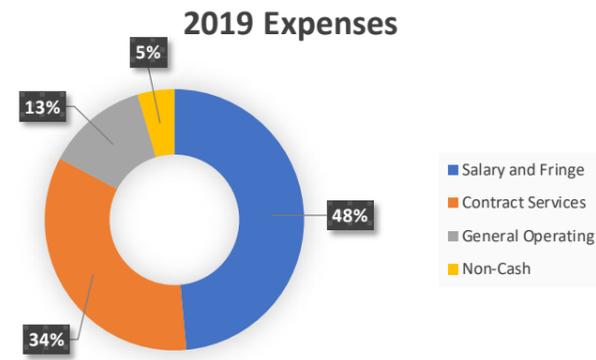
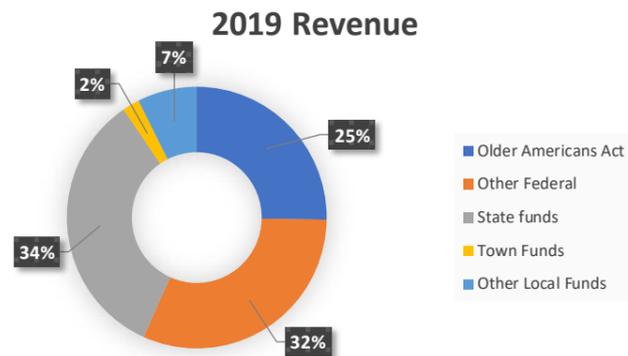


## 2019 IN REVIEW



# 2019 IMPACT REPORT



45 Years Supporting the Independence of Older Vermonters

Town	Case Management & Options Counseling Hours	Meals Served
Arlington & East Arlington	243.5	4,313
Belmont & Mount Holly	23.5	1,175
Bennington	2,832.5	29,017
Benson	131	1,123
Brandon & Forest Dale	423.25	9,823
Castleton, Bomoseen & Hydeville	377.5	4,952
Chittenden & North Chittenden	141.25	2,026
Clarendon & North Clarendon	135.5	3,615
Danby	137.5	3,167
Dorset	66.5	1,138
Fair Haven	260.25	7,102
Hubbardton	67.5	593
Ira	8.75	249
Killington	17.25	921
Manchester & Manchester Ctr.	204.25	5,021
Mendon	26	669
Middletown Springs	19	1,320
North Bennington	322.5	2,396
Pawlet & West Pawlet	58	1,059
Peru	26	17
Pittsford & Florence	444	5,107
Poultney	434.25	7,987
Pownal & North Pownal	507.25	6,269
Proctor	101	3,358
Rupert & West Rupert	203.25	624
Rutland City	3,053.75	63,230
Rutland Town & Center Rutland	137.25	2,765
Sandgate	108	595
Shaftsbury	195.75	2,234
Shrewsbury & Cuttingsville	82.25	1,406
Stamford	44.25	117
Sudbury	10	550
Sunderland	180	183
Tinmouth	19.25	260
Wallingford & East Wallingford	145.5	2,076
Wells	116	3,542
West Haven	14	227
West Rutland	390.5	5,586
Woodford	24.75	493

## STAFF

### LEADERSHIP

Chris Adams, Development & Communications Director  
Courtney Anderson, Nutrition Director  
Rosemary Greene, Business Operations Director  
Dana McMahon, Aging Services Director, Rutland County  
Jennifer Plouffe, Aging Services Director, Bennington County

### ADMINISTRATIVE

Annmari Fiske, Rutland Data & Administrative Assistant  
Sue Clark, Rutland Data & Administrative Assistant  
Bridget Free, Bennington Data & Administrative Assistant

### INFORMATION & ASSISTANCE / HELPLINE

Carol Allard  
Lisa Duffy  
Mary Muratorri

### COMMUNITY SERVICES PROGRAMS

Elizabeth Greaney, State Health Insurance Program Coordinator & Senior Medicare Patrol  
Aaron Brush, Volunteer, Senior Companion and Caregiver Coordinator  
Maureen McGinnis, Money Management and Representative Payee Program Coordinator  
Lisa Duffy, Money Management Assistant  
Ellen Green, Communications & Volunteer Coordinator

### REGISTERED DIETICIAN (CONTRACT)

Jaya Davis

### ELDER CARE CLINICIANS (CONTRACT)

Cinda Donton (RMHS)  
Kate Fox

### CASE MANAGEMENT SERVICES

Beth Johnson	Sandy Lepoidevin
Samantha Brennan	Gail Whitman-Buell
Kathy Clark	Megan DeVitt
Amanda Durand	Sandy McIntyre
Vicky Potter	Nicole Esposito
Kimberly Champine	Talena Babcock
Madelyn Gardner	

### SPECIAL PROGRAM STAFF

Deirdre Wilson, Case Aide & 3 SquaresVT Outreach  
Anna White, Nutrition Assistant & Wellness Coordinator  
Jean Heleba, Data Manager  
Sheila Barton, R.N., Rutland & Bennington Option Counselor

### GREEN MOUNTAIN RSVP (GMRSVP)

Cathy Aliberti, GMRSVP Director  
Lenora Volkmer, Bennington County Coordinator  
Corey Mitchell, Windsor County Coordinator  
Steve Ovenden, Windham County Coordinator

### BOARD OF DIRECTORS

George Davis, President	Michelle Pagan, Director
Ron Bower, Treasurer	Elizabeth Fredland, Director
Tom Adams, Secretary	Peter Lawrence, Director
Howard Cohen, Director	Paul Stitleman, Director

## OUR MISSION

Southwestern Vermont Council on Aging (SVCOA) exists to be a community force in creating and sustaining opportunities for elders and caregivers in our region to help assure that elders are able to maintain maximum independence and quality of life.

## THANK YOU!

First and foremost, SVCOA would like to thank the many donors and community partners that support our work each year. Without their enthusiastic and unwavering support, it would be impossible to fulfill our mission and provide vital programs and services to the communities we serve in southwestern Vermont. SVCOA apologizes in advance to any supporters that we may have inadvertently missed from the past year. Thank you!

### 2019 SUPPORTERS INCLUDE:

United Way of Rutland County	Doran Brothers	Queen's Baked Divinity	Wilcox Pharmacy
Rutland Regional Medical Center	James Brant	EZ Way Rentals	Green Mountain Power
Vermont Country Store	The Final Connection	Rutland Herald	Cheryl Hooker
Karen Eddy	VELCO	Cara Mia Pizza	Rutland Region Chamber of Commerce
Margaret Patterson	Elizabeth Allen	Vermont Tap House	April Cioffi
Chris Adams	Hollis Field	Ramuntos - Rutland	Paul Stitelman
Barbara Lacy	Disaster Recovery	UBS Financial	Bennington Project Independence
Pamela Harbourt	Randy Kniffin	Mary Ojala	RAVE
Birgid Slansky	Donald Abelson	Robert & Kelly McNulty	OneCare Vermont
Brandon Senior Center	Joseph Everett	Mary Anne Ziegler	Tremblay Vutch
Cavalieri Insurance Agency	Hildene	Bennington Banner	Williams Financial
Margaret & Donna Wilkins	The Equinox Hotel	Lydia Morton Flynn	Augustus Nasmith Jr.
Catherine Mary Gallaher	Rotary Club of Rutland South	Donald & Patricia Penland	Hans Neubold
Gail Furman Moore	Gail Furman Moore	Albert & Lorraine Mancuso	Charlene Rostkowski
Sushi Yoshi	Golub Foundation	Thomas & Marcia Partenope	Pamela Darrow
A.M. Peisch & Company, LLP	Price Chopper	Audrey Eilers	
Community Bank NA - Rutland	Rutland Recreation Dept.	William & Elisabeth Perenick	
Tom & Greta Adams	Brett Myhre	Joyce Lataif	
Jane Sarno & John Browne	Come Alive Outside	James Millers	
Judith M. Buechner	Wonderfeet Kids Museum	Catherine Gee Graney	
Killington-Pico Rotary Club	Foley Linens	Bennington Senior Center	
Network For Good	Elior Group	Balance Works	
Nicanor Kutelas	Hannaford Supermarkets	Castleton Community Center	
Robert Perkins	Berkshire Family YMCA	Groovy Grannies	
Paul & Barbara Whelton	Bennington Public Schools	RSVP Bone Builders	
Heritage Family Credit Union	RISE Vermont	Rutland City Police Dept.	
LaValley Building Supply	Ramuntos - Bennington	Rutland City Fire Dept.	
Clark and Lu French	Bennington Pizza House	Regional Ambulance Service	
Royal Group	Domino's Pizza	Rutland County Sheriff's Dept.	



**"We couldn't ask for more of your organization. The support has been fast and efficient, and our case manager has been a joy to work with." - SVCOA client**

**HelpLine**  
1-800-642-5119

ADMINISTRATIVE OFFICE  
143 Maple Street  
Rutland, VT 05701  
(802)-786-5990

BENNINGTON OFFICE  
Benmont Mill  
160 Benmont Avenue, Suite 90  
Bennington, VT 05201  
(802)-442-5436

## PROUD PARTNERS



# 2019 • PROGRAM HIGHLIGHTS

## CASE MANAGEMENT & OPTIONS COUNSELING PROGRAM

SVCOA's case managers and options counselors provided 11,837.5 hours of service to 1,165 older Vermonters in Rutland and Bennington counties this year, helping to empower clients to make important life decisions around various services and supports, and ultimately support and encourage their independence and quality of life.

11,837.5



case management and options counseling hours provided to 1,165 older Vermonters

8,358 calls processed by SVCOA HelpLine



## HELPLINE

SVCOA's toll-free, confidential and AIRS-certified (Alliance of Information and Referral Systems) HelpLine processed 8,358 calls this year, providing timely information, referrals and assistance on community and statewide programs to older Vermonters in our service area.

## NUTRITION PROGRAM

SVCOA served 215,675 meals to 3,062 older Vermonters in our region this year, including 151,900 home delivered meals to 973 individuals and 63,775 community meals to 2,089 seniors. Additionally, SVCOA's nutrition staff completed 909 hours of home-delivered meal and 3SquaresVT assessments for 789 area residents to ensure proper meal allocations and prioritization. The nutrition program also maintained its role as an integral community resource on nutrition education, providing nutrition counseling through our registered dietician to 35 individuals and group presentations to 26 older Vermonters.



215,675



meals served to 3,062 older Vermonters

208 "Tai Chi for Falls Prevention" participants



## WELLNESS PROGRAM

SVCOA recently added a wellness component to its variety of offerings, one that is centered on the nationally-recognized and evidence-based program, "Tai Chi for Falls Prevention." This program is designed to engage older Vermonters in a series of tai chi classes aimed at improving balance, strength and overall health. This year SVCOA saw 208 people participate in the program via classes that were held regularly by 10 volunteer instructors in Bennington and Rutland counties.



## SENIOR COMPANION & VOLUNTEER PROGRAMS

16,613

hours of companionship provided to 70 older Vermonters



Also helping older Vermonters remain independent in their own homes, SVCOA's Senior Companion Program assisted 70 individuals this year. From helping seniors with daily errands and tasks and providing general social companionship, to relieving family or professional caregivers, SVCOA's 17 Senior Companions continued to make a difference in our area. Additionally, 22 SVCOA volunteers made significant contributions to both agency operations and the lives of our clients through their work on a variety of group and individual projects.



## ELDER CARE CLINICIAN

SVCOA's Elder Care Clinicians, who are dedicated to supporting older Vermonters with mental health concerns that interfere with daily life, provided 724.5 hours of private counseling to 60 individuals in their own homes throughout our planning service area this year.

## NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

SVCOA continues to support caregivers in our region through a range of informational and financial resources including our HelpLine, the Dementia Respite Grant Program, National Family Caregiver Support grants, and a variety of caregiver educational opportunities. During the past year, 562 caregivers participated in our numerous caregiver programs, and 45 grants were awarded to caregivers across Rutland and Bennington counties.

1,670 individuals assisted by SVCOA's State Health Insurance Program (SHIP)



## STATE HEALTH INSURANCE PROGRAM

The State Health Insurance Program (SHIP), which is designed to help individuals learn about and navigate Medicare, made 1,670 contacts this year in assisting older Vermonters with a variety of questions and issues related to Medicare, Medigap and Medicare Part D insurance benefits. Included in these contacts were 13 coordinated informational workshops and classes which were attended by 259 people.

## GREEN MOUNTAIN RETIRED SENIOR VOLUNTEER PROGRAM

Green Mountain Retired Senior Volunteer Program (GMRSVP), an SVCOA-sponsored initiative, continued its work this year in recruiting and placing older Vermonters into volunteer opportunities where they can use their skills and experience to address vital community needs. Across Bennington, Windham and Windsor counties, GMRSVP administered 377 volunteers who provided 46,278 volunteer hours to vital causes across southern Vermont. Key outcomes of the program for GMRSVP's fiscal year include 892 tax returns submitted on behalf of those needing assistance; 741 food-insecure individuals served; 783 Bone Builder participants served; 230 Meals on Wheels recipients served; 493 rides provided by transportation volunteers; friendly visits to 12 older Vermonters; and five individuals assisted by money management volunteers.

## MONEY MANAGEMENT PROGRAM

SVCOA's money management program continued to provide financial support and assistance this year through both the fee-for-service Representative Payee offering and a no-cost bill payer assistance program supported by trained and bonded volunteers. The Representative Payee Program, which provides complete financial oversight for those who are unable to manage their own finances as determined by a physician, and approved by the Social Security Administration, served 134 clients this year. The bill payer assistance program, made possible by the assistance of four energetic volunteers, provided support to 20 additional clients.

14,678 rides for older Vermonters supported or coordinated by SVCOA



## TRANSPORTATION

SVCOA continues to assist older Vermonters and disabled individuals with transportation needs in Bennington and Rutland counties through financial support to the One-2-One volunteer transportation program and Bennington Project Independence Adult Day Center, as well as collaboration with Marble Valley Regional Transit District and Green Mountain Express. Collectively, these organizations provided 14,678 rides this year to older Vermonters and individuals with disabilities in our area.



46,278



GMRSVP volunteer hours benefiting older Vermonters



154



clients served by Money Management Program

