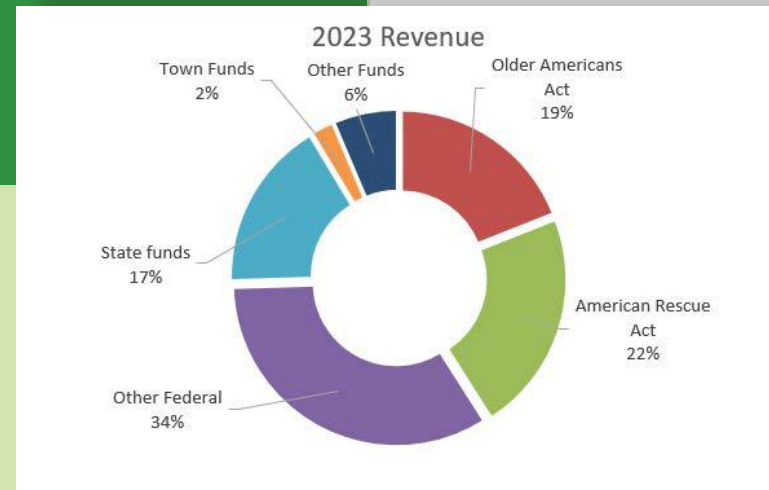


# 2023 in REVIEW

Information included in this report is based on SVCOA's fiscal year of 10/01/2022 to 9/30/2023.

Town	Case Management & Options Counseling Hours	Meals Served
Arlington & East Arlington	272.5	2,535
Belmont & Mount Holly	39.25	726
Bennington & North Bennington	3,418.25	25,380
Benson	62	1,571
Brandon & Forest Dale	580	7,244
Castleton, Bomoseen & Hydeville	360	8,094
Chittenden & North Chittenden	107.5	2,101
Clarendon & North Clarendon	108.5	4,532
Danby & Mount Tabor	52.5	1,844
Dorset	118.75	276
Fair Haven	233	5,663
Hubbardton	42.5	158
Ira		88
Killington	12.5	835
Manchester & Manchester Ctr.	332.75	4,783
Mendon	77.5	1,612
Middletown Springs	43	1,377
Pawlet & West Pawlet	48.25	1,660
Peru	0	0
Pittsford & Florence	265	3,775
Poultney	276.5	10,721
Pownal & North Pownal	508.75	3,659
Proctor	115.75	2,089
Rupert & West Rupert	21	478
Rutland City	3,904.5	64,631
Rutland Town & Center Rutland	218	4,293
Sandgate	29.75	486
Shaftsbury	321.50	2,622
Shrewsbury & Cuttingsville	14.25	1,209
Stamford	39.75	131
Sudbury	3.5	224
Sunderland	30.25	434
Tinmouth	4.5	10
Wallingford & East Wallingford	231	4,361
Wells	109	2,407
West Haven	43.25	31
West Rutland	303.25	6,137
Woodford	69	211



## STAFF

### LEADERSHIP

Rosemary Greene, Executive Director  
Samantha Brennan, Aging Services Director  
Courtney Anderson, Director of Nutrition, Wellness & Community Services

### ADMINISTRATIVE

Annamarie Fiske, Data & Administrative Assistant  
Bridget Free, Office Administrator & Data Specialist  
Sue Clark, Organizational Rep Payee and Business Office Assistant

### INFORMATION & ASSISTANCE / HELPLINE

Carol Allard  
Lisa Duffy  
Victoria Radcliff

### COMMUNITY SERVICES PROGRAMS

Aaron Brush, Volunteer, Senior Companion and Caregiver Coordinator  
Maureen McGinnis, Money Management and Representative Payee Program Coordinator

### REGISTERED DIETICIAN (CONTRACT)

Jaya Davis, MPH, RD

### ELDER CARE CLINICIANS

(CONTRACT)  
Cinda Donton (RMHS)  
Steve Stratton

### CASE MANAGEMENT SERVICES

Beth Johnson	Katrina Caouette
Kimberly Champine	Megan DeVitt
Gail Whitman-Buell	Sharene Covelle
Allison Harris	Nicole Esposito
Vicky Potter	Makeyla Ferrara
Mary Rehlen	Kathy Clark

### SPECIAL PROGRAM STAFF

Dee McKenna Wilson, Case Aide & 3 SquaresVT Outreach  
Jean Heleba, Data Manager  
Mary Muratorri, Data Manager/Case Aide  
Sheila Barton, R.N., Option Counselor  
Madelyn Gardner, Assistant Community Services Director  
Kaylee Derby, Volunteer Coordinator  
Joy Mortelliti, Communications and Development Coordinator  
Jessica Garret, Nutrition Program Coordinator

### GREEN MOUNTAIN RSVP (GMRSVP)

Corey Mitchell GMRSVP Director  
Lenora Volkmer, Temporary Data Management

### BOARD OF DIRECTORS

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# 2023 IMPACT REPORT

49 Years Supporting the Independence of Older Vermonters



## Aging Successfully

Fiscal year 2023 was a busy year at SVCOA! We provided over 10,000 hours of case management, over 206,000 meals, and responded to over 4,000 phone calls. Volunteers generously dedicated over 25,000 hours to support older Vermonters in various capacities. Additionally, SVCOA also supported caregivers, provided support for wellness programs, transportation, and mental health services. Our dedicated team at SVCOA worked tirelessly alongside Vermonters in the Southwest region, aiming to empower them to age with dignity, independence, and quality of life.

According to the Vermont Department of Health, by 2030 1 in 3 community members will be over the age of 60, making this group of people the fastest growing age group in Vermont. There is much to celebrate within this population, but challenges as well. As always, SVCOA is poised to meet the growing demand. Our teams will continue to connect one on one with older community members and their families to learn about challenges they are facing or successes they have had. Our goal is to continue to listen attentively to their needs for successful aging, meeting them where they are and providing diverse options and resources to enable them to remain in the setting of their choice.

Our commitment to enhancing the health of our aging population remains steadfast. We will continue supporting our Meals on Wheels and food security programs, as well as our evidence-based wellness programs, such as Tai Chi, and Matter of Balance, these programs focus on enhancing balance, strength, and confidence, ultimately impacting overall health. Support for caregivers will continue through initiatives such as Powerful Tools for Caregiver, Memory Café, caregiver counseling, and various grants.

Aging successfully is achieved when we all work together in creating a supportive and safe environment that is inclusive of all. The Age Strong Vermont action plan aims to create a multi sector approach to aging successfully in an age friendly Vermont, through coordination with community partners, private and public sectors, towns, and cities. I encourage everyone to read, advocate and become involved in creating a Vermont in which we can all age safely and happy.

As we approach our 50th anniversary SVCOA remains committed to advocating for healthcare, transportation, housing, food security and care giving, helping to support the needs of older Vermonters and caregivers. Our 50th anniversary theme, "The End of Ageism" will be our focus throughout 2024 as we promote ways the broader community can contribute.

I want to extend my heartfelt gratitude our donors, volunteers, and board members for their invaluable contributions to our vision, helping our team achieve a Vermont in which aging is embraced, respected, and celebrated. I leave you with a quote from the late Jim Rohn "One person caring about another represents life's greatest value" I firmly believe that demonstrating kindness and care for one another is equally beneficial for the giver and the receiver.

With Thanks and Gratitude,  
Rosemary Greene, Executive Director SVCOA

## 2023 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

SVCOA wishes to express our deepest gratitude to the numerous donors and community partners whose consistent and passionate support remains the cornerstone of our mission. Their unwavering dedication makes it possible for us to deliver essential 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 older Vermonters, their families and caregivers. Our mission is to empower Vermonters to age with dignity, independence and quality of life.



HelpLine  
1-800-642-5119

### PROUD PARTNERS





**206,140**  
meals served  
to 2,512 older  
Vermonters

# 2023 PROGRAM HIGHLIGHTS

Information included in this report is based on SVCOA's fiscal year of 10/01/2022 to 9/30/2023.

### CASE MANAGEMENT & OPTIONS COUNSELING PROGRAM

SVCOA's case managers and options counselors provided 12,644 hours of service to 1,727 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 4,951 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 206,140 meals to 2,522 older Vermonters in our region this year, including 180,119 home delivered meals to 1,107 individuals and 29,107 community meals to 1495 seniors. Additionally, SVCOA's nutrition staff completed 887.75 hours of home-delivered meals and 3SquaresVT assessments for 621 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 dietitian 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 167 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 31 individuals this year, for a total of 6,611 hours. From helping seniors with daily errands and tasks and providing general social companionship, to relieving family or professional caregivers, SVCOA's Senior Companions continued to make a difference in our area. Additionally, SVCOA volunteers contributed over 216 hours to helping support agency operations and the lives of 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 984 hours of private counseling to 94 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, 261 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 1,635 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.

### 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 volunteers who provided 26,750 volunteer hours to vital causes across southern Vermont.

### 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 198 clients this year.

### 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 12,417 rides this year to older Vermonters and individuals with disabilities in our area.



"As we approach our 50th anniversary in 2024, SVCOA remains committed to advocating for healthcare, transportation, housing, food security and care giving, helping to support the needs of older Vermonters and caregivers."

**Rosemary  
Greene  
Executive  
Director**



# THANK YOU to our donors!

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