



CENTRAL
VERMONT
**Council
on Aging**

A World Where
Aging is Honored

2019 Annual Report

**61 CVCOA "Good Neighbor" volunteers served
80 clients & contributed 2,291 hours of service.**

Our Mission:

Central Vermont Council on Aging is a 501(c)(3) nonprofit that supports Central Vermonters to age with dignity & choice.

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

We serve 54 towns throughout the Central Vermont region:

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

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

Board of Directors

Fiscal Year 2019

- Gary Chicoine, President
- Peter Harris, Vice President
- Fred Ober, Treasurer
- Emily McKenna, Secretary
- Julie-Ann Graves
- Cynthia Jackson
- Donna Watts
- Becky Wright
- Sheila Herman
- Blakeney Bartlett

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President's Message from Gary Chicoine



Over the course of fiscal year 2019, your board, working in close coordination with Beth Stern, Executive Director, accomplished some significant firsts.

On the strategic level we began an investor relationship with the Vermont Community Foundation to invest legacy funds donated to the council by generous benefactors. Following from that we are now putting together a planned giving program with the help of the foundation's philanthropic staff.

Another first, at an all-day off-site retreat in June the board met with the CVCOA Leadership Team to review the current strategic plan & identify directions for future strategic initiatives.

On the operational level, we launched a board driven fund-raising

effort, "Ask A Few Friends", which is a direct appeal by participating board members to friends & community acquaintances to help CVCOA sustain its programs over the course of the fiscal year. Last December this effort raised \$3000. We intend to make this an annual event.

And of course, all board members continue to work within our individual communities as "good will ambassadors" to enhance public awareness of Central Vermont Council on Aging's programs & services. For example, in September the Powerful Tools for Caregivers course was offered for the first time in my town of Cambridge.

So, all in all a successful year. I will be continuing as board president for the coming year & look forward to making FY20 even better.



*Left to right top row: Cynthia Jackson, Fred Ober (Treasurer), Peter Harris (Vice President), Gary Chicoine (President), Sheila Herman, Bottom Row: Donna Watts, Blakeney Bartlett, Julie-Ann Graves, Rebecca Wright
Missing: Emily McKenna*

**In Memory of Marilyn Mode,
Penny Walker-Reen & Nancy Sherman**

CVCOA dedicates this annual report to Penny Walker-Reen & Marilyn Mode, staff members who passed away in 2019. Penny was a long-time Case Manager in Lamoille county & knew just about every older person in that region! Marilyn was our receptionist in our Barre office for many years & did her work with a great sense of humor. We miss you Penny & Marilyn! This year, we also said goodbye to former staff member, Nancy Sherman. We miss you all.



**Elder Care Mental Health Clinician served
111 clients with 1,824 clinician hours.**

Family Caregiver Program served 61 dementia respite grant recipients & delivered Powerful Tools to 37 people. 63 family caregivers attended Caregiver Teas. 87 community partners & caregivers attended professional workshops.

Message from Beth Stern, Executive Director



Because of my job at Central Vermont Council on Aging (CVCOA), I frequently get questioned by family or friends about their aging relatives, friends, neighbors...or themselves. "When should I sign up for Medicare?" "How can I help arrange services for my parents in Florida?" "How can my neighbor get to her doctor's appointment?" As the director, I know more about budgets, legislation & planning than about individual services, so I give out our HelpLine number & suggest speaking to one of our knowledgeable staff members.

This past year, these great staff members stretched to participate in several new initiatives, designed to augment the support we give older adults. CVCOA began working with the evidence-based Home Meds program, which connects clients to contracted pharmacists who review their medications, with a goal to prevent adverse medication interactions. We also have expanded our participation in Care Navigator, a communication system through the statewide Accountable Care Organization (OneCare Vermont) for "high risk" clients. We have increased our focus on working with clients who may be "self-neglecting" or otherwise not taking care of themselves well.

Our leadership team & board of directors worked together to begin a new Strategic Planning process, generating exciting new ideas to ensure we continue to move the agency forward in these times of great change.

Whether you're staff, board or advisory council member, a donor, a client, a state, federal or community partner, or just interested in what we have to offer, we thank you for your interest in CVCOA. Let us know how we can help you, or what you have to offer to older Vermonters. We look forward to working together with you in 2020!



"CVCOA is terrific & we are fortunate to have so many exceptional people working there. Thank you."

-Rose

A Caregiver's Story Bringing Connection to a Family Caregiver....

"Please pass along my heartfelt thanks to all of those involved in the Dementia Respite Grant Program. My husband has had a diagnosis of Parkinson's with Dementia for many years now. As his disease progresses, it becomes difficult to even get to the grocery store & getting away for an entire day is nearly impossible. Recently, my aunt from Tennessee passed on. I wanted to attend the celebration of her life but was certain I would not be able to

attend. Then my dementia respite grant was approved, & I was able to go to Tennessee because I was able to pay for respite caregiving for my husband. With my mom & three sisters, we went on a road trip to Tennessee, laughing & enjoying family memories. I came home to Vermont refreshed & ready to resume my caregiving role. I could not be more thankful to those whose efforts put this grant in place!"

-Deb

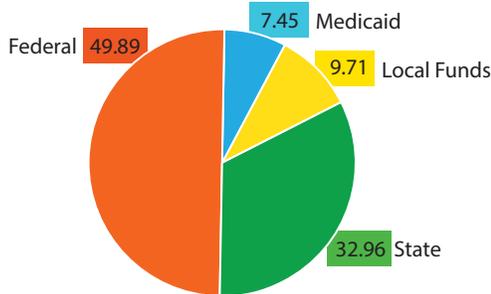
Central Vermont Council on Aging's Family Caregiver Program provides respite, support & education to family caregivers & their care receivers. The Caregiver Respite Grant offers financial help for caregivers of loved ones with dementia.

255 RSVP volunteers devoted 10,958 hours of service for wellness & meals on wheels programs.

Case managers provided 8,560 hours of service for 1,078 clients.

Financial Activity - Fiscal Year 2019 Expenses (unaudited)

Revenue Chart



Expense Category	Amount	Percent	RSVP	Amount	Percent
Administration	\$687,499	18.64%	RSVP	186,258	5.05%
Fundraising	48,893	1.33%	Senior Companion	362,328	9.83%
Case management	941,375	25.53%	Nutrition Education & Counseling	25,110	0.68%
Legal services	39,883	1.08%	Mental Health	15,246	0.41%
SHIP	46,473	1.26%	Family Caregiver & respite care	201,599	5.47%
Information & Assistance	169,821	4.61%	Special services, In-Home services, Flex funds direct services, & other miscellaneous grants	93,727	2.54%
Congregate meals	213,563	5.79%			
Home Delivered meals	607,877	16.49%			
Transportation	47,697	1.29%			
			Total expenses	\$3,687,349	100.00%

Foundations & Grants

CVCOA thanks the following trusts & foundations for their generous support for direct services for older Vermonters.

AARP
 Arthur L. & Frances P. Hyde Fund
 Central Vermont Medical Center
 Green Mountain United Way
 Fraternal Order of Eagles

Harry W. & Jo-Ann D. Wallace Foundation
 Jerry & Pat Balkcom Fund
 Price Chopper's Golub Foundation
 Rural Community Transportation, Inc.
 The Canadian Club

Women's Alliance of the Unitarian Church of Montpelier
 St. John's in the Mountains Episcopal Church
 The Copley Fund
 The Jack & Dorothy Byrne Foundation, Inc.

Business Donors

We thank our many business partners who collaborate with Central Vermont Council on Aging to bring healthy aging services & wellness activities to Central Vermonters.

Barre Lions Club	G.W. Tatro Construction, Inc.	Manufacturing Solutions, Inc.	TD Bank
Bayada Home Health Care	Gardner Insurance Services, Inc.	Medicine Shoppe	The Alchemist Stowe
Berrian Insurance Group, Inc.	Green Mountain Support Services	Milne Travel-American Express	The Gary Residence
Blue Cross & Blue Shield of VT	Hannaford Supermarket, Bradford	National Life Group	The Village at White River Junction
Cambridge Area Rotary	Hannaford Supermarket, South Barre	North Country Federal Credit	Union Bank
Community National Bank	King Arthur Flour	Northeast Delta Dental	Washington Electric Cooperative
Donald P. Blake, Jr. Inc.	Lawson's Finest Liquids LLC	rb Technologies	Westview Meadows at Montpelier
Dubois & King, Inc.		Swenson Granite Works	
Fothergill, Segale & Valley			

Nutrition: 218,250 meals were served or delivered to 2,347 people.

Information & Assistance specialists answered 2,179 calls
for information on 145 topics.

Thank You to our Major Sponsors!



The Lauzon Family



"We have had a rough time & knowing we have Central Vermont Council on Aging in our corner makes it easier. You go way above & beyond. That means a lot to all of us."

– Case Management Client

In-Kind Donations

Thank You!

Many individuals & businesses donate items for CVCOA's silent auction:

Adelaide Tyrol	Bourne's Service Center	D-Sunshine Tanning Salon	Jan Avery	Mad River Glen	Sherry Rhynard
Annie Tiberio Photography	Boyden Valley Wine	Falls General Store	Jean MacLachlan	Maria's Bagels	Simply Subs
Apple Tree Natural Food Mart	Caplan's Shoe, Apparel & Camping	First in Fitness	Jeffrey Reilly	Montpelier Agway	Smuggler's Notch Resort
AroMed Aromatherapy	PMSC Muscular Therapy: Carey B Kimball	Gary Chicoine	Jim Sardonis, Natural Forms Inc.	Morse Farm Maple Sugar Works	Stoweflake Mountain Resort & Spa
Artisans Hand	Carriage House Salon	Goodfellows Fine Jewelers	John Pandolfo	Nancy Griswold	Sugarbush Resort
Aubuchon's Harware (Morrisville)	Cheshire Cat Clothing Concept 2	Hannaford Supermarket (Morrisville)	Katie's Jewels	Next Chapter Bookstore	Summer Street Auto
Barre Opera House	Cornerstone Pub & Kitchen	Hello Gorgeous Salon	King Arthur Flour	Northern Stage	Susan Zolov
Basil's Pizzeria	Country Home Center/ Ace Hardware	Hoagies Pizza & Pasta	L. Koehler Pottery	Northland Maple	Trapp Family Lodge-
Bear Pond Books	Curves Fitness Center	House of Troy	Lamoille Valley Chevrolet	O'Maddi's Delaurant	The Kaffeehaus Bakery & Delicatessen
Ben & Jerry's	Dandelion Acres Garden Center	Hunger Mountain Coop	Laughing Moon Chocolates	Paul Calter	The Mailing Center Verilux Inc.
Beth Stern	Danforth Pewter	Incognito Salon	Lawson's Finest Liquids	Residents at Otter Creek	Vermont Bicycle Shop
Blue Heron Acupuncture, LLC	Darn Tough Vermont	Integrative Acupuncture	Little River Acupuncture	Richard J. Wobby Jewelers	Vermont Integrated Health Bodyworks
Blue Moon Boutique	Delicate Decadence	Interwoven Healing Arts/Catherine Cerulli	Little River Hotglass Studio	River House Yoga	Vianor Tire & Auto Service
Bob Popp		J Morgan's Steakhouse	Luke Rackers	Sarducci's	Zug Glass Studio
				Shannon Hepburn	

Town Funding

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

Barre City	Calais	Fayston	Morristown	Royalton	Warren
Barre Town	Cambridge	Granville	Newbury	Sharon	Washington
Belvidere	Chelsea	Hancock	Northfield	Stockbridge	Waterbury
Berlin	Corinth	Hyde Park	Orange	Stowe	Waterville
Bethel	Duxbury	Johnson	Pittsfield	Strafford	West Fairlee
Bradford	East Montpelier	Marshfield	Plainfield	Topsham	Williamstown
Braintree	Eden	Middlesex	Randolph	Tunbridge	Wolcott
Brookfield	Elmore	Montpelier	Rochester	Vershire	Woodbury
Cabot	Fairlee	Moretown	Roxbury	Waitsfield	Worcester

13 Senior Companions devoted 6,975 hours of service to 36 of their peers.

State Health Insurance Assistance Program (SHIP) served 1,197 people & delivered 34 Medicare Workshops to 329 participants.

In Memory & In Honor Donations

In Honor of Al & Betty Stern Margi Stern	Nina Gaby In Honor of Fred Ober William T. Withers IV	In Memory of Frank J. Kelley Mary Pecoraro Donna Barry	In Memory of Norma Edelman Tim Caulfield
In Honor of the Service Team at Washington Electric Coop Andrea Cohen	In Honor of Samantha Davis Beverly Dukette	In Memory of Glee Bailey Stoddard Sandra McKee	In Memory of Peggy Calter Cynthia H. Jackson
In Honor of Barbara Asen Sheryl Asen	In Honor of Wanda Craig Bernice Cooney	In Memory of Gloria Clarke Susan Botha	In Memory of Penny Walker-Reen Connie W. Hamel Beth Stern Karen Eddy Kathryn Schenkman Nancy Merrill Jearn Kern
In Honor of Beth Stern Allan Stern Bob Stern	In Memory of Barbara Bohn Charles Bohn	In Memory of Gloria Rathbone Wanda Craig	In Memory of Ralph Persons Elizabeth Persons
In Honor of Chris Shaw Patricia Austin Charles Martin	In Memory of Carolyn Tucker Kenneth Tucker	In Memory of Grace P. Savard Donald R. Provasi	In Memory of Rose Vieth Carl Vieth
In Honor of Christine Melicharek Denise Marcoux	In Memory of Chet Briggs Karen Lane	In Memory of Joan Owen Lee D. Owen	In Memory of Toni Connell Judy A. Cookson
In Honor of Ellen Gershun William Caswell Anne Lester Michael Pierce Timothy Berg	In Memory of Clarence Jarry David Park	In Memory of Madeline T. Gregoire Kelly Gregoire Foss	In Memory of Viola E. Fuller Sandra Young
In Honor of Ellie Hayes Fedora Somaini Raymond Morin	In Memory of Ellaween Flint Nancy O. Brown	In Memory of Marilyn Mode Barbara Scotch Mary Helen Hayden	In Memory of Nancy Sherman Jean Kern
	In Memory of Elwin Jones Reta Herbert	In Memory of Sadie Kennedy Theodore M. Nelson	
	In Memory of Gemma Philcox Estate of Gemma Philcox		

Individual Donors

**Distinguished
Partner
\$100,000+**
Anonymous

**Premier Partner
up to \$5,000**
Anonymous
Carmen Beck

Thom & Karen Lauzon
Don Provasi

**Legacy Partner
up to \$2,500**
Anonymous

**Merit Partner
up to \$1,000**
Anonymous
Chuck Bohn

Cynthia &
Mack Gardner-Morse
Lee & Joan Owen
J. Peter Young
Shari Young
& Marc Eagle

Bob & Joan Stern
Amy Darley & Avram Patt

**Supporting
Partner
up to \$500**

Anonymous
Paul Calter
Patsy & Patrick French
Peter Harris
Jeanne Kern & Ed Oravec
Robert B. Hinshaw
Scott Milne
Estate of Gemma Philcox

Beth Stern & Bob Popp
Donna Watts
**Patron Partner
up to \$250**

Anonymous
Suzanne Bennett
Carol Bushey
Gary Chicoine
& Terry Callahan
Theron & Nancy Colby
Linda & Kevin Conroy
William Doelger
& Linda Normandeau
Kenneth Freer
Craig Smith & Nina Gaby
Ellen Gershun
Kelly & Dave Gregoire Foss
Ellie Hayes
Cynthia Jackson

Tom & Charlotte MacLeay
Sarah & Chris Mason
Jennifer Murray
& Davoren Carr
Theodore & Shirley
Nelson
Fred Ober
David Park
Mary Pecoraro
Sen. Bernie
& Mrs. Jane Sanders
Leigh Seddon
& Ann Aspell
Nancy & Michael Sherman
Dr. Brenda Sirovich
Jerry & Pat Balkcom
Kenneth Tucker
Jim Tucker
Pamela Tucker
Adelaide Murphy Tyrol

Marja Vainio-Plagakis
Bob Wescott & Sarah Page
Rebecca Wright

**Substanting
Partner
up to \$100**

Anonymous
Maxine Adams
Beth Aiken
Olive & Byron Angell
Sheryl Asen
Patricia & Mark Austin
Lela & Don Avery
Thomas Babic
Brenda Badger
Marcy Baer
Marianne Barnett
Joan & Bob Barrett
Terrence & Donna Barry

Provided legal services to 228 clients for a total of 546 hours.

Transportation: CVCOA funded 18,342 rides for 704 riders.

Marcia Bellas & Richmond West	Sandra Doyle Rich Drill	Marsha Kameron Lois Keith	Nancy Merrill Suzanne Milord	Alice & Samuel Silverman
Margaret Belville	Thaddeus & Paula Driscoll	Renee & Doug Kievit-Kylar	Dennis & Carol Minoli	Mary Skoda
Elizabeth Benjamin	Beverly Dukette	Jon Kilian	Jack Mitchell	Marilyn Skogland
John Benjamin	Karen Eddy	Susanne Kimmerly & Marcel Rocheleau	Raymond Morin	Martha Smyrski
Terry Benway	F. Brett Engstrom & Betsy Brigham	Tony Klein & Jennifer Boyer	Stephen Neirman	David B Solomon DDS
Timothy Berg	Andrea Epstein	Karen Klotz	Catherine Nelson	Fedora Somaini
Evelyn Berglund	Margaret Erwin	Jennifer Kramer	William Nowlan	Jane & Richard Staudt
Mary Alice Bisbee	Jessica Ettinger	Holly & John Kruse	Vicent O'Connor	John & Anne Steel
Charlene Bohl	Bonnie Finnigan	Liz & Leo Laferriere	George & Jean Olson	Joan Stepenske & Robert Troester
Susan & Gerhard Botha	Doris Fournier	Kenneth Lamb	Jo-Ann Orvitz	Allan Stern
Nancy Brown	Milton & Janet Fowler	Dorothy & Phillip Lamb	Barbara Percy	Margi Stern
Jennie & Daniel Brown	Eleanor Fraser	Karen Lane	Eleanor Perreault	William Stewart
Dorothy Carrier	Amy Gamble	Richard & Dianne Lashoones	Shelby Perry	Fred & Diane Swan
Patricia Cartsensen	Abby Gladstone-Strobel	Janice Lemieux	Elizabeth & Michael Persons	Catherine & William Swift
Theresa Carty	Pauline & Joseph Gosselin	Michelle Lesnack	Donna Petterssen	Bruce & Susan Talmadge
John Castaldo & David Myette	Angie Grace	Anne Lester	Michael Pierce	Cami Thibodeau
William Caswell	Christine Guilmette	Kari Little & Gregory Wimer	Jackie Polchies	Barbara Thompson
Paul & Sandal Cate	Leslie & William Haines	Anita & Sam Lotto	Linda Prescott & Michael Katzenberg	Dara Torre & James Pillion
Sue Catto	Connie & Phil Hamel	Debbie & Michael Lunt	Roxanna Quero	Mary Tynan
Tim Caulfield & Linda Morse	Mary Hamill	Carol MacDougall	Alban Richey	Joanne Vecchiola
Robyn Chaffee	Mary Hanrahan	Marie MacDougall	Hale & Mary Ann Ritchie	Carl & Rose Vieth
Michelle Clark	John Harrison	Steven & Claudia MacKenzie	Cindy & Irv Robbins	Jean Vissering & Robert Klein
Keith Clark	Bob & Sally Harter	Dr. Marvin Malek	Deborah Robinson	Dave Viveiros
Diane & Sherman Cochran	Mary Helen Hayden	Carol Maloney	Gwen Rollins	Carolyn Wade
Andrea Cohen	Patricia Hayden	Elaine Manghi-Buck & George Buck	Bobbi Rood	Lindsay Wade
Walter & Catherine Cook	Karen Heath & Chris Howe	Denise Marcoux	Phyllis Rubenstein	Jerry Ward
Judy Cookson	Jean Henry	Charles Martin	Beth Sabens	Norma Wark
Bernice Cooney	Reta Herbert	Susan Masland	Kathryn & Joseph Schenkman	Stephen & Connie Weston
Louise Cross	Sheila Herman	Dorothy Mason	Cynthia Schneider	Lyn & Jill Wheatley
Laura & Mark Daudelin	Joan Higgins	John McHugh	Ted Schultheis	Fred Wilbur & Patty Morgan
Sally Decicco	Peter & Mary Ellen Hill	Sandra McKee	David Schward	Stuart & Sarah Williams
Agatha Deep	Carol & Perry Hodgdon	Charles & Rebecca McMeekin	Barbara Scotch	William T. Withers, IV
Claire Dessureau & Peter McTigue	Inge Hougasian	Lisa Mercurio	Sarah Seidman	Sandra Young
Charles Dindo	Stanley Jacobs		Sarah Semler & Drew Tanay	Gary & Doreen Zeller
Phillip Doherty	Kathy Johnson		Candace Shaffer	Nancy Zorn
Norma Donovan	Peter & Almuth Jungkunst			

Leave a Legacy

Remembering Central Vermont Council on Aging in your will or estate plan is easy to do, provides financial & tax benefits for your family, while you continue to make a difference in the lives of older Vermonters for years to come. For information and to arrange a confidential meeting with the the Vermont Community Foundation please call us at 802-476-2739.

**Includes donations received from October 1, 2018-September 30, 2019. Central Vermont Council on Aging extends its sincerest apologies to any individual, organization or business that may have been inadvertently omitted.*

More than 10,000 clients served!



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

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PAID
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BARRE VT

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*Stay
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