2019 Annual Report
61 CVCOA “Good Neighbor” volunteers served 80 clients & contributed 2,291 hours of service.

President’s Message from Gary Chicoine

Over the course of fiscal year 2019, your board, working in close coordination with Beth Stern, Executive Director, accomplished some significant firsts.

On the strategic level we began an investor relationship with the Vermont Community Foundation to invest legacy funds donated to the council by generous benefactors. Following from that we are now putting together a planned giving program with the help of the foundation’s philanthropic staff.

Another first, at an all-day off-site retreat in June the board met with the CVCOA Leadership Team to review the current strategic plan & identify directions for future strategic initiatives.

On the operational level, we launched a board driven fund-raising effort, “Ask A Few Friends”, which is a direct appeal by participating board members to friends & community acquaintances to help CVCOA sustain its programs over the course of the fiscal year. Last December this effort raised $3000. We intend to make this an annual event.

And of course, all board members continue to work within our individual communities as “good will ambassadors” to enhance public awareness of Central Vermont Council on Aging’s programs & services. For example, in September the Powerful Tools for Caregivers course was offered for the first time in my town of Cambridge.

So, all in all a successful year. I will be continuing as board president for the coming year & look forward to making FY20 even better.

In Memory of Marilyn Mode, Penny Walker-Reen & Nancy Sherman

CVCOA dedicates this annual report to Penny Walker-Reen & Marilyn Mode, staff members who passed away in 2019. Penny was a long-time Case Manager in Lamoille county & knew just about every older person in that region! Marilyn was our receptionist in our Barre office for many years & did her work with a great sense of humor. We miss you Penny & Marilyn! This year, we also said goodbye to former staff member, Nancy Sherman. We miss you all.

Elder Care Mental Health Clinician served 111 clients with 1,824 clinician hours.
This past year, these great staff members stretched to participate in several new initiatives, designed to augment the support we give older adults. CVCOA began working with the evidence-based Home Meds program, which connects clients to contracted pharmacists who review their medications, with a goal to prevent adverse medication interactions. We also have expanded our participation in Care Navigator, a communication system through the statewide Accountable Care Organization (OneCare Vermont) for “high risk” clients. We have increased our focus on working with clients who may be “self-neglecting” or otherwise not taking care of themselves well.

Our leadership team & board of directors worked together to begin a new Strategic Planning process, generating exciting new ideas to ensure we continue to move the agency forward in these times of great change.

Whether you’re staff, board or advisory council member, a donor, a client, a state, federal or community partner, or just interested in what we have to offer, we thank you for your interest in CVCOA. Let us know how we can help you, or what you have to offer to older Vermonters. We look forward to working together with you in 2020!

Beth Stern

A Caregiver’s Story
Bringing Connection to a Family Caregiver.....

“Please pass along my heartfelt thanks to all of those involved in the Dementia Respite Grant Program. My husband has had a diagnosis of Parkinson’s with Dementia for many years now. As his disease progresses, it becomes difficult to even get to the grocery store & getting away for an entire day is nearly impossible. Recently, my aunt from Tennessee passed on. I wanted to attend the celebration of her life but was certain I would not be able to attend. Then my dementia respite grant was approved, & I was able to go to Tennessee because I was able to pay for respite caregiving for my husband. With my mom & three sisters, we went on a road trip to Tennessee, laughing & enjoying family memories. I came home to Vermont refreshed & ready to resume my caregiving role. I could not be more thankful to those whose efforts put this grant in place!”

–Deb

Central Vermont Council on Aging’s Family Caregiver Program provides respite, support & education to family caregivers & their care receivers. The Caregiver Respite Grant offers financial help for caregivers of loved ones with dementia.

255 RSVP volunteers devoted 10,958 hours of service for wellness & meals on wheels programs.
Case managers provided 8,560 hours of service for 1,078 clients.

Financial Activity - Fiscal Year 2019 Expenses (unaudited)

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$687,499</td>
<td>18.64%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>48,893</td>
<td>1.33%</td>
</tr>
<tr>
<td>Case management</td>
<td>941,375</td>
<td>25.53%</td>
</tr>
<tr>
<td>Legal services</td>
<td>39,883</td>
<td>1.08%</td>
</tr>
<tr>
<td>SHIP</td>
<td>46,473</td>
<td>1.26%</td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>169,821</td>
<td>4.61%</td>
</tr>
<tr>
<td>Congregate meals</td>
<td>213,563</td>
<td>5.79%</td>
</tr>
<tr>
<td>Home Delivered meals</td>
<td>607,877</td>
<td>16.49%</td>
</tr>
<tr>
<td>Transportation</td>
<td>47,697</td>
<td>1.29%</td>
</tr>
<tr>
<td>Total expenses</td>
<td>$3,687,349</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Revenue Chart

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>32.96%</td>
</tr>
<tr>
<td>Federal</td>
<td>15.53%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>9.71%</td>
</tr>
<tr>
<td>Local Funds</td>
<td>12.96%</td>
</tr>
</tbody>
</table>

Foundations & Grants

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

- AARP
- Harry W. & Jo-Ann D. Wallace Foundation
- Jerry & Pat Balkcom Fund
- Price Chopper’s Golub Foundation
- Rural Community Transportation, Inc.
- The Canadian Club
- Women’s Alliance of the Unitarian Church of Montpelier
- St. John’s in the Mountains Episcopal Church
- The Copley Fund
- The Jack & Dorothy Byrne Foundation, Inc.

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.

- Barre Lions Club
- Bayada Home Health Care
- Berrian Insurance Group, Inc.
- Blue Cross & Blue Shield of VT
- Cambridge Area Rotary
- Community National Bank
- Donald P. Blake, Jr. Inc.
- Dubois & King, Inc.
- Fothergill, Segale & Valley
- G.W. Tatro Construction, Inc.
- Gardner Insurance Services, Inc.
- Green Mountain Support Services
- Hannaford Supermarket, Bradford
- Hannaford Supermarket, South Barre
- King Arthur Flour
- Lawson’s Finest Liquids LLC
- Manufacturing Solutions, Inc.
- Medicine Shoppe
- Milne Travel-American Express
- National Life Group
- North Country Federal Credit
- Northeast Delta Dental
- rb Technologies
- Swenson Granite Works
- TD Bank
- The Alchemist Stowe
- The Gary Residence
- The Village at White River Junction
- Union Bank
- Washington Electric Cooperative
- Westview Meadows at Montpelier

Nutrition: 218,250 meals were served or delivered to 2,347 people.
Information & Assistance specialists answered 2,179 calls for information on 145 topics.

Thank You to our Major Sponsors!

The Lauzon Family

“...we have had a rough time & knowing we have Central Vermont Council on Aging in our corner makes it easier. You go way above & beyond. That means a lot to all of us.”
– Case Management Client

In-Kind Donations
Many individuals & businesses donate items for CVCOA’s silent auction:

Adelaide Tyrol
Annie Tiberio
Photography
Apple Tree Natural
Food Mart
AroMed Aromatherapy
Artisans Hand
Aubuchon’s Hardware (Morrisville)
Barre Opera House
Basil’s Pizzeria
Bear Pond Books
Ben & Jerry’s
Beth Stern
Blue Heron
Acupuncture, LLC
Blue Moon Boutique
Bob Popp
Bourne’s Service Center
Boyden Valley Wine
Caplan’s Shoe, Apparel & Camping
PMSC Muscular Therapy: Carey B Kimball
Carriage House Salon
Cheshire Cat Clothing
Concept 2
Cornerstone Pub & Kitchen
Country Home Center/Ace Hardware
Curves Fitness Center
Dandelion Acres Garden Center
Danforth Pewter
Darn Tough Vermont
Delicate Decadence
D-Sunshine Tanning Salon
Falls General Store
First in Fitness
Gary Chicoine Goodfellows Fine Jewelers
Hannaford Supermarket (Morrisville)
Hello Gorgeous Salon
Hoagies Pizza & Pasta House of Troy
Hunger Mountain Coop
Incognito Salon
Integrative Acupuncture
Interwoven Healing Arts/Catherine Cerulli
J Morgan’s Steakhouse
Jan Avery
Jean MacLachlan
Jeffrey Reilly
Jim Sardonis, Natural Forms Inc.
John Pandolfo
Katie’s Jewels
King Arthur Flour
L. Koehler Pottery
Lamoille Valley Chevrolet
Laughing Moon Chocolates
Lawson’s Finest Liquids
Little River Acupuncture
Little River Hotglass Studio
Luke Rakers
Mad River Glen
Maria’s Bagels
Montpelier Agway
Morse Farm Maple Sugar Works
Nancy Griswold
Next Chapter Bookstore
Northern Stage
Northland Maple
O’Maddi’s Deli
Paul Cather Residents at Otter Creek
Richard J. Wobby
Jewelers
River House Yoga
Sarducci’s
Shannon Hepburn
Sherry Rynard
Simply Subs
Smuggler’s Notch Resort
Stowe Flume Mountain Resort & Spa
Sugarbush Resort
Summer Street Auto
Susan Zolov
Trapp Family Lodge-The Kaffeehaus Bakery & Delicatessen
The Mailing Center
Verilux Inc.
Vermont Bicycle Shop
Vermont Integrated Health Bodyworks
Vianor Tire & Auto Service
Zug Glass Studio

Thank You!

Sherry Rynard
Simply Subs
Smuggler’s Notch Resort
Stowe Flume Mountain Resort & Spa
Sugarbush Resort
Summer Street Auto
Susan Zolov
Trapp Family Lodge-The Kaffeehaus Bakery & Delicatessen
The Mailing Center
Verilux Inc.
Vermont Bicycle Shop
Vermont Integrated Health Bodyworks
Vianor Tire & Auto Service
Zug Glass Studio

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
Barre Town
Belvidere
Berlin
Bethel
Bradford
Brantree
Brookfield
Cabot
Calais
Cambridge
Chelsea
Corinth
Duxbury
East Montpelier
Eden
Elmore
Fairlee

Cajun’s Larder
Calais Country Co
Caplan’s Shoe, Apparel & Camping
Carey B Kimball
Carriage House Salon
Cheshire Cat Clothing
Concept 2
Cornerstone Pub & Kitchen
Country Home Center/Ace Hardware
Curves Fitness Center
Dandelion Acres Garden Center
Danforth Pewter
Darn Tough Vermont
Delicate Decadence
D-Sunshine Tanning Salon
Falls General Store
First in Fitness
Gary Chicoine Goodfellows Fine Jewelers
Hannaford Supermarket (Morrisville)
Hello Gorgeous Salon
Hoagies Pizza & Pasta House of Troy
Hunger Mountain Coop
Incognito Salon
Integrative Acupuncture
Interwoven Healing Arts/Catherine Cerulli
J Morgan’s Steakhouse
Jan Avery
Jean MacLachlan
Jeffrey Reilly
Jim Sardonis, Natural Forms Inc.
John Pandolfo
Katie’s Jewels
King Arthur Flour
L. Koehler Pottery
Lamoille Valley Chevrolet
Laughing Moon Chocolates
Lawson’s Finest Liquids
Little River Acupuncture
Little River Hotglass Studio
Luke Rakers
Mad River Glen
Maria’s Bagels
Montpelier Agway
Morse Farm Maple Sugar Works
Nancy Griswold
Next Chapter Bookstore
Northern Stage
Northland Maple
O’Maddi’s Deli
Paul Cather Residents at Otter Creek
Richard J. Wobby
Jewelers
River House Yoga
Sarducci’s
Shannon Hepburn
Sherry Rynard
Simply Subs
Smuggler’s Notch Resort
Stowe Flume Mountain Resort & Spa
Sugarbush Resort
Summer Street Auto
Susan Zolov
Trapp Family Lodge-The Kaffeehaus Bakery & Delicatessen
The Mailing Center
Verilux Inc.
Vermont Bicycle Shop
Vermont Integrated Health Bodyworks
Vianor Tire & Auto Service
Zug Glass Studio

13 Senior Companions devoted 6,975 hours of service to 36 of their peers.
State Health Insurance Assistance Program (SHIP) served 1,197 people & delivered 34 Medicare Workshops to 329 participants.

In Memory & In Honor Donations

In Honor of Al & Betty Stern
Margi Stern
In Honor of the Service Team at Washington Electric Coop
Andrea Cohen
In Honor of Barbara Asen
Sheryl Asen
In Honor of Beth Stern
Allan Stern
Bob Stern
In Honor of Chris Shaw
Patricia Austin
Charles Martin
In Honor of Christine Melicharek
Denise Marcoux
In Honor of Ellen Gershun
William Caswell
Anne Lester
Michael Pierce
Timothy Berg
In Honor of Ellie Hayes
Fedora Somaini
Raymond Morin
In Honor of Frank J. Kelley
Mary Pecoraro
Donna Barry
In Honor of Fred Ober
William T. Withers IV
In Honor of Samantha Davis
Beverly Duckette
In Honor of Wanda Craig
Bernice Cooney
In Memory of of Barbara Bohn
Charles Bohn
In Memory of Carolyn Tucker
Kenneth Tucker
In Memory of Chet Briggs
Karen Lane
In Memory of Clarence Jarry
David Park
In Memory of Ellaween Flint
Nancy O. Brown
In Memory of Elwin Jones
Reta Herbert
In Memory of Gemma Philcox
Estate of Gemma Philcox
In Memory of Glee Bailey Stoddard
Sandra McKee
In Memory of Gloria Clarke
Susan Botha
In Memory of Gloria Rathbone
Wanda Craig
In Memory of Grace P. Savard
Donald R. Provavi
In Memory of Jean Merrill
Cynthia H. Jackson
In Memory of Joan Owen
Lee D. Owen
In Memory of Madeline T. Gregoire
Kelly Gregoire Foss
In Memory of Marilyn Mode
Barbara Scotch
Mary Helen Hayden
In Memory of Sadie Kennedy
Theodore M. Nelson
In Memory of Norma Edelman
Tim Caulfield
In Memory of Peggy Calter
Cynthia H. Jackson
In Memory of Penny Walker-Reen
Connie W. Hamel
Beth Stern
Karen Eddy
Kathryn Schenkmann
Nancy Merrill
Jean Kern
In Memory of Ralph Persons
Elizabeth Persons
In Memory of Rose Vieth
Carl Vieth
In Memory of Toni Connell
Judy A. Cookson
In Memory of Viola E. Fuller
Sandra Young
In Memory of Nancy Sherman
Jean Kern

Individual Donors

Distinguished Partner
$100,000+
Anonymous
Premier Partner
up to $5,000
Anonymous
Carmen Beck
Thom & Karen Lauzon
Don Provasi
Legacy Partner
up to $2,500
Anonymous
Merit Partner
up to $1,000
Anonymous
Chuck Bohn
In Honor of Frank J. Kelley
Mary Pecoraro
Donna Barry
In Honor of Fred Ober
William T. Withers IV
In Honor of Samantha Davis
Beverly Duckette
In Honor of Wanda Craig
Bernice Cooney
In Memory of of Barbara Bohn
Charles Bohn
In Memory of Carolyn Tucker
Kenneth Tucker
In Memory of Chet Briggs
Karen Lane
In Memory of Clarence Jarry
David Park
In Memory of Ellaween Flint
Nancy O. Brown
In Memory of Elwin Jones
Reta Herbert
In Memory of Gemma Philcox
Estate of Gemma Philcox
In Memory of Glee Bailey Stoddard
Sandra McKee
In Memory of Gloria Clarke
Susan Botha
In Memory of Gloria Rathbone
Wanda Craig
In Memory of Grace P. Savard
Donald R. Provavi
In Memory of Jean Merrill
Cynthia H. Jackson
In Memory of Joan Owen
Lee D. Owen
In Memory of Madeline T. Gregoire
Kelly Gregoire Foss
In Memory of Marilyn Mode
Barbara Scotch
Mary Helen Hayden
In Memory of Sadie Kennedy
Theodore M. Nelson
In Memory of Norma Edelman
Tim Caulfield
In Memory of Peggy Calter
Cynthia H. Jackson
In Memory of Penny Walker-Reen
Connie W. Hamel
Beth Stern
Karen Eddy
Kathryn Schenkmann
Nancy Merrill
Jean Kern
In Memory of Ralph Persons
Elizabeth Persons
In Memory of Rose Vieth
Carl Vieth
In Memory of Toni Connell
Judy A. Cookson
In Memory of Viola E. Fuller
Sandra Young
In Memory of Nancy Sherman
Jean Kern

Individual Donors

Cynthia &
Mack Gardner-Morse
Lee & Joan Owen
J. Peter Young
Shari Young
& Marc Eagle
Bob & Joan Stern
Amy Darley & Avram Patt
Supporting Partner
up to $500
Anonymous
Paul Calter
Patsy & Patrick French
Peter Harris
Jeanne Kern & Ed Oravec
Robert B. Hinshaw
Scott Milne
Estate of Gemma Philcox
Beth Stern & Bob Popp
Donna Watts
Patron Partner
up to $250
Anonymous
Suzanne Bennett
Carol Bushey
Gary Chicoine
& Terry Callahan
Theron & Nancy Colby
Linda & Kevin Conroy
William Doelger
& Linda Normandeau
Kenneth Freer
Craig Smith & Nina Gaby
Ellen Gershun
Kelly & Dave Gregoire Foss
Ellie Hayes
Cynthia Jackson
Tom & Charlotte MacLeay
Sarah & Chris Mason
Jennifer Murray
& Davoren Carr
Theodore & Shirley Nelson
Fred Ober
David Park
Mary Pecoraro
Sen. Bernie
& Mrs. Jane Sanders
Leigh Seddon
& Ann Aspell
Nancy & Michael Sherman
Dr. Brenda Sirovich
Jerry & Pat Balkcom
Kenneth Tucker
Jim Tucker
Pamela Tucker
Adelaide Murphy Tyrol
Marja Vainio-Plagakis
Bob Wescott & Sarah Page
Rebecca Wright
Substaining Partner
up to $100
Anonymous
Maxine Adams
Beth Aiken
Olive & Byron Angell
Sheryl Asen
Patricia & Mark Austin
Lea & Don Avery
Thomas Babic
Brenda Badger
Marcy Baer
Marianne Barnett
Joan & Bob Barrett
Terrence & Donna Barry

Provided legal services to 228 clients for a total of 546 hours.
More than 10,000 clients served!

Transportation: CVCOA funded 18,342 rides for 704 riders.

Leave a Legacy
Remembering Central Vermont Council on Aging 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 and to arrange a confidential meeting with the Vermont Community Foundation please call us at 802-476-2739.

*SIncludes donations received from October 1, 2018-September 30, 2019. Central Vermont Council on Aging extends its sincerest apologies to any individual, organization or business that may have been inadvertently omitted.
In 2020, Central Vermont Council on Aging will be Celebrating 40 Years of Service!