with a needs assessment followed by support groups, educational seminars, and resources for grandparents raising grandchildren. Now known as **kinship care services**.



2009

- A rebrand led to a new name, logo, and positioning that unified all four services into one recognizable name of **Duet: Partners In Health & Aging**.

2017

- The Vision Society formed to provide a sustainable and predictable revenue stream to ensure financial viability.
- Duet moved to leased office space in the Metrocenter Business Park after being housed in office space generously donated by the Church of the Beatitudes for 36 years.

2019

- **Ann Wheat** appointed executive director to succeed Elizabeth Banta's 23 years of dedicated service.



2021

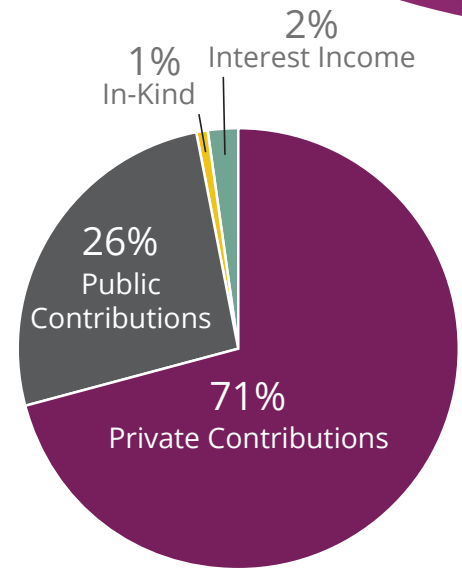
- We celebrate this 40-year anniversary milestone with you as we transition out of a global pandemic with steadfast commitment.



# FINANCIALS

## Income

<b>Private Contributions</b>	<b>\$1,309,405</b>
Foundations, Grants, and Corporations	\$510,869
Fundraising Events (net proceeds)	\$114,797
Individuals/Estate Gifts	\$674,792
Faith Communities	\$8,947
<b>Public Contributions</b>	<b>\$475,968</b>
Area Agency on Aging, Region One	\$201,900
City Funds and Block Grants	\$61,568
PPP Loan Forgiveness	\$212,500
<b>In-Kind</b>	<b>\$20,151</b>
<b>Workshop Fees</b>	<b>\$1,863</b>
<b>Interest Income</b>	<b>\$45,346</b>
<b>TOTAL</b>	<b>\$1,852,733</b>



## Where Your Gifts Were Spent

<b>Services</b>	<b>\$859,337</b>
Homebound Adults	\$354,084
Family Caregivers	\$205,375
Grandparents Raising Grandchildren	\$206,918
Congregational Health	\$92,960
<b>Management &amp; General (Supporting our Services)</b>	<b>\$308,032</b>
<b>Sustaining and Expanding our Services (Fundraising)</b>	<b>\$249,676</b>
<b>TOTAL</b>	<b>\$1,417,045</b>



Total Ending Net Assets	<b>\$1,660,575</b>
Value of Time Donated by Duet volunteers	<b>\$313,940</b>
Change In Net Assets	<b>\$435,688</b>



Visit [duetaz.org/about](https://duetaz.org/about) for our 2020 audited financials, 990, and electronic version of the Community Impact Report.

## Our Vision

*A community where every person ages with compassion, dignity, and hope.*

# Thank you to all of our corporate, foundation, and congregational donors.

*\*Funders who specifically gave for COVID-19 relief efforts.*

## Corporate and Foundation Sources

AARP Arizona  
Acacia Capital Corp  
ADP  
Aetna Foundation Inc.  
Amazon Smile  
American Airlines PAC Charitable Gift Program  
American Express Foundation  
APS (Arizona Public Service Company)  
Area Agency On Aging, Region One



Arizona Community Foundation\*  
ASU Foundation  
Bank of America Charitable Foundation  
Benevity  
BHHS Legacy Foundation  
Cardinals Charities  
Central Arizona Project  
Charles Schwab & Co  
Cypress HomeCare Solutions  
Desert Financial Credit Union\*  
Ellen Dean Financial Services, PLLC  
Fennemore Craig Foundation  
Fidelity Charitable Gift Fund  
Freeport-McMoRan Copper & Gold  
Fry's Food Stores  
Hansen Mortuary, Inc  
Home Instead Senior Care Foundation  
Hospice of the Valley  
Intel  
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Scottsdale Insurance Company  
Nationwide United Way Campaign  
Network for Good  
North Phoenix Pediatric Dentistry

Northern Trust  
Pelusi's Oncology Educational & Consulting Services, LLC  
Pin Foundation  
Robinson Family Foundation Fund  
Rockefeller Philanthropic Advisors, Inc.  
Salt River Project (SRP)\*  
State Employee Charitable Campaign  
The Charro Foundation  
The Guardian Life Insurance Company of America  
The Kemper and Ethel Marley Foundation\*  
The Pastoral Care Fund  
Thrivent Choice  
USA Managed Care Organization  
Valley of the Sun Homecare  
Vanguard Matching Gift Program  
Varian Medical Systems  
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Wells Fargo Foundation Educational Matching Gifts Program  
William L and Ruth T Pendleton Memorial Fund

## Congregational Donors

Christ Church of the Ascension  
Church of the Ascension  
Church of the Beatitudes  
Orangewood Presbyterian Church  
Pinnacle Presbyterian Church  
Trinity Mennonite Church  
Velda Rose United Methodist Women

## Vision Society

Donors who share their passion for Duet's mission by making longer-term philanthropic commitments through multiple-year gifts (\$1,000 minimum per year) over five years.

Rhonda & Gary Anderson  
Sue & Monty Bai  
Elizabeth & Paul Banta  
Nichole Barnes  
Drs. Charles Emerson & Wilma Basnett Emerson  
Jim & Mary Lou Bessette  
Ann Boal  
Janice Brandt  
Nikky & Chris Brooks  
The Rev. Dr. Dosia Carlson\*  
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Cille & Vernon Swaback  
Kaari Swope  
Judy Frieder & Stu Turgel  
Jutta Ulrich  
Ann Wheat  
Marty Wojcik  
Nancy & John Zikias

If your name was inadvertently omitted, or if you're interested in joining our Vision Society, please contact Tina Lopez, Director of Development, at (602) 402-1946 (cell), (602) 274-5022, ext. 112, or email [lopez@duetaz.org](mailto:lopez@duetaz.org).

Thank you to all of our generous individual donors.

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Your donation  
inspires  
these smiles.



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CONNECTED!**



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DUETAZ.ORG**



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