



## *Promoting Healthy Aging in Central Vermont*

# 2015 Annual Report

## October 2014 - September 2015

### **Back to the Future!**

50 years ago, Lyndon B. Johnson signed into law the Older Americans Act, providing for the creation of a comprehensive system of services to help older adults live with dignity in their homes and communities for as long as possible.

This vital piece of legislation paved the way for the creation of organizations that provide community and home-based services for the well-being of all seniors – including Central Vermont Council on Aging.

Even though society looks different than it did 50 years ago, the Older Americans Act is still here and providing the critical care and services that our elder communities need to remain independent and living the lives they deserve.

And so are we! By working closely with older Vermonters and listening to their needs and aspirations, the compassionate staff at CVCOA have helped tens of thousands of seniors to make a meaningful and self-directed life in older age a reality.

For decades, we have made sure that senior Vermonters have access to the supports that they need in order to remain independent as they grow older. Among our many programs are providing nutritional support and food security through Meals on Wheels, partnering with families to implement long-term care plans, helping elders get to medical appointments and social engagements, and giving seniors opportunities to give back to others in their community.

As the most comprehensive non-profit senior service organization in the region, you can rely on all of us at the Central Vermont Council on Aging to continue to work with compassion to improve the lives of older Vermonters in our communities – not just today, but for the next 50 years!





### Our Mission:

Central Vermont Council on Aging is a 501(c)(3) nonprofit that supports elders in leading healthy, independent, meaningful and dignified lives.

CVCOA provides assistance to Vermonters aged 60 and over, their families and caregivers.

We serve 54 towns throughout the Central Vermont region:

Lamoille, Washington, and Orange counties (with the exception of Thetford), as well as the towns of Bethel, Hancock, Granville, Pittsfield, Rochester, Royalton, Sharon and Stockbridge.

We do not charge individuals for the services that we provide to Vermont's senior community.

Our programs and services are supported in part by your generosity.

### Board of Directors

Dennis Minoli, President  
 Len Plant, Secretary  
 Julie-Ann Graves, Treasurer  
 Kit Gates  
 Peter Harris  
 Cynthia Jackson  
 Dr. Marvin Malek

### Central VT Council on Aging

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## From the Director's Desk



**Beth Stern**  
**Executive Director**

When people ask me these days how I like my job, I generally answer, "It's a hard time to be in social services." Years of level funding and budget reductions takes a toll on our staff, not to mention our clients.

Yet, despite these challenges, CVCOA continues our mission to support elders and family caregivers to lead healthy, meaningful and dignified lives.

We find that having staff members dedicated to specific programs allows for a deeper knowledge base and better support for seniors and their families. In 2015, we reorganized some of our staff functions to allow for increased specialization to address this.

We recognize the importance of prevention in the quest for healthier seniors. To encourage improved nutrition, exercise and social activities, we partner with senior centers and meal sites to support increased choice in congregate and home-delivered meals, as well as more extensive healthy aging opportunities.

We know that the ability to stay in one's own home means that sometimes you have to be able to get out and go elsewhere. So we work with our transportation providers to maximize their abilities to bring seniors to meal sites, medical appointments and shopping.

We know that frail elders need their caregivers to be physically and mentally healthy. Family members can now take advantage of innovative new programs like caregiver teas and classes, to receive the support they need to continue providing for their family.

We know that education is key to helping people understand and work through difficult but important choices. We continue to offer regular workshops like "Introduction to Medicare" to provide you with accurate and unbiased information about your options.

And finally, we work with our legislators to enhance the level of conversation in Vermont about the growing needs of the Vermont elder community. Whether talking about health care reform, the Older Americans Act budget, or service opportunities for elders, we are proud to be part of the discussion.

None of this work can be done in isolation. As a society, we all must commit to the goal of supporting elders and those who so tirelessly work with them.

Yours in service,

*Beth Stern*

## A Message from the Board of Directors

At CVCOA, we measure success in a number of ways. We continually reflect and ask important questions of ourselves to make sure that we are serving our elder community to the best of our ability:

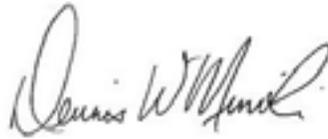
- Did we have a positive impact on those we serve?
- Were we able to reach all those who needed our services?
- Has our program delivery become more efficient?
- Have we met our financial goals?

CVCOA does an excellent job in all of these areas, but the question many forget is this: “How have we treated our employees and volunteers?” Without competent and caring employees and volunteers, it is unlikely that many of our goals would be reached.

Each year, our employees step up to the challenge of supporting the growing community of elders in Vermont. Leadership continues to provide the training and resources necessary to ensure the ongoing impact of our programs. A group of committed volunteers is ready and willing to provide a host of basic essential services. All of our staff members support each other on a daily basis to help ensure quality care and a healthy environment in which to work.

CVCOA has had another successful year. Going forward, we will continue to encounter challenges, we will continue to be creative and efficient and we will accomplish our mission, meet our goals, and ensure that Vermont remains one of the best places to grow older.

My personal thanks to our compassionate and dedicated staff. In serving our elder community, you bring joy and care into the lives of so many.



### Leading the Way for Senior Service

We are always looking for people interested in shaping the direction of senior services to become part of our Board of Directors and help guide us into the next generation of excellence in serving Vermont's senior community.

Members of the Board do not have to be elders themselves, but should live within CVCOA's service area and be interested and experienced in senior matters.

Learn how you can serve at:  
[www.cvcoa.org/board-of-directors](http://www.cvcoa.org/board-of-directors).



Pictured here are representatives of Vermont's Area Agencies on Aging and the Department of Disability, Aging and Independent Living with Governor Shumlin at the signing of a proclamation recognizing falls prevention efforts in September 2015.

## Senior Companions

As we grow older, it's not uncommon to find that keeping up with daily tasks gets more difficult.

Senior Companions are a group of volunteers aged 55+ who work 15-40 hours per week, providing assistance and companionship to seniors who need a hand to remain independent.

This amazing group of volunteers helps Vermont's elders in so many ways: light housekeeping, food preparation, paying bills, writing letters, and filling out forms. Senior Companions also provide transportation and assistance with grocery shopping and medical appointments.

Last year, 13 Senior Companions provided 10,765 hours of service to 71 seniors in Central Vermont.



## Senior HelpLine

If you've got a question, no matter how big or small, pick up the phone and give us a call. You can reach the Senior HelpLine at 1-800-642-5119.

The Senior HelpLine can provide you with a great deal of valuable information about the benefits and services available to help you age well.

HelpLine staff are here throughout the week to listen carefully to your concerns. They can answer just about any question that you may have about senior services in Vermont.

If you need more advice than a single phone call can provide, they will provide you with references to specific benefit programs and connect you with staff who can sit down with you one-on-one for more in-depth help.

In the past year, our HelpLine staff responded to 2,298 calls from seniors, caregivers, and family members throughout Central Vermont.

## RSVP

As part of the Senior Corps program, RSVP works to connect volunteers aged 55+ with meaningful service opportunities in their communities.

Volunteers share the life experience, knowledge, and skills at local non-profits. They are an invaluable part of their towns, making a substantial difference in so many ways:

- Delivering Meals on Wheels
- Providing companionship to elders
- Giving a ride to the doctor or grocery store
- Leading exercise classes at senior centers

Last year, 226 RSVP volunteers provided the Central Vermont community with more than 13,000 hours of service!

## Legal Assistance

Vermont Legal Aid has partnered with CVCOA to provide legal services and representation to elder Vermonters through the Elder Law Project.

The gateway for most seniors to receive advice or representation is through Vermont Law Help at [www.vtlawhelp.org](http://www.vtlawhelp.org) or by calling (800) 889-2047.

Having the Vermont Law Help as a gateway for seniors to connect with legal assistance has resulted in more seniors receiving support than ever before.

In the past year, 83 seniors were helped on such subjects as health insurance and housing issues, consumer protection, and access to public benefits.

Being able to effectively review cases individually in this initial contact has resulted in fewer seniors needing to have their cases escalated to receive representation through the Senior Citizens Law Project. However, sometimes further support is needed and 25 clients received in-depth assistance last year.

## Nutrition Services

A daily part of everyone's life, food is a critical part of staying healthy. Not only do our partnering meal sites and Meals on Wheels programs serve up hot, nutritious meals, but they provide a chance for elders to remain connected to their community.

Social engagement is an often-overlooked factor that makes a big difference in one's overall well-being. Community meals at senior centers provide a wonderful opportunity for social activity, as do the visits from the tremendous group of volunteer Meals on Wheels drivers.

These visits help to stave off loneliness and provide opportunities for seniors to develop new friendships.

This year, we helped to provide nearly 20,000 more meals than last year. Meal sites delivered 154,566 meals to people's homes, and 59,733 were shared at senior centers and other sites.

All in all, more than 1,600 seniors took advantage of the nutritional & social support that this program provides.



## SHIP Counseling

Once we turn 65, most Americans are eligible to receive health care through Medicare. However, the system of coverage can be confusing – there are many options to consider and health care plans can be complicated. Particularly for those living on a fixed income, the wrong choices can end up being very costly in the long run.

To help people receive the coverage they need and deserve, we have counselors on staff to help people understand the range of options available.

Whether talking about Medicare A and B, private Advantage Plans, or supplemental drug plans, the SHIP counselors at CVCOA have offered 54 workshops and helped 1834 elders to make informed decisions about their health care.



## Information & Assistance

Working closely with elder Vermonters, their families and caregivers, CVCOA's I&A staff sit down with you in person to listen and learn about your unique situation, your hopes and your challenges.

Respecting your values and preferences, these counselors listen deeply to the needs and wishes of each person.

Our staff can help you to assess what you may need and collaborate with you to build action plans that help you to address the concerns that you have about aging. They help you to access a wide range of programs, benefits and services that are available to seniors.

Together, we partner with families to effectively age with dignity and make the choices that best meet your unique individual needs.

## Mental Health

Even if we have never faced the challenges of depression, grief, and anxiety before, we may find that they arise as we lose loved ones, become less active in our community, or our health changes.

It is a normal part of the aging process and we have collaborated with Washington County Mental Health for more than 15 years to provide counseling for seniors with concerns that interfere with their daily life.

Three elder care clinicians have provided 106 seniors with nearly 1,400 hours of support this year, helping to identify and share solutions to common challenges and helping people to feel good about who they are, bearing witness to lives that have meaning and purpose.

## Family Caregiver Support

Providing support and care for aging relatives is important work and at CVCOA, we recognize that being a caregiver is challenging too.

Working within the CVCOA CARES model, we are here to support you with the resources and tools you need to care for those you love.

- Caregiving for elders
- Activities to remain connected
- Resources to support your work
- Education to further your abilities
- Support, because you're not alone

This year, we offered trainings like our popular "Powerful Tools" workshop, provided support groups for an opportunity to share and learn from others' experience, and offered 62 grants totaling more than \$41,000 to give caregivers the ability to attend to their own needs and come back to their role rejuvenated.



## Case Management

CVCOA and our Case Management department in particular is an active member of the Vermont Aging and Disability Resource Connection, or ADRC.

The aim of ADRCs is to provide access to a range of coordinated programs, services, information and supports for aging and independent living.

Working with our experienced staff, you and your family can identify the areas where a little extra help might be needed for you remain living independently.

Together, we collaborate with you to develop and implement a long-term care plan to provide the supports you need to live as you prefer.

In the past year, case managers have partnered with 1241 seniors, and their families and caregivers to provide more than 10,000 hours of service to support senior independence in towns throughout Central Vermont!



## Transportation

Our partnership with GMTA, RCT, and Stagecoach have made social visits, grocery shopping, and medical treatment a possibility for 500+ elders who have limited or given up driving entirely.

They are able to do this knowing that their safety and comfort has been assured over more than 16,000 trips.

Trips to community meal sites accounted for 9,626 of these rides. Social visits and shopping trips accounted for at least 2,000 trips.

And we helped seniors get to more than 5,600 medical appointments to support their ongoing health and well-being!



## Business Donors

Many area businesses have chosen to show support of our elder community through gifts in support of CVCOA's programs.

When you visit these businesses, please take a second to make note of their generosity and say "Thank you" for working to improve the lives of seniors!

### Honored Donors - \$1000+

Green Mountain United Way  
Meals On Wheels Assn. of America

### Merit Donors - \$500+

Concept2 Rowing  
Fothergill, Segale & Valley  
Gardner Insurance Services  
HGK Asset Management  
Montpelier Pharmacy  
Washington Electric Cooperative

### Patrons - \$100+

Barre Lions Club  
Blue Cross/Blue Shield of Vermont  
First Presbyterian Church  
G.W. Tatro Construction  
Green Mountain Power  
Harry & Lloyd's Entertainment  
Manufacturing Solutions  
Merchants Bank  
Perry's Oil Service  
Rock Of Ages  
Swenson Granite Works  
The Canadian Club  
The Mailing Center  
Union Bank  
Union Mutual Fire Insurance Co.  
United Way of Lamoille County  
Waterbury Congregational Church  
Wayside Restaurant & Bakery

### Supporting Donors - up to \$100

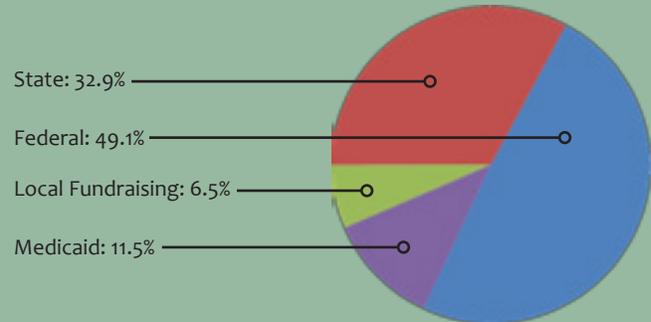
In memory of Pearl Earle:  
Lamoille County Civic Association  
Anonymous  
American Legion Auxiliary, Post 3  
Church Of The Crucified One  
Hooker & Whitcomb Funeral Home  
Hyde Park VFW Ladies Auxiliary  
McLean Electric  
Onion River Sports  
True Colors Home Decorating

## Financial Activity - Fiscal Year 2015 (unaudited)

### Revenue:

Income Source	Percent	Amount
Federal	49.1%	\$1,764,498
State	32.9%	\$1,180,030
Local Fundraising	6.5%	\$232,837
Medicaid	11.5%	\$414,615
<b>Total Income</b>	<b>100%</b>	<b>\$3,591,980</b>

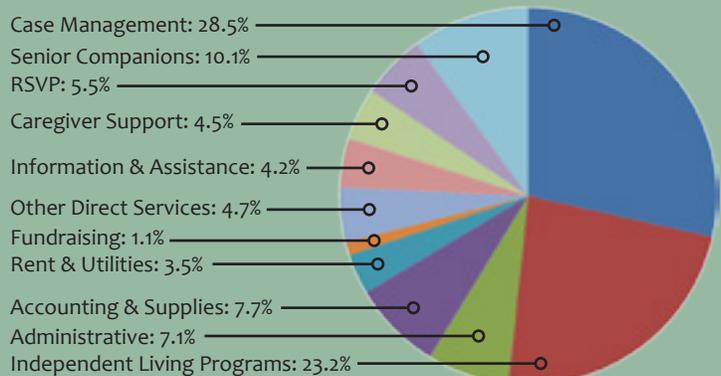
### Chart of Revenues:



### Expenses:

Expense Category	Percent	Amount
Case Management	28.5%	\$1,023,684
Independent Living Programs	23.2%	\$832,609
Administrative	7.1%	\$253,293
Accounting & Supplies	7.7%	\$276,800
Rent & Utilities	3.5%	\$125,000
Fundraising	1.1%	\$39,897
Other Direct Services	4.7%	\$169,125
Information & Assistance	4.2%	\$151,521
Caregiver Support	4.5%	\$159,869
RSVP	5.5%	\$198,352
Senior Companions	10.1%	\$361,830
<b>Total Expenses</b>	<b>100%</b>	<b>\$3,591,980</b>

### Chart of Expenses:



## Individual Donors

### Honored Donors - \$1000+

In memory of Irene Kelley:  
Anonymous  
Anonymous  
Carmen Beck  
Christina Castegren  
Donald Provasi \*

### Merit Donors - \$500+

Anonymous  
Merle & Marylin Dwyer

### Patrons - \$100+

#### In Memoriam

In memory of Annie Semprebson:  
Mary Beth Churchill  
In memory of Bob & Tiny Pirie:  
Anonymous  
In memory of Carrie Samuelson &  
Glass Winner: Steven Winner  
In memory of Florence Brochu:  
Carole Grenier  
In memory of Helen Gray:  
Edward & Cynthia Gray  
In memory of Joyce MacNair:  
Thomas MacNair  
In memory of Judy Plumley:  
Frank Plumley  
In memory of Kay Charron:  
Beth Stern & Bob Popp  
In memory of Maj. Melvin McLaughlin  
Louise Sjobeck  
In memory of Ora Pike: Merton Pike

#### In Honor

In honor of Carroll Ketchum:  
Anonymous

#### Patrons

Anonymous (2)  
Alban & Margaret Richey  
Ann Walton & Tom Mayo  
Arnold Marek  
Barbara Scotch  
Sen. Bernie & Mrs. Jane Sanders  
Carolynn & Robert Wilson  
Charles Kletecka  
Charlotte & Tom MacLeay  
Dennis & Carol Minoli  
Diane & Sherman Cochran  
Don & Edith Harding  
Donald P. Blake, Jr.  
Elizabeth Gergely  
Janna Osman

\* indicates a Monthly Donor

John & Dianne Shullenberger  
John & Jenny Warshow  
Karin McNeill  
Kenneth Lamb  
Leigh Seddon & Ann Aspell  
Lela & Don Avery  
Lucia Port  
Dr. Marvin Malek  
Mary Brown  
Norma Donovan  
Rep. Patsy & Mr. Patrick French  
Peter & Almuth Jungkunst  
Rich Drill  
Rita Walker  
Sandal & Paul Cate  
Sandy Rousse  
Sandra Mennella  
Sarah Miller  
Shelia Rysz  
Steve Gould  
Steven & Claudia MacKensie  
Stuart & Sarah Williams  
Rep. Tony Klein & Jennifer Boyer  
Whitney & Priscilla Maxfield  
William Doelger & Linda Normandeau

### Supporting Donors - up to \$100

#### In Memoriam

In memory of Aldo Somaini:  
Derek Archimbault  
Fedora Somaini  
Laurie Sabens  
Louise Sironi  
Sylvia Mitton  
In memory of Celia Lunt:  
Debbie & Michael Lunt  
In memory of Chas Jasman:  
Jean Jasman  
In memory of Dorothy & Emanuel  
Asen and Harry W. White:  
Sheryl Asen  
In memory of Ellen Tyrell: Anonymous  
In memory of Everett Baker:  
Lisa Carroll  
In memory of Gloria Clarke:  
Gerhard & Susan Botha  
In memory of Harold York:  
Cindy & Irv Robbins  
In memory of James McAllan:  
Christine Terry  
In memory of Kay Charon:  
Julie Desrochers  
Julie-Ann & Gary Graves  
Guy Isabelle  
In memory of Kay V.:  
Terry Benway  
In memory of Lawrence Wells:  
Anonymous

In memory of Marylinda Monfette:  
Anonymous  
In memory of Mr. & Mrs. Harter:  
Bob & Sally Harter  
In memory of Ralph Persons:  
Elizabeth & Michael Persons  
In memory of Roger & Jacques  
Marcoux: Cecile Marcoux  
In memory of Russell Carpenter:  
Priscilla Carpenter

#### In Honor

In honor of Aracelia Gallas:  
Susan & Francis Connor  
In honor of Carole Richards:  
Laurie & Don Spaulding  
In honor of Frederick Carty:  
Anonymous  
In honor of Arlene Averill:  
Rosemary & Charlie Averill  
In honor of Margaret Harmon:  
Anne Sarcka  
In honor of Toni Connell: Anonymous

#### Supporting Donors

Anonymous (18)  
Abigail Bruce  
Adelaide & Brian Tyrol  
Alice Payne  
Allen & Lorilla Banbury  
Andrew Gribbin  
Ann Lester  
Annette Bryan  
Rep. Avram Patt & Amy Darley  
Becky Buchanan  
Beverly Wilmott  
Sen. Bill & Mrs. Olene Doyle  
Bob & Ruth Woodside  
Bob Wescott & Sarah Page  
Brian Cheney  
Brooke Pearson  
Carl Vieth  
Carol & Craig Van Tuinen  
Carol MacDougall  
Caroline Scott  
Catherine Stannard  
Charlene Bohl  
Chelsea Lowe  
Cynthia Jackson  
Darlene & David Grundy  
Darragh & David Ellerson  
David & Claire Duke  
Diane & Fred Swan  
Donna Petterssen  
Dorothy Carrier  
Dorothy Larsen  
Duane Davis  
Edith McAfee  
Eileen Reid

## Individuals

### Supporting Donors

Elaine Deforge  
 Eleanor Ott  
 Eleanor Perreault  
 Elia Davis  
 Elise Riddel  
 Elizabeth Courchaine  
 Elizabeth Frantz  
 Elizabeth Holden  
 Florence Perrin  
 Francine & Moe Boulanger  
 Francis & Ellen Voigt  
 Gretel Scholem  
 Helen Rabin  
 Jack Mitchell  
 Jan & Milton Fowler  
 Jane Deschamps  
 Jane Wass  
 Janet Diblasi  
 Janet Ressler  
 Jean Phillips  
 Jeannine Whipple  
 Jo Sabel Courtney  
 Joan Higgins  
 Joan Marie Davidson  
 Joan Reen  
 Joanne O'Brien  
 John Castaldo  
 Joyce Werntgen  
 Judith Hoermann  
 June & Robert Boudreau  
 Leslie Ann Lucas  
 Lester Thomas  
 Lillian & William Sullivan  
 Linda Pomerleau  
 Lindsay Wade  
 Liz & Leo Laferriere  
 Lois Keith  
 Louise & Stephen Rauh  
 Lucille Jacques  
 Lucille LaPerle  
 Lyn & Jill Wheatley  
 Margaret Belville  
 Margot Perez

Maria Hartmann  
 Marie MacDougall  
 Marilyn & Win Bolles  
 Marilyn Morey  
 Marjorie LaMountain  
 Mary & Allen Alexander  
 Mary Alice Bisbee  
 Mary Hanrahan  
 MaryAnne & Joseph Cerasoli  
 Michael LaValley  
 Michelle Clark  
 Nancy & Michael Sherman  
 Patricia & Mark Austin  
 Paul Calter  
 Peggy & Paul Irons  
 Peter & Wanita Raspe  
 Phyllis Ellis  
 Phyllis Rubenstein  
 Reed & Debora Cherington  
 Rhoda & A.M. Jarvis  
 Rhoda Bedell  
 & Leon Whitcomb  
 Richard & Dianne Lashooness  
 Rita Caslani  
 Robert Rossi  
 Robert Voorhees  
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 Roderica Pirie  
 Rosemary Wheelock  
 Roxanna Quero  
 Russell & Barbara Hokanson  
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 Sandra Ershow  
 Sandy Cooch  
 Scott Robbins & Sarah Lipton  
 Sue Mahoney  
 Sue Minter & David Goodman  
 Susan Walp  
 Theresa Winsor  
 Theron Colby  
 Thomas Babic  
 Thomas Batey  
 Vivian Wortham  
 William & Leslie Haines  
 Wilmer Brandt

*Our sincere apologies to any individuals, businesses, or grantmakers that we may have inadvertently omitted.*

## Leave a Legacy

Remembering CVCOA in your will or estate plans is easy to do, provide financial and tax benefits for your family, and you continue to make a difference in the lives of Vermont seniors for years to come.

For information about including CVCOA as part of your legacy, please call us at 802-479-0531.

## Grant Support

Foundations, trusts and the charitable arms of businesses make up a significant part of CVCOA giving program.

The grants that these organizations have extended have allows us to extend our work in a number of critical areas.

To each of them, we offer our gratitude for the dedication they have shown to our senior community.

### *Emergency Home Heating*

Alexander Hamilton Copley Trust Fund

### *Case Management Infrastructure*

The Agnes M. Lindsay Trust  
 Community National Bank

### *Nutrition Program*

Walmart Foundation  
 The Jack & Dorothy Byrne Foundation  
 Shaw's Market  
 Amy Tarrant Foundation  
 Golub Foundation

## In-Kind Donations

Many individuals & businesses have kindly offered material support that gives direct benefit to area seniors.

Gifts include medical equipment such as walkers and wheelchairs and holiday gift boxes for our annual Shoeboxes for Seniors project.

Judy Cookson  
 Gary Guggemos  
 Lisa Hurwitz  
 Bill Lakin  
 Capstone Community Action  
 Morse Block Deli  
 Onion River Sports  
 ReHab Gym  
 Union Mutual of Vermont Companies  
 Vermont Agency of Transportation

## Town Funding

Each of the 54 towns that CVCOA serves provide direct support through generous appropriations approved by their voters on Town Meeting Day.



59 N. Main Street, Suite 200  
Barre, VT 05641-4121

*CVCOA - Your Partner  
in Healthy Aging!*

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Empowering Seniors & Caregivers ♦ Senior HelpLine 1-800-642-5119

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## Our Mission:

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Our services are supported in part by your generosity.

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Web: [www.cvcoa.org](http://www.cvcoa.org)

