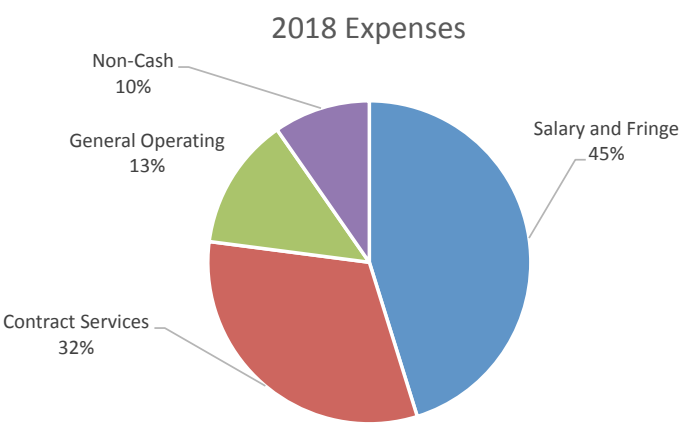
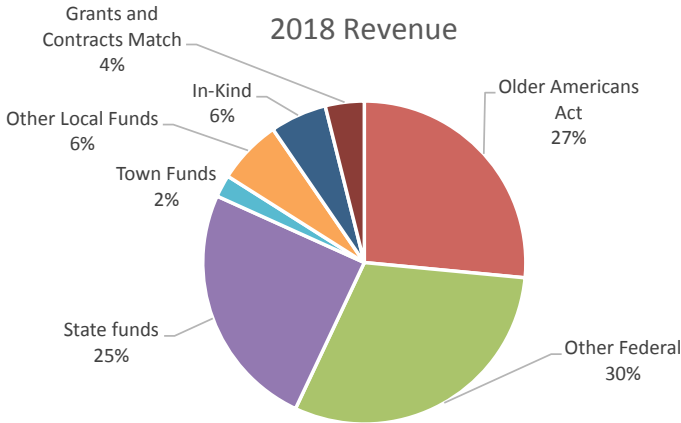


2018 IN REVIEW



Town	Case Management & Options Counseling Clients Served	Meals Served
Arlington & East Arlington	35	3,283
Belmont & Mount Holly	10	1,378
Bennington	311	26,443
Benson	8	1,248
Brandon & Forest Dale	53	10,855
Castleton, Bomoseen & Hydeville	48	5,256
Chittenden & North Chittenden	13	2,001
Clarendon & North Clarendon	21	3,912
Danby	16	3,447
Dorset	17	1,249
Fair Haven	32	5,587
Hubbardton	6	692
Ira	1	315
Killington	10	1,191
Manchester & Manchester Ctr.	41	4,024
Mendon	10	1,030
Middletown Springs	5	1,335
North Bennington	33	2,229
Pawlet & West Pawlet	7	790
Peru	4	2
Pittsford & Florence	38	6,058
Poultney	40	8,962
Pownal & North Pownal	43	6,664
Proctor	20	4,130
Rupert & West Rupert	8	465
Rutland City	318	73,902
Rutland Town & Center Rutland	29	4,294
Sandgate	6	685
Shaftsbury	26	1,547
Shrewsbury & Cuttingsville	8	1,226
Stamford	6	196
Sudbury	1	573
Sunderland	10	254
Tinmouth	4	395
Wallingford & East Wallingford	29	2,970
Wells	10	3,038
West Haven	1	2
West Rutland	43	5,417
Woodford	3	623

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
Annmarie 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*

REGISTERED DIETICIAN (CONTRACT)
Jaya Davis

ELDER CARE CLINICIAN (CONTRACT)
Cinda Donton (RMHS)

CASE MANAGEMENT SERVICES
Rebecca Mashak
Samantha Brennan
Kathy Clark
Carol Ladabouche
Victoria Pollard
Vicky Potter
Nicole Esposito
Gail Whitman-Buell
Sandy LePoidevin
Bodie Barton
Sandy McIntyre
Megan DeVitt

SPECIAL PROGRAM STAFF
Deirdre Wilson, *Case Aide & 3 SquaresVT Outreach*
Anna White, *Nutrition Assistant & 3SquaresVT Outreach Coordinator*
Jean Heleba, *Data Manager*
Sheila Barton, R.N., *Rutland & Bennington Options 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
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2018 ANNUAL REPORT



44 Years Supporting the Independence of Older Vermonters

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 donors that we have inadvertently missed from the past year.



- 2018 DONORS INCLUDE:**
- United Way of Rutland County
Rutland Regional Medical Center
Rutland Area Visiting Nurse Association & Hospice
Vermont Electric Power Company
Hannaford Supermarkets
Baker Distributing
Rutland Area Vehicle Enthusiasts
Moguls Sports Pub
Walmart
Rutland Unitarian Universalist Church
Vermont Country Store
Green Mountain Association of Realtors
Andy Spellman
James Paison & Joan Gamble
Madeline Coppinger
Andrew Gaffney Foundation
Killington-Pico Rotary Club
Perkins Agency
Geraldine Foster
Bennington County Non Profit Fair
BART Adaptive Sports
Brattleboro Food Co-Op
Town of Wallingford
John and Carol Thompson

David & Barbara Lact
Gini Stoddard
Sharon Yakunovich
Walmart
Thomas Cowles
Mary Lawrence
Ensure Program Grant
Evelyn Parker
Terrence King & Mary Osborne
Amazon Smile
Subaru Share the Love Campaign
Joan Grabowski
Diane and Jim Prevo
Judith Buechner
Killington Pico Rotary
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BAYADA Home Health – Rutland
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Courtney Anderson
Nan Hart

- Chris Adams
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Elizabeth Vago
Evelyn Parker
Hollis Field
James Veverka
Therese Black
David Townsend
Tyler White
Marylin Oudman
Chelsey Latrell
Matt and Sherri Prouty

**SVCOA also received support, through the town funding process, from the generous residents of 39 towns throughout Bennington and Rutland counties to which we provided various programs and services.*

**See major services by town*

“I am 92 and it is gratifying to know someone is there to help. Keep up the good work.”
– SVCOA client

HelpLine
1-800-642-5119

2018 • PROGRAM HIGHLIGHTS

CASE MANAGEMENT & OPTIONS COUNSELING PROGRAM

SVCOA's case managers and options counselors served 1,351 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.

1,351 older Vermonters served by Case Managers and Options Counselors



5,746 calls processed by SVCOA HelpLine



HELPLINE

SVCOA's toll-free, confidential and AIRS-certified (Alliance of Information and Referral Systems) HelpLine processed 5,746 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 208,834 meals to 2,875 older Vermonters in our region this year, including 143,561 home delivered meals to 1,055 individuals and 65,273 community meals to 1,953 seniors. Additionally, SVCOA's nutrition assistant completed home-delivered meals and 3SquaresVT assessments for 631 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 dietitian to 78 individuals, group presentations to 125 people and a new cross-generational program, "The Grand Kitchen," to 16 participants including eight children and eight older guardians.

208,834 meals served to 2,875 older Vermonters



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 approximately 200 people participate in the program via 18 classes that are held regularly by 22 volunteer instructors between Bennington and Rutland counties.

200 "Tai Chi for Falls Prevention" participants



21,903 hours of companionship provided to 80 older Vermonters



SENIOR COMPANION & VOLUNTEER PROGRAMS

Also helping older Vermonters remain independent in their own homes, SVCOA's Senior Companion Program assisted 80 individuals this year. From helping seniors with daily errands and tasks and providing general social companionship, to relieving family or professional caregivers, SVCOA's 21 Senior Companions continued to make a difference in our area. Additionally, 108 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.



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, 754 caregivers participated in our numerous caregiver programs, and 49 grants were awarded to caregivers across Rutland and Bennington counties.

69 State Health Insurance Program classes or workshops



STATE HEALTH INSURANCE PROGRAM

The State Health Insurance Program (SHIP), which is designed to help individuals learn about and navigate Medicare, made 1,121 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 69 coordinated informational workshops and classes which were attended by 690 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 321 volunteers who provided 38,976 volunteer hours to vital causes across southern Vermont. Key outcomes of the program for GMRSVP's fiscal year include 1027 tax returns submitted on behalf of those needing assistance; 827 food-insecure individuals served; 671 Bone Builder participants served; 150 Meals on Wheels recipients served; 356 rides provided by transportation volunteers; Friendly visits to five older Vermonters; and four individuals assisted by money management volunteers.

38,976 GMRSVP volunteer hours benefiting older Vermonters



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 private counseling to 91 individuals in their own homes throughout our planning service area this year.



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 131 clients this year. The bill payer assistance program, made possible by the assistance of four energetic volunteers, provided support to 16 additional clients.

147 clients served by Money Management Program



29,930 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 of the One-2-One volunteer transportation program, Bennington Project Independence Adult Day Center, and Green Mountain Express, as well as collaboration with Marble Valley Regional Transit District. Collectively, these organizations provided 29,930 rides this year to both seniors and individuals with disabilities in our area.