

## **EXECUTIVE SUMMARY: Fiscal Year 2019-2022**

### **A. Accomplishments, progress and challenges of Fiscal Year 2015-2018 Area Plan**

Our Fiscal Year 2015-2018 Area Plan goals focused on these areas: homelessness, transportation, home delivered meals, falls, Results Based Accountability, dementia respite program and Powerful Tools for Caregivers classes. While we were able to meet the targets set in most of these goals, for some of them (falls prevention), data was challenging to find and interpret. In other cases (homelessness), the numbers of people served was quite small. While activities supporting the goals remain important, the goals for area plan for Fiscal Year 2019-2022 have been developed with a broader, statewide system in mind.

### **B. Current System**

#### **1. Contracted services include:**

- a) Home delivered and congregate meals through 17 Senior Centers and meal sites, housing, or Adult Day programs.
- b) Transportation to meal sites, medical appointments, and shopping through three regional transit providers.
- c) Mental health counseling through agreement with local mental health agency for three elder care clinicians.
- d) Legal services for older Vermonters, and training for staff through Vermont Legal Aid.
- e) Advocacy on issues affecting older Vermonters through Vermont Association of Area Agencies on Aging and Community of Vermont Elders.
- f) Nutrition education and menu reviews through contracted registered dietician.
- g) Financial services through local accounting firm.
- h) Computer support through local computer consulting company.

#### **2. CVCOA provided services include:**

- a) Case Management: Support for older individuals, families and caregivers, through the Older Americans Act, Choices for Care, SASH (Support and Services at Home), One Care, and the Veteran's Directed Program.
- b) Information and Assistance: Short-term assistance through the Senior Helpline, and in-person options counseling with person-centered focus.
- c) State Health Insurance Program: General Medicare and Part D assistance for Medicare beneficiaries.
- d) Family Caregiver support: Provides caregiver education and support through classes, social activities, dementia respite grants, and other programming.
- e) Volunteer opportunities: Provided through our internal volunteer program, with assistance from an AmeriCorps member.

#### **3. Sponsored programs include:**

- a) Senior Companion Program: Pays low-income older Vermonters a small stipend to provide companionship to isolated older Vermonters.
- b) Retired and Senior Volunteer Program (RSVP): Provides volunteer opportunities and services in a six county area.

4. **Other critical functions**

Besides staffing specific programs and services, CVCOA functions because of staff members who support the entire agency, including front office staff, office manager, development and communications director, and the executive director.

5. **CVCOA DEPARTMENTS AND ACTIVITIES**

- a) The **Community and Volunteer Services department** looks holistically at how to meet the needs of older Vermonters through RSVP, Senior Companion, agency volunteer services, transportation, and nutrition and wellness. The RSVP program focuses on the federal priority area of Healthy Futures, and closer collaboration with area senior centers. CVCOA contracts with the Northeast Kingdom Council on Aging for RSVP functions in that area. Our nutrition contractors are holding steady (or increasing) with the numbers of meals produced, despite generally stagnant funding which precludes extensive outreach. The demand for transportation services continues to rise and the need for ongoing collaboration between transit providers, service agencies, volunteer programs, the state and the health care industry will be essential in helping to meet the rapidly growing aging population needs. CVCOA continues to strengthen our connection to healthy aging by offering either directly or through partnership classes and programs, including Powerful Tools for Caregivers, Tai Chi for Arthritis and Fall Prevention, and Bone Builders.
- b) The **Case Management Department** includes Case Management, SHIP (State Health Insurance Program), Information and Assistance/Options Counseling, and caregiver support with a focus on person-centered options counseling and working with clients at high need for services. We have been part of the Aging and Disability Resource Center (ADRC) activities and also work with self-neglecting clients through state funding. We administer the Moderate Needs Flexible Options grant, which offers clients in the Moderate Needs program additional services and supports. We participate in “Patient Ping,” allowing real-time information if one of our Choices For Care clients is admitted to the hospital, as well as Care Navigator through One Care Vermont. We help facilitate a Memory Café, where people experiencing memory loss and their care partners come together to connect, and we offer regular caregiver teas, where caregivers get together for socialization, wellness and/or creative activities
- c) **Collaboration and partnerships** are an important focus for CVCOA. The five area agencies on aging continue to work closely together through the

Vermont Association of Area Agencies on Aging (v4a). We work with aging advocates from Maine and New Hampshire to share best practices in aging services. Other partnerships include collaborations with our home health providers, participation in three accountable health community teams, service provider (CART) teams, collaboration with One Care and Care Navigator (a communication tool for high risk clients), and participation in SASH teams. CVCOA staff members are on national boards, participate in statewide leadership groups, advisory councils, local non-profit boards, and have many training certifications, including Senior Nutrition, SHIP, Tai Chi for Arthritis, Information and Assistance, Elsvier Options Counseling, Powerful Tools for Caregivers and Certified Dementia Practioner.

- d) **RBA:** Along with many other social service entities, CVCOA is committed to using “Results Based Accountability” (RBA) as a way to enhance our work and better measure not only the volume but the impact of our work. Staff and board attended several RBAs trainings and we worked with DAIL to create and implement statewide RBA goals.
- e) **Systems Advocacy:** CVCOA remains focused on systems advocacy through testifying and educating lawmakers on issues important to older adults. CVCOA staff and board participate in many public awareness events. CVCOA is committed to being inclusive of all older Vermonters, including being “LGBTQ” friendly.

### C. CVCOA RECENT ACCOMPLISHMENTS

1. **Development/fundraising:** CVCOA had its most successful year ever in fund raising. We received two especially large individual donations and initiated “Age Out Loud,” a fund raising evening of storytelling with aging as a theme. We exceeded our goal both years, raising \$17,000 the first year and over \$22,000 the second.
2. **Awards and honors:** Three of CVCOA’s initiatives received Aging Achievement Awards from the National Association of Area Agencies on Aging. In 2013, “Healthy Eating as we Age” and “Art of Creative Aging” won awards, and in 2017, “Caregiver Tea” won an award.
3. **Patient Ping:** We successfully enrolled Choices for Care clients in this communication tool and have found it very useful to know when clients enter the hospital. We are considering expanding our client census for this tool.
4. **New Website:** We revised our outdated website, making it more interactive and accessible.
5. **Legislative presence:** Our RSVP Director, Dan Noyes, was elected to the state legislature and appointed to the Human Services Committee. In conjunction with v4a, we hired a new lobbying firm, Action Circles, which dramatically increased our visibility at the statehouse and with legislators.

6. **Strategic Plan:** We are in process of revising our Strategic Plan to make it more relevant.
7. **Update wage plan:** We updated our wage plan, partially in response to the planned but unimplemented federal policy regarding overtime pay.
8. **Holiday Meals:** We had another successful Christmas holiday home delivered meal/gift delivery, serving almost 300 individuals. We are in process of reviewing our involvement and procedures for this event.
9. **Better Impact:** All our volunteer programs are using this volunteer management software to better track our volunteer activities.
10. **Rising Star in Worksite Wellness:** We received this award in spring 2017 for our workplace wellness efforts.
11. **SCP and RSVP grant renewals:** Both these programs received continued grant funding upon submission of new grants in 2017.
12. **Care Navigator One Care Collaboration:** We are receiving funding from One Care Accountable Care Organization to be part of Care Navigator. Our Case Management staff members in Washington County have been trained and are in process of beginning using the communications tool.

#### D. CVCOA MAJOR PLANS AND PRIORITIES

1. **Fee for Service:** We began planning to initiate 2 “fee for service” activities including working with nursing homes to do long term care Medicaid applications for their residents, and providing caregiver support to businesses. Implementation was delayed but we hope to get back on track in Fiscal year 2019.
2. **Strategic Plan:** We are in process of revising our Strategic Plan with board and staff input.
3. **Succession planning/leadership training:** CVCOA will likely experience a cascade of retirements over the next eight years. The board is working with staff on being prepared at any time for succession planning and/or staff transitions, including putting documenting work and developing staff leadership skills.
4. **Technology:** We upgraded our computer system of Office 365 and will likely be replacing our aging server within the next year. Both these actions will help modernize our network and help make our work more efficient.
5. **HIPAA:** We plan to do an internal HIPAA review to ensure compliance.
6. **Data systems:** CVCOA has been sharing hours for a remote data system administrator/report manager with another area agency on aging. CVCOA is considering hiring an internal staff person to better obtain data and manage our data and reporting needs.

#### E. CHALLENGES

1. **Shifts/uncertainty in funding:** Federal and state funding continues to be uncertain at best, with several programs repeatedly slated for elimination.

2. **Lack of training:** The state hasn't done Choices for Care training in at least 5 years, instead referring us to online materials and/or our local contacts. While we utilize these sources, this vital program deserves more so that all partner agencies are on the same page in regard to rules and policies.
3. **Moderate Needs:** Moderate Needs Flexible Funds, while a great idea, disenfranchises our clients because of the funding disparity between service providers. The committee charged with resolving issues within this program has met only sporadically and there seems to be no forward movement to resolve the issues.
4. **Data concerns:** Statewide Area Agency on Aging commitment to Mediware and SAMS has disintegrated with several agencies pursuing other options.
5. **Demographics:** The fact that the number of Vermonters age 65-74 will grow 63% in the next 10 years and 23 Vermonters turn 65 each day means that our network needs to find creative ways to meet the needs of this growing demographic.

### **C: GOALS FOR Fiscal Year 2019 – Fiscal Year 2022 (FROM AREA PLAN)**

CVCOA goals for this Area Plan are detailed in subsequent sections of the Area Plan; however, we will be focusing on these general areas:

- **Title III: Community Planning and Systems Development**  
We will focus on supporting a positive culture about aging, including livable community initiatives, and increased transportation options.
- **Title III-B: Information and Assistance, Case Management Services, Legal Assistance, Access to Transportation, Outreach**  
We will focus on supporting case management clients to live in the setting of their choice, and figuring out ways to meet unmet needs.
- **Title III C: Home Delivered Meals, Congregate Meals, Nutrition Education, Nutrition Counseling**  
We will focus on making sure home delivered meals clients have enough to eat, and utilizing nutrition/home delivered meals to manage and improve medical conditions.
- **Title III D: Health Promotion and Disease Prevention**  
We will focus improving balance and socialization for participants in our Tai Chi Evidence Based programs.
- **Title III E: National Family Caregiver Support Program**  
We will focus on training staff about caregiver needs and challenges, utilizing our respite grants, and helping caregivers support their family members with dementia to feel safe, secure and valued.
- **Title VII: Prevention of Elder Abuse, Neglect and Exploitation**  
We will focus on improving staff and contractor knowledge on issues and solutions regarding elder abuse, neglect and exploitation, including sexual abuse, safety, and theft.