

2022 ANNUAL REPORT



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



**Vermont** has one of the highest percentages of older adults in the nation, and the 46 towns across our service area have one of the highest percentages of older adults between the ages of 65 – 85 in the state.



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## Director's Message

Today, all of us, and in particular older Vermonters, are facing many unexpected challenges such as significant increases in costs for food, heat, transportation, and housing. Some of the most vulnerable members of our communities are experiencing a catastrophic shortage of direct care workers, increased nutritional insecurity, and fuel oil rationing.

To strengthen the network of community supports and services to all older Vermonters within our service area, we recently adopted a new strategic plan. (You can check it out on our website.) Here are its primary goals:

- We plan to expand client service coordination by placing the right number of staff with the right skills in the right places.
- We have embarked on a 5-year fundraising plan.
- We are committed to our role as a core community resource and social change agent, strengthening internal systems and practices to provide organizational sustainability and to becoming the “go-to” agency for aging related assistance throughout our service area.

These goals are lofty but doable, and they set us on a course of growth over the next five years. In whatever we do to adjust to new realities, we will stay grounded in our shared belief that all older Vermonters should have the opportunity to live meaningful lives within their communities.

At Senior Solutions, we are all dedicated to working within those communities and hand-in-hand with the State to expand opportunities and access to supports and services for all older Vermonters, particularly those who are financially disadvantaged.

Senior Solutions is the right place, with the right people and the right resources, to make that happen. Helping people grow older with dignity and safety is—and must be—a priority in a close-knit state like Vermont, where neighbors are known for looking out for each other. My job, as I see it, is to make sure Senior Solutions earns that reputation, that we adapt and change responsibly to meet a growing need for what we do.

And I thank you all for helping us – and each other – rise to that challenge, each in your own important way.

A handwritten signature in black ink that reads "Mark Boutwell".

Mark Boutwell  
Executive Director



*The Board of Directors and staff members at Senior Solutions are grateful for the many businesses and individuals in Vermont and New Hampshire whose contributions make our mission possible.*

***Thank you for your support.***

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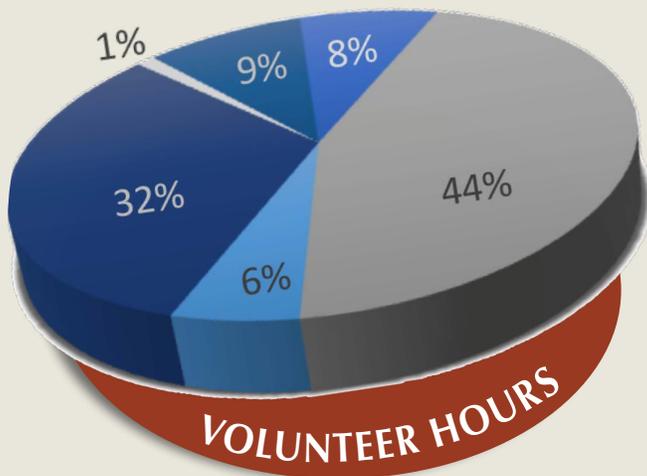
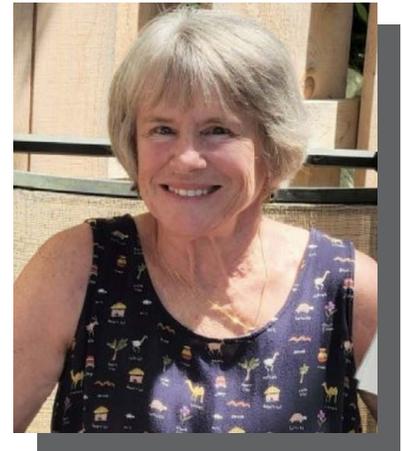
# Volunteer Programs Spotlight



**Frankie Cloutier**, 47, of Hinsdale, New Hampshire, recently became a Friendly Visitor. She has been a Licensed Nurse Assistant for 25 years, working at Vernon Green Nursing Home for 19. For most of that time she was Activities Director.

Frankie is matched with Ruth Cross who is 100. During their weekly visits the two women play Upwords, a word game Ruth played during her youth. Ruth spends a lot of time talking about her family and her past achievements. Frankie finds her stories inspiring. “She makes me think maybe I can make it to 100.” Frankie also volunteers at the Home Visitor program’s monthly Memory Cafés at the American Legion in Brattleboro.

**Barb Riotte**, 68, of Springfield, has been an Errands volunteer since 2020. After she retired from her career as a hospital pharmacist, Barb wanted to find a new way to help people. She had always been impressed by the many services Senior Solutions offers. When the Home Visitor Program established the Errands Program at the beginning of the pandemic, Barb responded to the call for volunteers. The program was established because older individuals were afraid to go grocery shopping or do essential errands like picking up a prescription for fear of contracting COVID. Although the pandemic has subsided, there is still an urgent need for transportation for elders due to the lack of public transit. For the past two years, Barb has typically made four to five trips each week. She spends about 20-30 hours per week bringing people to grocery stores and doctors’ appointments. She says she gets a lot of satisfaction from helping people.



- Phone Reassurance
- Errands
- Respite Care
- Friendly Visitor
- Special Skills
- Vet to Vet



**Laurentia Batchelder**, 61, of Springfield, became a Senior Companion last April. She joined the program to fulfill her community service requirement while completing her high school education. She primarily provides respite for caregivers. She has a lot of personal experience providing such care because she was her mother's primary caregiver during most of her youth.

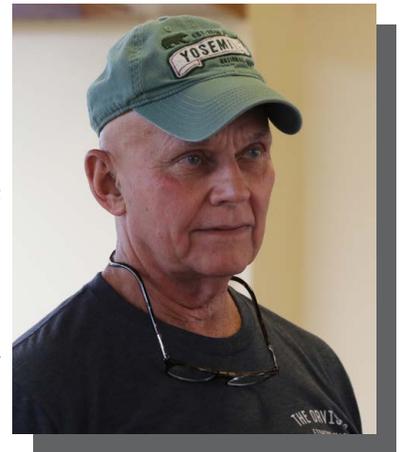
Laurentia enjoys finding pathways that permit people with dementia to express themselves. She uses art to communicate with those she cares for. One of her recipients can become angry and verbally abusive because of her inability to communicate. "I discovered the best way to engage her in a positive way is to take her to the Art Gym in Springfield. She gets a real sense of satisfaction from being able to express herself through art."

**Walter Stover**, 80, of Jamaica, has been a volunteer with the Vet-to-Vet program for over three and a half years. For most of that time, he has been matched with fellow veteran David Lane, 75, who has dementia and now resides at Bradley House in Brattleboro.

Last summer, Walter was matched with veteran Art Reynolds to give his wife a break from her caregiving responsibilities. Art, 77, suffers from essential tremors.

Walter now meets with both men one day each week and brings them hiking. They usually hike three or four miles. When the weather is nice, they frequently go for ice cream afterward. "David and Art really enjoy getting outside and walking, especially since it's one of the few things they can do."

Walter also helps each month with Senior Solutions Memory Café, which is held at the American Legion in Brattleboro. He and several other volunteers engage the loved ones of the caregivers who attend. "Everyone has a good time, and the two hours go by fast. Keeping the caregivers' loved ones occupied gives their caregivers a much-needed reprieve."



*"Volunteering with Senior Solutions has been a really good experience for me. It's a really great organization, and I enjoy working with the Home Visitor program staff. I know what we do is having a positive impact on people's lives. I feel really good about that."*

- Mike Wagner, Home Visitor Program Volunteer



## 2022 Programs & Services

**4,718** Helpline callers received assistance

**191,970** Meals on Wheels provided to  
**1,584** people

**1,321** people received **10,469** hours of case  
management & in-home assistance

**1,756** hours spent helping **29** clients  
with self-neglect

**71** volunteers provided **5,200** hours of service

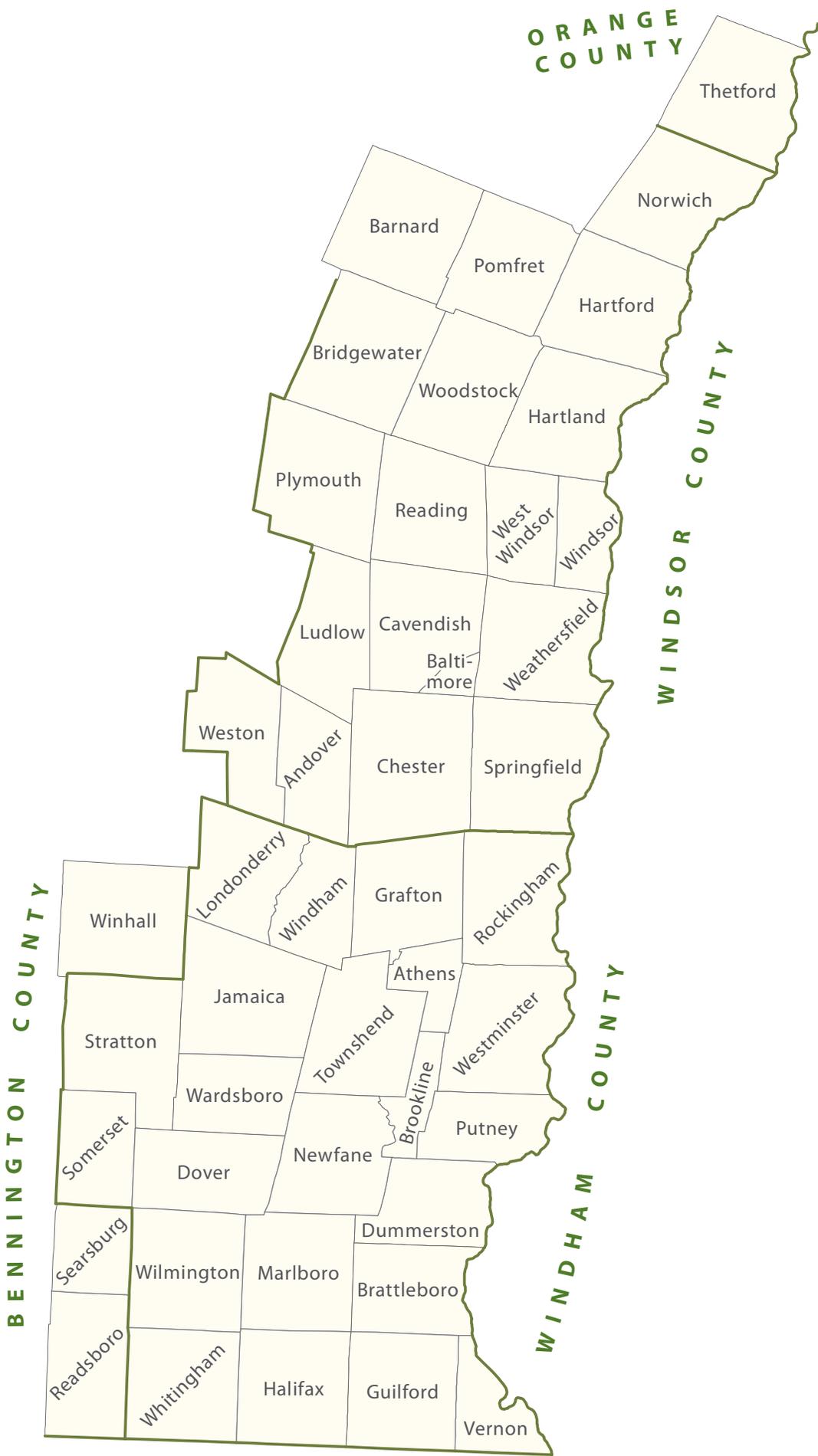
**40** clients received grant assistance



Senior Solutions Wendi Germain at the first annual Ludlow Health & Wellness Fair



Senior Companion Laurentia Batchedler with her recipient Mario Frangiose.





Helping older Vermonters keep & care for their pets

A PROJECT OF SENIOR SOLUTIONS

## Funding The Foxy Fund

Last year, Senior Solutions was awarded a \$20,000 grant from Meals on Wheels America and PetSmart Charities to expand our existing Foxy Fund for veterinary care, pet food, and supplies for our Meals on Wheels recipients.

Senior Solutions received one of only 27 grants awarded nationally, and the only one awarded in the northeast. Vermonters have the highest pet-ownership rate in the country at 71%. Studies have shown that pets positively impact both the physical and emotional health of seniors, especially those at risk of social isolation.

Since last spring, Senior Solutions has provided veterinary care supplies and pet food at meal centers in Springfield, Windsor, Westminster, Bellows Falls, and Putney.

## Memory Cafés Provide Respite/Support for Caregivers

Since last spring, Senior Solutions has offered monthly Memory Cafés in both Springfield at the Congregational Church and in Brattleboro at the American Legion. These gatherings give caregivers the opportunity to attend a social gathering that doesn't make it necessary for them to find care for a loved one who cannot be left alone. The cafés are held from 11 a.m. to 1 p.m. and are free of charge.

Everyone brings a bag lunch. Caregivers gather together and listen to a speaker who talks about the challenges of providing full-time care for individuals with debilitating conditions ranging from dementia to Parkinson's. Many offer each other advice and support while their loved ones are gathered in another part of the room.

The caregivers' loved ones have fun interacting with each other and with volunteers while playing games. One of the volunteers, Reverend Janice Chilek, plays guitar and encourages everyone to sing along to well-known songs.

*"The two hours provided a wonderful chance to talk with others who deal with the same issues I have. The huge plus was that I had time alone and could interact with peers without worrying about my husband. He enjoyed the interaction with others as well."*

- Memory Café participant



Musical enhancement and entertainment is provided during Memory Cafés.

## AmeriCorps Program Provides Respite Care

Senior Solutions' new AmeriCorps Program, which matches AmeriCorps members with caregivers in need of volunteers who can provide respite care, began recruiting members last summer. To date, three members have been matched with individuals who care for a loved one with a debilitating condition. Senior Solutions' Home Visitor Program Manager Victoria Alleman is working on partnership agreements with two additional sites that will host AmeriCorps members.

By the end of the three-year grant, Senior Solutions and the host sites will have recruited twenty AmeriCorps members, four of them veterans. AmeriCorps members receive a small hourly stipend and gas mileage reimbursement. Senior Solutions is handling the administration and oversight for the program.

## Campaign helps more than 300



### Seasonal Heating Fuel Assistance

Last August, Senior Solutions began a well-publicized campaign to help seniors sign up for seasonal heating assistance. With the rising cost of heating fuel, as well as food and other necessities, taking part in this program is critical for many households. To date, more than 300 seniors in our service area have been helped with fuel assistance applications through our outreach program.



## Meals on Wheels Turns 50!

2022 marked fifty years since the nation's premier nutrition program for seniors was funded. Meals on Wheels has become a lifeline for many Vermonters. Last year, Senior Solutions supported 11 different local meal sites, both financially and administratively, which delivered 191,970 meals to 1,584 people at their homes.

*"Meals on Wheels has saved my life. I would not have taken good enough care of myself throughout my daughter's illness if I had to prepare my own food...It's nice to know someone cares about me and is checking on me."*

-Meals on Wheels recipient

## New Wilmington Site!

Senior Solutions and the Town of Wilmington are now providing seniors with application assistance for many benefit programs in the Old Firehouse at 18 Beaver Street in downtown Wilmington. Senior Solutions' Board President Geri Kogut met with Town Manager Scott Tucker last summer to discuss uses for the decommissioned, town-owned firehouse, which now hosts multiple organizations that offer health and wellness services for area residents. Senior Solutions was one of the first organizations to establish a presence at the facility.

## The Leadership Team



Mark Boutwell  
Executive Director



Lori Lintner  
Operations Director



Thom Simmons  
Nutrition/Wellness Director

## New staff members in 2022

Victoria Alleman



**Victoria** is the Volunteer Manager of the Home Visitor program, which includes the Friendly Visitor, Vet-to-Vet, Errands, Senior Companion, Respite Volunteer and AmeriCorps programs. She has over 15 years of experience in gerontology. Most recently, she was the Division Director of the Senior Companion Program for Utah and Wasatch Counties in Provo, Utah. Her responsibilities ranged from managing the federally funded program's 50 volunteers who served approximately 200 recipients to writing grants.

Liz Carey



**Liz** is running the National Council on Aging (NCOA) grant that provides benefits enrollment assistance in southeastern Vermont. She travels to six different Senior Centers, Adult Day programs and other locations in the region to meet with older adults who need help applying for benefits including fuel assistance, Green Mountain Power discounts and 3Squares. She also volunteers as a Meals on Wheels driver each week. Liz's family owns and operates a country store in Lyme, New Hampshire, where she continues to work.

Tirah Brothers



**Tirah** is a State Health Insurance Program (SHIP) Coordinator. She previously worked at Athena Advocacy as a Health Insurance Specialist. As part of her job at the small startup, she provided information about Medicare to clients and assisted with personal care shopping. In addition to helping people make informed decisions about what Medicare program to choose, she advises them regarding state programs that help cover Medicare insurance costs. Tirah also teaches Medicare classes for individuals who are new to Medicare.

Felicity Haselton



**Felicity** is a Case Manager. During the pandemic, she made and sold artwork. Earlier, for two years she was a Reach Up Case Manager at the Parent Child Center in North Springfield, Vermont, where she helped young, first-time parents. She has over a decade of experience working with disenfranchised people ranging from those experiencing homelessness to those suffering from addiction disorders.



Sue Dana  
Finance Director



Joann Erenhouse  
Community Relations Director



Moira Ennen  
Helpline Manager



**Beth** serves as a part-time Case Manager. She formerly was a Case Manager at Minute Man Senior Services in Bedford, Massachusetts. She has three decades of experience in the field. Beth creates individualized service plans for each of her clients and manages their care. She sees her role as guiding people to the services they need and notes that many people don't realize how much help there is out there.



**Tiffany** is the new 3Squares Outreach Specialist at Senior Solutions. She brings a wealth of experience helping others, from her tenure as office manager at Visiting Angels in Claremont to her role as the Personal Care Coordinator and Personal Care Assistant for clients in both Vermont and New Hampshire, and as a Direct Support Professional at Lincoln Street.



**Sue** joined the agency as a Case Manager. She previously worked for almost two decades at Green Mountain Union High School as a paraeducator. Her experience working with high school students with social, emotional, and special education needs prepared her for her current position. She says the trauma such students confront is similar to the trauma older adults experience when they have health issues or struggle to live independently.



**Sophia** is the agency's new Wellness Coordinator. After graduating from the Community College of Vermont's STEM program, she worked as a caregiver for ARIS Solutions for several years. As part of this new full-time position, Sophia handles all Meals on Wheels intakes, pairing individuals eligible for the program with one of the 13 meal sites in southeastern Vermont. Sophia will also oversee the agency's other wellness programs such as tai chi, aquatics, walking, and nutrition education.

## Ways to Give

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 Partners with the Vermont Community Foundation

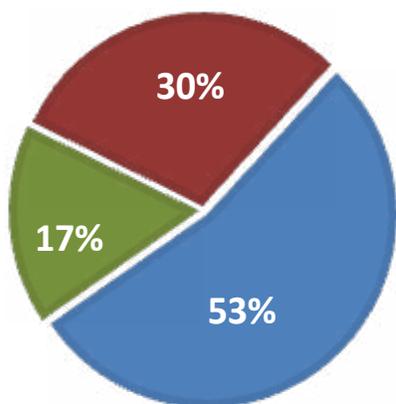
Through this option, your gift is held and managed by the Foundation, whose staff will work with you and handle all administrative and tax reporting details. Possible avenues of giving include annuities and trusts that can provide you with income during your lifetime.

REVENUE	Amount	%
Older Americans Act	\$1,519,008	34%
State General Fund	\$1,046,000	23%
Covid & Rescue Funds	\$448,593	10%
Medicaid	\$711,142	16%
Other Federal	\$405,322	9%
Other Funds	\$136,309	3%
NCOA Grant	\$39,592	1%
Other State	\$105,352	2%
Towns	\$42,980	1%
Contributions	\$30,715	1%
<b>Revenue Total</b>	<b>\$4,485,013</b>	

EXPENSES	Amount	%
Personnel	\$2,080,129	46%
Nutrition Contracts	\$1,210,605	27%
Other Contracts	\$592,255	13%
General Operating	\$389,471	9%
Specific Assistance	\$204,048	5%
<b>Expenses Total</b>	<b>\$4,476,507</b>	

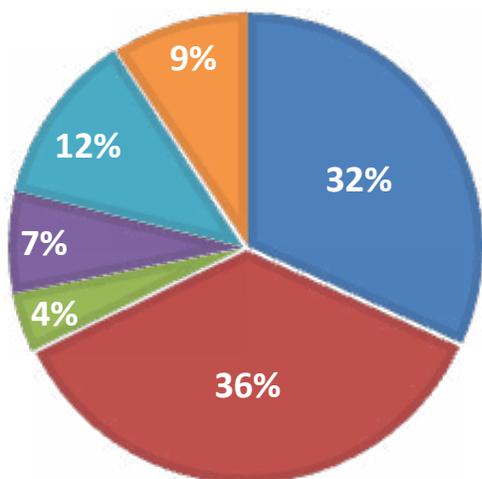
## REVENUE FUNDING BY SOURCE

■ Federal ■ State ■ Local and Other



## EXPENDITURE BY PROGRAM

■ Case Management ■ Nutrition Services  
 ■ Caregiver Support ■ Senior Helpline  
 ■ Administration ■ Other Services



Mark Boutwell and Sue Dana serve meals at the annual volunteer appreciation luncheon.

### 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.



Get our monthly news in your email. Visit [seniorsolutionsvt.org](http://seniorsolutionsvt.org) and scroll down to the sign-up link.



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## Annual Report 2022



Volunteers and staff at Volunteer Appreciation Luncheon.



Volunteers Walter Stover, Dick Pearce, and Gordon Best at the Volunteer Appreciation Luncheon.



**Senior Solutions**

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