



*Growing older together -
CVCOA and you!*



*Barbara and Chuck Bohn of Plainfield graciously agreed to be the “faces” of CVCOA on a sign traveling around central Vermont on a GMTA bus.
Photo was taken by A. Perry Heller of Hardwick as part of Reach Service Exchange Network.*

2011 Annual Report

Director's Report


2011 ushered in many changes to CVCOA and to Vermont. Floods in May and August not only changed the landscape but affected the lives of many people we work with. Staff, seniors, caregivers, neighbors, family members and individuals with disabilities lost homes, roads, belongings, along with their sense of security and well-being.

It is tempting to philosophize and try to make sense of what may seem like chaos around us. Some people say everything happens for a reason, and perhaps we can find the silver lining in the clouds of Tropical Storm Irene. The outpouring of volunteerism in the affected communities was truly astonishing. Our staff worked many extra hours under tough conditions in local communities helping individual seniors. Our staff knew the vulnerable seniors in the affected communities and they were able to connect them with important resources to begin their recovery from the flood.

Just as it was important for the state of Vermont to have community partners who could continue functioning when the state offices were destroyed, we in turn relied on our local community partners (meal sites, senior centers, transportation providers, mental health agencies and others) to help us locate vulnerable clients and assess their needs during these times of crisis. We are grateful to those partners – we couldn't do this work without them!

Our Annual Report is a “recap” of our year and it has been a momentous one. Our main office relocation occupied us for months and remains a work in progress. Many new grants keep us busy with Options Counseling, caregiver support, chronic disease management and the promotion of local foods. We continue to focus on healthy aging and supporting seniors and caregivers. We've increased our fundraising and diversified our funding base. Our volunteers donate thousands of hours through Neighbor to Neighbor AmeriCorps, RSVP and the Senior Companion program. Our staff remains dedicated, hard working and compassionate, solving problems every day with grace, kindness and an amazing knowledge base. I also want to give my thanks to my Board of Directors and Advisory Council for their dedication to community service.

Please review our accomplishments and know that in these tough economic times, through hurricanes and floods and even office moves, we remain here for you. If you are a senior or a caregiver or a family member or a concerned neighbor, please use us as a resource. There's not much about senior services we don't know!

In gratitude, 

Message from the Board President

It has been a busy year at CVCOA, especially considering that our main office in Barre moved to our new location at 59 North Main Street the morning of the May flood. The move took a lot of staff time and energy. Still, under Beth's leadership, the transition was remarkably smooth, in spite of the flooded basement which left us without use of the elevator for several weeks. Our staff never missed a beat in providing services to our clients.

Cont'd on p. 7



**Beth Stern
Executive Director**



**John Castaldo
Board President**

Senior Helpline @ 1-800-642-5119

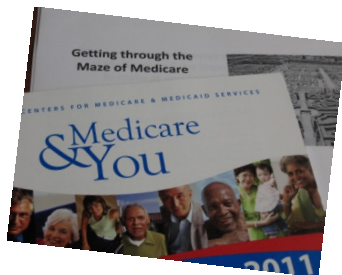
- ◇ Senior Helpline specialists **answered 5068 calls** concerning housing, meal programs, health insurance, fuel assistance, food stamps, caregiver concerns, Choices for Care, transportation, legal assistance & more

Case Management

- ◇ Case management staff, including Case Managers, Information & Assistance and Options Counselors, **supported the independence of 1573 elders** by assisting them and their families
- ◇ CVCOA continued its collaboration with Reach Service Exchange Network, focusing on health, care and wellness as a means of promoting the independence of elders

State Health Insurance Program (SHIP)

- ◇ **1389 seniors & family members received health insurance counseling** and help accessing Medicare Part D prescription drug plans



- ◇ Monthly presentations to seniors new to Medicare were introduced

Elder Mental Health Services

- ◇ **66 elders received in-home mental health counseling** for depression, grief, anxiety, adjustment, substance abuse and dementia
- ◇ Elder Care Clinicians **provided over 1800 hours of mental health counseling**
- ◇ CVCOA partnered with Washington County Mental Health to provide Elder Care Clinician services to the entire CVCOA service area

Family Caregiver Support & Respite Grants

- ◇ **76 family caregivers received a needed break** with the help of one of three grants: Dementia Care Respite, Family Caregiver Respite or Kinship Caregiver Respite
- ◇ **Respite grants provided over 4300 hours of services for elders** including in-home care, homemaker assistance and adult day services
- ◇ **Kinship Caregiver Support grants provided 60 hours of respite childcare** to grandparents raising young grandchildren

Transportation

- ◇ **Over 31,000 trips** to medical appointments, mealsites, or grocery shopping were provided
- ◇ **664 elders received transportation** through contracts with Stagecoach, Green Mountain Transit Agency, & Rural Community Transportation



Legal Services

- ◇ **165 elders received legal services** regarding housing, health care, public benefits, consumer law, guardianship and other concerns
- ◇ CVCOA funding also supported statewide policy work and advocacy through a partnership with Vermont Legal Aid. In 2011 that included successfully opposing cuts to the Choices for Care program, pushing for major changes to our APS system for protecting elders from abuse, and working to reform debt collection practices in Vermont that unfairly target low income seniors.



Nutrition Program

- ◆ **Over 190,600 nutritious meals were served to elders** through CVCOA contracts with mealsites, senior centers & adult day centers
- ◆ **1317 elders ate and socialized together** at senior centers & mealsites
- ◆ **892 elders received healthy home delivered meals** and a friendly check-in by a volunteer
- ◆ **19 mealsites, senior centers & adult day programs served nutritious meals to seniors** through contracts with CVCOA:

Lamoille County:

- ◆ Meals on Wheels of Lamoille County:
Lamoille County Senior Center
Johnson Mealsite
- ◆ Out & About Adult Day Services

Orange County:

- ◆ Chelsea Court
- ◆ Chelsea Senior Center
- ◆ Greater Randolph Senior Center
- ◆ Orange East Senior Center
- ◆ Oxbow Senior Independence Program
- ◆ South Strafford Mealsite

Washington County:

- ◆ Barre Housing Authority's The Galley Mealsite
- ◆ Greater Northfield Senior Center
& Roxbury Mealsite
- ◆ Mad River Valley Senior Citizens
- ◆ Montpelier Home Delivered Meal Program
- ◆ Montpelier Senior Meals
- ◆ Twin Valley Senior Center
- ◆ Waterbury Area Senior Center Association

Other:

- ◆ Quin-Town Senior Center
- ◆ South Royalton Senior Center

CVCOA also sponsored Thanksgiving Dinner provided by the Washington County Youth Service Bureau and the home-delivered Christmas Dinner in the greater Barre area.



EarthWalk for Seniors explores the natural wonders of each season



Wellness Program

EarthWalk for Seniors at the Twin Valley Senior Center is one of the several Wellness Programs sponsored by CVCOA. Others include: Tai Chi for Seniors at the Barre Area Senior Center; Qi Gong at the Twin Valley and Randolph senior centers. CVCOA also sponsored Maintain Your Brain at The Galley, Northfield SC, Chelsea SC, South Strafford SC, and Montpelier Senior Activity Center; Boomerfest; and Healthier Living Workshops.



Our second annual *Art of Creative Aging* was held in May and June at the Kellogg-Hubbard Library in Montpelier and was a great success.

CVCOA Sponsored Programs



Neighbor to Neighbor

Neighbor to Neighbor AmeriCorps (N2N)

- ◆ N2N members and volunteers **provided in-home services to 174 central Vermont elders**

and adults with disabilities

making it possible to continue “aging in place” by living in the setting of their choice

- ◆ Typical in-home services include: assistance with grocery shopping and errands, providing friendly visits, sorting mail, light cleaning, wood stacking and gardening
- ◆ N2N members **presented 53 Healthy Aging Programs engaging 393 elders** in promoting healthy living, physical activity and sociability. Many were multi-session exercise programs such as gentle yoga, RSVP Bone Builders, and walking groups
- ◆ **17 volunteers provided 1457 hours of service** to elders and adults with disabilities



N2N members Matt and Jerri move firewood for an elder in the community.

Senior Companion Program

- ◆ **18 Senior Companions supported 105 elders in central Vermont contributing 12,298 hours of service**

- ◆ Typical services include: companionship, medication reminders, assistance with grocery shopping, and light housekeeping



RSVP volunteer Connie Philleo was awarded the Governor’s Award for her service as the volunteer director at Rivers Reach Resource Center in Wells River and a leader of the RSVP Bone Builders exercise program.

RSVP

- ◆ **1042 older adults volunteered** with RSVP, **donating 101,000 hours of service** to their communities
- ◆ **104 agencies were served by RSVP volunteers** including hospitals, food shelves, schools, meal programs and senior centers
- ◆ **RSVP volunteers provided \$1,986,000 worth of service** to the agencies they served



Our Mission

Central Vermont Council on Aging (CVCOA) supports elders and family caregivers in leading healthy, independent, meaningful and dignified lives in their homes & communities.

CVCOA serves adults 60 years of age and older, as well as family members and caregivers.

We serve 54 towns, including all towns in the counties of Lamoille, Orange (except Thetford) and Washington, and also the towns of Bethel, Granville, Hancock, Pittsfield, Rochester, Royalton, Sharon and Stockbridge.

Board of Directors

- John Castaldo, President
- Robert Borden, Vice Pres.
- Alban Richey, Secretary
- Dennis Minoli, Treasurer
- Kay Charron
- Rich Drill
- Bob Harter
- Gertrude Hodge
- Marty Levin
- Eileen Murphy

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www.cvcoa.org

Editor: Jeanne Kern
jkern@cvcoa.org

CVCOA is a 501(c)(3) private nonprofit organization

Central Vermont Council on Aging

Beth Stern, Executive Director

Administrative

- Betsy Erwin, HR Administrator
- Margaret Harmon, Development Coord.
- Rob Weiss, Network Administrator
- Marie MacDougall, Reception/Data
- Marilyn Mode, Reception/Data

Case Management Services

- Meg Burmeister, Director
- Tom Bright, Supervisor

Information & Assistance:

- Chris Shaw, Senior Helpline
- Suzan Condon, I & A Specialist
- Ellie Hayes, I & A Specialist
- Sarah Wilhoit, I & A Specialist

State Health Insurance Program:
Dagny Hoff, Regional Coordinator

Case Managers:

Lamoille County

- Bonnie Hanson
- Christine Melicharek
- Penny Walker-Reen

Orange County

- Karen Eddy
- Chuck Rhynard
- Steve Rounds
- Karen Schenkman
- Brenda Traegde

Washington County

- Don Brown
- Wanda Craig
- David Hartnett
- Dorothy Robinson
- Dennis Ross

Reach Service Exchange Network

- Chloe Budnick

Community Services

- Susan Russell, Director
- Kathy Paquet, Nutrition Resources & Wellness Coordinator
- Jeanne Kern, Family Caregiver Support & Communications Coordinator

Neighbor to Neighbor AmeriCorps

- Nancy Sherman, Director
- Sarah Semler, Regional Coordinator
- Mary Beth Churchill, Member
- Elin Hardenberg, Member
- Matt Lieb, Member
- Lindsay Mestieri, Member
- Bianca Moureau, Member

RSVP & Volunteer Center

- J. Guy Isabelle, Director
- JoEllen Calderara, Volunteer Coord.
- Dan Noyes, Volunteer Coord.
- Diana Lopez, Volunteer Coord.
- Don Worth, Volunteer Coord.
- Gemma Philcox, Admin. Asst.

Senior Companion Program

- J. Guy Isabelle, Director
- Sarah Semler, Regional Coordinator

Senior Companions:

- Betty Bell, Flora Carpenter,
- Barbara DeCarlo, Helen Garneau,
- Stella Gomez, Ruth Hood,
- Caroline Lockyer, Roch Lockyer,
- Eileen Murphy, Alice Payne,
- Roderica Pirie, Marilyn Reynolds, Sue-Ann Trucott, Gloria Williams

Advisory Council

- Sharon Bernard, Vicki Chaffee,
- Bill Doyle, Patsy French,
- Theresa Gay, Connie Hamel,
- Phil Harnois, Peter Jungkunst,
- Germaine LaRoche, James McDade,
- Cheri O'Neill, Jane Page,
- Judy Santamore



Thank You!

Thank you for helping elders in our communities to age with independence & dignity through your generous support of CVCOA and its many programs including RSVP, Senior Companion & Neighbor to Neighbor (N2N) AmeriCorps.

We apologize for any names we may have inadvertently omitted.

Donations received July - September 2011.

Businesses & Organizations

Artisan's Hand
Capitol Stationers
Donald P. Blake, Jr. Inc.
Hunger Mountain Cooperative
Law Office of Betsy Wolff Blackshaw
Onion River Sports
The Drawing Board

Individuals

Beulah Abar
Gladys Agell
Edith Aiken
Rico Babic
Charles & Hedi Ballantyne
Carmen Beck
Margaret Belville
Chuck & Barbara Bohn
Loretta Buzzi
Gay Campbell
Elia Davis
Barbara Emery
Connie & Phil Hamel
Philip & Arlene Harnois

Judith Hoermann
Audrey Huntington
Andrew & Karen Jackson
Louise Katz
Lois Keith
Franklin & Marion Kellogg
Edmond Lafond
Maurice Larmand
Richard & Dianne Lashoones
Brenda Lindemann
Elaine Manghi
Thomas Manning
Douglas Marineau
Patricia Maza
John McKnight
Marilyn Morey
Peggy & Robert Mullen
Elsie Owens
Inabelle Peake
Catherine Pelkey
Joan Reen
Alban & Margaret Richey
Elise Riddel

Cleo & Jean Roberts
Madeleine Roy
Anne Sarcka
Kimberly Swanson
Bruce & Susan Talmadge
Ellen & Gene Tyrell
Carl & Rose Vieth
Nancy Walker
Beverly Wilmott
Harriet Winslow
Mark Yorra & Catherine Gates

In Memory of

Jean & Weston Cate
- Paul And Sandal Cate
Aurelienne Roy
- Janice Aja
- Sheldon & Jill Bruce

In Honor of

William Fleming
- Genevieve Fleming
Joellen Valley
- Susan Mazza

Message from the Board President, cont'd from p. 1

In April we saw the departure of Case Manager Supervisor Nancy Motyka. After 35 years of dedicated service to CVCOA, she retired to spend more time with her family. If I know Nancy, she is still out in the community helping those who need it.

In late August, Vermont was hit with Tropical Storm Irene which caused major destruction in a number of communities in our service area. Yet, despite all the damage, Vermonters pitched in and helped friends and neighbors deal with the aftermath. Among those recovering are many seniors who, thankfully, have our staff to help guide them through the maze of questions and issues associated with the storm.

Many thanks to our Executive Director Beth Stern and all of the CVCOA staff who work hard to insure that older central Vermonters are receiving the services they need to remain independent. As in years past, there is a lot of planning and strategizing to make sure CVCOA has the resources necessary to continue our mission. Aside from our staff, I also thank board members who give their time to CVCOA out of their passion for the work the agency does.

It remains necessary for CVCOA to continue to work for the voices of seniors to be heard. The board, our staff, our clients, and their families need to keep CVCOA in the forefront, especially during the legislative session. Our representatives need to hear from us, many times if need be, so they know how important senior services are. To the many legislators who support us and know how important we are as a service agency, we thank you for your support.



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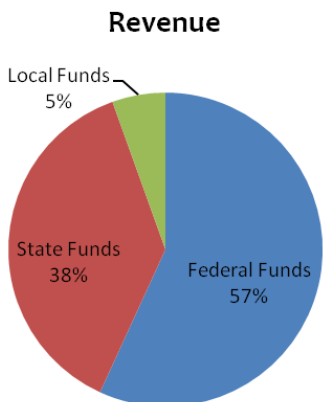
Visit:
www.cvcoa.org



Options for Seniors & Caregivers • Senior Helpline 1-800-642-5119

2011 Annual Report

Unaudited Financial Report Year Ending September 30, 2011



Federal Funds	\$2,242,668
State Funds	1,496,613
Local Funds	216,193
Revenues Used	\$3,955,474
Total Expenses	\$3,955,474

