

Message From The Executive Director

2017 represents not only the 43rd anniversary of the modest beginnings of this essential organization, the Southwestern Vermont Council on Aging (SVCOA), but my last executive director letter to each of you in this year's annual report. It has been a magnificent ride, and I truly have learned many things in my position as director. When I think back on all the people, organizations and communities I have had the pleasure to meet and visit with, I sincerely and humbly stand in awe. Mostly notably for your contributions to the Council and your support in fulfilling our mission—assisting older persons living within Rutland and Bennington Counties to remain independent, healthy and living in their homes.

In keeping with that philosophy, on December 5, 2016, Upland Construction began renovation work at our new administrative home at 143 Maple Street, Rutland and so began SVCOA's leap of faith, and the planting of a seed in the northwest neighborhood. After many months of renovation work, staff moved into their permanent home on July 21 debt free, thanks, in part, to a \$300,000 Community Development Block Grant. As staff, clients, caregivers, and our community partners adjust to our new home, we take this opportunity to thank each one of you who made this project such a success.

In planting seeds to transform lives and the communities we serve, you will see within 2017's annual report noteworthy numbers that clearly show what a small group of individuals, volunteers, and community partners can accomplish together. The most growing need for services continues to be transportation, case management support to coordinate healthcare needs, money management oversight, and small home repairs. These four essential services continue to see referrals rise each month confirming what our census data and comments from area consumer's state are gaps of services needed for older persons to remain independent and in their homes. Now, more than ever, we must remain vigilant in our commitment to provide these much-needed supports and services to our seniors.

In closing, Henry David Thoreau said, "I have great faith in a seed...convince me that you have a seed there, and I am prepared to expect wonders." Truly, the SVCOA seed that was planted over 43 years ago has brought many wonderful opportunities and supports to those lives we touch every day. It has been an honor and a privilege to have been part of the Council's journey these nearly 8 years, and I wish you all continued success in being the "go to" place for all seniors and their families throughout the southwestern region of this great state we call Vermont.

With heartfelt thanks and warm regards...

BOARD OF DIRECTORS

George Davis ~ President	Raebeth Hitchcock ~ Vice President
Gale Courcelle ~ Secretary	Ron Bower ~ Treasurer
Tom Adams ~ Director	Irene Novotney ~ Director
Seward Hawley ~ Director	Howard Cohen ~ Director
Tyler Resch ~ Director	

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Rosemary Greene, Business Manager/HR Administrator
Dana McMahon, Case Management Supervisor and I & A Supervisor
Jennifer Plouffe, Bennington Manager & Case Management Supervisor
Courtney Anderson, Community Services Manager
Annmarie Fiske, Rutland Data & Administrative Assistant
Svea Miller, Rutland Data & Administrative Assistant
Bridget Weller, Bennington Data & Administrative Assistant

INFORMATION AND ASSISTANCE/ SENIOR 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
Kheya Ganguly, Development and Communications Coordinator
Maureen McGinnis, Money Management and Representative Payee Program
Lisa Duffy, Money Management Assistant Coordinator

REGISTERED DIETITIAN (CONTRACT)

Jaya Davis

ELDER CARE CLINICIANS (CONTRACT)

Cinda Donton, (RCMH) Kelly Wilson-Young (RCMH)

CASE MANAGEMENT SERVICES

Samantha Brennan	Katrina Caouette
Kathy Clark	Nicole Esposito
Ethan Foucher	Amanda Howard
Carol Ladabouche	Sandy LePoidevin
Victoria Pollard	Vicky Potter
Rebecca Mashak	Gail Whitman-Buell

SPECIAL PROGRAM STAFF

Deirdre Wilson, Case Aide, & 3SquaresVT Outreach
Anna Townsend, Nutrition Assistant & 3SquaresVT Outreach Coordinator
Jean Heleba, Data Manager
Shelia Barton, R.N., Rutland & Bennington Options Counselor

GREEN MOUNTAIN RSVP (GMRSVP)

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

**Aging is not lost youth,
but a new state of opportunity and strength.**

~ Betty Friedan ~

2017 ANNUAL REPORT



43

Years Supporting Senior Independence

SVCOA MISSION STATEMENT

- The Southwestern Vermont Council on Aging 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.

Senior HelpLine 1-800-642-5119
www.svcoa.org

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



A United Way Agency

2017 IN REVIEW

To Our Supporters

We wish to thank our donors, supporters, and community partners. Without the enthusiastic and unwavering support we receive every year, it would be impossible to fulfill our mission and support the community. Thank you for everything you do!

Case Management & Options Counseling Program

Case Managers/Options Counselors support and encourage independence for older adults by helping individuals access services and benefits to enhance their quality of life. Case Managers/Options Counselors empower their clients to make important life decisions especially around long term care services, as well as, other needed services or supports. SVCOA Case Managers also serve as Care Advisors for the Veterans Directed Program (VDP). Our case management staff served 1,441 older adults this year in both Bennington and Rutland Counties. Options Counselors served 97 individuals.

Senior HelpLine

SVCOA’s Senior HelpLine is a toll-free, confidential service providing information, referrals and assistance on community and statewide programs. We are the “go-to” place for answers to questions on older adult issues once again. Our HelpLine Staff successfully passed the Alliance of Information and Referral Systems (AIRS) examination and received AIRS National Certification this year. Over the past year, our HelpLine staff processed 4,955 calls.

Nutrition Program

The nutrition program provides home delivered meals, community luncheons, nutrition education, and nutrition counseling. This year 201,298 meals were served to 3,569 older adults in our region. There were 134,602 home delivered meals to 1,060 individuals, who reside in one of the 40 towns in our service area. 2,509 older adults participated at one or more of the community luncheon sites in the region, serving 66,696 meals. Nutritional education was provided by our registered dietitian to senior groups, in addition to individual nutrition counseling sessions.

Senior Companion Program (SCP)

SVCOA serves as the host agency for the Senior Companion Program in both Rutland and Bennington Counties. “Senior Companions are volunteers age 55 and over who make a difference by providing assistance and friendship to adults who have difficulty with daily living tasks, such as shopping or paying bills. We help these adults remain independent in their homes instead of having to move to more costly institutional care. Senior Companions give families or professional caregivers a much needed time off from their duties, run errands, and often provide friendship for their clients.” Currently there are 20 Senior Companions working with our agency. These companions assisted 149 individuals this year.

The great thing about getting older is that you don't lose all the other ages you've been. ~ Madeline L'Engle ~

National Family Caregiver Support Program (NFCSP)

The Council continues to support caregivers in our region by providing caregiver information through our Senior HelpLine. In addition, we administer funds through Dementia Respite Grant Program to benefit caregivers in our area of service. These grants are directly awarded to caregivers. This year we gave 33 Dementia Respite Grants eligible caregivers in Bennington and Rutland Counties. In addition, we awarded NFCSP grants to community providers—The Alzheimer’s Association and Vermont Kin as Parents (VKAP) program. During this past year, 595 caregivers participated in our numerous caregiver programs throughout our planning service area.

State Health Insurance Program (SHIP)

The SHIP program is designed to aid individuals learn about and navigate Medicare. SHIP staff made 1,440 contacts in this fiscal year and helped people with a variety of questions and issues associated with Medicare, Medigap and Medicare Part D insurance benefits.

Green Mountain Retired Senior Volunteer Program (GMRSVP)

GMRSVP recruits and places older adults interested in sharing their skills and experience with volunteer opportunities to address vital community needs. Our goal is to ensure that volunteers contribute their time and talents to programs that have a significant, positive impact on the quality of life in Bennington, Windham, and Windsor Counties. Our volunteers address community concerns that are crucial for our older adult population and their neighbors. This includes supporting Healthy Futures, Aging in Place, and Educational Success through tutoring and mentoring; food pantry support; meal delivery; tax assistance; supporting blood drives; and, transportation. RSVP also helps provide companionship and wellness programs such as Bone Builders. GMRSVP served 2,754 older adults throughout Southern Vermont. A total of 308 individuals were matched and placed in volunteer opportunities. These older adults volunteered 43,292 hours of time to their community.

Elder Care Clinician

Our Elder Care Clinicians support older adults with mental health concerns that interfere with daily life. This year they provided private counseling to 91 elders in their own homes throughout our planning service area.

Money Management Program

SVCOA has two programs to help individuals manage their financial affairs. The first is a bill payer service, which provides volunteers to help low income clients establish a budget, as well as, open, organize, sort, and send mail. Our volunteers also help with check writing and balancing the individual’s checkbook. SVCOA had 5 volunteers and assisted 15 clients for our bill payer service. We also offer a fee-for-service Organizational Representative Payee Program, which provides complete oversight of an individual’s finances. Currently there are 104 clients enrolled in this program.

Volunteer Opportunities

SVCOA programs provided meaningful opportunities for 241 volunteers in our region. We are grateful to these volunteers who served as Board members, Advisory Council members, Meals-on-Wheels drivers, congregate meal site servers, as well as, SHIP and Money Management volunteers. We acknowledge we would not be able to fulfill our work and mission without the support of these dedicated volunteers.

Transportation

SVCOA is actively involved with a number of programs that provide transportation to older adults in Rutland and Bennington Counties. The Council provides some financial support to the One-2-One volunteer transportation program in Rutland County, as well as, to Bennington Project Independence Adult Day Center, and Green Mountain Express in Bennington County. SVCOA also partners with Marble Valley Regional Transit District in Rutland and with Green Mountain Express in Bennington to provide essential transportation through a program for elders and people with disabilities. These organizations provided 17,521 rides this year to our area’s elderly and disabled individuals.

The heads of strong old age are beautiful ~Robinson Jeffers ~

Financials

2017 Revenue

Older Americans Act	\$973,621
Other Federal	\$1,154,949
State Funds	\$1,029,263
Town Funds	\$99,471
Other Local Funds	\$158,595
In-Kind	\$111,850
Grants and Contracts Match	\$300,431
Total	\$3,828,180

*excludes one-time grant from Vermont Community Development Block Grant to facilitate renovation of 143 Maple Street, Rutland, VT 05701

2017 Expense

Salary and Fringe	\$1,737,776
Contract Services	\$1,192,197
General Operating	\$565,862
Non-Cash	\$296,067
Total	\$3,791,902

\$36,278

Surplus

