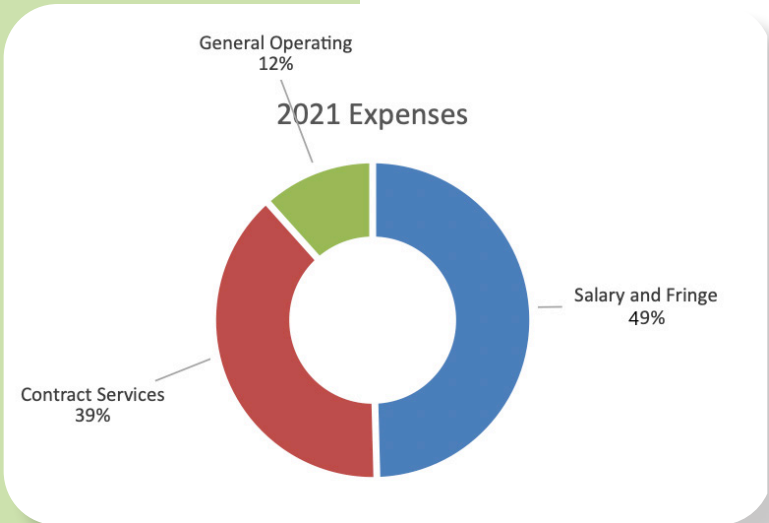
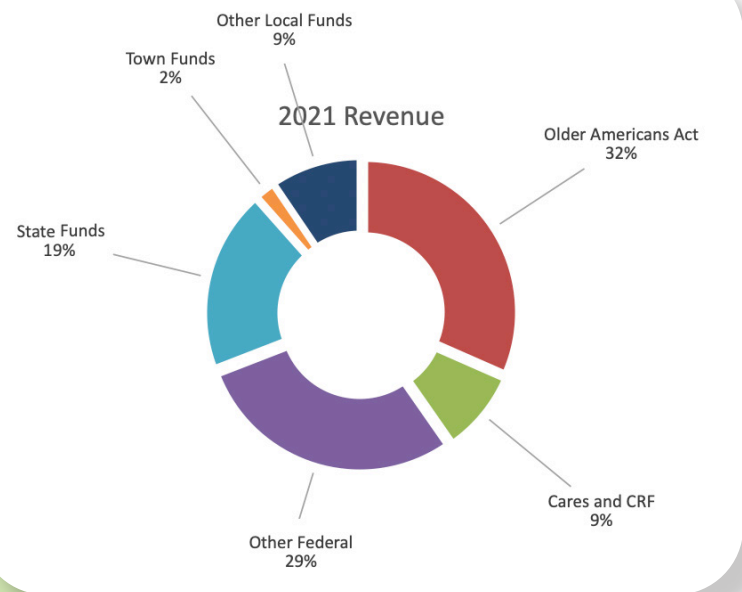


2021 in REVIEW

Information included in this report is based on SVCOA's fiscal year of 10/1/2020 to 9/30/2021.

Town	Case Management & Options Counseling Hours	Meals Served
Arlington & East Arlington	224.5	3,431
Belmont & Mount Holly	32.5	973
Bennington & North Bennington	3,086.5	27,802
Benson	57.5	835
Brandon & Forest Dale	393.25	10,622
Castleton, Bomoseen & Hydeville	286.75	6,494
Chittenden & North Chittenden	82	1,294
Clarendon & North Clarendon	103.75	6,036
Danby & Mount Tabor	95.25	1,335
Dorset	130.75	381
Fair Haven	189.5	4,877
Hubbardton	29	354
Ira	.25	90
Killington	10.5	911
Manchester & Manchester Ctr.	183.25	5,338
Mendon	48.25	648
Middletown Springs	48.75	1,112
Pawlet & West Pawlet	64.75	1,132
Peru	0	19
Pittsford & Florence	216.75	3,564
Poultney	345.25	10,195
Pownal & North Pownal	472.5	3,784
Proctor	112.75	2,203
Rupert & West Rupert	118.25	311
Rutland City	2,235.25	60,827
Rutland Town & Center Rutland	119.25	4,928
Sandgate	55.75	499
Shaftsbury	131.75	2,919
Shrewsbury & Cuttingsville	15.5	857
Stamford	59.25	143
Sudbury	6.5	262
Sunderland	67.75	324
Tinmouth	10	147
Wallingford & East Wallingford	144.75	2,508
Wells	126.25	2,795
West Haven	16	15
West Rutland	286.75	4,663
Woodford	29.25	100



STAFF

LEADERSHIP

Pamela Zagorski, Executive Director
 Samantha Brennan, Aging Services Director
 Kathy Clark, Assistant Director of Case Management Operations
 Chris Adams, Development & Communications
 Courtney Anderson, Director of Nutrition, Wellness & Community Services
 Rosemary Greene, Business Operations Director

ADMINISTRATIVE

Annmarie Fiske, Data & Administrative Assistant
 Lisa Duffy, Data & Administrative Assistant
 Bridget Free, Office Administrator & Data Specialist

INFORMATION & ASSISTANCE / HELPLINE

Carol Allard
 Lisa Duffy
 Mary Muratori

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
 Sue Clark, Assistant Money Management Coordinator
 Ellen Green, Communications & Volunteer Coordinator

REGISTERED DIETICIAN (CONTRACT)

Kelsey Kopka, MS, RD, CD, CNSC

ELDER CARE CLINICIANS (CONTRACT)

Cinda Donton (RMHS)
 Steve Stratton

CASE MANAGEMENT SERVICES

Beth Johnson
 Kimberly Champine
 Gail Whitman-Buell
 Anna Matison
 Vicky Potter
 Mary Rehlen
 Micaela Gaimar
 Megan DeVitt
 Sharene Covelle
 Nicole Esposito

SPECIAL PROGRAM STAFF

Deirdre Wilson, Case Aide & 3 SquaresVT Outreach
 Venessa Tufts, Nutrition Program Intake Specialist
 Jean Heleba, Data Manager
 Sheila Barton, R.N., Option Counselor
 Madelyn Gardner, Nutrition & Wellness Coordinator

GREEN MOUNTAIN RSVP (GMRSVP)

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

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2021 IMPACT REPORT

47 Years Supporting the Independence of Older Vermonters



2021 PROGRAM HIGHLIGHTS

- Case Management & Options
- Counseling Program
- Helpline
- Nutrition Program
- Wellness Program
- Senior Companion & Volunteer Programs
- Elder Care Clinician
- National Family Caregiver
- Support Program
- State Health Insurance Program
- Green Mountain Retired Senior Volunteer Program
- Money Management Program
- Transportation

See inside for full story

“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



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.

SEE DONOR LIST INSIDE



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.

PROUD PARTNERS



HelpLine
 1-800-642-5119



186,758
meals served
to 1,964 older
Vermonters

CASE MANAGEMENT & OPTIONS COUNSELING PROGRAM

SVCOA's case managers and options counselors provided 9,611.5 hours of service to 1,100 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.

HELPLINE

SVCOA's toll-free, confidential and AIRS-certified (Alliance of Information and Referral Systems) HelpLine processed 5,695 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 186,758 meals to 1,964 older Vermonters in our region this year, including 177,482 home delivered meals to 1,047 individuals and 9,276 community meals to 917 seniors. Additionally, SVCOA's nutrition staff completed 889 hours of home-delivered meals and 3SquaresVT assessments for 808 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 and group presentations to 859 older Vermonters.

WELLNESS PROGRAM

SVCOA continues to expand its wellness offerings, such as the nationally recognized, evidence-based programs "Matter of Balance" and "Tai Chi for Fall Prevention." These programs are designed to engage older Vermonters in a series of classes aimed at improving balance, strength, confidence, and overall health. SVCOA is also pleased to be offering "Eat Smart, Move More, Weigh Less," a program aimed at informing, empowering, and motivating participants to live mindfully as they make choices about eating and physical activity. This year SVCOA served 81 clients through its various wellness offerings.

SENIOR COMPANION & VOLUNTEER PROGRAMS

Also helping older Vermonters remain independent in their own homes, SVCOA's Senior Companion Program assisted 68 individuals this year. From helping seniors with daily errands and tasks and providing general social companionship, to relieving family or professional caregivers, SVCOA's 9 Senior Companions continued to make a difference in our area. Additionally, 106 SVCOA volunteers contributed over 1,900 hours to helping support agency operations and the lives of 151 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 672 hours of private counseling to 52 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, 405 caregivers were supported by SVCOA's various caregiver grants, education and training programs, and assistive services.

STATE HEALTH INSURANCE PROGRAM

The State Health Insurance Program (SHIP), which is designed to help individuals learn about and navigate Medicare, made 1,328 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 12 coordinated informational workshops and classes which were attended by 51 people.

2021 PROGRAM HIGHLIGHTS

Information included in this report is based on SVCOA's fiscal year of 10/1/2020 to 9/30/2021.

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 316 volunteers who provided 25,055 volunteer hours to vital causes across southern Vermont. Key outcomes of the program for GMRSVP's fiscal year include 509 tax returns submitted on behalf of those needing assistance; 309 peer-led exercise class participants; companionship provided to 73 older Vermonters; 173 individuals educated through GMRSVP's Fraud Squad initiative; and sunshine postcards delivered to 2,493 area seniors.

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 162 clients this year. The bill payer assistance program, made possible by the assistance of four energetic volunteers, provided support to 20 additional clients.

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 as well as collaboration with Marble Valley Regional Transit District and Green Mountain Express. Collectively, these organizations provided 10,551 rides this year to older Vermonters and individuals with disabilities in our area.



"SVCOA is committed to evolving as an organization in order to continue to meet the ever-changing needs of all those who need our helping hand. We are proud of our history of service, and even more thankful for the opportunity to continue to serve our community. Our clients inspire us each and every day, and for that we are incredibly grateful."

Pam Zagorski,
Executive
Director



THANK YOU to our donors!

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