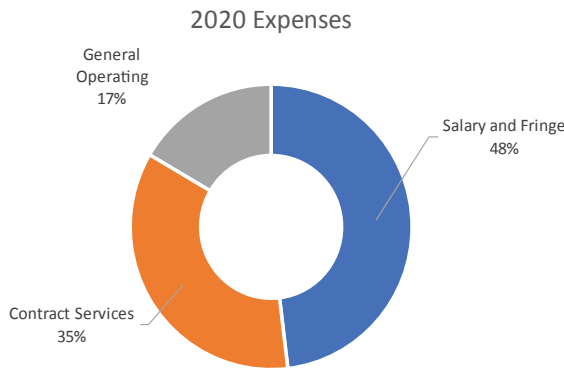
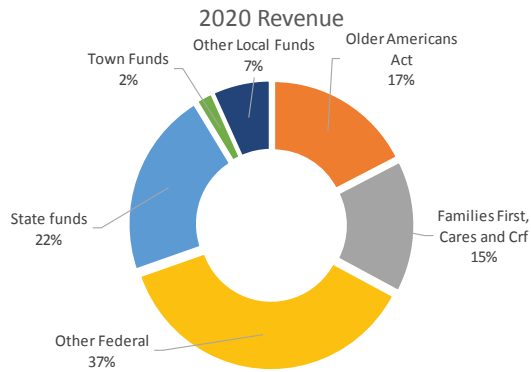


2020 IN REVIEW



Town	Case Management & Options Counseling Hours	Meals Served
Arlington & East Arlington	181	2,887
Belmont & Mount Holly	12	1,090
Bennington & North Bennington	3,173.25	30,030
Benson	67	1,142
Brandon & Forest Dale	339.25	9,941
Castleton, Bomoseen & Hydeville	309.25	4,872
Chittenden & North Chittenden	89.25	1,735
Clarendon & North Clarendon	131.25	5,971
Danby & Mount Tabor	131	1,844
Dorset	71.25	900
Fair Haven	134.25	5,680
Hubbardton	7.5	498
Ira	6	74
Killington	14.5	1,123
Manchester & Manchester Ctr.	193.25	5,048
Mendon	41.5	398
Middletown Springs	29.25	1,351
Pawlet & West Pawlet	61	830
Peru	0	0
Pittsford & Florence	348.75	3,992
Poultney	262.75	9,482
Pownal & North Pownal	306	4,239
Proctor	100.75	3,014
Rupert & West Rupert	173.75	105
Rutland City	1,854.75	76,958
Rutland Town & Center Rutland	68.25	2,260
Sandgate	29.5	638
Shaftsbury	113.25	2,174
Shrewsbury & Cuttingsville	56.5	1,167
Stamford	56.75	0
Sudbury	5	94
Sunderland	105.5	183
Tinmouth	14	236
Wallingford & East Wallingford	163	1,614
Wells	73.75	2,883
West Haven	8	211
West Rutland	75.75	4,768
Woodford	21.75	147

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  
Lisa Duffy, 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  
Aaron Brush, Volunteer, Senior Companion and Caregiver Coordinator  
Maureen McGinnis, Money Management and Representative Payee Program Coordinator  
Sue Clark, Money Management Assistant  
Ellen Green, Communications & Volunteer Coordinator
- REGISTERED DIETICIAN (CONTRACT)**

Joyce Huang, RD, CD
- ELDER CARE CLINICIANS (CONTRACT)**

Cinda Donton (RMHS)  
Kate Fox
- CASE MANAGEMENT SERVICES**

Beth Johnson	Madelyn Gardner
Samantha Brennan	Gail Whitman-Buell
Kathy Clark	Sandy McIntyre
Amanda Durand	Anna Mattison
Kimberly Champine	Vicky Potter
- SPECIAL PROGRAM STAFF**

Deirdre Wilson, Case Aide & 3 SquaresVT Outreach  
Anna White, Nutrition Assistant & Wellness Coordinator  
Venessa Tufts, Nutrition Program Intake Specialist  
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	Bob Youatt, Director
Tom Adams, Secretary	Peter Lawrence, Director
Howard Cohen, Director	Paul Stitleman, Director



46 Years Supporting the Independence of Older Vermonters

2020 IMPACT REPORT

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. Thank you!

2020 DONORS INCLUDE:

- |                                   |                               |  |
|-----------------------------------|-------------------------------|--|
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| Vermont Community Foundation      | Brian Harrington              | Walmart                                  |
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| Rutland Regional Medical Center   | Linda Stevens                 | Robert & Kelly McNulty                   |
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| Lee Accavallo                     | Loorine Brown                 | Wayne Willhaus                           |
| Doran Brothers                    | Chittenden Senior Citizens    | Steve & Dee Ovenden                      |
| Rotary Club of Rutland South      | Stephen & Sharon Russell      | David & Clare Coppock                    |
| Gail Furman Moore                 | Ronald & Sarah Pulcer         | Unitarian Universalist Church of Rutland |
| Hannaford Supermarkets            | Michael & Susan Roberts       | Cheryl Jolivetter                        |
| Bennington Project Independence   | Modern Cleaners & Tailors     | Evelyn Frazier & Joan Connell            |
| OneCare Vermont                   | Catherine Mary Gallaher       | Gary & Minnie Arthur                     |
| Laurie Stearns                    | Rivers Edge Comm. Care Home   | John & Lynn McManus                      |
| Howard Cohen                      | George Taggart                | Sarah Quint                              |
| Bonnie Cohen                      | Ann Dubeau                    | Carol Bam                                |
| Gerald McCue                      | Margaret and Donna Wilkins    | Eileen Marchese                          |



**SVCOA is responsible for the quality of my life. I have no complaints, only the highest praise. You are all very caring people and you take the time to listen. // - SVCOA Client**

- William & Paula Troy
- Wilcox Pharmacy
- Gerald McCue
- Gayle Wiesner
- Alistair & John McCallum
- George Taggart
- Ryan Scott
- Heritage Family Cares For You Found.
- Linda Goodspeed
- Adolph & Gayle Wiesner
- George Brakely
- Gini Stoddard
- Joan Gamble & James Paison
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- Thomas Arner
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- Anne Jhong
- Bonnie Cohen
- Joseph Watson

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**  
 OneCareVermont





# 2020 • PROGRAM HIGHLIGHTS

## CASE MANAGEMENT & OPTIONS COUNSELING PROGRAM

SVCOA's case managers and options counselors provided 8,989.75 hours of service to 1,024 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.

5,195 calls processed by SVCOA HelpLine



## HELPLINE

SVCOA's toll-free, confidential and AIRS-certified (Alliance of Information and Referral Systems) HelpLine processed 5,195 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 191,073 meals to 3,311 older Vermonters in our region this year, including 150,927 home delivered meals to 1,130 individuals and 40,146 community meals to 2,181 seniors. Additionally, SVCOA's nutrition staff completed 569.75 hours of home-delivered meal and 3SquaresVT assessments for 574 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 six individuals and group presentations to 859 older Vermonters.

## WELLNESS PROGRAM

SVCOA continues to expand its wellness offerings, such as 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 81 people participate in the program via classes that were held regularly by 6 volunteer instructors in Bennington and Rutland counties.

## SENIOR COMPANION & VOLUNTEER PROGRAMS

Also helping older Vermonters remain independent in their own homes, SVCOA's Senior Companion Program assisted 72 individuals this year. From helping seniors with daily errands and tasks and providing general social companionship, to relieving family or professional caregivers, SVCOA's 10 Senior Companions continued to make a difference in our area. Additionally, 114 SVCOA volunteers contributed over 2,310 hours to helping support agency operations and the lives of 273 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 329 hours of private counseling to 51 individuals in their own homes throughout our planning service area this year.

15,556

hours of companionship provided to 70 older Vermonters



8,989.75

case management and options counseling hours provided to 1,024 older Vermonters



191,073

meals served to 3,311 older Vermonters



## 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, 216 caregivers participated in our numerous caregiver programs, and 39 grants were awarded to caregivers across Rutland and Bennington counties.

1,306 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 1,306 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 11 coordinated informational workshops and classes which were attended by 84 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 342 volunteers who provided 27,984 volunteer hours to vital causes across southern Vermont. Key outcomes of the program for GMRSVP's fiscal year include over 300 tax returns submitted on behalf of those needing assistance; 920 food-insecure individuals served; 771 Bone Builder participants served; 352 Meals on Wheels recipients served; and 115 clients served by GMRSVP companionship volunteers.

27,984

GMRSVP volunteer hours benefiting older Vermonters



## 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.

12,309 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 12,309 rides this year to older Vermonters and individuals with disabilities in our area.

154

clients served by Money Management Program

