

# Annual Report – 2005



The vision of the Council on Aging for Southeastern Vermont is that aging can be a vital, rewarding experience. We:

- ❖ give personal service for successful aging
- ❖ help people remain as independent, healthy and involved as possible, and
- ❖ connect seniors and their caregivers to the information and services they need

As the designated Area Agency on Aging for Windham and Windsor Counties, we are the source for Older Americans Act funds for the 46 communities we serve. We believe that we offer and provide consistently high quality customer service to seniors who reach out to us for assistance. We remain committed to working with other community-based organizations to offer the best quality service possible.

COASEV Board of Directors

## 2005 – Accomplishments

This report is a brief summary of accomplishments during the past year. These accomplishments reflect the work of staff, volunteers and partner organizations in Windham and Windsor counties. Please accept our appreciation.

### Direct Services for Seniors and Their Families

Certified case management staff work to ensure that elders, their families and caregivers have access to services and resources. Of special note, last year we:



- Received a Certificate of Appreciation from USDA Rural Development for our participation in its home repair program.
- Our new “Making the Link” program, a collaboration placing case managers in physicians’ offices to provide information and services to caregivers, was highlighted nationally.
- Expanded our State Health Insurance Assistance Program (SHIP) staff and strengthened education outreach, targeting Medicare Part D enrollment. We helped nearly 800 individuals in appointments, and reached over 3000 at presentations plus an estimated 26,500 through CATV shows.
- We gave dementia respite grants to 60 caregivers of people with diagnosed dementia. We participated in the National Family Caregiver Support Program, giving caregiver respite grants to another 56 clients caring for folks with illness or disease unrelated to dementia.

**Council on Aging for Southeastern Vermont, Inc.**  
56 Main Street, Suite 304  
Springfield, VT 05156

Tel: 802-885-2655; Fax: 802-885-2665  
On the Web: [www.coasevt.org](http://www.coasevt.org)  
Senior Help Line: 800-642-5119

## **Nutrition**

In partnership with contractors and community volunteers, COASEV supported the delivery of 124,021 Meals on Wheels from 19 sites, the serving of 95,529 congregate meals at 27 locations, and the distribution of hundreds of emergency food packages. Clients say:

- “Many many thanks for your Meals on Wheels which have helped me through a period when I had trouble moving about and only one usable arm.”
- “Many thanks for the emergency food kit I recently received. We have a lot of cold and snow now – just think what it could be later in the winter.”



## **Transportation**

Working together with public transit providers and community-based transportation programs, COASEV purchased service and facilitated access to medical appointments, shopping, meal sites and recreational activities. Client comment:

- “The enclosed small check is in appreciation to COASEV for transportation provided to seniors in the Brattleboro area through Brattleboro Taxi. My husband and I cannot drive or walk very far due to health problems and rely on the Senior Van for grocery shopping and adjacent services, such as P.O., bank, drug store. It also gets us out of the house to see people and to have a healthy lunch. This is surely a wonderful help to many.”

## **Wellness & Health Promotion**

COASEV has a strong commitment to wellness and the concept of successful aging, believing that people can be contributing members of the community throughout life. Last year we:

- Awarded \$20,000 in Successful Aging Initiative grants to 20 community groups to develop activities for seniors with a special focus for 2005 on encouraging wellness and health. This program received an Achievement Award from the National Association of AAAs.
- Added a Dance for Healthy Aging to our Walk for Healthy Aging fundraisers.
- Piloted new Steps to Healthy Aging programs, obtaining grants to fund the pedometers, and offered training at the statewide SAIL Summit to expand this program to new populations.

## **2006 - Challenges**

COASEV continues to be asked to offer a multitude of support services to a growing senior population with level or decreased funding. The mandate from the Older Americans Act remains clear that we are the advocate and the focal point for senior issues. We are charged with monitoring, evaluating and commenting upon all policies, programs, hearings and community actions.

In order to continue this role we must develop and strengthen our partnerships with other community based service providers in order to realize a comprehensive service delivery system.



The rapid growth of the senior population means that we will need better transportation choices especially for seniors with mobility or income limitations.

Our challenge is to find creative ways to achieve our mission and to seek better ways to improve our services. With the support of a dedicated Board and committed staff we can achieve this.

## Programs and Services

**SENIOR HELP-LINE** — Personalized assistance from staff answering the phone weekdays from 8:30 a.m. to 4:30 p.m. Information and referrals are provided for simple requests, or step-by-step assistance for more complicated situations facing seniors and their families. **800-642-5119**

**HEALTH INSURANCE COUNSELING AND ASSISTANCE** — Trained staff and volunteers assist seniors and their family members to understand or resolve health insurance billing problems, to compare insurance plans, to decipher the many new drug card options, and to enroll in their plan.

**SUCCESSFUL AGING RESOURCES** – COASEV staff offers information and services promoting successful aging and independence, including offering Successful Aging Initiative Grants to community groups for innovative projects.

**MEALS ON WHEELS** — Volunteers deliver meals for people age 60 and over plus adults with disabilities who are having difficulty preparing healthy, adequate meals due to illness, physical disability, hospital recovery or advancing age.

**CASE MANAGEMENT** — Case managers (State certified) coordinate, advocate and monitor the on-going care needs of elders and adults with disabilities who wish to remain in their community. Some participate in the “Making the Link” program at physicians’ offices.

**CONGREGATE DINNERS** — Old and new friends gather at more than twenty different locations in Windham and Windsor Counties for healthy noontime dinners, good company, great conversation and a variety of activities.

**ADVOCACY** — Local, community-based staff provide information on benefit eligibility and community services, such as prescription coverage, food stamps, housing, and social security.

**TRANSPORTATION** — We enlist the help of volunteer drivers from community groups, Senior Centers and other organizations and we contract with public transit to provide door-to-door, accessible transportation for medical appointments, shopping, senior meals, and community activities.

**SENIOR COMPANION PROGRAM** — Friendly visitors aged 60 years and older provide limited companionship, respite and transportation services at no cost to homebound seniors.

**CAREGIVER SUPPORT & DEMENTIA RESPITE** — COASEV staff provide caregivers with support, information, options and respite grants enabling them to continue to care for frail elders in their home environment.

**LONG TERM CARE OPTIONS** — COASEV staff offer presentations of available options and eligibility for individuals or groups seeking information about Long Term Care options.

**MENTAL HEALTH** — This collaboration between COASEV and the local community mental health agency provides supportive counseling and mental health services to older adults in their homes and communities.

### COASEV Local Office Contact Information

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**SPRINGFIELD:****Main Office:**

56 Main Street, Suite 304  
Springfield, VT 05156  
885-2655, FAX 885-2665

**Senior Center:** 139 Main St.

Springfield, VT 05156  
885-8213, FAX 885-5213

**Health Insurance Program:**

56 Main Street, Suite 200  
Springfield, VT 05156  
885-6636

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**BELLOWS FALLS:**

Senior Center, 18 Tuttle St.  
Bellows Falls, VT 05101  
463-4947, FAX 463-3981

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**BRATTLEBORO:****Senior Center:** 207 Main St.

Brattleboro, VT 05301  
257-7552, 257-2338,  
FAX 257-2334

**Town Office:**

230 Main St. Suite 305  
Brattleboro, VT 05301  
258-3029, 258-9724  
FAX 258-9725

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**LUDLOW:**

6 Andover, Office #5  
Ludlow, VT 05149  
228-2594, FAX 228-2623

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**JACKSONVILLE:**

Jacksonville Municipal Ctr.  
Route 100  
Jacksonville, VT 05342  
368-2421

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**TOWNSHEND:**

Grace Cottage Hospital,  
Route 35  
Townshend, VT 05353  
365-7706, FAX 365-9500

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**WHITE RIVER JUNCTION:**

**Gates-Briggs Building**  
26 N. Main St., Suite 322  
White River Jct. VT 05001  
295-2200, FAX 295-3001

**Bugbee Senior Center**

262 N Main St., WRJ  
295-9068, FAX 295-2073

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**WINDSOR:**

Windsor House, 54 Main St  
Windsor, VT 05089  
674-9152

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**WOODSTOCK:**

Thompson Senior Center  
1141 Senior Lane  
Woodstock, VT 05091  
457-3277, FAX 457-4168

# Financial Statement (Unaudited)



**Council on Aging for Southeastern Vermont, Inc.**  
Year Ended September 30, 2005

## Revenue Sources:

<b>Federal Funds:</b>	
Older Americans Act	\$ 810,951
Nutrition Services Incentive Program	103,936
Other Programs	118,573
	<b>\$ 1,033,460</b>
<b>State of Vermont Funds:</b>	
General Fund	\$ 395,046
Medicaid Waiver	365,692
Agency of Transportation	58,165
Medicaid Administration	49,938
Other Programs	143,042
	<b>\$ 1,011,883</b>
<b>Local Funds:</b>	
Grants and Other	\$ 56,013
Participant Contributions	43,664
Donations	27,195
Town Funds *	25,001
United Way	11,750
	<b>\$ 163,623</b>
<b>Non-Cash Contributions</b>	<b>\$ 314,775</b>
<b>Total Support and Revenue</b>	<b>\$ 2,523,741</b>

## Program Expenditures:

<b>Individual Advocacy Services:</b>	
Case Management/Advocacy	\$ 701,588
Legal Assistance	49,938
Health Insurance Counseling	46,313
Medicaid Administration	42,420
Information & Assistance	29,628
Other Programs	109,071
	<b>\$ 978,958</b>
<b>Independent Living Services:</b>	
Home Delivered Meals	\$ 688,707
Congregate Meals	466,332
Respite and Other Specific Assistance	218,507
Transportation	94,916
Other Programs	60,865
	<b>\$ 1,529,327</b>
<b>Total Expenditures</b>	<b>\$ 2,508,285</b>

\* Income provided by Towns leverages federal matching funds, providing services offered to community residents.

## Board of Directors

David Armstrong	<i>Chester</i>
Woody Bickford	<i>Springfield</i>
Pat Bowen	<i>East Dover</i>
Janet Cramer	<i>Brattleboro</i>
Harriet Goodwin, Vice Pres.	<i>S. Woodstock</i>
Pat Crocker	<i>Woodstock</i>
Katharine Dodge, Secretary	<i>Putney</i>
Michael B. Gregg, MD	<i>Guilford</i>
Bess Richardson	<i>Dummerston</i>
Edith Serke, President	<i>Windham</i>
John Wilcox	<i>Dummerston</i>
Carol Young, Treasurer	<i>Rockingham</i>
Toby Young	<i>Putney</i>

## Advisory Council Executive Committee

Woody Bickford, Chair	<i>Springfield</i>
Charlotte Bond, Co-Secretary	<i>E. Dover</i>
Robert Hollman	<i>Bellows Falls</i>
Dorothy Humphrey, Co-Sec.	<i>Guilford</i>
Emily Kunreuther	<i>Marlboro</i>
Barbara Page	<i>Brattleboro</i>
Martha Quinlan, Vice-Chair	<i>Ludlow</i>
Estelle Schwartz	<i>Winhall</i>
Doris Shattuck	<i>Chester</i>
Ardis Smith	<i>Weston</i>
Elizabeth Stead	<i>Putney</i>
Janet Stowell	<i>Townshend</i>

## Senior Staff

Executive Director:	Joyce Lemire
Case Management	
Program Director:	Paula Fellows
Contracts Administrator:	Cheryl Baxley
Financial Manager:	Dick Woodside
Wellness Coordinator:	Jenny Gelfan

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