



Impact Report



A Message from our

Executive Director, Rosemary Greene

As we celebrate SVCOA's 50th year of service, we reflect on a pivotal year that has strengthened our commitment to older Vermonters and their families. In 2024, we expanded our impact by providing thousands of nutritious meals, countless hours of case management, and critical support to individuals and families across our service area.

In addition, our agency experienced significant growth with the addition of 17 new staff members, 13 of whom were brought on as part of the transition of the conflict of interest case management services for the five Area Agencies on Aging. Notably, we were recognized as the first agency to successfully transition approximately 300 clients to our care between June and September of 2024.

These efforts underscore our unwavering dedication to our mission and the trust placed in us by the community. This milestone year also brought innovative initiatives, including the launch of SVCOA Community Health Days, which delivered vital health services and resources, to over 100 individuals. Our Community Health Days also provided vitally important vaccines such as COVID-19, Flu, Shingles and Pertussis to 40 individuals. We also unveiled a unique community art installation, The Mural of Memories: Preserving the Legacy of Older Vermonters and Changing the Aging Narrative, celebrating the stories of those we serve. These projects highlight our commitment to making resources more accessible and celebrating the contributions of older Vermonters. Looking to the future, we see technology as a vital tool in expanding our reach and fostering intergenerational connections. While we are exploring ways to introduce technology to older Vermonters and enhance accessibility, Vermont's limited technology infrastructure remains a challenge and we are actively working to address these barriers. We are deeply grateful for the continued support that has brought us to this milestone. From our beginnings in 1974 with a single nutrition program to a robust organization offering more than a dozen impactful programs we want to thank you for your trust in us to continue helping Vermonters age with dignity, independence, and quality of life. Together, we look forward to the next 50 years of service and innovation.

In Gratitude,

Rosemary Greene

Rosemary Greene, Executive Director SVCOA

2024

Impact Report

www.svcoa.org



A Message from our Board of Directors

As we celebrate SVCOA's 50th year of service to the Rutland and Bennington communities, we reflect on our commitment to empowering Vermonters to age with dignity, independence, and quality of life.

This milestone represents decades of dedication and growth, and we are incredibly grateful to everyone who has contributed to making our mission possible. Throughout this past year, SVCOA has expanded its role in the community by connecting older Vermonters with essential services and programs. One example is our SVCOA Community Health Days, which in 2024 brought vital health services, supports, and vaccines to more than 40 individuals across four towns within our service area. This initiative underscores our commitment to direct, hands-on outreach and health promotion, and we look forward to expanding these types of services to meet the needs of even more people in the future.

Vermont is set to become one of the oldest states per capita in the nation, we see new opportunities to support an increasing number of individuals. While we are excited to explore advancements in technology—including the potential of artificial intelligence in healthcare and service delivery—our focus will always remain on personal connection. Face-to-face interactions between clients and agency staff will remain the heart of our approach, and technology will serve as a tool to enhance, not replace, these essential relationships.

Since our founding in 1974, with just one program focused on nutrition, SVCOA has grown to offer over a dozen impactful programs. Looking ahead, we are excited about the possibilities in expanding our reach, enhancing our services, and engaging younger generations in our mission. With gratitude and pride, we reaffirm our commitment to the Rutland and Bennington communities and eagerly anticipate the next chapter of service and partnership.

Thank you to everyone who has been a part of our journey—your support has made our mission possible. It is an honor to serve our community, and we look forward to continuing this meaningful work for years to come.

In Gratitude, **SVCOA Board of Directors**

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Partnerships



In 2024, SVCOA was proud to expand its reach and impact through the formation of several new partnerships, including Manchester Community Library, Social Tinkering, Wander on Words, Neighbor to Neighbor, Solomon Wright Public Library and more.

These collaborations, cultivated through community outreach, have been instrumental in raising awareness about our mission and connecting older Vermonters with vital resources. Equally important, we have deepened our relationships with longstanding partners such as the Rutland and Bennington Salvation Army, Veterans Homes, Vermont Farmers Food Center, partner Senior Centers, Rutland Community Collaborative and Bennington Blueprint. By integrating technology into our efforts, we've enhanced community outreach and improved accessibility to our services. We extend our heartfelt gratitude to all our partners, old and new, for their unwavering support.

Community Outreach

In 2024, SVCOA achieved significant success in community engagement through a series of impactful events and presentations. Highlights included our Community Health Days held in 4 towns across the SVCOA service area. In total our Community Health Days brought over 20 partner organizations together to support and educate area residents on available health resources as well as provide vaccines to over 40 event attendees. Smaller presentations held throughout 2024 at locations like the Rupert Community Fire Department, Dodge House Veterans Home and Rutland Community Collaborative also played a key role in deepening community connections. Looking ahead, SVCOA is committed to expanding its outreach efforts by leveraging digital media to enhance engagement while continuing to utilize traditional methods to reach diverse audiences. By strengthening existing partnerships and fostering new ones, we aim to broaden access to our services and ensure older Vermonters are fully informed about the resources available to support them.



“In our rural area with an older demographic, such services are crucial to our population in aging well and healthfully.” - Executive Director Solomon Wright Public Library



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Donors

For our 50th Year of Service, we would like to show our gratitude towards our donors.

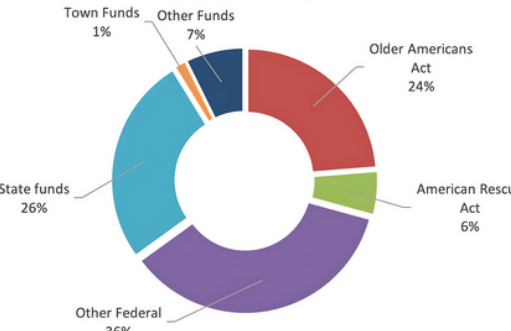
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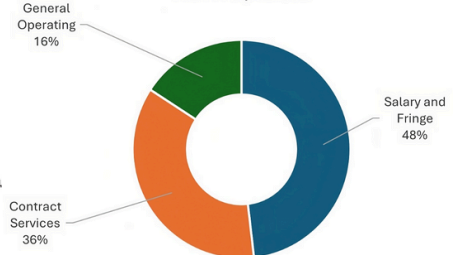
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2024 Financials

2024 Revenue



2024 Expenses



Impact Report

SVCOA Services at a Glance



A Helping Hand and a Bright Smile

An SVCOA client, who bravely navigates life on her own despite the challenges of a stroke affecting her voice and memory, recently experienced a moment of joy amidst her often difficult days. Living independently in a small apartment with no family nearby, she relies on the support of her aide and SVCOA Case Manager. One morning, she urgently called the SVCOA Helpline for assistance with her food card, which had caused her frustration all morning. When her SVCOA Case Manager arrived to assist her, her face lit up, and she exclaimed, "Thank goodness you're here to save the day!" After resolving the issue, she warmly insisted her Case Manager take home some hair gadgets as a token of gratitude. Noticing her discomfort from the heat, our Case Manager helped restyle her hair, fixing her favorite bandana and creating a perfect little bun with the gadget she insisted on giving away. "Her relief and smile were the highlights of our visit, reminding me of the significant impact small acts of kindness and support can have on the lives of those we serve."
-SVCOA Case Manager



Case Management &

Options Counseling Program

Our case managers at SVCOA continued to provide counseling for older Vermonters through 2024, providing them with the support and confidence to make important life decisions. Our case managers and options counselors provided a combined 15,000.5 hours of advising to 1,532 older Vermonters in 2024.

Nutrition Program

Offering eight therapeutic meal plans for different dietary needs, SVCOA's Meals on Wheels program continues to provide older Vermonters with options for a healthy diet. In 2024, 175,806 Meals were delivered to 1,152 homebound older Vermonters. Our nutrition counselors also offered 906 Vermonters nutrition counseling for a total of 1,401.25 hours. We also continued to offer 24 congregate meal sites in Rutland County and 9 in Bennington County serving 32,570 meals to 1,500 older Vermonters

State Health Insurance Program (SHIP)

The SVCOA SHIP program helps older Vermonters get answers to their questions about Medicare/Medicaid programs, offering non-biased support referring them to the best insurance options that fit their individual needs. In 2024 our SHIP program helped 771 people with over 1227 hours of service.

Wellness Program

SVCOA continues to offer evidence-based programs to promote physical and mental health. Some of the programs that we offer include our Tai Chi and A Matter of Balance programs which are designed to help older Vermonters improve their confidence, happiness, strength, balance, and overall wellbeing. In 2024 SVCOA helped over 154 older Vermonters improve their physical and mental health through these programs.

Helpline

SVCOA offers a Helpline that is confidential and toll free. The staff on this helpline are trained to ask the right questions to resolve any issue that can be assisted with or refer callers to SVCOA Programs that can help. In 2024, the SVCOA Helpline processed 6,017 calls.

Transportation

SVCOA continued to support older Vermonters with their transportation needs in 2024. This year, 13,843 rides were given to older Vermonters or individuals with disabilities. These programs are made possible in collaboration with organizations such as Marble Valley Regional Transit and Green Mountain Express, One 2 One and BPI (Bennington Project Independence)

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SVCOA Services at a Glance

In 2024
210,000
meals were
served to
2,652 older
Vermonters

Representative Payee Program

In 2024 our Representative Payee Program helped 157 older Vermonters and younger Vermonters with disabilities manage and pay their bills helping them to remain financially confident and independent.

National Family Caregiver Support Program

SVCOA offers a range of support resources for unpaid Caregivers. Some of these resources include our Dementia Respite Grant Program, TruAlta Caregiver Online Platform, Support Groups and more. In 2024 SVCOA provided 224 caregivers and their families with direct support and provided an estimated 3000 unpaid Caregiver with informational resources via email and social media outlets.

Green Mountain Retired Senior Volunteer Program

In 2024, our Retired Senior Volunteer Program contributed 26,883 hours of service to older Vermonters. Helping with wide-ranging programs including wellness and companionship through their Bone Builders Program. The Green Mountain Senior Volunteer Program continues to help older Vermonters in their day to day lives.

Community resources are available, but often people do not know where to start to gain access to resources. That is where the important role of Case Manager comes into

play

- SVCOA Case Manager

Elder Care Clinician

In partnership with Rutland Mental Health our Eldercare Clinician supported the mental health of over 193 Vermonters in 2024, for a total 2, 223 hours. Providing the tools needed for Vermonters over 60 to work through stress and challenges. The Eldercare program strives to improve happiness and self-assuredness even through stressful times.

Senior Companion & Volunteer Programs

In 2024, our Senior Companion Program supported 25 older Vermonters in continuing to live independently and contributed 12,482 hours of service helping older Vermonters with tasks ranging from grocery shopping social time, and assisting families, the Senior Companion Program continues to support older Vermonters in their day to day lives.

In 2024 SVCOA Volunteers contributed 2,443 hours of service. Ensuring older Vermonters maintain their quality of life. Our volunteers supported older Vermonters with tasks ranging from grocery shopping to friendly check-ins' and worked with our staff offering in-office support.

