

# Central Vermont Council on Aging 2020 Annual Report



CENTRAL  
VERMONT  
**Council  
on Aging**

A World Where  
Aging is Honored

## Central Vermont Council on Aging Served 9,376 Older Central Vermonters in 2020.

### 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 2020

Gary Chicoine, President

Peter Harris, Vice President

Fred Ober, Treasurer

Emily McKenna, Secretary

Julie-Ann Graves

Cynthia Jackson

Donna Watts

Becky Wright

Sheila Herman

Blakeney Bartlett

**Central Vermont Council on Aging**  
59 N. Main Street, Suite 200  
Barre, VT 05641-4121  
Phone: 802-479-0531  
Fax: 802-476-4235  
[info@cvcoa.org](mailto:info@cvcoa.org)  
[www.cvcoa.org](http://www.cvcoa.org)

### Board of Directors Message from Co-Presidents



Emily McKenna, Co-President/Vice President  
Rebecca Wright, Co-President/Vice President

It is difficult to summarize the events of the last year. The coronavirus hit right in the middle of FY2020 and continues to ravage the world. As of writing this, 500,000 Americans, including 200 Vermonters, died from COVID-19. Closer to home, Beth Stern, who led CVCOA for 15 years as Executive Director, left her post to pursue a new opportunity. We also saw board turnover, with three longtime board members retiring and seven Central Vermonters joining the group with eagerness to serve. It was a challenging year, and as a Board, we had our work cut out for us. Really, though, it was CVCOA's staff who shined. I am proud to share that while so much about life was disrupted, CVCOA's mission and service delivery remained intact. This means that people who rely on CVCOA services like case management, meal delivery, caregiver support, and insurance education and help, could continue to rely on us. With in-person

visits suspended until further notice, staff shifted to phone and Internet visits. Public insurance information and other educational sessions were done via Zoom, and meal delivery through Meals on Wheels Programs in Central Vermont continued. We are still dealing with the pandemic though there is reason for hope with the introduction in January of the coronavirus vaccine. In FY2021, the Board has a very big job: hire a new executive director. We are working with a Vermont-based consultant to lead this search and to redefine the role to ensure that CVCOA can continue to meet the needs of Vermonters aged 60 to 79, and older—the fastest-growing segment of the population. While the search process progresses, the Board will continue to provide financial and strategic oversight and support staff and clients. The Board would like to recognize outgoing members, Peter Harris of Montpelier, Gary Chicoine of Cambridge, Fred Ober of Morrisville, and Julie-Ann Graves of Plainfield, for their years of service. We would also like to recognize Davoren Carr and Jeanne Kern, who stepped in and up to serve as interim Co-Executive Directors. Thank you for your dedication, hard work, honesty, and senses of humor.

**Eldercare Mental Health Clinicians provided mental health services to 112 CVCOA clients.**

**CVCOA funded Transportation for 588 older Central Vermonters for a total of 10,173 rides.**

**Legal Services were provided to 195 older Central Vermonters.**

**Family Caregiver Program served a total of 52 clients.**

**Interim Co-Executive Directors**



Davoren Carr, Interim Co-Executive Director  
 Jeanne Kern, Interim Co-Executive Director

and I&A staff visited clients in their homes or in the office to discuss their needs. Family caregivers were supported through respite grants, Memory café and other in-person events. Our volunteers delivered meals, made wellness checks, and provided in-home supports.

contracted meal sites to prepare and deliver meals safely. Volunteer programs placed an emphasis on recruiting and training new MOW volunteers, as many of our older volunteers stepped back temporarily. New protocols for grocery shopping were put into place, and the friendly caller program was enhanced.

Our 2019 annual report message from the Executive Director concluded, "We look forward to working with you in 2020!" That exclamation mark was filled with such optimism and hope. Little did we foresee the wild rollercoaster of a ride 2020 would turn out to be.

And then, like everyone else, our world was turned upside down in March 2020 due to the COVID pandemic. We closed down our physical offices to the public, but we never stopped serving our clients. We pivoted. As staff worked remotely, we adjusted how we offered services. Case management staff – I&A specialists, case managers, SHIP and family caregiver – began to meet with clients over the phone or virtually. Medicare & You classes, Caregiver Tea, and Memorable Times Café continued to meet virtually or by phone. Our Nutrition & Wellness Director worked closely with our

Like so many agencies, we learned to adapt to a changing world. Safety measures were put into place so case managers could visit clients whose situation necessitated an in-home visit. We worked with our community partners to address the increased social isolation. We created a new position to help clients engage through technology. In short, we never stopped serving older Central Vermonters. We found new ways of providing the same care and support we always have – and we look forward to working with you in 2021!

Our fiscal year began in the usual way – gearing up for the Medicare Part D open enrollment period. Under the leadership of our State Health Insurance and Assistance Program (SHIP) Director, our knowledgeable staff guided 625 to select plans that met their individual needs. Case managers

*Thank You COVID Emergency Donors!*

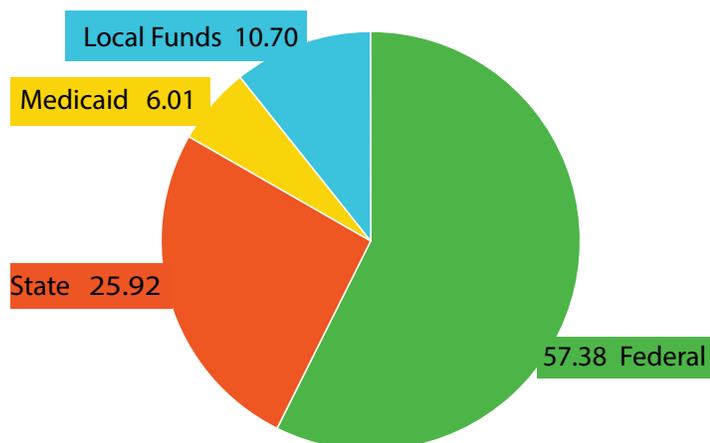
- |                                  |                              |                                    |                             |  |
|----------------------------------|------------------------------|------------------------------------|-----------------------------|--|
| Anonymous                        | Jeannette & John DeForge     | Friends of Highland Sugarworks     | Karen Micholi               | Margi Stern                              |
| Bertil Agell                     | Donald Blake                 | Inge Hougasian                     | Dennis & Carol Minoli       | Bob & Joan Stern                         |
| Tina Alger                       | Norma Donovan                | Sharon Jacobs                      | Sue Minter & David Goodman  | Diane & Fred Swan                        |
| Arthur L. & Frances P. Hyde Fund | Sandy Doten                  | Kathryn Jorgensen                  | Jack Mitchell               | Christopher Teel                         |
| Marcia Bellas & Richmond West    | Darragh Ellerson             | Peter & Almuth Jungkunst           | Theodore & Shirley Nelson   | Nicole Lafaille                          |
| Terry Benway                     | Doris Fournier               | Marsha Kameron                     | Fred Ober                   | Richard Theken                           |
| Tom Bright                       | Kenneth Freer                | Liz & Leo Laferriere               | John Pauly                  | Adelaide Murphy Tyrol                    |
| Elaine Manghi-Buck & George Buck | G.W. Tatro                   | Kenneth Lamb                       | Elizabeth & Michael Persons | Marja Vainio-Plagakis                    |
| Carol Bushey                     | Mary & Manuel Garcia         | Lara Lonon                         | Alban Richey                | Vermont Community Foundation             |
| Capitol Candy Co., Inc.          | Cynthia & Mack Gardner-Morse | Dennis Lucas                       | Richard Roderick            | Patty Richards, Washington Electric Coop |
| Dorothy Carrier                  | Kelly & Dave                 | Tom & Charlotte MacLeay            | Michael Sherman             | Stephen & Connie Weston                  |
| Terry Cardy                      | Mary Hanrahan                | Stephen Marko                      | Susan Silver                | Fred Wilber & Patty Morgan               |
| Christine Castegren              | Bob & Sally Harter           | Karin McNeill                      | Richard & Jane Staudt       | J. Peter Young                           |
| Judy Cookson                     | Patricia Hayden              | Friends of Meals on Wheels America | Laura Stern                 |  |
| Amy Darley & Avram Patt          | Sheila Herman                |                                    | Beth Stern & Bob Popp       |  |

**RSVP volunteers provided wellness and meals on wheels services to 3,468 older Central Vermonters.**

**Case managers and Information and Assistance Specialists provided 6,326 hours of service for 1,117 clients.**

**Financial Activity**  
**Fiscal Year 2020 Expenses (unaudited)**

**Revenue Chart**



Expense Category	Percent	Amount
Administration	18%	822,316
Case Management/ Information and Assistance/SHIP	29%	1,300,827
Nutrition	33%	1,465,570
Family Caregiver	5%	215,194
Senior Companion	7%	310,295
Other (Volunteer/In-Home Services/ Flex Funds Direct/Misc Grants)	8%	343,629
		4,457,831

*"We have had a rough time and knowing we have CVCOA in our corner makes it easier. We want to let you know how much we appreciate everything you do for us."*

**Foundations & Grants**

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

- Arthur L. & Frances P. Hyde Fund
- Copley Country Club
- Green Mountain United Way
- Harry W. and Jo-Ann D. Wallace Foundation
- Meals On Wheels Association of America
- Seidman Family Foundation
- The Copley Fund
- The Lena Fund
- Vermont Community Foundation

**Business Donors**

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

- Boudreau Tire Service of Vermont
- Capitol Candy Co., Inc.
- Donald P. Blake, Jr. Inc.
- G.W. Tatro Construction, Inc.
- Highland Sugarworks
- Law Office of Betsy Wolf Blackshaw, P.C.
- Manufacturing Solutions, Inc.
- Mutuo, Inc.
- National Life Group
- River House Yoga
- Swenson Granite Works
- The Mailing Center
- Union Mutual Fire Insurance Company
- Washington Electric Cooperative
- Wayside Restaurant & Bakery

**Nutrition: 213,626 home-delivered meals and 32,113 community meals (before 3/20 closure) were provided to 2,463 people.**

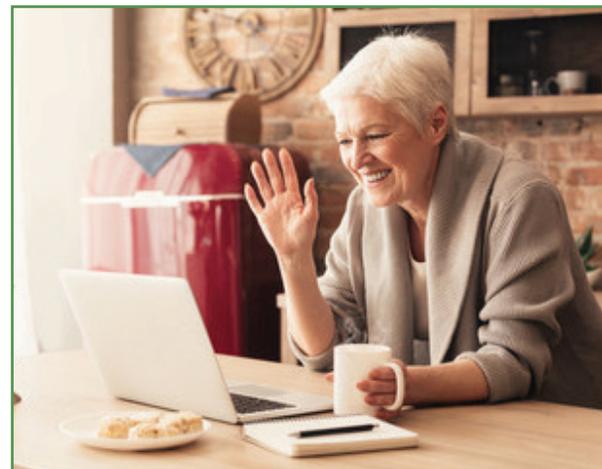
**Nutrition Program delivered 233 nutritional outreach events to meals clients covering 19 topics.**

## **2020: An Extraordinary Year...**

When the pandemic struck early in 2020 it was clear that older Central Vermonters were hurting and Central Vermont Council on Aging needed to quickly adapt to deliver thousands more home-delivered and take-out meals, provide emergency cash assistance to households unable to make ends meet, and find new and innovative ways to connect with older Central Vermonters who needed to stay at home to be safe.

### ***Meals on Wheels***

CVCOA's Nutrition and Wellness Director Kathy Paquet worked with community partners and 15 meal sites to buy 10,000 emergency meals, convert community meals to a take-out model, amass personal protective equipment for volunteer meals drivers, and increase financial support for meal sites to weather the crisis. Many more volunteer drivers were activated. There was no interruption in meal services, and we served 30% more meals to older Central Vermonters. Community partners were critical. Meals on Wheels of America awarded emergency grants, and the Vermont Community Foundation and the Arthur L. & Frances P. Hyde Fund donated funds for grocery gift cards for older Vermonters. Capitol Candy Company of Barre donated their freezer space to store thousands of frozen meals. CVCOA's amazing Donors have been key—you stepped up in response to CVCOA's emergency COVID-19 Fundraising Campaign and supported CVCOA when we had to cancel fundraising events.



### ***Volunteers***

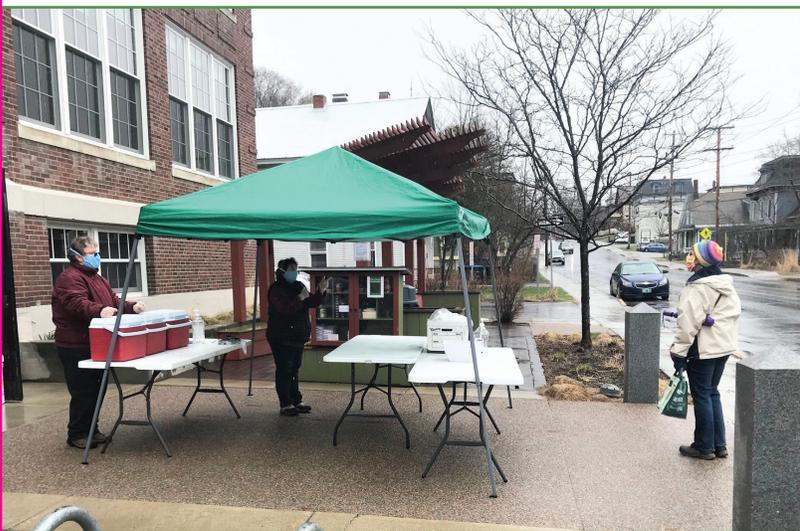
CVCOA's volunteer department recruited new help and re-trained existing volunteers to provide COVID-19 safe support for clients such as regular check-in phone calls or Zoom meets and contactless grocery shopping services. Our staff assisted grass roots local organizations to qualify hundreds more volunteers to support older Central Vermonters.

### ***Staff***

CVCOA staff quickly settled into a new reality—we work from our home offices and see each other as “Zoom” Squares on a screen. Our staff stepped up to the challenge of delivering services to older Vermonters in new and creative ways, using new technologies to reach people. In turn, this has strengthened CVCOA's core operations as we strive to connect with our clients and the aging public. We added a new position to address the growing need to combat loneliness and isolation in our older population, creating interactive art projects and partnering with technology support services to loan mobile devices and provide technical support to our clients so they may connect with family, friends and CVCOA.

### ***You!***

As vaccinations roll out, we continue to find inspiration from the older Vermonters we are privileged to know and serve. Many of you are missing family, friends, grandchildren, and neighbors. Still you are persevering—providing financial support, volunteering for Meals on Wheels, checking on your older neighbors, donning your masks, and learning how to use Zoom! We honor and salute you all!



*Montpelier Senior Activity Center FEAST Nutrition Program*

**Meals on Wheels: 10,000 emergency COVID-19 meals were purchased and delivered.**

**Senior Companions & Good Neighbor volunteers provided  
14,977 hours of service to 56 clients.**

## In Memory & In Honor Donations

In Honor of Barb Asen Millicent Allenby Sheryl Asen Diane Celia	In Honor of Arlene & Becky Wright Carol Bushey	In Honor of Vermont Veterans Stephen Marko	In Memory of Ben Scotch Barbara Scotch
In Honor of Samantha Davis James & Monica Ashline	In Memory of Fred Carty Terry Carty	In Memory of Elsie & Nathan Doreson Sarah Mason	In Memory of Elwin Jones Sarah Seidman
In Honor of Christine Melicharek Rolla Barry Edward Bennett Denise Marcoux	In Memory of Dora Fletcher Bernice Cooney	In Honor of Kathryn Schenkman Isabella McFarlin	In Memory of My Mother Marilyn Susan Silver
In Memory of Penny Walker-Reen Rhoda Bedell Copley Country Club John & Anne Steel	In Honor of Ellen Gershun Jane Edwards Robin & John Mascitti Mary Ellen Savigni	In Memory of Ginger Thompson Aly McHugh	In Memory of Betty & Al Stern Margi Stern
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In Honor of Chris Shaw Paul Brunelle Germaine LaRoche Ron & Lynn Wild	In Memory of Donald Harding Edith Harding	In Memory of Fay Webern Edward Oravec	In Memory of Harriett Winslow Diane Swan
In Memory of Nancy Sherman George & Elaine Buck Phyllis Rubenstein Chuck & Sherry Rhynard Michael Sherman	In Honor of Ellie Hayes Beverly Jacobs Sandra Mennella Fedora Somaini	In Memory of My Mother Jo-Ann Orvitz	In Memory of Ruby & Earl Tobias Janet Tobias
	In Memory of Floy Virge Sharon Jacobs	In Memory of Ralph Persons Elizabeth Persons	In Memory of Rose Vieth Carl Vieth
	In Memory of Phyllis Gonzalez Dennis Lucas	In Memory of Grace P. Saynard Donald Provasi	In Memory of Paul Lewis Robert Wescott
	In Memory of Janet Fielder Cassie Major	In Memory of Joseph Patrick Quinn Maura Quinn	In Memory of Marilyn Mode Nancy Zorn
		In Honor of Cynthia Jackson Nancy Rice	
		In Honor of Megan Thomas Mary Ellen Savigni	

## Individual Donors

**Extraordinary  
up to \$100,000**  
Anonymous

**Distinguished  
Partner  
up to \$10,000**  
Anonymous  
Carmen Beck  
Christine Castegren

**Premier Partner  
up to \$5,000**  
Anonymous  
Don Provasi

**Legacy Partner  
up to \$2,500**  
Anonymous  
Stephen Marko  
Bob & Joan Stern  
J. Peter Young

**Merit Partner  
up to \$1,000**  
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Carol Bushey  
Cynthia & Mack  
Gardner-Morse  
Pamela Tucker

**Supporting  
Partner  
up to \$500**  
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Chuck Bohn  
Fletcher & Jane Dean  
Sheila Herman  
Peter & Almuth Jungkunst  
Lara Lonon  
Tom & Charlotte MacLeay  
Nancy & Bob Pope  
Michael Sherman  
Dr. Brenda Sirovich  
Beth Stern & Bob Popp  
Roger Tubby  
Rebecca Wright

**Patron Partner  
up to \$250**  
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Sheryl Asen  
Tom Bright  
Terry Cardy  
Judy Cookson  
Norma Donovan  
Sandy Doten  
F. Brett Enstrom &  
Betsy Brigham  
Kenneth Freer  
Nancy Harrison  
Kathryn Jorgensen  
Marsha Kameron  
Karin McNeill  
Theodore & Shirley  
Nelson

Linda Normandeau &  
William Doelger  
Alban Richey  
Sonia Rivera  
Sen. Bernie &  
Mrs. Jane Sanders  
Leigh Seddon &  
Ann Aspell  
John & Anne Steel  
Allan Stern  
Margi Stern  
Laura Stern  
Adelaide Murphy Tyrol  
Donna Watts  
Fred Wilber &  
Patty Morgan  
Lynn & Ron Wild

**Information and Assistance specialists assisted 1,967 older Vermonters  
and their families who called our HELPLINE.**

## State Health Insurance Assistance Program (SHIP): provided health insurance counseling services to 1,620 clients.

### Substaining Partner up to \$100

Anonymous  
Bertil Agell  
Tina Alger  
Millicent Allenby  
James & Monica  
Becky Atchinson  
Lela & Don Avery  
Nancy Banks  
Marcia Bellas & Richmond West  
Edward Bennett  
Terry Benway  
Robert Bridges  
Nancy Brown  
Elaine Manghi-Buck & George Buck  
Carol Budliger  
Paul Calter  
Dorothy Carrier  
Terry Cardy

Tim Caulfield & Linda Morse  
Diana Celia  
Andrea Cohen  
William & Anna Crowther  
Amy Darley & Avram Patt  
Jeannette & John DeForge  
Dennis Devaux  
Norma Donovan  
Roberta Downey  
Karen Eddy  
Jane Edwards  
Doris Fournier  
Kenneth Freer  
Patsy & Patrick French  
Mary & Manuel Garcia  
Susan Gilmore  
Sylvia Gingras  
Kelly & Dave  
Robert & Barbara Grothe-Penny  
Leslie & William Haines

Mary Hanrahan  
Nancy Harrison  
Bob & Sally Harter  
Mary Hayden  
Patricia Hayden  
Inge Hougasian  
Teija Huttunen-Green  
Sharon Jacobs  
Claudine Johnson  
Kathryn Jorgensen  
Jeanne Kern & Ed Oravec  
Liz & Leo Laferriere  
Kenneth Lamb  
Germaine LaRoche  
Richard & Dianne Lashoones  
Brenda Lindemann  
Kari Little & Gregory Wimer  
Dennis Lucas  
Carol Maloney & Karen Gennette  
Irene & Edward Mann  
Pauline Manosh

Denise Marcoux  
Isabella McFarlin  
Emily McKenna  
Sandra Mennella  
Karen Micholi  
Dennis & Carol Minoli  
Sue Minter & David Goodman  
Jack Mitchell  
Theodore & Shirley Nelson  
Fred Ober  
John Pauly  
Eleanor Perreault  
Elizabeth & Michael Persons  
Donna Petterssen  
Jackie Polchies  
Helen Rabin  
Virginia Renfrew  
Betsy Rhodes  
Elizabeth & Ron Rhodes  
Richard Roderick  
Susan Silver

Fedora Somaini  
Jeffrey & Betsy Sparks-Harper  
Laurie Spaulding  
Andrea Stander  
Richard & Jane Staudt  
Allan Stern  
Marguerite Stewart  
Diane & Fred Swan  
Christopher Teel  
Elizabeth Templeton  
Richard Theken  
Hannah Towne  
Marja Vainio-Plagakis  
Jean Vissering & Robert Klein  
Stephen & Connie Weston  
Fred Wilbut & Patty Morgan  
Stuart & Sarah Williams  
Ruth & Bob Woodside  
Nancy Zorn

### Town Funding

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

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

### In-Kind Donations

Thank you to the following business:

**Capitol Candy Co. for donating freezer space for Meals on Wheels**

### Remember CVCOA in Your Will or Trust

Remembering Central Vermont Council on Aging in your will or trust is easy to do. For information and to arrange a confidential meeting please call us at 802-476-2739.

*\*Includes donations received from October 1, 2019-September 30, 2020. Central Vermont Council on Aging extends its sincerest apologies to any individual, organization or business that may have been inadvertently omitted.*

**SHIP assisted 628 clients with Medicare Open Enrollment;  
SHIP delivered 21 Medicare Workshops in person and online to 188 participants.**



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Aging is Honored*

*Supporting Central Vermonterers to Age with Dignity & Choice*



**Support Meals on Wheels in Your Community!**

**Donate at [WWW.CVCOA.ORG/DONATE](http://WWW.CVCOA.ORG/DONATE)**

Phone: 802-479-0531  
Helpline: 1-800-642-5119

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

Email: [info@cvcoa.org](mailto:info@cvcoa.org)  
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