



2018 Annual Report



153,368 Meals on Wheels delivered and 55,579 community meals provided.

Our Mission:

Central Vermont Council on Aging is a 501(c)(3) nonprofit that supports central Vermonters to age with dignity & choice.

CVCOA provides assistance to Vermonters aged 60 & over, their families & caregivers.

We serve 54 towns throughout the Central Vermont region:

Lamoille, Washington, & Orange counties (with the exception of Thetford), as well as the towns of Bethel, Hancock, Granville, Pittsfield, Rochester, Royalton, Sharon & Stockbridge.

Our programs & services are supported in part by your generosity.

Board of Directors

Fiscal Year 2018

Nancy Zorn, President
Peter Harris, Vice President
Julie-Ann Graves, Treasurer
Gary Chicoine
Deborah Flateman
Gertrude Hodge
Cynthia Jackson
Emily McKenna
Fred Ober
Colleen Smith
Donna Watts

Outgoing

Deborah Flateman
Colleen Smith
Nancy Zorn

Central VT

Council on Aging

59 N. Main Street, Suite 200
Barre, VT 05641-4121
Phone: 802-479-0531
Fax: 802-476-4235
info@cvcoa.org
www.cvcoa.org



It was my honor to serve as the President of the Board for 2018. The year was full of successes due to the hard work of the Board & staff. With Federal, State & private donations, we exceeded our programming goals. CVCOA cemented a partnership with One Care, Vermont's Accountable Care Organization which brings in funding for CVCOA's Case Management program, in recognition that non-medical services contribute toward the goal of better health for older Vermonters. The second year of the Age Out Loud comedic storytelling event, featuring Say It Forward

Productions, was bigger & better than the previous year, & included 85 items donated for a silent auction. The event raised \$23,000 to support the valuable services CVCOA provides to the community. The Board worked on strengthening CVCOA by focusing on an organizational plan. Board teams worked on Organizational Foundation & Strategic Direction, Board Effectiveness, Bench Strength, Financial & Operational Systems, Fund Raising, & Community Relations. We updated procedures & made recommendations for future changes.

Nancy Zorn
Outgoing President



I am honored to serve as Central Vermont Council on Aging board president for Fiscal Year 2019. As this year begins, our focus is on many new opportunities to broaden the level of awareness of CVCOA across our service area. For instance, we have applied for approval to implement first-time fee-for-service arrangements with partner organizations that will expand service

& provide a new source of funding. This is also the second year we are hosting our annual meeting outside of Barre to give more clients & community members the chance to get to know us. As this year unfolds, all board members will be working to further enhance the public awareness of CVCOA in their local areas in support of the great work done by the field staff of CVCOA.

Gary S. Chicoine
Incoming President



Board of Directors 2018 Left to Right :Top Row: Fred Ober, Peter Harris, Nancy Zorn, President, Emily McKenna, Cynthia Jackson, Gary Chicoine, Beth Stern, Bottom Row: Julie-Ann Graves, Deborah Flateman, Becky Wright, Donna Watts
Not present: Gertrude Hodge, Colleen Smith

64 Caregivers received Dementia Respite Grants
& 305 Caregivers attended support events.

Transportation: CVCOA funded 18,278 rides for 696 riders.

Erna's Story

"When my mother had her back operation in 2005, we did not know that it would lead to a situation where she would need 24/7 care. After 2 years & the depletion of both our resources, we were at a crossroads as to how to keep her at home. Enter CVCOA case manager, Kathryn Schenkman. Her expertise & tenacity made navigating the daunting process of applying for programs manageable & optimistic. Erna is now 91, & with my volunteered time, she happily remains in her home, enjoying a quality of life that includes socialization with treasured friends."

—Susan Banas

Now in her nineties, Erna migrated to the USA from Germany as a war bride in the 1940s. An avid athlete, she met her husband while ice-skating. In the USA Erna was a ski instructor & ski patroller who filed daily reports of Killington slope conditions that were broadcast on *Ski Reports by Roxy*. The mother of 5 children, Erna's careful eye & impeccable taste were natural

assets for her career as an interior designer.

While running her design business in 2005, Erna underwent total back reconstruction, a life-changing event resulting in a titanium Harrington rod in her spine. This surgery, in combination with a progressive neurological disease, made her increasingly dependent on personal caregivers to accomplish her activities of daily living.

Erna's determination to remain in her home & longtime Rochester community is supported by her



devoted family, caregivers, & CVCOA. As her case manager, I assist Erna with ongoing participation in the state of Vermont's Choices for Care (CFC) program that provides funding for home-based care. When her care needs exceeded what the CFC provided, I helped her enroll in the VA Spousal Aid & Attendance program, a benefit for veterans & their surviving spouses. These programs have been essential to Erna remaining in her home.

The ultimate resource for Erna is the ceaseless involvement of her caregiver, her daughter Susan. The value of caregiver resources cannot be overstated. In recognition of this vital resource, CVCOA provides caregiver support with programs such as Powerful Tools for Caregivers, Respite Grants, Caregiver Teas, Memorable Times Café, & Kinship Caregiver Resources for older adults raising grandchildren. As the older Vermont demographic increases, public & private funding for caregivers is essential to the goal of supporting older Vermonters to age at home.

Kathryn Schenkman,
Rochester Case manager



Dedication

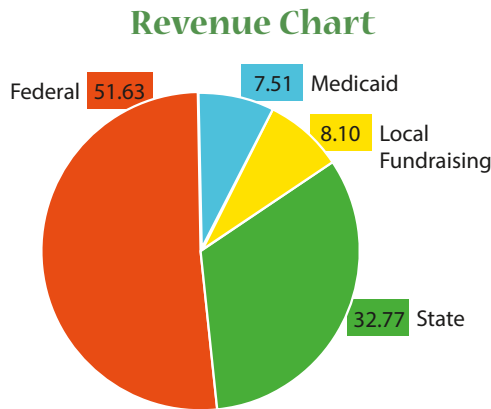
In Memory of Gertrude Hodge

Central Vermont Council on Aging dedicates our 2018 Annual Report to Gertrude Hodge of Topsham, who died last April on her 99th birthday. Gertrude was a long time (over 18 years!) board member of CVCOA, and a constant presence at the statehouse, monitoring legislation affecting older Vermonters. Thank you, Gertrude, for being a friend of CVCOA!

Case Management provided 7,922 hours of care coordination for 1,187 Central Vermonters

Information & Assistance answered 2,169 calls for information on 139 topics

Financial Activity - Fiscal Year 2018 Expenses(unaudited)



Expense Category	Amount	Percent
Administration	\$ 651,157	18.23%
Fundraising	46,013	1.29%
Case Management	908,449	25.43%
Legal Services	51,326	1.44%
SHIP	43,699	1.22%
Information & Assistance	185,286	5.19%
Congregate Meals	206,018	5.77%
Home Delivered Meals	585,624	16.39%
Transportation	44,200	1.24%
RSVP	190,107	5.32%
Senior Companion	348,854	9.76%
Nutrition	25,983	0.73%
Education & Counseling		
Mental Health	34,417	0.96%
Family Caregiver & Respite Care	197,551	5.53%
Special services, In-Home Services, Flex Funds Direct Services, & other miscellaneous grants	54,028	1.53%
TOTAL Expenses	\$3,572,712	100%

Foundations & Grants

CVCOA thanks the following trusts & foundations for their generous support for direct services for older Vermonters.

AARP
 Arthur L. & Frances P. Hyde Fund
 Central Vermont Medical Center
 Green Mountain United Way
 Jerry & Pat Balkcom Fund

Price Chopper's Golub Foundation
 Rural Community Transportation, Inc.
 St. John's in the Mountains Episcopal Church
 The Canadian Club

The Copley Fund
 The Jack & Dorothy Byrne Foundation, Inc.

Business Donors

We thank our many partners who collaborate with Central Vermont Council on Aging to bring healthy aging services & wellness activities to Central Vermonters.

AmazonSmile Foundation	& Valley	Funeral Home	Northeast Delta Denta	Union Mutual Fire Insurance Company
Barre Lions Club	Frankenburg Agency	Jack F. Corse, Inc.	RB Technologies	Union Mutual of Vermont Companies
Berrian Insurance Group, Inc.	G.W. Tatro Construction, Inc.	Manufacturing Solutions, Inc.	Rock Of Ages	Washington Electric Cooperative
Community National Bank	Gardner Insurance Services, Inc.	Medicine Shoppe	Swenson Granite Works	Wells Fargo Advisors Financial Network
Concept2 Rowing	Green Mountain Power	Milne Travel-American Express	TD Bank	ZAZ Video Productions
Donald P. Blake, Jr. Inc.	Green Mountain Support Services	National Life Group	Times Argus	
Dubois & King, Inc.	Hannaford Supermarkets	North Country Federal Credit Union	TLC Homecare	
First Presbyterian Church	Hooker & Whitcomb	Northfield Savings Bank	True Colors Home Decorating, Inc.	
Fothergill, Segale			Union Bank	

Thank You to our Major Sponsors!



The Lauzon Family



15 Senior Companions devoted 10,209 hours to serve 63 of their peers

State Health Insurance Program Counseled 1,008 clients and 290 people attended 33 "Medicare & You" workshops

Message from Beth Stern, Executive Director



In looking forward to our new fiscal year, I am thrilled to have an engaged board of directors & committed staff members who work hard to enhance & improve our services, partnerships, & ability to serve older Vermonters. Last December, I turned 60 & became eligible for Older American's Act services. To mark this milestone & to honor Central Vermont Council on Aging, I solicited

donations to CVCOA. I was elated that 42 of my friends, family, & co-workers donated almost \$4000 to CVCOA!

You may ask, "What does \$4000 mean to an agency with a budget of about \$3.6 million?" \$4000 represents only 1/10 of 1% of our budget. However, the answer is more complex than the math. The donors who contributed to my birthday appeal were part of 287 individuals, 73 businesses, 8 foundations & 54 towns who contributed over \$300,000 to CVCOA throughout the year – a "family" of over 400 entities helping CVCOA support older Vermonters. There's not one way

to donate - some donors contribute large amounts, others contribute smaller amounts. Some contribute monthly; some contribute once a year. We receive checks, cash & credit card donations. We have been named in wills. And we also have many volunteers who contribute their time & energy to support CVCOA & older Vermonters. Thank you to all who have donated to CVCOA & for those who haven't – please join our "family" of supporters in a way that feels right to you!

Beth Stern

In-Kind Donations

Thank You!

Many individuals & businesses donate items for CVCOA's silent auction:

Adelaide Tyrol	Dandelion Acres Garden Center	Janet Ressler	Nelson's Hardware	Stowe Sandwich Company
AroMed Aromatherapy	Danny Hendershot	Jean MacLachlan	Next Chapter Bookstore	Sugarbush Resort
Arthur Zorn	Delicate Decadence	Joan Murray	Northern Stage	Summer Street Auto
Artisans Hand	Do or Dye Salon	John Pandolfo	Northland Maple	Sundara Day Spa
Aubuchon Jeffersonville	Ellie Hayes	King Arthur Flour	Paquet Farm	The Cheshire Cat
Basil's Pizzeria	Eric Silvers	L. Koehler Pottery	Positive Pie	The Herald of Randolph
Bear Pond Books	First in Fitness	Little River Hot Glass Studio	Professional Massage & Skin Care	Tina's Mane Concern
Beauty & Nail Spa	Forget-Me-Not-Flowers	Margy Pulaski	Richard J. Wobby Jewelers	Tom Bright
Becky Wright	Gary Chicoine	Maria's Bagels	River House Yoga	Utton's Automotive
Betsy Harper	Goodfellows Fine Jewelers	Marilyn Mode	Salon 42	Vera Resnick
Boyden Valley Wine	Green Mountain Glove	Morse Block Deli	Sandra Ershow	Vermont Bicycle Shop
Interwoven Healing Arts	Helen Day Art Center	Morse Farm Maple Sugar Works	Sarducci's	Vermont Creamery
Concept 2	Hunger Mountain Coop	Morse Farm Ski Touring Center	Shannon Hepburn	Vermont Thermography Center
Cornerstone Pub & Kitchen	Incognito Salon	Nancy Thayer	Sherry Rhynard	Von Trapp Farmstead Cheese
Dan Noyes			Smuggler's Resort	

Town Funding

Each of the 54 towns that CVCOA serves provide direct support through generous appropriations approved by their voters on Town Meeting Day.

Barre City	Calais	Fayston	Morristown	Royalton	Warren
Barre Town	Cambridge	Granville	Newbury	Sharon	Washington
Belvidere	Chelsea	Hancock	Northfield	Stockbridge	Waterbury
Berlin	Corinth	Hyde Park	Orange	Stowe	Waterville
Bethel	Duxbury	Johnson	Pittsfield	Strafford	West Fairlee
Bradford	East Montpelier	Marshfield	Plainfield	Topsham	Williamstown
Braintree	Eden	Middlesex	Randolph	Tunbridge	Wolcott
Brookfield	Elmore	Montpelier	Rochester	Vershire	Woodbury
Cabot	Fairlee	Moretown	Roxbury	Waitsfield	Worcester

64 Good Neighbor volunteers devoted 2,215 hours to 44 older Central Vermonters

147 RSVP volunteers served 7,727 hours

In Memory & In Honor Donations

In Memory of Ian Robert Harter	In Memory of All Who Have Served Theodore Nelson	In Honor of Beth Stern Jean Bae	In Honor of Lisa Mercurio Jewel Love
In Memory of My Mother Bernice Cooney	In Memory of Ofelia Rey Lorena & William Asbell	In Honor of Beth Stern Kimberly Pierce	In Honor of Penny Bertrand Caron Sr.
In Memory of Gloria Clark Gerhard Botha	In Memory of Jacques & Roger Marcoux Cecile Marcoux	In Honor of Ellie Hayes Theron Colby	In Honor of Ellen Gershun Kenneth Bailey
In Memory of Margaret Harmon Ellie Hayes	In Honor of Samantha Davis Beverly Dukette	In Honor of Carole Richards Donald & Laurie Spaulding	In Honor of Samantha Davis Christa Scholz
In Memory of Kay Charron John Castaldo	In Honor of Chris Shaw Elaine Manghi	In Honor of Happy 60th Beth! Sandy Conrad	In Honor of Samantha Davis Suzanne Grenier
In Memory of Madeline T. Gregoire Kelly Gregoire Foss	In Honor of Max Kraus' 90th Birthday Elie Lowy	In Honor of Beth Stern Roberta Hamblen	In Honor of Ellen Gershun Ann Sairs
In Memory of Elaine DeForge Nancy Motyka	In Honor of Ellie Hayes Fedora Somaini	In Honor of Barbara Asen Sheryl Asen	In Honor of Wanda Craig Bernice Cooney
In Memory of Clara Rogers Diane Cochran	In Honor of Samantha Davis Lindsay Wade	In Honor of Beth Stern Pamela Hathaway	In Honor of Ellie Hayes Dorothy Carrier
In Memory of Elaine DeForge John Castaldo	In Honor of Beth Stern's 60th Cathy Spear	In Honor of Ellie Hayes Fedora Somaini	In Honor of Chris Shaw Amber Monti
In Memory of Fred Carty Theresa Carty	In Honor of Beth Stern Bob Stern	In Honor of Samantha Davis Louis Whittier	In Honor of Chris Shaw Cynthia Harnett
In Memory of Joseph V. Hayden Patricia Hayden	In Honor of Beth Stern Birthday Margi Stern	In Honor of Chris Shaw Carl Martin	In Honor of Beth Stern Bob Stern
In Memory of Joseph V. Hayden Carol Maloney & Karen Gennette	In Honor of Samantha Davis Brenda Badger	In Honor of Ellie Hayes Beth Schaefer	In Honor of Samantha Davis Marvin Malek
In Memory of Donald Harding Edith Harding	In Honor of Beth's 60th Birthday Beth Ben-Avraham	In Honor of Samantha Davis Raymond Lowe	In Honor of Ellen Gershun Bear Blood

Individual Donors

Distinguished Partner

\$100,000+

Anonymous

Premier Partner up to \$5,000

Anonymous
Thom & Karen Lauzon
Carmen Beck
Cynthia Gardner-Morse

Legacy Partner up to \$2,500

Anonymous
Donald Provasi

Merit Partner up to \$1,000

Anonymous
Christina Castegren
Beth Sabens

Supporting Partner up to \$500

Anonymous
Chuck Bohn
Gary Chicoine & Terry Callahan
Theron & Nancy Colby
Peter Harris
Mary Hayden
Gary Ann & David Lewis
Lee & Joan Owen
Bob & Nancy Pope
Bob & Joan Stern
Donna Watts
Rebecca Wright
Bruce & Ruth Zeller

Patron Partner up to \$250

Anonymous
Robert Borden
Paul Calter
Sue Chiappetta

Michelle Clark
Sandra Conrad
Elizabeth Courchaine
Amy Darley & Avram Patt
Charles Dindo
William Doelger & Linda Normandeau
Travis & Effie Farnham
Deborah Flateman
Patrick & Patsy French
Elizabeth Gergely
Merrick & Lee Grutchfield
Connie & Phil Hamel
Patricia Hayden
Karen Heath & Chris Howe
Cynthia Jackson
Jeanne Kern & Ed Oravec
Mary Moulton
Beth Stern & Bob Popp
Alban & Margaret Richey
Anne Sarcka
Tim Sargent

Leigh Seddon & Ann Aspell
Michael & Norma Jeanne Segale
Nancy & Michael Sherman
Dr. Brenda Sirovich
Shelley & Paul Stankeivicz
Pamela Tucker
Jim Tucker
Marja Vainio-Plagakis
Carl & Rose Vieth
Jodi Vilardi
Penny Walker-Reen
J. Peter Young
Nancy & Arthur Zorn

Sustaining Partner up to \$100

Anonymous
Loreen & Michael Abraham
Mary & Allen Alexander
William & Lorena Asbell
Sheryl Asen
Terri Ashley

Senior Citizens Law Project provided 435 hours of legal services to 171 clients.

121 Older Central Vermonters received 1,992 hours of mental health counseling

Becky Atchinson	Mary Dodds	Peter Hogg	Dennis & Carol Minoli	Christa Scholz
Charlie & Rosemary Averill	Brenda & Patrick Donley	Suzanne Holden	Amber Monti	Ellen Selkowitz
Jean Bae	Norma Donovan	Inge Hougasian	Nancy & Conrad Motyka	Chris Shaw
Kenneth Bailey	Patricia Dorsey	Raja Idupulapati	Catherine Nelson	Alice Smith
Marianne Barnett	Diana Douglas	Irene Izzo	Theodore & Shirley Nelson	Lizbeth & John Snell
Rolla Barry	Sandra Doyle	Anthony Izzo	Fred Ober	Fedora Somaini
Sharyn Baum	Rich Drill	Stanley Jacobs	Joanne O'Brien	Don & Laurie Spaulding
Rhoda Bedell	Sharon Dube	Roxanne & Gerard Jarvis	Robert Olson	Cathy Spear
& Leon Whitcomb	& Bruno Grimaldi	Jolie Jonte & Jodi Vilardi	Beverly & Sheldon Osgood	Jane & Richard Staudt
Beth Ben-Avraham	David & Claire Duke	Peter & Almuth Jungkunst	Janna & Donny Osman	Barbara Stearns
Terry Benway	Beverly Dukette	Bill Kelly	John & David Pandolfo	John & Anne Steel
Mary Alice Bisbee	Karen Eddy	Pamela Kelly-Kinniburgh	Sandra Paritz	Allan Stern
Susannah Blachly	Jane Edwards	Leslie Koehler	Armand Parkhurst	Laura Stern
Bear Blood	F. Brett Enstrom	Holly & John Kruse	Avram Patt	Margi Stern
Gerhard & Susan Botha	& Betsy Brigham	Roland Lafayette	& Amy Darley	Diane & Fred Swan
June & Robert Boudreau	Sandra Ershow	Liz & Leo Laferriere	John Pauly	Catherine & William Swift
Linda Bouffard	Nancy Everhart	Lincoln Lahue	Eleanor Perreault	Bruce & Susan Talmadge
Sandra & Jerold Bressette	Marcia Farley	Kenneth Lamb	Elizabeth & Michael Persons	Karen Taylor
Jennie & Daniel Brown	Kim Farnum	Germaine LaRoche	Donna Petterssen	Adelaide Tyrol
Jody Brown	Iris Gardner	Dorothy Larsen	Kimberly Pierce	Craig & Carol Van Tuinen
Lauren Bruneau	Julia Garufi	Richard & Dianne Lashoones	Karah Popp	Jean Vissering
Annette Bryan	Joan & Mark Goldstein	Theresa & James Lever	James & Diane Popp	& Robert Klein
Bertrand Caron, Sr.	Glenn Goodwin	Reverend Jewel Love	Lucia Port	Robert Voorhees
Davoren Carr	& Rose Ash	Raymond Lowe	Marjorie Power	Lindsay Wade
& Jennifer Murray	Karen Gordon	Elie Lowy	Jille Pralle & Trevor Tait	Carolyn Wade
Dorothy Carrier	Julie-Ann & Gary Graves	Debbie & Michael Lunt	Linda Prescott	Helen Wagner
Christine Carson	Jack & Teija Green	Carol MacDougall	& Michael Katzenberg	Pamela Walker
Theresa Carty	Kelly & Dave Foss	Steven & Claudia MacKenzie	Roxanna Quero	Norma Wark
Rita Caslani	Suzanne Grenier	Dr. Marvin Malek	Helen Rabin	Sarella Warren
John Castaldo	Carole Grenier	Carol Maloney	Robert Raskevitz	Robert Watson
& David Myette	Robert & Barbara	Elaine Manghi-Buck	Louise & Stephen Rauh	Elwood & Elizabeth Welch
Paul & Sandal Cate	Grothe-Penny	& George Buck	Janet Ressler	Joyce Werntgen
Elizabeth Chant	Guy Hallock	Marcia Marble	Elise Riddel	Bob Wescott
Reed & Debora Cherington	Roberta Hamblen	Michael Marchand	Hale & Mary Ann Ritchie	& Sarah Page
Keith Clark	Mary Hanrahan	Cecile Marcoux	Sharon Rives	Stephen & Connie Weston
Diane & Sherman Cochran	Edith & Don Harding	Denise Marcoux	Cindy & Irv Robbins	Louis Whittier
Linda & Kevin Conroy	Cynthia & David Hartnett	Carl Martin	Claire Roberts	Fred Wilbur
Judy Cookson	Scottie & John Harrison	Emily McKenna	Nan Rogers	& Patty Morgan
Bernice Cooney	Bob & Sally Harter	Robert McLeod	Caitlin Roseen	Stuart & Sarah Williams
Sandy Craig	Maria Hartmann	Karin McNeill	Laurie Sabens	Beverly Wilmott
William & Anna Crowther	Pamela Hathaway	Barbara & Roger Menard	Ann Sairs	Ruth & Bob Woodside
Regis & Ann Cummings	Ellie Hayes	Sandra Mennella	Burt Saldi	Arlene & Allen Wright
Duane Davis	Kristi Herzer	Lisa Mercurio	Beth & Doug Schaefer	Robert & Elizabeth
Elaine Deforge	Joan Higgins	Patricia & Wesley Merriam	Karlyn Schmitt	Youngberg
Jane Deschamps	Peter & Mary Ellen Hill	Barbara Miller	Gretel Scholem	Gary & Doreen Zeller
Dennis Devaux	Judith Hoermann			

Leave a Legacy

Remembering CVCOA in your will or estate plan is easy to do, provides financial & tax benefits for your family, while you continue to make a difference in the lives of older Vermonters for years to come. For information please call us at 802-476-2739.

**Includes donations received from October 1, 2017-September 30, 2018. Central Vermont Council on Aging extends its sincerest apologies to any individual, organization or business that may have been inadvertently omitted.*

More than 10,000 clients served!



59 N. Main Street, Suite 200
Barre, VT 05641-4121

NONPROFIT ORG
US POSTAGE
PAID
MAILING CENTER
BARRE VT

*A World Where
Aging is Honored*

Supporting Central Vermonters to Age with Dignity & Choice



Save the Date!
May 10, 2019



Phone: 802-479-0531
Fax: 802-479-4235

59 N. Main Street, Suite 200
Barre, VT 05641-4121

Email: cvcoa@cvcoa.org
Web: www.cvcoa.org

