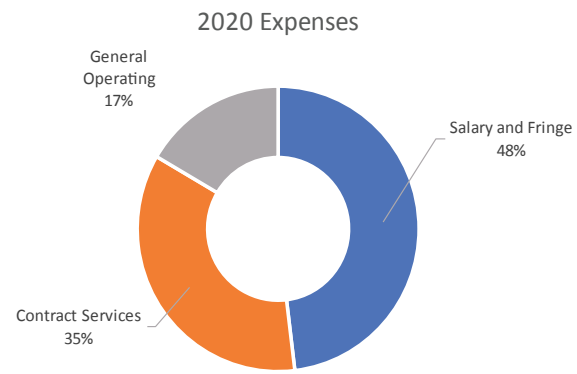
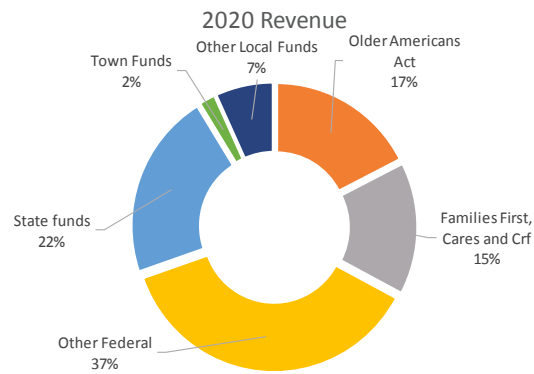


## 2020 IN REVIEW



# 2020 IMPACT REPORT

46 Years Supporting the Independence of Older Vermonters

| 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 McMahan, 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 |

## 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:

- |                                   |                               |  |
|-----------------------------------|-------------------------------|--|
| United Way of Rutland County      | Anthony & Monica Freson       | Susan & Michael Ahern                    |
| Vermont Community Foundation      | Brian Harrington              | Walmart                                  |
| Qualidigm                         | Richard & Mary Fielder        | Ruth Paul                                |
| Rutland Regional Medical Center   | Linda Stevens                 | Robert & Kelly McNulty                   |
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| Phil Alderman & Alderman's Toyota | Pamela Harbourt               | Barbara Fisher Family                    |
| VELCO                             | David Brown                   | Wendy Accetta                            |
| Community Health                  | Deanna Windham & Chris Wright | Rick & Eugenia Saganich                  |
| Turning Point Center Rutland      | Brandon Emergency Food Shelf  | Rheba Haley                              |
| NBT Bank                          | Thomas & Geraldine McDonald   | William Stamm                            |
| David & Barbara Lacy              | Nancy & James West            | Sharon Nutting                           |
| Cavalieri Insurance Agency        | John Cioffi & Judi Howland    | Proctor Gas                              |
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| Thomas & Greta Adams              | Mary Riley & Lisa Lasante     | Pamela Quayle & Gary Wellin              |
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| Killington-Pico Rotary Club       | George & Diane Ciavola        | Hollis Field                             |
| Network For Good                  | Mary French                   | Thomas & Cathleen Aliberti               |
| Heritage Family Credit Union      | Pamela Darrow                 | Rutland Gas & Oil Co. Inc.               |
| Royal Group                       | Doran Brothers, Inc.          | Tossing Funeral Home                     |
| 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
- Melissa Knox
- Thomas Arner
- David Brown
- 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





# 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.

8,989.75



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

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.

191,073



meals served to 3,311 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.

81

"Tai Chi for Falls Prevention" participants



## 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



## 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

