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This artwork is from a collaborative project coordinated by Senior Solutions and led by students from Dartmouth College. From left to right, Dartmouth students Julia Csorba and Sophie Opler work on an art project with attendees at the Scotland House Adult Day Center.

Connecting our older residents and the people who care about them to the services and resources they need.



Senior Solutions was awarded as one of the Best Places to Work in Vermont by Vermont Biz Magazine.

## Board of Directors

Teresa M. Volta | Board President  
Springfield, VT

Beth Spicer | Chair, Advisory Council  
Westminster West, VT

Leland D. Wilson | Treasurer  
Brattleboro, VT

JoAnne Blanchard  
Springfield, VT

## Friends of Senior Solutions

We are nearing the end of a year marked, like Vermont itself, with hills and valleys. We've experienced challenging weather, rising prices, and housing uncertainty, and we've also seen neighbors helping neighbors navigating all those challenges, and more.

Today you may find seniors:

- ✓ participating in Tai Chi Fall Prevention classes in Londonderry
- ✓ enjoying a community meal at the Dummerston Grange
- ✓ receiving a home-delivered meal through Meals on Wheels
- ✓ supporting a veteran through our Vet-to-Vet volunteer program
- ✓ getting support and making connections for themselves and their loved ones at our Memory Café in Chester
- ✓ planning for the future with one of our Options Counselors in our Brattleboro office
- ✓ meeting with one of our outreach staff to get assistance completing a 3Squares application at the Weathersfield Food Pantry
- ✓ receiving pet food and financial assistance for veterinary bills through the Foxy Fund

Whether it's navigating Medicare, seeking nutrition services, or wondering how to support aging parents, we want Senior Solutions to be the first place to which people turn.

In 2025 we anticipate growth of our case management program and an expansion of services throughout our area.

None of this is possible without you.

Thank you for supporting Senior Solutions.

Mark Boutwell,  
Executive Director

Teresa M. Volta,  
Board President



# Community Stories



Senior Solutions offers a network of support systems for a variety of physical and mental health needs. With our network of volunteer programs, we connect willing/helpful community members with those that need it.

One of five Area Agencies on Aging (AAA) in Vermont, we work with community partners to provide a consistent package of services statewide, ensuring that wherever you live, you will have access to comparable services tailored to your needs by skilled, compassionate staff.

# 5,800

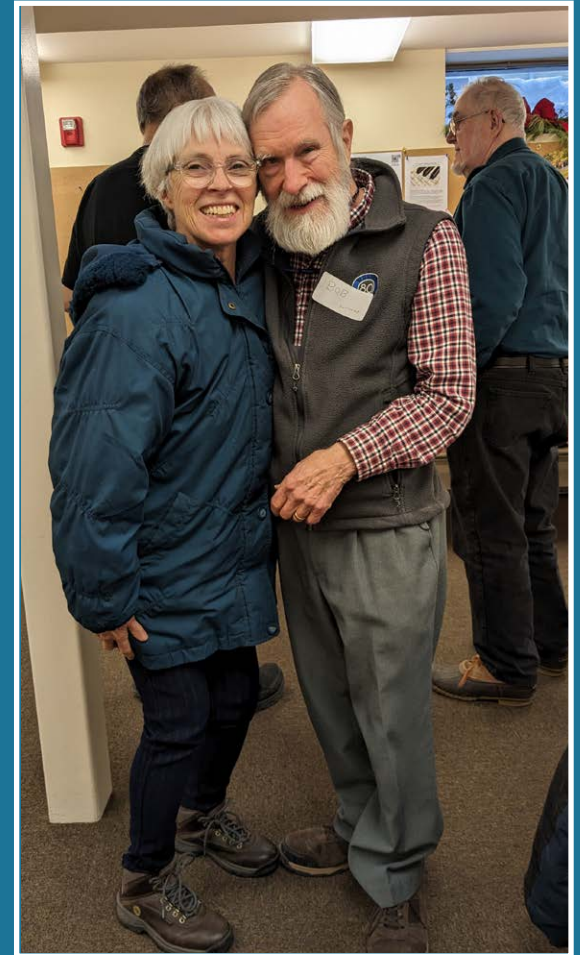
**Vermonters  
assisted this year**

## **Bob Kottkamp** **Memory Café attendee**

“My wife, Ginny, and I lived in Ludlow for 24 years and were lucky enough to make it to old age together. As she began to experience symptoms of dementia, I became her caregiver and looked for resources to support us. I was thrilled to discover a Memory Café run by Senior Solutions. I could connect with new friends who knew exactly what I was going through. I heard guest speakers discuss challenges and offer strategies for supporting my wife. For Ginny, these Memory Cafés were safe, supportive, friendly, even joyful settings. She sang in a church choir for almost 50 years and now it was thrilling for me to hear her voice ring out during a music session at the café.”

## **Bill Bedard** **Case Management client | Brattleboro, VT**

“Trust is important to me, and I believe it is important to anyone who has a case manager. Malcolm Hamblett has earned my trust and helped me when needed—first with a walker, then a lift chair. This year, he helped me get a mobility scooter. The folks at Senior Solutions have earned my trust.”



**Bob & Ginny Kottkamp**

**“I was thrilled to discover a Memory Café run by Senior Solutions. I could connect with new friends who knew exactly what I was going through.”**

**- Bob Kottkamp**



A Memory Café is a wonderfully welcoming place for caregivers and their loved ones who are challenged with forms of dementia or other cognitive disorders and debilitating conditions. It is a safe and comfortable space where caregivers and their loved ones can socialize, listen to music, play games, enjoy nutritious snacks, and connect. All Memory Cafés are free and open to all. People with early stage Alzheimer's are welcome and encouraged to join.

For more information on these programs or to be included in our upcoming Cafés, contact us at 802-885-2669 or email [memorycafe@seniorsolutionsvt.org](mailto:memorycafe@seniorsolutionsvt.org).

Above: Memory Café participants painting pumpkins at the Bugbee Senior Center.

### **Tom Wielgus** **Case Manager | Senior Solutions**

"Each person's situation is unique, so we begin by answering two questions: what is important to this person and what is important for this person? Many folks, especially those experiencing cognitive decline or chronic illness, need help identifying, applying for, and maintaining enrollment in available resources. And those aren't the only obstacles we scale together. Earlier this year, I visited with an older man who was physically unable to clean his apartment, seldom left his home, rarely had visitors, and faced eviction because he could not pass a housing inspection. Together, we identified his challenges, created goals for improving his life, and navigated the red tape to marshal the resources he needed. A few weeks later the eviction had evaporated, his apartment was clean, and he was enjoying regular visits with friends."

### **Scott Stevens** **Son of a Case Management client**

"The folks at Senior Solutions have been a tremendous help and resource for my mother. Our case manager, Sue, is very knowledgeable and can usually answer any questions immediately. When she needs to confirm something, or when I leave her a voicemail message, she got back to us very quickly."

**"I could not be more pleased with the services and attention my mother has received from Senior Solutions."**

**- Scott Stevens**

**2,800**

**Vermonters called  
our HelpLine**

**4,500**

**total calls**

**1,113**

**Vermonters received  
home-delivered meals**

**163,000**

**meals served**

**24,400**

**rides for Vermonters  
without transportation**

**685**

**clients received  
case management**

**10,821**

**total hours**

**112**

**Vermonters received  
assistance with  
veterinary bills and  
pet food**

**1,800**

**hours of free wellness  
classes like Tai Chi  
and Walk with Ease**

**Susan Still**  
**Board Chair | Main Street Arts**

“Working with Senior Solutions has been a joy! Main Street Arts’ partnership with Senior Solutions has made it possible to offer so many benefits to seniors in the Rockingham area. MSA’s mission is to strengthen personal and community wellbeing through diverse arts experiences and social connection. Our partnership is based on shared values and goals—valuing the arts as a tool for healing and wellness. Senior Solutions has supported arts classes and social connection at MSA, including weekly free lunches and opportunities for older Vermonters to connect with each other through art. Because of Senior Solutions, we have been able to reach seniors of all economic backgrounds by offering free nutrition and high-quality arts experiences; the outcome is a community of seniors with a sense of belonging.”

**Liz Carey**  
**Outreach Specialist | Senior Solutions**

“My work takes me into the community, wherever older Vermonters gather, to help them access resources and services. Enrolling in services can be an arduous task for anyone, and even more difficult for those who are experiencing cognitive decline, have chronic health conditions, or are struggling to keep their home. Much of our modern world is digital, but many older adults had an analog childhood and adulthood. Using a computer is not native to them and many do not have family upon whom they can rely. When I visit their communities, I can be their link to that nonphysical, digital world. I can see the relief this guidance provides in a daily basis.”



**“No one knows what cards they will be  
dealt in life, but I know the tools and  
resources older Vermonters can use  
when their hand is not ideal.”**

**- Liz Carey**  
**(Outreach Specialist)**





**Jim Lawrence**

Jim Lawrence, of Hartland, has been a Meals on Wheels driver for 19 years. Three days a week, on a 55-mile route, he brings food and friendship to as many as 20 hungry people. Sometimes he picks up and delivers mail, shovels steps and sidewalks, carries in heavy bags of groceries, changes batteries in wall clocks, and checks gauges on oil tanks. He also delivers meals for pets, as part of our Foxy Fund program.

**Jim Lawrence**  
**Meals on Wheels Volunteer | Hartland, VT**

"It's always wonderful, connecting with people. You get to know their routine, and you get to understand if there's an unusual situation. For example, years ago, I arrived at a gentleman's house. I couldn't get him to answer. I called his phone. I knocked on the doors. I knocked on windows. I knew that there was something wrong because he couldn't have gotten out of the house and left a bungee cord on the inside to keep his door closed. So I called Volunteers in Action, and they called for a wellness check. Sure enough, he had fallen next to his bed. He must have passed out because he was totally dehydrated. They ended up having to take him to the hospital. And he did fine. It's the connection of the community—that's the important part of what we do."

**Kim Greenwood**  
**Case Management client | Springfield, VT**

"Senior Solutions has helped me get in-home assistance in my heavy housework and resources to help with burial costs. My case manager, Malcolm, is great. He's on top of any questions I have and gets back to me quickly by phone or text."

**Tom Dougherty**  
**Director of Organizational Development & Quality**  
**North Star Health**

"Senior Solutions is a strong community partner with North Star Health. Our relationship is built on a commitment to serving the needs of the older adult in our community. We rely on Senior Solutions to assist our patients with case management of in-home services, accessing Meals on Wheels, and support with medical transportation, among other services. We count on Senior Solutions to provide caring, reliable and innovative solutions for older adults and look forward to continuing our partnership."

**759**

**clients received  
confidential insurance  
counseling sessions**

**52**

**clients received  
assistance with  
self-neglect**

**500**

**total hours**

# Community Volunteers



We match volunteers with homebound older adults to provide companionship, who will call on the phone regularly to chat, and provide a safety check-in. Older veterans may request a veteran volunteer through our Vet-to-Vet program.

**Our volunteers  
provided more than**

**5,800**

**hours of service for  
older Vermonters**

## Our Volunteer Team Members

James Andrew Adam  
Donna Anderson  
Alan Baker  
Michael C Barnwell  
Gretchen Becker  
Gordon Best  
Stanley Clark  
Elizabeth Cole  
Craig F Coleman  
Patti Crimmin-Greenan  
Michael Durante  
Christine Ellis  
Thelma Gerow  
Claire Gilman  
Shari Gliedman-Baker  
Michael Goldberg  
Tama Heidtmann  
Elizabeth Judson  
Elise Junker  
Arnold Knowlton  
Samantha Kondracki  
Julia Lagrange  
David Lemal  
Leona Linney  
Scott Lofting

Bruce MacDuffie  
Karen Miller  
Mary Miller  
Mary E Moriarty  
Dennis Newman  
Bev Oelfke  
Elaine Pascoal  
Richard Pearce  
Howie Peterson  
Jean Pineo  
Nancy Pulson  
Terry Ranney  
Barbara Riotte  
Alison Roth  
Timothy Schreiner  
Barbara Southworth  
Joyce St Jean  
Walter Stover  
William Toomey  
Daniel P Tyrell  
Eileen Widger  
Lillian Willis  
Nora Wilson  
Belinda Whipple Worth



Isolation and lack of transportation are major issues for Vermont's older adults. Loneliness is associated with higher rates of depression and dementia. Senior Solutions' Home Visitor program volunteers help local elders overcome these challenges. Volunteer activities range from having a cup of coffee or conversation to going for a walk or out to lunch.

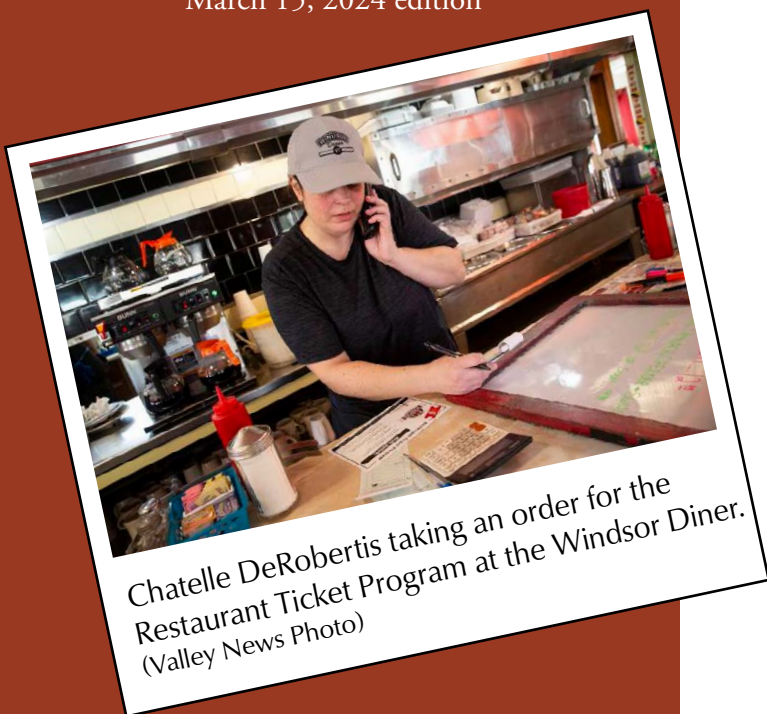
The companionship our volunteers provide can lead to mutually rewarding, long-lasting friendships. Our Vet-to-Vet provides companionship and support to fellow veterans and provides connections and support to our veteran community.



# Community Partnerships

*The Windsor Diner is the first restaurant to participate in the new Restaurant Ticket program introduced by Senior Solutions, a Springfield, Vermont-based nonprofit organization that serves older adults in 46 towns in Bennington, Orange, Windham and Windsor counties....Each senior can receive three tickets per week, which they can redeem at the Windsor Diner from 10am to 3pm, Wednesday through Friday.*

From the *Valley News*,  
article written by Liz Sauchelli  
and published in the  
March 15, 2024 edition



Chatelle DeRobertis taking an order for the Restaurant Ticket Program at the Windsor Diner.  
(Valley News Photo)

Senior Solutions works with a broad spectrum of community partners, including senior centers, housing authorities, health care providers, social service agencies, family and community centers, food shelves, community cares organizations, utility companies, fraternal organizations, faith-based communities, town boards, veterans groups, private businesses, and more. By working together, we can provide the highest quality and broadest spectrum of services to help older Vermonters live their lives in security and dignity.

## Restaurant Ticket Program

In the Spring of 2024, Senior Solutions launched a new community meal program in partnership with the Windsor Diner. This program offers seniors three meal tickets a week, which they can redeem for lunch at the Windsor Diner from the designated menu Monday through Friday. Anyone who is 60 and older qualifies for the program and it is open to residents of any town, including those who reside on the New Hampshire side of the Upper Valley.

Theresa Taylor, owner of the Windsor Diner, was approached in this new endeavor, in part because of the diner's participation in the Everyone Eats! program, which provided meals to people during the COVID-19 pandemic. The program has been popular. According to Taylor, the diner sees between four and six participants a day. Many people come in pairs or trios to eat together. This response aligns exactly with what Senior Solutions has aimed to do, allowing those that participate in this new community partnership opportunity to have a positive social experience along with their meal.

The Windsor Diner, with its central downtown location, made a lot of sense. Older adults live at nearby at Olde Windsor Village on State Street and the Village at Cedar Hill, they know the diner and like it, making it a great fit.







Attendees peruse the stalls and vendors at the September 2024 Age Successfully Fair in Bellows Falls.



Fairgoers at the June 2024 Age Successfully Fair in Ludlow select free seedlings to take home.

Our Nutrition and Wellness team collaborated with other local organizations to put together two Age Successfully fairs in 2024.

Both fairs included a diverse collection of agencies and organizations who had numerous benefits and services available for those that attended, including fresh fruits and vegetables.

## Our Mission

To promote the well-being and dignity of older adults.

## Our Vision

Every person will age in the place of their choice, with the support they need and the opportunity for meaningful relationships and active engagement in their community.

## Our Values

- We honor and respect the life experience and autonomy of Vermont's older adults.
- We recognize the essential role of families, caregivers and communities in the lives of older adults.
- We foster a work environment where creativity, open-mindedness and resourcefulness are expected; our employees are compassionate, respectful and responsive to the needs and wishes of our clients.
- We are committed to maintaining strong community partnerships to assure our clients' varied needs are met and to collectively strengthen the infrastructure of support for older adults.
- We embrace our role as advocates for older adults, including speaking out about current issues, identifying unmet needs, proposing solutions and believing that our collective voices can bring about change.



# Financials

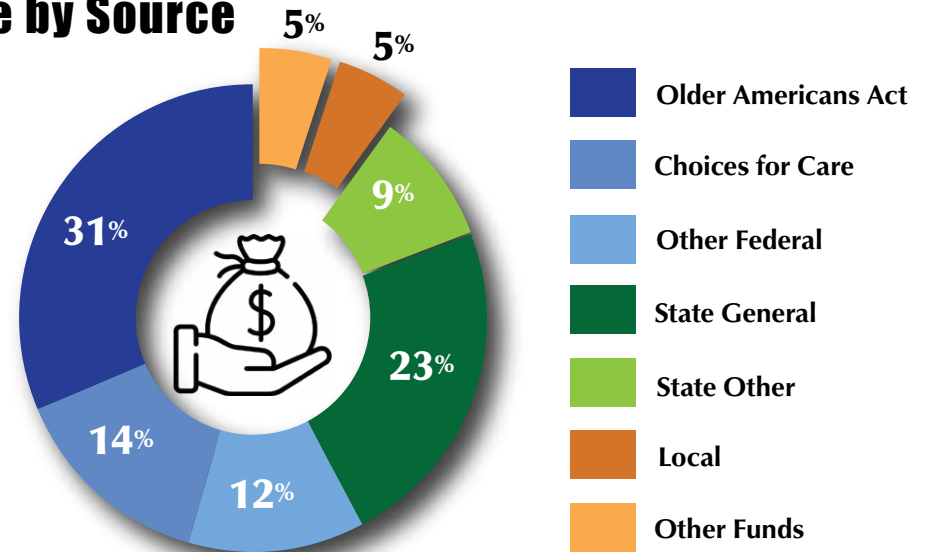


Students from Riverside Middle School in Springfield present their handmade quilts to Memory Café participants in Chester. Students spent over two months making quilted lap blankets.

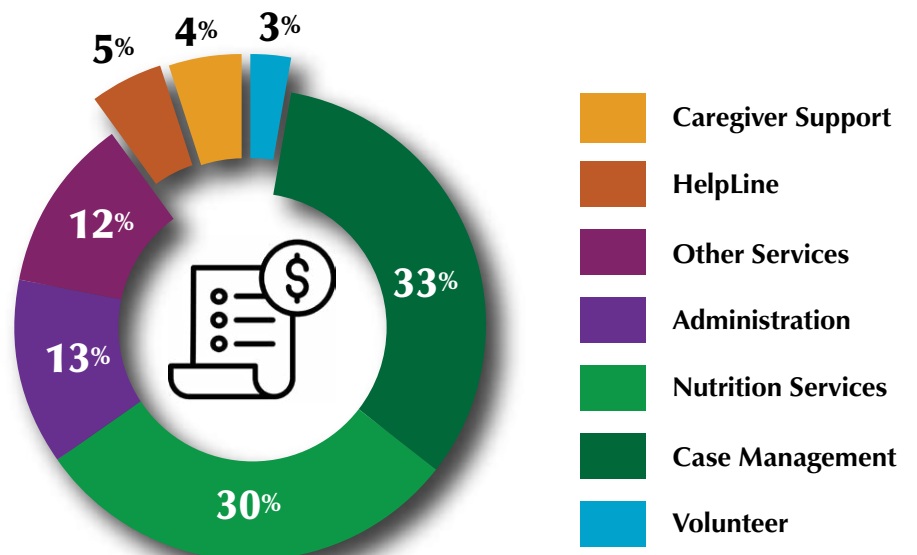


Memory Café participants receiving the quilts from the students.

## Revenue by Source



## Expenditure by Program





# Donors

## Individuals/Families

### Leaders (\$500 and up):

Carolyn & Gregory Carroll  
Clifford Cary  
Mary Maloney  
Stephen Marko  
Marguerite Mason  
Anonymous Donors

### Good Neighbors (\$200-499):

Pauline Barton  
Mark Boutwell  
Karen Kilyk  
Geraldyn Kogut  
David & Meredith Liben  
Betty McEnany  
Melissa Post  
Paul & Sharon Rigali  
Robert Tortolani  
Cheryl Wilfong

### Stewards (\$100-199):

Donald Aikenhead  
Francesca Arnoldy  
Donald Barnes & Allen Pamela  
Kathleen Bartlett  
Norbert Benaiche  
James & Judith Bernat  
Woody Bickford  
Marcia Clinton  
Anita Concilio  
Lantz & Martha Cook  
Abdoul & Dieneba Diallo  
Susan Dunning  
Rudolph Fedrizzi  
Cecilie & Thomas French  
Michael Goldberg & Teresa Keegan  
Sonya Kissel  
Julia Larson

## Town Funding

Andover	Guilford	Plymouth	West Windsor
Athens	Halifax	Putney	Westminister
Baltimore	Hartford	Readsboro	Weston
Brattleboro	Hartland	Rockingham	Whitingham
Bridgewater	Jamaica	Searsburg	Wilmington
Brookline	Londonderry	Springfield	Windham
Chester	Ludlow	Stratton	Windsor
Dover	Marlboro	Thetford	Winhall
Dummerston	Newfane	Townshend	Woodstock
Grafton	Norwich	Weathersfield	Wardsboro

Krista Long  
Neil & Patricia Martin  
Jim & Lucille Matteau  
Denise Morrill  
Kenneth Myles  
Marie St. Onge  
Raymond Prouty  
Carol Sevick  
Elizabeth Spicer  
Mariquita Vitzthum & Louise  
Legouis  
Leland Wilson  
Lorraine & Frederick Yates  
Carol Young

### Friends (up to \$99):

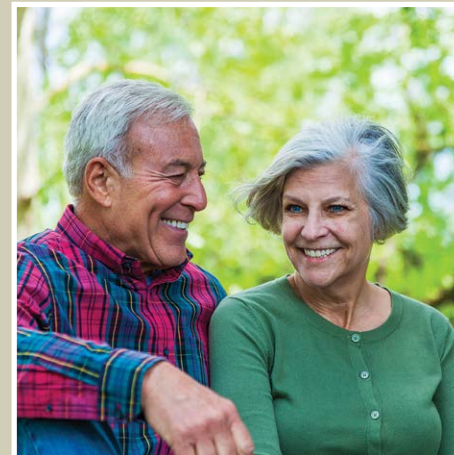
Leslie Albano  
Nicholas & Diane Albonizio  
Priscilla Allbee  
Priscilla Arnold  
Elizabeth Austin  
Nancy Baker  
Pauline Bergeron  
Susan Borotz  
Erwin Brown & Gayle Woodcock  
George Cook

Susan Dana  
William & Katherine Donahue  
Helen Eddy  
Katharine Emlen  
Georgia Ethier  
Peter Farrar  
Virginia & Donald Fleet  
Harriet Goodwin  
Malcolm Hamblett  
Richard Hamilton  
Robert & Sandra Hamm  
Chris & Sally Harris  
John Hunter  
Cynthia Kehoe & Linda Smith  
Larry & Miriam Lanata  
Priscilla Levy  
Jill Lloyd  
Steven Lohutko  
Marcia Manner  
Lynn Martin  
Haylee Messing  
William Murray & Alison Macrae  
Alice Nitka  
Neil & Carleen Pelsue  
Wendy Rasmussen  
Webster & Susan Slack

Jeffrey & Ann Silverstein  
Todd & Carol Stall  
Nancy Van Iderstine  
Teresa Volta  
Claire Wilson

## Corporations/Foundations:

Aging Services Programs  
American Gift Fund  
Banfield Foundation  
Brattleboro Savings & Loan  
Chroma Technology Corp.  
Jack & Dorothy Byrne Foundation  
Maine Council on Aging  
Mascoma Bank  
Meals on Wheels America  
National Association of Nutrition  
and National Council on Aging  
Sorg-Vogt Charitable Foundation  
Springfield Rotary Club  
Vermont Agency of Agriculture  
Vermont Community Foundation  
Vermont Department of Health  
Vermont Food Bank  
Vermont Timber Works





# Ways to Support Older Vermonters

Donating your time and/or resources to Senior Solutions is a wonderful way to promote the health and vitality of older Vermonters and caregivers in our region. **To learn more about any of these options, call us at 802-885-2655.**

**Volunteer:** By sharing your time and talents, you'll enrich lives, including your own.

**Make a Monetary Donation:** Any dollar amount that fits your budget would be an important contribution and a vote of confidence in our work.

**Give to the Foxy Fund:** Help older Vermonters care for/keep their pets.

## Join the Advisory Council

The council, established pursuant to the Older Americans Act, meets monthly to represent the interests of older Vermonters and advise Senior Solutions on the best ways to help people age with dignity in their communities.

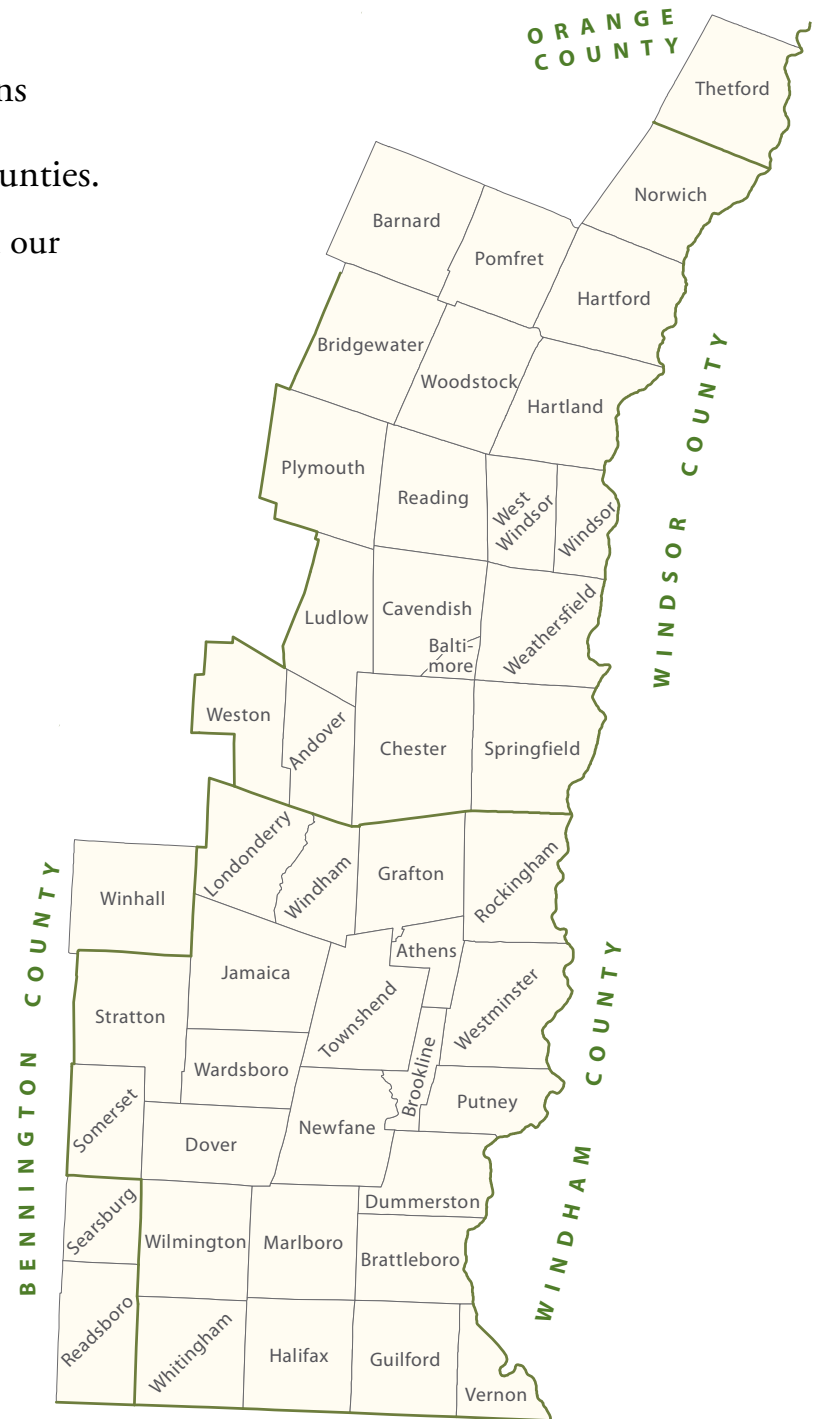
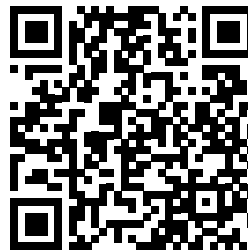
**Make a Planned Gift:** We're grateful for bequests, which take many forms. For example, you may make a gift of life insurance, naming Senior Solutions as a beneficiary of your IRA or retirement plan, or plan ahead to donate personal property or real estate. Senior Solutions also partners with the Vermont Community Foundation for those donors who would like to contribute through annuities or trusts. Please call our offices to learn more or visit our website [seniorsolutionsvt.org](http://seniorsolutionsvt.org) and click on donate or scan the code to the right with your smartphone.

Senior Solutions serves 46 towns throughout Orange, Windsor, Windham, and Bennington counties.

For more information, please call our HelpLine: (802) 885-2669



## DONATE



## Senior Solutions

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