



Promoting Healthy Aging in Central Vermont

2014 Annual Report

October 2013 - September 2014

Looking Back - Moving Forward

Vermont is our home. Living in the Green Mountain State, we find ourselves in a community that values its rural environment and takes great pride in being hard-working and self-reliant. Vermonters are attuned to the cycles of the seasons, whether that's planting crops in the spring, stacking firewood in the autumn, or shoveling snow in the depths of winter.

In This Report:

- From the Executive Director
- From the Board President
- Board Transitions
- Program Highlights:
 - Nutrition and Transportation
 - Senior HelpLine
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 - Legal Assistance
 - Volunteer Opportunities
 - Mental Health Counseling
 - Health Insurance Assistance
 - Case Management Services
- Financial Report
- Donor Recognition

As we grow older and we face greater health issues, many of us are challenged by the demands of this lifestyle - and Central Vermont Council on Aging is here to help you remain independent for as long as possible.

In this report, we're taking a look at the hard work and accomplishments of CVCOA's staff, board, and partners in helping senior Vermonters continue leading the lives they want to live in the places that they prefer.





Our Mission

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

CVCOA provides assistance to Vermonters aged 60 years and over, their family 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
 Kay Charron, Vice President
 Len Plant, Secretary
 Julie-Ann Graves, Treasurer
 John Castaldo
 Kit Gates
 Peter Harris
 Marty Levin
 Dr. Marvin Malek

Central VT Council on Aging

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cvcoa@cvcoa.org
www.cvcoa.org

From the Director's Desk



Beth Stern
 Executive Director

Dear friends:

While this may sound like the beginning of a holiday greeting card, it has been a busy and productive year for CVCOA.

Our hard-working staff continues to support elders with endless amounts of knowledge, cheerfulness, compassion, and patience. Our board of directors has several new members and we are recruiting more to round out the group!

We have developed closer relationships with our partners to continue delivering high-quality services for seniors and we are building new connections to do even better.

The state's most recent strategic plan includes a goal that "elders and people with disabilities live with dignity and independence in settings they prefer." During this past year, CVCOA completed its own strategic plan, which feeds into the state goal, and which will help guide us for the next several years.

Some of the goals identified as priorities in this process include:

- Securing adequate and flexible funding to allow us to meet the needs of clients and to compensate staff competitively;
- Expanding and improving services that impact the quality of life for seniors;
- Strengthening the network of community partners which serve at-risk seniors to better achieve outcomes for seniors;
- Improving CVCOA staff satisfaction.

It is becoming clearer each day that no entity alone can solve the problems that we face today. Whether it's health care reform, improving transportation, or making sure that seniors get nutritious meals each day, we are all in this together.

There will always be bureaucratic and budgetary hurdles to overcome, but if we keep our focus on providing those services that *make a difference* to those we serve, we will all come out ahead.

Please enjoy reading this annual report, and join me in thanking our staff members and partners for all they do to benefit seniors throughout Central Vermont.

- Beth Stern
 Executive Director

A Message from the Board of Directors

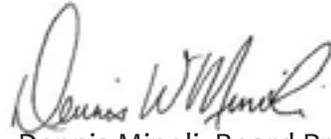
Each year that I serve our senior community as a part of the Central Vermont Council on Aging, I learn a little more about the people and the workings of the agency; and each year, my admiration for CVCOA employees increases.

Most people outside the CVCOA family have little or no idea of the internal workings and the demands of this organization. As I observe first-hand the challenges that the staff face, I see the compassion and caring that our employees share in their work with elders.

Every day, client needs are different and our staff needs to quickly adjust and respond to each new challenge. They are knowledgeable, dedicated, and supportive despite the fact that they face increasing workloads and budgetary constraints.

As State and Federal funding remains stagnant while the population of elders grows, it will be vital to continue to seek new and innovative ways to finance the programs that meet the needs of seniors throughout Central Vermont. Increased community support will be paramount to make the very important work provided by CVCOA employees possible. Join me in making a gift today at www.cvcoa.org/donate.

We in Central Vermont are certainly fortunate to have such a high quality organization, with a superior director and an outstanding, dedicated staff. We all should be proud of the work they do.



- Dennis Minoli, Board President

A Celebration of Service

Toni Deslaurier



Toni recently completed a 2-year term on the Board of Directors, providing leadership that was well-informed by her professional background in law.

Since 2011, Toni has had practiced law in Bethel, in part specializing in elder law.

Grateful for her contributions, we wish Toni well as she leaves the board with plans to relocate to Texas where she will serve the community through her practice in immigration law.

Gertrude Hodge



Gertrude has been very committed to volunteerism throughout her career and has served on many boards, holding offices at the state and national level.

Her focus in recent years has been on issues faced by Vermont's seniors, including a total of 16 years of service as a member of our Board.

"It's been a wonderful experience," she says. "Through this work, I've been able to help my counterparts live better."

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 older Vermonters. Learn how you can serve at www.cvcoa.org/board-of-directors

New Board Members

Please joins us in welcoming Dr. Marvin Malek and Peter Harris to the leadership of CVCOA.

Dr. Malek is a physician on the hospital care team at Central Vermont Hospital and has many years of experience working with the health and medical issues that affect the lives of many seniors

Dr. Malek joins the leadership of CVCOA, “hoping to make what contribution I can to ensure that all the various professionals and social supports are in place to facilitate the comfort, dignity, and independence of our community’s elder citizens.



He has a particular interest in promoting the flow of information between the hospital setting and community-based organizations that serve seniors in their homes.

Peter Harris is an artist, based in Montpelier with an active studio located in Barre. He has had public artworks displayed throughout Vermont and has taught in many settings.

In addition to his new role on our board, Peter has also served on the Advisory Board of the Montpelier Senior Activity Center.

He is inspired toward service, recognizing that he has benefitted from the help that he has received from others: “I find satisfaction in being able to extend assistance to others.”



Transportation

CVCOA works with local transit providers to provide transportation options for seniors that are accessible and affordable, helping them to get to medical appointments, the senior centers, or other outings.

Our partners at Stagecoach, GMTA, and RCT have provided *more than 20,000 trips* to 515 seniors who face challenges in leaving their homes.

Nutrition Services

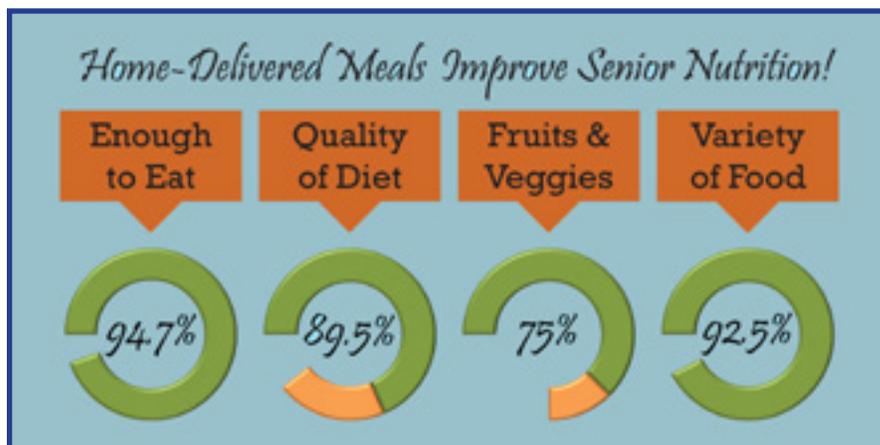
CVCOA’s nutrition program has two main parts: home-delivered meals and community meals served at senior centers throughout the region.

Our meal delivery program, known to many as *Meals on Wheels*, provides nutritious meals to older adults who are unable to prepare meals on their own or to attend community meals at one of our 14 meal sites. Joining others for a meal at the region’s senior centers offers an opportunity for conversation and companionship in addition to the hot, nutritious meal.

All of the *194,000+ meals* served this year were prepared with care by the staff and volunteers at CVCOA’s 14 partner meal sites.

This year, with the support of a grant from the Walmart Foundation, we have been able to provide additional funds for the purchase of *fresh, local produce in more than 75,000 meals!*

Learn about how nutrition services have helped seniors in Central Vermont. Please visit www.cvcoa.org/2014_mow_survey



Senior HelpLine

CVCOA's Senior HelpLine is the starting point to access senior services anywhere in Central Vermont.

Our experienced and knowledgeable staff are able to answer virtually any question that you may have about senior issues. They provide you with valuable information about the many benefits and services available to help you age well!

The HelpLine can provide references to benefit programs, help you to solve problems, and connect you with our Information & Assistance staff for more in-depth help.

Last year, our HelpLine staff assisted 5,324 *individuals* connect to the wide range of resources and programs available through the Council on Aging.

If you have questions, call the HelpLine at (800) 642 -5119!

Information & Assistance

Our Informations and Assistance staff work with seniors, family members, and caregivers to provide accurate and comprehensive information about the wide range of services available to seniors.

They use an Options Counseling approach to help to prioritize your needs, identify the resources that match your situation, and build action plans that might include in-home help, transportation, health insurance, housing or nutrition.

What is Options Counseling?

Options counseling is a person-centered process embraced by our I&A staff that focuses on working with individuals' values and preferences to help seniors age with dignity.

Successful counseling requires the ability to listen deeply to the needs and wishes of each person.

Options counselors receive specialized training to help them think 'outside the box' to support the individual - not the condition.

Based on an elder's unique situation, counselors help elders and their families to explore and evaluate the various options for long-term care that are available.

Together, counselors and elders work together to make the choices that best meet their unique individual needs.

Family Caregiver Support

While many of our programs center on providing direct services to seniors, our services don't stop there. With as many as 21 million Americans caring for an older family member at home every year, CVCOA is here to assist you in supporting and caring for your aging parents.

Caregiving for a parent or loved one can be surprisingly stressful. This stress over time can end up being detrimental to your health, which is why our Family Caregiver Support program focuses on helping those who care for their elders to maintain their health and well-being. We do this through:



- Caregiver trainings like our popular "Powerful Tools" workshop provide information and support about coping with caregiving.
- Support groups give you the opportunity to share and learn with others in a safe and emotionally supportive setting.
- Respite grants allow you to take a break to rest and rejuvenate. These grants provide funds for adult day services or in-home help.
- In the past year, 83 grants totaling \$53,500 were offered, providing a much-needed rest for family caregivers.

Legal Assistance

CVCOA partners with the Senior Citizen’s Law Project at Vermont Legal Aid to meet the legal needs and problems faced by seniors in our state. The project has two facets that provides assistance to Vermonters aged 60+: the Senior Citizens Law Project and the Medicare Advocacy Project.



The Medicare Advocacy Project represents clients in Medicare appeals while the Senior Citizens Law Project provides seniors with advice, assistance with legal paperwork and representation.

The program has helped 107 seniors over the past year in many areas, including:

- Health care & long-term care issues
- Housing problems
- Guardianship & powers of attorney
- Advance directives
- Abuse and exploitation

Senior Companions

The Senior Companion Program is a way for adults 55 and older to help support elders by volunteering 15-40 hours per week.

Companions provide friendly visits and assist with grocery shopping, transportation, meal preparation and light chores.

In the past year, 12 companions have served 74 seniors. Together, these volunteers provided over 11,000 hours of help and companionship to their fellow seniors - assistance that has enabled these older adults to remain in their homes longer.

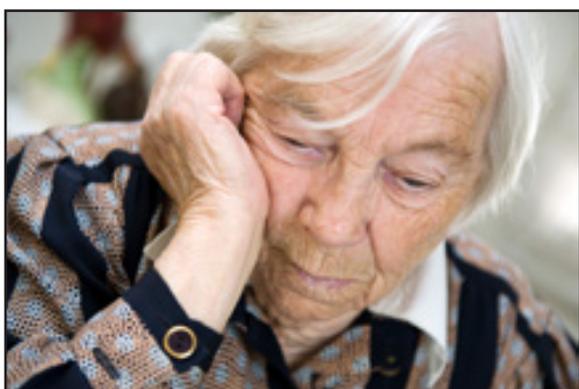


RSVP

RSVP is a program for adults 55+ who want to meet the needs of their community through the meaningful use of their skills and knowledge in volunteer service to nonprofit organizations.

Individuals are connected with volunteer opportunities that focus on health, transportation, and continued learning.

This year, 455 volunteers gave 73,408 hours of service to more than 80 non-profit organizations throughout the Central Vermont community.



Mental Health

For 15 years, CVCOA had collaborated with Washington County Mental Health to provide counseling for seniors with mental health concerns that interfere with daily life.

Elder Care Clinicians can help seniors who are coping with issues of depression, grief, anxiety, dementia, or other mental health concerns.

Last year, clinicians worked with 102 clients, providing more than 1450 hours of support to seniors facing these challenges.

SHIP Counseling

The State Health Insurance Program (SHIP) provides assistance with health insurance issues to those who qualify for Medicare. Trained counselors are here to help you with questions about Medicare or other insurance plans, including the Vermont State programs.



In the past year, CVCOA's counselors helped 1547 people with a range of health care issues, including:

- Medicare questions
- Selecting a drug plan
- Getting medications
- Sorting out medical bills
- Filing benefits claims
- Correcting claims errors

New to Medicare?

Twice a month, CVCOA offers a free introductory workshop to those who are new to Medicare.

Call us at 479-0531 for the schedule of upcoming workshops!

Case Management

Changes in our lives can make it challenging to live independently. To meet this reality, CVCOA's Case Managers work with elders, their families and caregivers to address the challenges that may prevent an elder from living on their own.

Our staff partners with seniors to identify the areas where a little extra help is needed. They work with families to develop a personalized care plan to provide the supports that the elder needs to remain in their homes and communities. Case managers help to implement the plans, gain access to benefit programs and coordinate the care and services that you receive.



In the past year, our case managers provided Vermont seniors with over 26,000 hours of assistance, helping nearly 2,500 elders to maintain their dignity and independence.

Survey Results

Want to learn how our Case Management staff provides benefits to seniors, helping them to remain independent?

We've created an infographic to make the results of a recent survey accessible to you.

See it at: www.cvcoa.org/infographic-case-management



Financial Activity - Fiscal Year 2014 (unaudited)

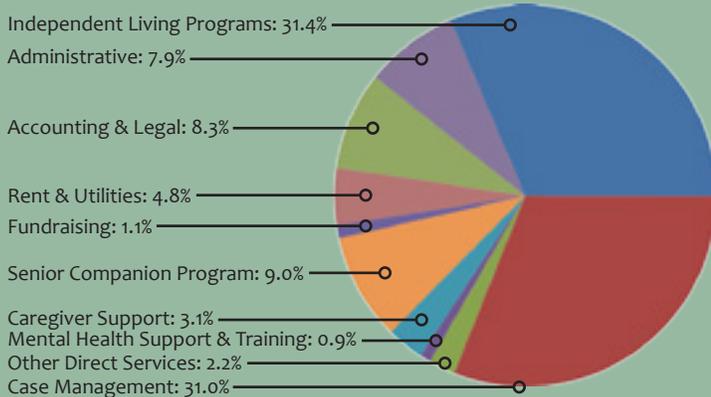
Revenue:

Income Source	Percent	Amount
Federal	49.8%	\$1,804,377
State	43.2%	\$1,565,663
Local Towns	2.4%	\$87,500
Fundraising	1.3%	\$48,000
United Way	0.2%	\$8,800
Misc. Revenue	3.0%	\$109,350
Total Income	100%	\$3,623,690

Expenses:

Expense Category	Percent	Amount
Independent Living Programs	31.4%	\$1,138,465
Case Management	31.0%	\$1,124,607
Other Direct Services	2.2%	\$80,764
Mental Health Support & Training	0.9%	\$34,325
Caregiver Support	3.1%	\$113,687
Senior Companion Program	9.0%	\$327,500
Fundraising	1.1%	\$39,877
Rent & Utilities	4.8%	\$175,700
Accounting & Legal	8.3%	\$301,100
Administrative	7.9%	\$287,665
Total Expenses	100%	\$3,623,690

Chart of Expenses:



Business Sponsors

Organizations support CVCOA through charitable giving, in-kind contributions, and grant-making arms.

We extend our gratitude to all of our partners who have joined us in service to Vermont's senior community.

To learn how your business can support elders in the communities you serve, please call us at (802) 476-2739.

Grants

Walmart Foundation
Keurig Green Mountain
United Way of Lamoille County

Donations

Fujifilm Medical Systems in memory of Ellen Andrews
Altrusa Club of Barre in honor of Tom Bright
Ben & Jerry's Foundation
Concept2 Rowing
G.W. Tatro Construction
Gardner Insurance Services
Gay & Lesbian Fund Of Vermont
Green Mountain Payroll Association
Green Mountain United Way
Hunger Mountain Co-op
Lamoille County Civic Association
Laraway Youth & Family Services
McLean Electric
Onion River Sports
RB Technologies
Swenson Granite Company
The Canadian Club
The Women's Alliance of the Unitarian Church of Montpelier
True Colors Home Decorating
Unilever U.S. Foundation
Union Bank
University of Vermont
Washington Electric Cooperative

CVCOA is a proud partner of the United Way charities



Leave a Legacy

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

For information about including CVCOA as part of your legacy, please call Scott Robbins at 802-476-2739.

Individual Donors

Honored Donors - \$1000+

Carmen Beck
Christina Castegren
Chuck & Barbara Bohn
Don Provasi *

Merit Donors - \$500+

Anonymous in memory of
Irene Kelley
Beth Stern & Bob Popp in honor of
CVCOA Staff
Bob & Nancy Pope
Dr. Brenda Sirovich
Donald P. Blake, Jr.

Patrons - \$100+

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Douglas & Irene Weinreich
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Franklin & Marion Kellogg
Peter Lind
Sandra Mennella
Theresa Winsor
Tom & Charlotte MacLeay

Supporting Donors – up to \$100

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Anonymous in memory of
Larry Paynter
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Jacques Marcoux
David Melendy in memory of
Robert Turner
Eleanor Morse in memory of
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Mary Ann Beck
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Judy Plumley
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Lorraine & Cornelius Granai in memory
of Marion Milne
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Esther Waller
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memory of Ralph Persons
Muriel Leonard in memory of
Josephine Stocker

* indicates a Monthly Donor

In Honor

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Kay Charron
Eleanor Godfrey in honor of Bette
Godfrey
Elizabeth Courchaine in honor of
Meals on Wheels of Lamoille
County
Judy Miles in honor of Ellie Hayes
Louis & Candace Lacroix in honor of
Anna Grearson

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Whitney & Priscilla Maxfield
Wilmer Brandt

In-Kind Gifts

Gifts of materials that can be readily applied to support services to elders are gratefully accepted.

In-Kind Donors

John Wilken
Tiffany Shaw

Our apologies to any donors we may have inadvertently omitted.



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

*CVCOA - Your Partner
in Healthy Aging!*

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

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