



**Area Agency on Aging
Area Plan
Federal Fiscal Years 2022–2025**

**Area Plan Update
July 1, 2024 – December 31, 2024**

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ATTACHMENT B

Commissioner, Department of Disabilities, Aging and Independent Living

Senior Solutions

Area Plan

Federal Fiscal years

2022-2025

RBA Report Cards

February 1, 2025

SENIOR SOLUTIONS AREA PLAN UPDATE

Section C

Goal/Outcome: Assist older Vermonters with living in their setting of choice through coordination of services and supports.

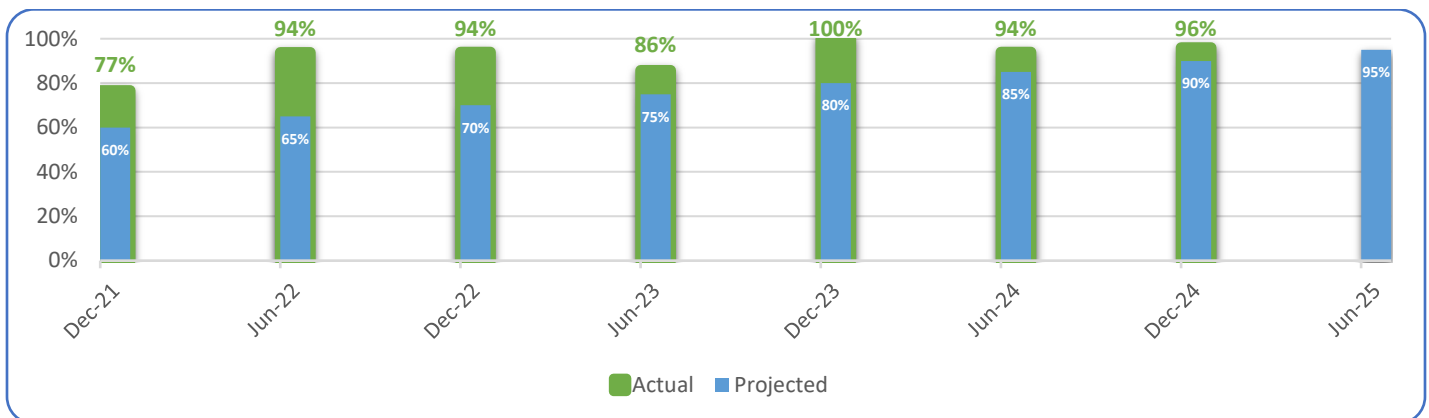
PROGRAM: Choices for Care, Moderate Needs Group Medicaid and Older Americans Act case management.

WHO does the program serve? This program serves residents who are over age 60 or are disabled of Windsor and Windham Counties, including the towns of Thetford, Somerset, Searsburg and Readsboro, with the greatest economic and social need, and who are at risk for institutional placement.

WHAT does the program do? Case management is a service provided to an older Vermonter or a younger Vermonter with disabilities in collaboration with the individual or a family member to assess the need(s), and to arrange, coordinate, and monitor an optimum package of services to meet their needs. Senior Solutions' case managers support the independence of older and younger Vermonters with disabilities by assisting them with accessing services, and State and Federal benefit programs that will enhance their quality of life. Case managers empower their clients to take action in their lives based on Person-Centered decision-making. Additionally, Senior Solutions' case managers provide older Vermonters, younger Vermonters with disabilities, their family members, their caregivers, and some of our community partners with information they need about programs and services, enabling everyone to make informed decisions about care and service options.

Headline Performance Measures:

1. % of individuals who report the case manager respects their choices and decision making.



Story Behind the Curve: These performance measures were developed by a statewide group of case management supervisors (VAST) and Area Agency on Aging directors in collaboration with Vermont DAIL directors.

What Works: Senior Solutions' case management team, Senior Helpline, and outreach staff prioritize helping older Vermonters and younger Vermonters with disabilities meet their needs through comprehensive benefits screening, application assistance, person-centered options counseling, outreach, and strong advocacy. We strive to understand what is important to them and what is important for them while finding the balance of a happy, safe, and healthy life that is lived with dignity, self-determination, and in the setting of their choice by addressing their unmet needs.

Partners: Brattleboro Memorial Hospital, Grace Cottage Hospital, Springfield Hospital, and Mt Ascutney Hospital and Health Center community health teams, Health Care and Rehabilitation Services designated mental health agency, Visiting Nurse Association of Vermont/New Hampshire, Bayada Home Care, OneCare Vermont, SASH, regional Long-Term Care Clinical Coordinators, SEVCA, AHS Windham and Windsor Field Directors, VT Department of Economic

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Services, local Aging in Place and Cares groups, local police departments, local housing authorities, local adult day and senior centers, local and regional transportation agencies.

Action plan: Senior Solutions' case management team, Senior Helpline, and outreach staff will utilize tools, such as person-centered interviewing and motivational interviewing, with their clients to better understand what is important to them and what is important for them in order to fully respect their choices and decision making with regard to living their lives with dignity in the setting of their choice by addressing their unmet needs. Training will be provided to staff by the new Senior Solutions operations director, who is a certified trainer in person-centered interviewing. Senior Solutions will survey a representative sample of Choices for Care, Moderate Needs Group, and Older Americans Act clients every six months to assess whether they feel their case manager respects their choices and decision making.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months). Due August 1, 2022: In June 2022, Senior Solutions contacted 100 clients and family caregivers for a case manager satisfaction survey. Based on feedback received through that survey, Senior Solutions' clients report that the agency's case managers are excellent at explaining services and options for care. Clients also indicated that their case managers are good listeners who empower their clients to make the best choice that is right for them, instead of simply instructing the client to do what the case manager believes is the best option.

Update 3 RBA cards covering July 1, 2022 – December 31, 2022 (six months). Due February 1, 2023:

The case management program satisfaction survey for this reporting period was delayed due to an unexpected setback with an updated version of the survey that is used statewide by the other Area Agencies on Aging. As of this reporting period, the updated version of the case management program survey is not ready for implementation by the Area Agencies on Aging, thus compelling Senior Solutions to regroup and revisit the existing case management program satisfaction survey. In January 2023, Senior Solutions surveyed 81 clients and/or family caregivers for the case management program satisfaction survey. Individuals surveyed enthusiastically reported that Senior Solutions' case managers are deeply committed to providing person-centered services and support. The data collected in the survey indicates that 94% of clients and/or caregivers surveyed state Senior Solutions case managers always respect their choices and decision making.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (six months). Due August 1, 2023:

Senior Solutions participated in a statewide case management program survey with the other Area Agencies on Aging (AAA). All AAAs used the same standardized survey, and Senior Solutions mailed the survey to 104 case management clients who received services during the last six months. Forty-nine respondents returned a survey. During this reporting period, Senior Solutions' operations director opted to mail surveys to the clients instead of making phone calls. These surveys were mailed to clients whose last names began with "A" through "L" and who received Choices for Care services. Despite the less than 50% response rate, the data demonstrates that 86% of clients and/or caregivers surveyed state Senior Solutions case managers respect their choices and decision making.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024:

During the third week of October 2023, Senior Solutions staff mailed 122 case management program surveys to clients whose last names started with letters "M" through "Z" and who received Choices for Care or Choices for Care Moderate Needs case management services during the preceding six months. Senior Solutions was able to mail 18 more surveys than in the last reporting period. Of the 55 respondents who returned the survey (45% return rate), all of them indicated that Senior Solutions case managers respect their choices and decision making.

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Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024:

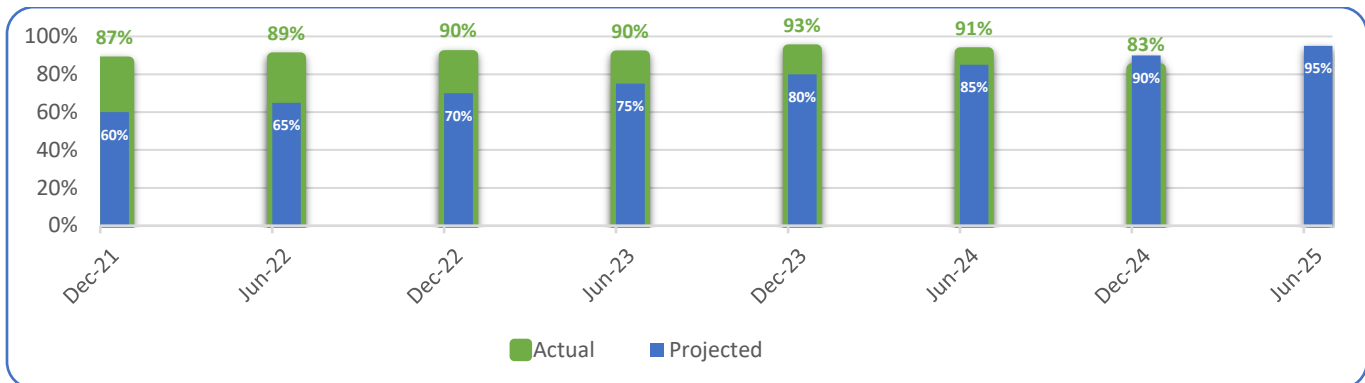
During the month of April 2024, Senior Solutions mailed 120 Case Management Program Surveys to clients whose last names started with letters “A” through “L” and who received Choices for Care or Choices for Care Moderate Needs case management services during the preceding six months. Forty-eight clients responded to this survey (40% return rate). Of those who responded, all but three of them (94%) indicated that Senior Solutions’ case managers always respect their choices and decision making. Two respondents did not answer this question, while another indicated that their case manager sometimes respects their choices and decision making.

Update 7 RBA cards covering July 1, 2024 – December 31, 2024 (six months). Due February 1, 2024:

No narrative update at this time.

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2. % of individuals who report the case manager helped to improve their quality of life.



Story Behind the Curve: These performance measures were developed by a statewide group of case management supervisors (VAST) and Area Agency on Aging directors in collaboration with Vermont DAIL directors.

What Works: Senior Solutions' case management team, Senior Helpline, and outreach staff prioritize helping older Vermonters and younger Vermonters with disabilities meet their needs through comprehensive benefits screening, application assistance, person-centered options counseling, outreach, and strong advocacy. We strive to understand what is important to them and what is important for them while finding the balance of a happy, safe, and healthy life that is lived with dignity, self-determination, and in the setting of their choice by addressing their unmet needs.

Partners: Brattleboro Memorial Hospital, Grace Cottage Hospital, Springfield Hospital and Mt Ascutney Hospital and Health Center community health teams, Health Care and Rehabilitation Services designated mental health agency, Visiting Nurse Association of Vermont/New Hampshire, Bayada Home Care, OneCare Vermont, SASH, regional Long-Term Care Clinical Coordinators, SEVCA, AHS Windham and Windsor Field Directors, VT Department of Economic Services, local Aging in Place and Cares groups, local police departments, local housing authorities, local adult day and senior centers, local and regional transportation agencies.

Action plan: Senior Solutions' case management team will continually reassess their clients' needs to ensure that they are receiving the services and support necessary to meet those needs. Senior Solutions' case management team will collaborate in coordinating with our community partners listed above to ensure the reliable delivery of high-quality services and support. Senior Solutions' case management team will advocate with local and State officials on behalf of their clients when they identify systematic gaps in service. Senior Solutions will survey a minimum of 10% of Choices for Care, Moderate Needs Group, and Older Americans Act clients every six months to assess whether they feel their case manager has helped to improve their quality of life.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months). Due August 1, 2022: Senior Solutions plans to increase the case management department with the hiring of two more case managers. To date, one full-time case manager has been hired and a second is anticipated to begin work in mid-August 2022. With the addition of these two new positions, the goal is to redistribute caseloads to a size that will allow for more meaningful and frequent contact with clients. We learned during the case management survey conducted during the month of June, in which 100 clients were contacted and surveyed by telephone, that Senior Solutions case managers are highly respected and well thought of by the clients they support. We heard numerous times that a case manager has been able to help an older Vermonter age in the place of their choosing. We also heard during the survey that case managers were wonderful at securing assistive devices, such traveling wheel chairs, transfer boards, padding to prevent pressure sores, large button telephones, tablets, laptops, and more.

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Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): Senior Solutions’ case management program has been restructured since the last update. In March 2022, Senior Solutions’ longtime case manager supervisor retired. Prior to the supervisor’s retirement, the search began for a replacement without success. As the search for a new case manager supervisor lingered, the operations director and executive director determined the best course of action for the program was to promote two case managers to “lead case managers.” These lead case managers continue to manage a small caseload of 14-16 clients in addition to their new supervisory responsibilities. The decision to promote from within the agency has proven beneficial. Shortly after their promotion, one of the lead case managers observed that there is inconsistency amongst the case managers and the need to improve it. The timing of this need correlates perfectly with the addition of two full-time case managers to the program. The goal of expanding the case management team was to create smaller caseloads that would allow for more time to provide person-centered supports to Senior Solutions’ clients. The restructuring of the program will ensure that the new case managers will be properly trained and equipped with the tools necessary to succeed, meanwhile revisiting the case manager standards with veteran case managers. The theme we heard in the last reporting period remains consistent with this reporting period. Ninety percent (90%) of clients surveyed continue to speak highly of their individual case manager. In one instance, a client did not know they needed so much help at home until they began working with a case manager who identified unmet needs.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (six months). Due August 1, 2023: Data collected from the case management program survey indicates that 90% of individuals report their case manager helped to improve their quality of life.

The restructuring of Senior Solutions’ case management program has proven beneficial for staff and clients alike. In 2022, the case manager supervisor position was replaced with two lead case managers. Both new positions were filled by promoting two longtime case managers, Malcolm Hamblett and Pam Halme, into new roles with supervisory duties. Case management staff are consistently benefiting from predictable supervision and oversight, which has improved morale.

Another longtime case manager, Clarissa Parker, retired in May 2023. This vacancy was quickly filled by Carla Kamel, who brings decades of experience in care coordination in the Springfield, Windsor, Quechee, and Woodstock communities. The agency is ecstatic about having Carla on board.

All case management program staff successfully completed a 16-hour person-centered thinking workshop led by Operations Director Lori Lintner, who is a certified person-centered thinking trainer through The Learning Community for Person Centered Practices. A core concept of the workshop is to discover (1) what is important to a person, (2) what is important for the person, and (3) how to find a balance between those two elements. By the end of the workshop, Lori determined that the case managers already demonstrated a solid foundation for delivering person-centered services, and that this workshop was serving to enhance their existing abilities.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024: Data collected from the case management program satisfaction survey indicates that 51 out of the 55 respondents (93%) report that their case manager has helped to improve their quality of life.

During this reporting period, Senior Solutions experienced unexpected staff turnover. In November 2023, a case manager from our Windsor office resigned without any notice or explanation to the agency regarding dissatisfaction with her position. Another longtime case manager retired from our Brattleboro office in December 2023. Senior Solutions has been actively recruiting staff to fill both positions. To date, we have hired a replacement for the position that was vacated in Brattleboro. We are still actively recruiting for a position in the Windsor office. Existing case

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managers were asked to take on additional clients during this transition period. In addition to staffing and caseload changes, Senior Solutions has begun to feel the impact of the recommendations made by the Agency of Human Services for Home and Community Based Services-Conflict of Interest case management. Our community partner VNA/VNH is no longer accepting referrals for Choices for Care clients due to a lack of staffing. As a result, Senior Solutions is now receiving all referrals for Choices of Care clients. Senior Solutions' Leadership Team is monitoring the impact this will have on our existing case managers and helping them to prioritize clients with the greatest need.

Senior Solutions' case managers and lead case managers have continued to meet the needs of older Vermonters, despite their growing case load size and being asked to do more with less. Below are a few comments clients provided in our case management survey in response to the question "Can you please describe: how has your case manager helped you?":

- "Making sure I have home health care and all equipment I need."
- "(My case manager) has been essential in helping me deal with other agencies."
- "Advocating and allocating services in Brattleboro community."

The case management team regularly attends training courses to ensure they have the necessary tools and knowledge to support them in their roles. On November 16, 2023, all case managers attended a safety training led by Mourning Fox of Caldera Associates. The training was organized in collaboration with the Vermont Association for Area Agencies on Aging (V4A) in response to case managers asking for training on how to stay safe during home visits and in response to the murder of a Groundworks employee in Brattleboro. The objective of the training was to (1) convey how to prevent violence through assessment and verbal interactions and (2) gain skills to better identify who is at risk of becoming violent or aggressive. The feedback from this training was 100% positive.

Senior Solutions is committed to assuring that our staff have the tools they need to complete their jobs effectively and efficiently, so that they can continue to help improve the quality of life for older Vermonters.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024:

Data collected from the case management program satisfaction survey indicates that 43 out of the 48 respondents (91%) who answered this question report that their case manager has helped to improve their quality of life.

Senior Solutions' case management program continues to strive for excellence during a period of staffing turnover and client growth due to Vermont's transition to a conflict-free case management system. As the agency entered this reporting period, a case manager position remained open in Windsor and a filled Brattleboro position re-opened. The person who was hired to fill one of these vacancies quickly realized that the position was not a good fit and resigned just as she was starting to take on a case load. Although this was a minor setback for the case management team, they were able to adapt once again to higher caseload numbers, prioritizing clients with the highest needs, while finding the balance to assure everyone's needs were met. In March, two case managers were hired to fill the vacant positions. One is assigned to the Windsor office, and the other is working in the Brattleboro office. Shortly after their hire, the Springfield office experienced the departure of a full-time case manager.

Amidst the untimely staff turnovers, the case management program began to transition Vermont and New Hampshire Visiting Nurse (VNH/VNA) Choices for Care (CFC) clients due to the recommendations of Vermont Home- and Community-Based Services (HCBS) and the state's conflict of interest Centers for Medicare & Medicaid Services corrective action plan. These recommendations resulted in most CFC case managers employed by VNH/VNA resigning and finding employment elsewhere in the region, leaving that agency extremely short staffed. A request to transition 44 clients in the Brattleboro region was made in December 2023, before the HCBS recommendation was released. Senior

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Solutions' operations director received multiple requests from VNH/VNA to transition CFC clients as soon as possible. Due to our own staffing constraints, we were unable to determine that Senior Solutions could begin a thoughtful and phased transition until March 2024. As of this update, 30 clients have been transferred to the Windsor and Springfield areas. Beginning August 1, 2024, Senior Solutions will begin the transition of 40 CFC clients to the Brattleboro office, which is fully staffed with the recent hiring of two very talented case managers. Senior Solutions' operations director has been helping the case management program manage a small case load of CFC clients and initiate self-neglect referrals during this transition period.

Senior Solutions' leadership team firmly believes that all staff must have access to the tools they need to perform the responsibilities of their jobs. That includes having the right number of staff to appropriately meet the needs of the clients. In addition, staff have been able to participate in the necessary training sessions that aid them in doing their work, such as training on Intentional Peer Support, Civil Rights, HIPPA, Supervisors Boot Camp, and more. Also, clients of Senior Solutions indicate our case managers are doing a good job, as evidenced by the comments made in the latest case management program satisfaction survey.

- "I'm a cancer patient in my 8th round of 12 chemo treatments. This, in addition to recovering from spinal surgery, removal of destructive malignant tumor, 8 levels of spine fused. This is on top of my previous 4 level fusion and previous cancer and surgeries. I live alone and my family has pre-deceased me. I have little support outside of senior solutions. They have been great! He helped me get a lift chair and walker last year. This year they helped me get a mobility scooter. They helped me organize my medications and offer a caring ear to my concerns."
- "Abby is a very compassionate person. She has helped me with MFP program. Also, Abby has helped me to be more independent."
- "My case manager deserves a medal. When my doctor said I needed to elevate my feet higher, she got me a better recliner. She arranged for my incontinence underwear to be delivered to my door. When I needed more exercise she got me a walker for my terrain. She made it possible for me to live at home."
- "Fill out and understand paperwork! Referral to services like hospice. Telling us options and things to be prepared for. A real positive help!"

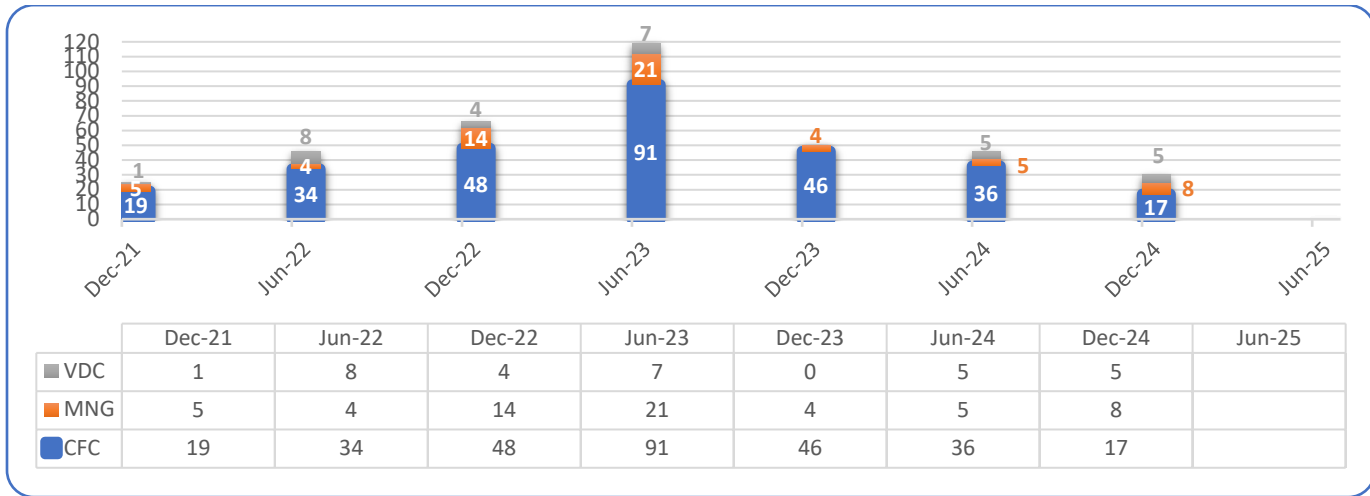
Update 7 RBA cards covering July 1, 2024 – December 31, 2024

Two hundred case management program satisfactions surveys were mailed in November 2024. Of the 200 surveys that were mailed, 55 clients responded (a 33% response rate), which is lower than in previous reporting periods. Despite the low return, 83% of the respondents believe case management services have improved their quality of life. Below are comments from the surveys reflecting the level of satisfaction felt by clients.

- "Always returns phone calls and helps with solutions."
- "She listens."
- "Makes sure I am aware of the resources available to me to keep me healthier so that I may continue to stay home. Provides ideas and suggestions on ways to socialize and visit family."
- "Connecting me to services that make my home safe, clean and comfortable."
- "My life would be much the poorer without Susan's patience, competence, imagination, compassion and just plain "smarts". She has helped me in understanding the system and acquiring assistive materials. She is the best. A thorough professional. There is none better."

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3. # of clients assisted by case managers with applying for or transitioning to CFC, MNG, or VDC.



Story Behind the Curve: These performance measures were developed by a statewide group of case management supervisors (VAST) and Area Agency on Aging directors in collaboration with Vermont DAIL directors.

What Works: Senior Solutions' case management team, Senior Helpline, and outreach staff prioritize helping older Vermonters and younger Vermonters with disabilities meet their needs through comprehensive benefits screening, application assistance, person-centered options counseling, outreach, and strong advocacy. We strive to understand what is important to them and what is important for them while finding the balance of a happy, safe, and healthy life that is lived with dignity, self-determination and in the setting of their choice by addressing their unmet needs.

Partners: Brattleboro Memorial Hospital, Grace Cottage Hospital, Springfield Hospital and Mt Ascutney Hospital community health teams, Health Care and Rehabilitation Services designated mental health agency, Visiting Nurse Association of Vermont/New Hampshire, Bayada Home Care, OneCare Vermont, SASH, regional Long-Term Care Clinical Coordinators, SEVCA, AHS Windham and Windsor Field Directors, VT Department of Economic Services, local Aging in Place and Cares groups, local police departments, local housing authorities, local adult day and senior centers, local and regional transportation agencies.

Action plan: Senior Solutions' case management team and NCOA staff will track application assistance completions and transitions. Senior Solutions' staff will also track the number of completed applications that convert to active CFC case management engagement. The Senior Solutions data management team will develop reporting capacity for such data.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months). Due August 1, 2022: The VNA/VNH has agreed to transfer \$100,000.00 of the State Fiscal Year 2023 Moderate Needs Flexible Funds to Senior Solutions. With the additional Flexible Fund money, the goal of Senior Solutions will be to eliminate the Moderate Needs waitlist, to bring on 20 new Moderate Needs clients, and to supplement existing budgets to be able to maintain homemaker services while the cost of care is rising.

Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): As of this update Senior Solutions did not receive the \$100,000.00 transfer from VNA/VNH as anticipated. The transfer did not occur because of a misunderstanding with the Adult Services Division thinking Senior Solutions had received a transfer of funds during the previous fiscal year. Regardless, Senior Solutions is continuing efforts to eliminate the Moderate Needs waitlist. During this reporting period, twenty letters offering MNG applicants the opportunity to meet with a case manager to determine

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eligibility were mailed. Of these 20 letters, the Operations Director heard from four applicants stating they were still interested in the program, and they were eventually determined eligible. The VDC program continues to steadily grow with new referrals coming in regularly.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (six months). Due August 1, 2023: Operations Director Lori Lintner continues her efforts to eliminate the MNG Flexible Funding waitlist. In February 2023 staff mailed letters to 60 applicants on the MNG Flexible Funding waitlist, inviting them to meet with a Senior Solutions Case Manager to determine if they were eligible for services. Twenty-three (23) applicants responded to these letters and 11 were determined eligible. During this reporting period, Lori Lintner provided options counseling to 15 individuals, three of whom applied for Choices for Care.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024: Senior Solutions and four other Area Agencies on Aging received level funding for the Moderate Needs Flexible Funding for State FY 2023-24. Due to this level funding, Senior Solutions is unable to bring anyone off the current waitlist of 94 applicants.

Historically, Choices for Care applicants were referred to our case management program. This allowed the applicants to begin building a relationship with their potential case manager. As of December 2023, applicants are now referred to the Senior Solutions Outreach Team for assistance with completing this application. This change has been beneficial to the case managers because it allows them the time to focus on clients who are eligible and have an active case plan. Meanwhile, as the Outreach Specialist meets with the applicant, they can determine if there are other programs for which the applicant might qualify.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024:

As reported in Update 5, the Senior Solutions' Outreach Team started to assist the Case Management Program with completing Choices for Care applications in the community. As of this report, members of the Outreach Team completed 15 applications for Long-Term Care Medicaid, while the case management program navigated 69 CFC referrals from long term clinical care coordinators and adult day programs.

For the first time since 2017, Senior Solutions depleted the \$70,444 Moderate Needs Flexible Funding budget and received additional funding from DAIL, which raised the allocation to \$105,444. The agency was delighted to deplete the allocation this year because it means more services and support were successfully delivered to older Vermonters who want to age in the place of their choosing.

Update 7 RBA cards covering July 1, 2024 – December 31, 2024

The Senior Solutions Case Management Program experienced many changes during the span of this reporting period. Starting in April 2024, the agency began the transition of Choices for Care (CFC) and Moderate Needs Group (MNG) clients from the Visiting Nurses Association well before any written guidance from the Adult Services Division (ADS) was provided. As the agency began the work of transitioning clients, we also began the hiring, onboarding, and training of five new case managers while absorbing the case loads of two case managers (Helena Bundy and Carla Kamel) who left the agency unexpectedly. During this time, the Senior Solutions Outreach Team continued to aid the Case Management Program through completion of nine CFC applications while case managers completed seventeen CFC applications. Upon review of the data, it is evident that there is a decrease in the number CFC applications and CFC referrals, which is surprising given the redesign of the case management program. One explanation for the decrease in referrals is that Long Term Care Clinical Coordinators (LTCCC) regularly communicate with case management staff that they have many referrals to complete. Recently, one LTCCC shared that they have twenty assessments to complete. This backup for the LTCCCs could be one reason the referrals are low.

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As for MNG applications, the process changed with the implementation of the Hub and Spoke Model, effective 10/1/24. Prior to the Hub and Spoke model, Senior Solutions did not bring applicants off the waitlist due to staffing challenges. Fortunately, referrals from Age Well were mainly for the Windsor Area. However, one area during the VNA CFC transitions also lost a highly experienced case manager. As a result, the decision was made to pause MNG referrals until that area could stabilize.

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Goal/Outcome: 80% or higher of older Vermonters receiving case management services report satisfied or highly satisfied with services.

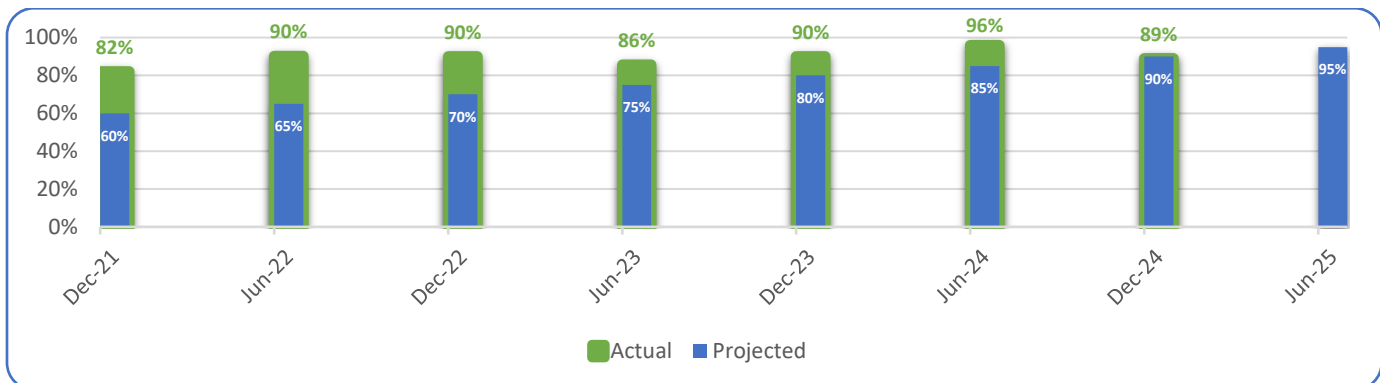
PROGRAM: Choices for Care, Moderate Needs Group Medicaid and Older Americans Act case management.

WHO does the program serve? This program serves residents over age 60 or are disabled of Windsor and Windham Counties, including the towns of Thetford, Somerset, Searsburg and Readsboro, with the greatest economic and social need, and who are at risk for institutional placement.

WHAT does the program do? Case management is a service provided to an older Vermonter or a younger Vermonter with disabilities in collaboration with the individual or a family member to assess the need(s), and to arrange, coordinate, and monitor an optimum package of services to meet their needs. Senior Solutions' case managers support the independence of older and younger Vermonters with disabilities by assisting them with accessing services, and State and Federal benefit programs that will enhance their quality of life. Case managers empower their clients to take action in their lives based on Person-Centered decision-making. Additionally, Senior Solutions case managers provide older Vermonters and younger Vermonters with disabilities, their family members and/or their caregivers as well as some of our community partners with information they need about programs and services, enabling everyone to make informed decisions about care and service options.

Headline Performance Measures:

4. % of individuals reporting being satisfied or highly satisfied with case management services.



Story Behind the Curve: These performance measures were developed by a statewide group of case management supervisors (VAST) and Area Agency on Aging directors in collaboration with Vermont DAIL directors.

What Works: The Senior Solutions Case Management team, Senior Helpline, and Outreach staff prioritize helping older Vermonters and younger Vermonters with disabilities meet their needs through comprehensive benefits screening, application assistance, Person-Centered Options Counseling, outreach, and strong advocacy. We strive to understand what is important to them and what is important for them while finding the balance of a happy, safe, and healthy life that is lived with dignity, self-determination and in the setting of their choice by addressing their unmet needs.

Partners: Brattleboro Memorial Hospital, Grace Cottage Hospital, Springfield Hospital and Mt Ascutney Hospital community health teams, Health Care and Rehabilitation Services designated mental health agency, Visiting Nurse Association of Vermont/New Hampshire, Bayada Home Care, OneCare Vermont, SASH, regional Long-Term Care Clinical Coordinators, SEVCA, AHS Windham and Windsor Field Directors, VT Department of Economic Services, local Aging in

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Place and Cares groups, local police departments, local housing authorities, local adult day and senior centers, local and regional transportation agencies.

Action plan: The Senior Solutions Case Management team, Senior Helpline, and Options Counselor will utilize DAIL best practice guidelines in the provision of case management services based on a Person-Centered goal plan. Senior Solutions will survey a minimum of 10% of Choices for Care, Moderate Needs Group and Older Americans Act clients every six months to assess case management service satisfaction.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months): Each case manager at Senior Solutions has a clear understanding of the agency's Mission, Vision, and Values that guides them each day in their daily work. Due to this clear understanding older Vermonter's are the benefactors of high-quality case management services. The Case Management Survey reflects a 90% satisfaction rate which is reflective of quick response times and case managers doing what they say they will do.

Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): Of the eighty-one clients surveyed for this reporting period 90% stated that they were satisfied or highly satisfied with the services they receive from the Case Management Program. Case managers are trained to deliver person centered supports and services that assure the client's voice is heard and always respected. A caregiver who participated in the survey stated that she can't imagine life without the case manager. The caregiver stated the case manager showed up at a time in her life when help was desperately needed, the case manager was able to remove the obstacles and pave a path for the caregiver to access the necessary services and supports to allow for the client to continue live in the setting of his choice.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (six months). Due August 1, 2023: Of the 49 completed Case Management Program surveys 86% stated that they were satisfied or highly satisfied with the services they receive from the Case Management Program. As previously mentioned, the entire case management program successfully completed a Person-Centered Thinking Workshop facilitated by Lori Lintner, operations director. Senior Solutions case managers consistently deliver services that are person-centered, timely and appreciated by the recipients.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024: Of the 55 completed Case Management Program surveys, six respondents (11%) did not answer this question. Of the 49 responses to this question, 90% rated the case management services they received as either "Excellent" or "Very Good"—the two highest responses possible. An additional three respondents rated these services as "Good."

Senior Solutions case managers strive to deliver excellent case management services. Lead case managers meet individually with their assigned case managers monthly or more often as needed. During monthly check-ins, case managers have the chance to discuss challenging situations, share success stories and review documentation. In addition to individual check-ins, the entire case management program comes together once a month for case consultation, training, and building camaraderie. Part of their success comes from being visible and active members on various client centered teams, such as SASH, Community Health Teams and State Waiver Teams.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024: Of the 50 completed Case Management Program surveys, two respondents (4%) did not answer this question. Of the 48 responses to this question, 46 respondents (96%) rated the case management services they received as either "Excellent" or "Very Good"—the two highest responses possible. An additional two respondents rated these services as "Good."

Below are comments from clients who returned the Case Management Program Satisfaction Survey. There were so many positive comments that it was difficult to pick just a few of the comments to share in this update.

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- “Hire more people like Susan and get your mission statement out there. I can't thank you enough for all the ways you have made it possible to stay and live my life at home.”
- “No, I think Senior Solutions is a good program.”
- “All services provided have been awesome! Can't think of any improvements needed.”
- “Hire more people like Rhonda. She is wonderful, always prompt.”
- “Despite your current challenging context, Mr. Hamblett as the face of senior solutions is so awesome we don't see any weaknesses. We just wish you good luck in finding a durable and Senior Solutions quality replacement for Ms. McCarthy. If this happens, we will unfortunately miss Mr. Hamblett's professionalism.”

Upon review of the comments, it is apparent that case managers are meeting the needs of our older adults.

Update 7 RBA cards covering July 1, 2024 – December 31, 2024 (six months). Due February 1, 2024:

No narrative update at this time.

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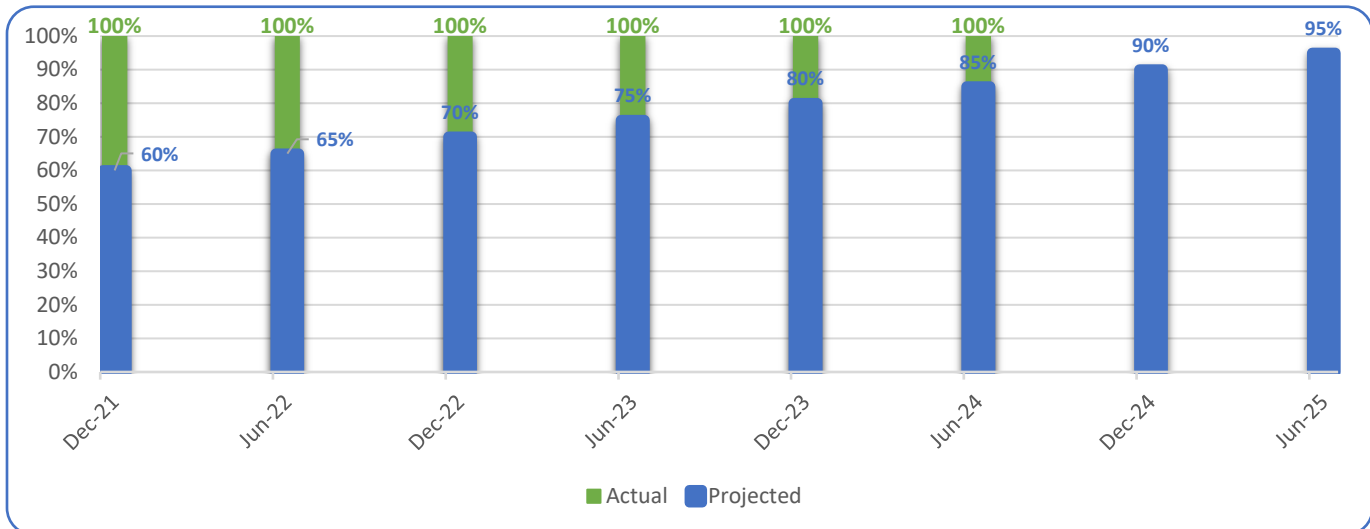
Goal/Outcome: Strengthen core Older Americans Act nutrition services that support older Vermonters at greatest economic and social need.

PROGRAM: Nutrition services program.

WHO does the program serve? This program serves older adults, age 60 and over, in Senior Solutions' service area, eligible caregivers and their dependent children.

WHAT does the program do? Nutrition counseling - as defined by the Academy of Nutrition & Dietetics, provides individualized guidance to individuals or caregivers who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illness, or medication use. Counseling is provided one-on-one by a registered dietitian nutritionist (RDN) and addresses the options and methods for improving nutrition status with a measurable goal.

5. % of OAA Nutrition Services Program participants with a nutrition risk score of six or higher will be referred for nutrition counseling and set a measurable goal.



Story Behind the Curve: 75% of Americans have dietary patterns low in fruits, vegetables and dairy. 63% of Americans exceed the limit for added sugar, 77% of Americans exceed the limit for saturated fat. 90% of Americans exceed the Chronic Disease Reduction Limits for Sodium. Six in ten Americans are living with one or more diet related chronic disease. Many Americans want to eat better but just do not have the knowledge to do so. Offering individualized nutrition counseling to home delivered meals clients with a nutrition score of six or higher can help Older Vermonters to set achievable health and nutrition goals. Factors such as loss of appetite, decreased sense of taste and smell, difficulty chewing or swallowing, mobility loss are some of the causes of malnutrition in older adults. For many older adults, it is not a matter of eating too much, but rather a matter of not getting enough at a time in life when getting adequate nutrition is more important than ever.

What Works: The latest survey results indicate that year to date for FY21, 46% of home delivered meals participants in the Senior Solutions service area are at a high nutrition risk, as determined by the standard statewide Nutrition Intake for home delivered meals. Each person and family are different. A registered dietitian nutritionist does not work with just the older adult. It is often the family and caregivers of older adults who benefit the most from the guidance of a registered dietitian nutritionist. They need support in taking care of themselves in order to support their loved one.

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Individualized counseling allows for catering to diverse populations, personal preferences, medical conditions, and most of all having a diet that adheres to a person's right to enjoy what they eat.

Partners: Home Delivered Meal providers, Springfield Hospital, Mt. Ascutney Hospital, Brattleboro Memorial and Grace Cottage Hospital, nursing home discharge planners, Visiting Nurses Association Bayada, Community Health Teams, Pat Harrison, RD, Chris Ellis, RD, Adult Days, Blueprint, SASH, Hunger Free Vermont, DVHA, DAIL, VT Foodbank, farmers, gardeners and gleaners, transportation providers, faith-based communities, RSVP.

Action plan: Nutrition counseling will be offered and made available to OAA NSP participants who have a nutrition risk score of six or higher. Senior Solutions will actively engage the clients in education of the benefits of nutrition services and follow up to promote their participation.

Update 1 RBA cards only covering October 1, 2021 -December 31, 2021 (three months): Our baseline for this measure is one percent. We have spent most of this first quarter setting up a referral process, a simple task made challenging because SAMS cannot generate a list of home delivered meal participants who have scored six or higher on the nutrition screening. Instead, the HelpLine sends a copy of each home delivered meal intake to the Director of Nutrition and Wellness, who then looks the client up in SAMS to determine their score. If the person scores six or higher, a letter is sent notifying the participant of which registered dietician nutritionist will be contacting them. The Director of Nutrition and Wellness then logs the referral into a spreadsheet for data tracking, writes up the referral, and sends it to the registered dietician nutritionist. The registered dietician nutritionist will keep the Director of Nutrition and Wellness up to date on each client's progress. As we refine this process, new HelpLine staff will be trained on how to screen these intakes and make a referral directly to the registered dietician nutritionist. To date, of the fifty-three nutrition intakes screened, seven had a risk score higher than ten. We are prioritizing those participants, so letters for this first group will go out the week of February 7, 2022. An additional eleven participants scored six or higher. There has been one referral to a registered dietician nutritionist. No results have been logged yet.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30,2022 (six months):

One hundred percent of the 282 people who were new to home delivered meals or had a reassessment in the last six months and scored a six or higher on the nutrition screening were asked if they would like to be in contact with a registered dietician nutritionist. Ninety-one people accepted that offer. Fifty-eight people have had at least one contact with a registered dietician nutritionist. Sixteen people have participated in nutrition counseling and set a measurable goal. The average nutrition score of those with scores six or higher is 10.32. 32.27% of people completing a new intake or reassessment agreed to participate in nutrition counseling.

Among those who did not set a goal, their reasons ranged from feeling and doing much better now that they are on home delivered meals, working with family to supplement food needs and preparation, and feeling that their diet is fine and healthy and don't need to make changes.

During the last reporting period, we completed nutrition intakes on fifty-three individuals and created a plan to invite them to participate in nutrition counseling. Our original plan was to go back to the start of the fiscal year (this is where the 53 referrals came from) and refer all clients who had scored a six or higher. After trying to do this, we realized we needed to make nutrition counseling referrals at the time of intake.

We were making a referral four to six months after the initial intake was too confusing for our clients. We found it challenging to connect the nutrition intake and this follow-up months later. We realized this after attempting to contact about a dozen participants. Ultimately, we decided not to go back to the start of the fiscal year; instead, starting with new intakes and reassessment. This process has worked much better! We continue to tweak our referral process.

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Unfortunately, we have not been able to train HelpLine staff adequately. However, we found a more straightforward way to glean the necessary information from the SAMS database. This way, the Nutrition and Wellness Director can still review intakes, from the HelpLine, with a nutrition score of six or higher and send them on to the dietitians. We also temporarily have Suzanne Burge, our 3SquaresVT Outreach Specialist, doing most of the nutrition intakes. She is trained to ask the home delivered meals participants if they want to be contacted by a dietitian due to their nutrition risk score. If the client declines, she notes that in the nutrition counseling referral database. If the client accepts, she downloads the home delivered meals intake and the OC/NAPIS 2017 intake and sends the referral to the dietitian.

Our two registered dietitian nutritionists have been overwhelmed with the number of referrals. They asked that we stop sending them for a month until they caught up. At the end of that month, we had approximately 60 additional referrals to send to them. This high number of referrals is concerning. We will begin looking for an additional registered dietitian nutritionist to contract with to ensure we can maintain this high referral rate. We anticipate counseling referrals will decrease after the initial home delivered meals cohort has completed reassessments. We will train HelpLine staff after the start of the fiscal year. Senior Solutions is purchasing a new database system, PeerPlace.

We feel it makes the most sense to train HelpLine staff using the new system, which is targeted to go online on October 1st. This system will allow us to refer directly to the dietitians through the database. This new system will eliminate the need to download both intakes, send them to the dietitian and enter the referral into the nutrition counseling database. With the click of a button, HelpLine staff can easily make the referral to the registered dietitian nutritionists. They will have access to the database and all the information they need. We will be able to track all necessary data through the new database. Next quarter we will better track individuals who decline to participate in nutrition counseling and why.

Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (sixmonths). Due February 1, 2023: We implemented an entirely new workflow process for home delivered meals intakes. All intakes throughout the service area are now being handled directly through Senior Solutions, except for intakes from our meal site in Woodstock, Vermont. At Senior Solutions, our intakes bypass the HelpLine and are delivered directly to our nutrition and wellness staff members. The Nutrition and Wellness team at Senior Solutions has completed all home delivered meals reassessments that were more than one year old—all intakes are current at this time. For all new home delivered meals intakes where recipients have a nutrition risk score of six or higher, nutrition and wellness staff are immediately alerting our dietitians for follow-up with the recipient. We also inform these clients that this service is available and that they will receive a follow-up. This new system was implemented in October 2022, so data for the first quarter of this fiscal year is not yet available from our dietitians. However, we are confident that our new process will continue to ensure that all participants with a nutritional risk score of six or higher will receive counseling services.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (sixmonths). Due August 1, 2023:

The new workflow process for home delivered meals (HDM) intakes remains in place. All intakes throughout our service area, except for those from our meal site in Woodstock, are delivered directly to nutrition and wellness staff, who alert our dietitians immediately upon receipt of an intake where the recipient has indicated a nutrition risk score of six or higher. Staff then alert the HDM recipient that this service is available and that a dietitian will be following up with them.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024:

In a continuing effort to improve the efficacy of the nutritional counseling program, Senior Solutions' staff decided to provide our registered dietitians with direct access to our new PeerPlace database. This would permit the dietitians to directly report case notes for their sessions with each client into a system that permits shared access for case managers and other staff members working with these clients. Training and mastery of this database took longer than expected, resulting in a delay in providing counseling concurrent with the initial intake period. However, by the end of this period

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all new clients scoring at nutritional risk were contacted by the dietitians. Training in the database should be completed in the coming months. Although there was a delay related to the database transition, Senior Solutions continues to refer all clients with a nutritional risk score of six or above to our registered dietitians.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024:

In the spring, a complete list of missing intakes and past-due reassessments was pulled from Peer Place. Staff worked with each meal center to verify the status of each individual and ascertain whether they were still receiving meals. Those who had moved, passed on, or ceased receiving meals, were deactivated in the system. All the remaining clients received notification of a need to renew their eligibility, with a very strong response rate. Staff trained to enter these responses into PeerPlace and to offer nutritional counseling to all clients scoring 6 or higher on the NSI section. We plan to establish an annual “renewal” campaign to update all reassessments moving forward. New clients are evaluated completely by our Intake Specialist at the time of application, ensuring completed records moving forward. The training of our registered dietitians has been delayed due to staff medical leave, but we expect to complete those training sessions in FY2025.

Update 7 RBA cards covering July 1, 2024 – December 31, 2024 (six months). Due February 1, 2024:

As described above, an annual “renewal” campaign was undertaken in June and July of 2024.

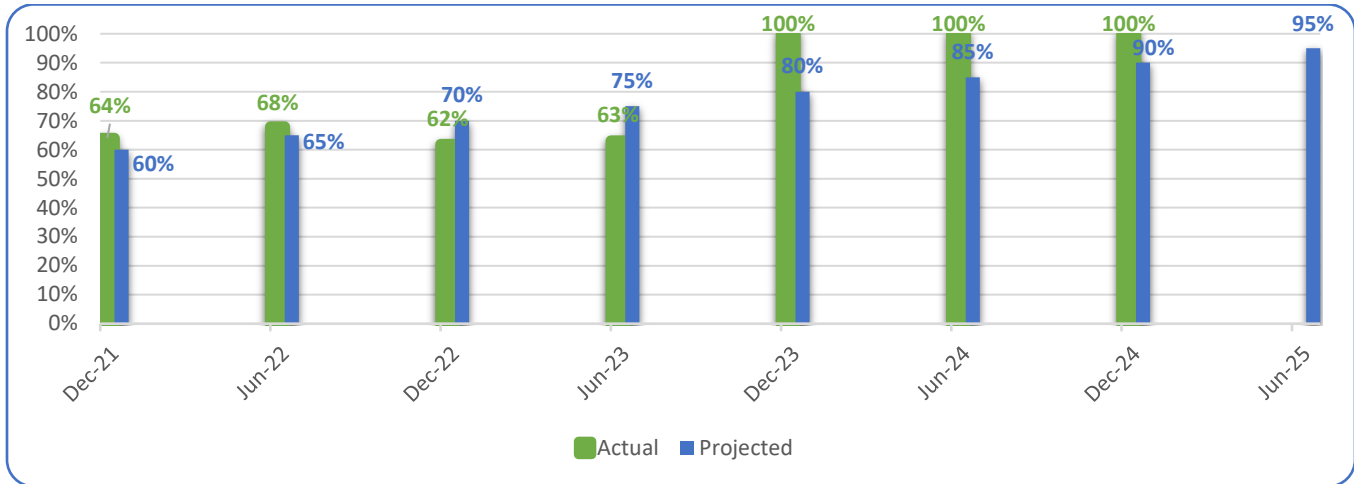
Staff turnover has complicated the data collection and reporting for this metric, so we cannot confirm this metric at this time. In mid-September, a new Nutrition Director assumed oversight of our Nutrition Programs. A new workflow is presently being implemented requiring clients be offered nutrition counseling if they have NSI scores of 6 + at intake or reassessment.

The new nutrition director has trained registered dieticians (RD) in PeerPlace data entry and accessing referrals in PeerPlace. We have modified our intake process to ensure that we are offering a referral and recording it appropriately. Our Nutrition Intake Specialist, who performs all HDM intakes and reassessments, has been trained to offer a nutrition consult to all clients whose nutrition score is more than 6. Our RDs have been trained to use PeerPlace and presented to our HelpLine and Case Management teams in early 2025 on the benefits to clients of nutritional counseling. RDs and client-facing teams will also review the workflow for making referrals to support client buy-in.

We launched a comprehensive campaign to bring all home-delivered meals assessments up to date in January, which we hope to complete in April with the establishment of a workflow for monthly outreach to all clients due for reassessment. Meal sites are all being asked to participate in this effort so we can reach clients who have no phones and to identify clients who are unable to participate in the assessment process.

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6. % of local service providers in the Senior Solutions service area that have one or more therapeutic meal options on their daily menu.



**Note: This information is being pulled from the meal sites that have remained open throughout COVID. We have numerous sites that have not been open for two years. As sites begin to open, they will be noted and added into this data.*

Story Behind the Curve: Chronic diseases are both prevalent and costly, with the healthcare industry paying out billions each year to manage and treat these conditions. Illnesses like diabetes, heart disease, and hypertension are preventable, but many older adults face barriers that hinder their ability to stay healthy. Good nutrition can provide the same kind of benefit as medication. Studies have demonstrated the medical and economic benefits of therapeutic meals. Researchers in one study found a 16% reduction in health care costs among patients who received therapeutic meals. The savings were attributed to a reduction in admissions to hospitals and nursing homes. (Association Between Receipt of a Medically Tailored Meal Program and Health Care Use, Berkowitz et.al., JAMA Internal Medicine, June 2019)

What Works: Clients with chronic medical conditions, who often have poor appetites, benefit from specific meals to meet their condition. It is important that the food is appetizing and readily available. The concern is not only food or hunger; it is the complexity of dietary requirements. If older Vermonters have diabetes that has led to kidney failure, they need meals that are focused on glucose, potassium, phosphorus. The home-delivered meals program is uniquely situated to meet this need.

Partners: Home delivered meals providers, Springfield Hospital, Mt. Ascutney Hospital, Brattleboro Memorial and Grace Cottage Hospital, nursing home discharge planners, Visiting Nurses Association, Bayada, Community Health Teams, Pat Harrison, RD, Chris Ellis, RD, Adult Days, Blueprint for Health, SASH, Hunger Free Vermont, DVHA, DAIL, VT Foodbank, farmers, gardeners and gleaners, transportation providers, faith-based communities, RSVP.

Action plan: Senior Solutions will provide information, resources and training to home-delivered meals providers to support them to develop or maintain therapeutic meal options. Senior Solutions will obtain data from meals providers on whether they are offering therapeutic meal options.

Update 1 RBA cards only covering October 1, 2021 -December 31, 2021 (three months): Initial conversations with meals sites about this measure have caused concern about the increased cost of providing therapeutic meals. However, acknowledging their concern and explaining that this is a long-term plan, and that additional funding will need to be part of the planning process seemed to put them at ease. To date, we have eighteen sites providing meals. Eleven of these

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provide at least one type of medically tailored meal: Bellows Falls, Brattleboro, Ludlow, Putney, Saxtons River, Springfield, Chester, Westminster, White River, Windsor, and Woodstock. The other seven have not reported providing at least one type of medically tailored meal: Deerfield Valley, Dummerston Council on Aging, Grafton, Halifax, Londonderry, Wardsboro, and West River Valley.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months): The extreme rise in costs and the continued high numbers of home delivered meals covering general expenses is a challenge for our sites. Throughout the next several months, we will work with our meal sites to decrease their meal counts by 25%. We will utilize our prioritization scores to begin to determine who could come off meals with the least amount of impact. We may also consider creating a waiting list. HDM counts are still high due to the relaxed eligibility criteria during COVID. We have not enforced meal cost caps for the past two years, which will need to change this year. We all know that additional funding will be necessary to meet these goals!

Meal Site	Do they provide one or more therapeutic meals? Yes, No, Unsure	What do they provide?
Bellows Falls (HDM & Congo)	Yes	All / Trio
Brattleboro (HDM & Congo)	Yes	All / Trio
Deerfield Valley (Congregate)	Sometimes	Vegetarian, low sugar
Deerfield Valley (HDM)	Yes	All / Trio
Dummerston Council on Aging (Congregate)	They try when they can	
Grafton (Congregate)	Not sure, not open much yet	
Halifax (Congregate)	They try	
Ludlow (HDM)	Yes	All / Trio
Putney (HDM)	Yes	All / Trio
Saxtons River (HDM)	Yes	All / Trio
Springfield (HDM & Congo)	Yes	All / Trio
Chester (HDM)	Yes	All / Trio
Westminster (HDM)	Yes	All / Trio
Wardsboro (Congregate)	Not sure, Not open much yet	
West River Valley (Congregate)	Not sure, Not open much yet	
White River Junction (HDM & Congregate)	Yes	Diabetic, Vegetarian
Windsor (HDM)	Yes	Diabetic, Vegetarian
Woodstock (HDM & Congo)	Yes	Vegetarian, Diabetic, Gluten Free, Others as requested
** NEWLY REOPENED Thetford Elder Network	Not sure yet	

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Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): Several congregate meal sites that were closed during COVID-19 are reopening. Data reported in this RBA update is likely to change in the coming months as these sites complete their menus. A newly negotiated contract with TRIO, which services seven of our meal centers may also permit an increase of therapeutic menu choices.

Meal Site	Do they provide one or more therapeutic meals? Yes, No, Unsure	What do they provide?
Bellows Falls (HDM & Congregate)	Yes	All
Brattleboro (HDM & Congregate)	Yes	All
Cavendish (HDM)	No	
Deerfield Valley (Congregate)	Sometimes	Vegetarian, low sugar
Deerfield Valley (HDM)	Yes	All
Dummerston Council on Aging (Congregate)	Sometimes	Vegetarian
Grafton (Congregate)	Yes	Vegetarian
Halifax (Congregate)	Sometimes	Vegetarian
Jamacia (Congregate)	Sometimes	Vegetarian
Ludlow (Congregate)	Yes	Vegetarian
Newfane Church (Congregate)	Yes	Diabetic, Vegetarian
Putney (HDM)	Yes	All
Readsboro (Congregate)	No	
Saxtons River (HDM)	Yes	All
Springfield (HDM & Congregate)	Yes	All
Thetford Elder Network	No	
Westminster (HDM)	Yes	All
West River Valley (HDM)	Sometimes	
White River Junction (HDM & Congregate)	Yes	Diabetic, Vegetarian
Windsor (HDM)	Yes	Diabetic, Vegetarian
Woodstock (HDM & Congregate)	Yes	Vegetarian, Diabetic, Gluten Free, Others as requested

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Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (sixmonths). Due August 1, 2023:

Two area providers, the Grafton Market and JCs in North Springfield, have worked with our Nutritionist and received approval for their meals. They are now providing meals for the Greater Springfield and Bellows Falls routes. Sites that are marked all can provide Diabetic, Vegetarian, Renal Friendly, Gluten-Free, Puréed, Mechanical soft, Lactose-free, No-Pork, and No-Mushrooms. Almost all of our Home Delivered Meal Sites can provide all. The Congregate sites listed below that are marked as sometimes are all small sites with fewer than two meals per week, and most are one standard meal per month.

Meal Site	Do they provide one or more therapeutic meals? Yes, No, Sometimes, Unsure	What do they provide?
Bellows Falls (HDM & Congregate)	Yes	All
Brattleboro (HDM & Congregate)	Yes	All
Cavendish (HDM)	Yes	All
Deerfield Valley (Congregate)	Sometimes	Vegetarian, low sugar
Deerfield Valley (HDM)	Yes	All
Dummerston Council on Aging (Congregate)	Sometimes	Vegetarian
Grafton (Congregate)	Sometimes	Vegetarian
Halifax (Congregate)	Sometimes	Vegetarian
Jamacia (Congregate)	Sometimes	Vegetarian
Ludlow (Congregate)	Sometimes	Vegetarian
Newfane Church (Congregate)	Sometimes	Diabetic, Vegetarian
Putney (HDM)	Yes	All
Readsboro (Congregate)	Sometimes	Vegetarian
Saxtons River (HDM)	Yes	All
Springfield (HDM & Congregate)	Yes	All
Thetford Elder Network	Sometimes	Vegetarian, Diabetic
Westminster (HDM)	Yes	All
West River Valley (HDM)	Yes	Vegetarian, Diabetic, Soft
White River Junction (HDM & Congregate)	Yes	Diabetic, Vegetarian
Windsor (HDM)	Yes	Diabetic, Vegetarian
Woodstock (HDM & Congregate)	Yes	Vegetarian, Diabetic, Gluten Free, Others as requested

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Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024:

The six-month period covered by this update saw several consolidations of smaller meal sites with larger ones, a reorganization of meal sites, and changes in meal producers. These have been positive changes reducing administrative paperwork and expanding services available to clients in these geographic areas. A wider variety of therapeutic meals is now available to more clients, particularly for home-delivered meal services. The table below reflects this consolidation. Meal sites included are those defined by DAIL as a “Regular” meal site, meaning that they serve meals once or more per week. Unless otherwise noted, all provide both home-delivered and congregate meals. Sites that are marked “All” can provide diabetic, vegetarian, renal friendly, gluten-free, puréed, mechanical soft, lactose-free, allergen-specific free, and other meal options as requested. The Brattleboro, White River Junction, and Woodstock sites are not confirmed to offer renal friendly meals. Senior Solutions’ Nutrition and Wellness Director has engaged a nutritionist to work with those meal sites on this issue. We are confident that all meal sites will be able to provide renal friendly meals by August 2024.

Meal Site	Do they provide one or more therapeutic meals? Yes, No, Sometimes, Unsure	What do they provide?
Bellows Falls	Yes	All
Brattleboro	Yes	All, except renal friendly
Deerfield Valley	Yes	All
Ludlow	Yes	All
Putney (HDM only)	Yes	All
Springfield	Yes	All
Westminster (HDM only)	Yes	All
West River Valley	Yes	20% of area: All 80% of area: Vegetarian, allergen-restricted, and diabetic
White River Junction	Yes	All, except renal friendly
Windsor (HDM only)	Yes	All
Woodstock	Yes	All, except renal friendly

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024:

A wider variety of therapeutic meals is now available to more clients, particularly for home-delivered meal services. Meal sites included in the table below are those defined by DAIL as a “regular” meal site, meaning that they serve meals once or more per week. Unless otherwise noted, all provide both home-delivered and congregate meals. Sites that are marked “All” can provide low-salt, diabetic, vegetarian, renal friendly, gluten-free, mechanical soft, lactose-free, allergen-specific free, and other meal options as requested or as determined by customized plans from dietitians for clients with very specific needs. Senior Solutions’ Nutrition and Wellness Director engaged a nutritionist to work with Brattleboro, White River Junction, and Woodstock meal sites to ensure they can provide renal-friendly meals. The one site that does not offer all these meals will be ceasing operations this fall. The towns they serve will be transferred to sites that do, so in our next update we expect that 100% of the service area will have access to all these meals.

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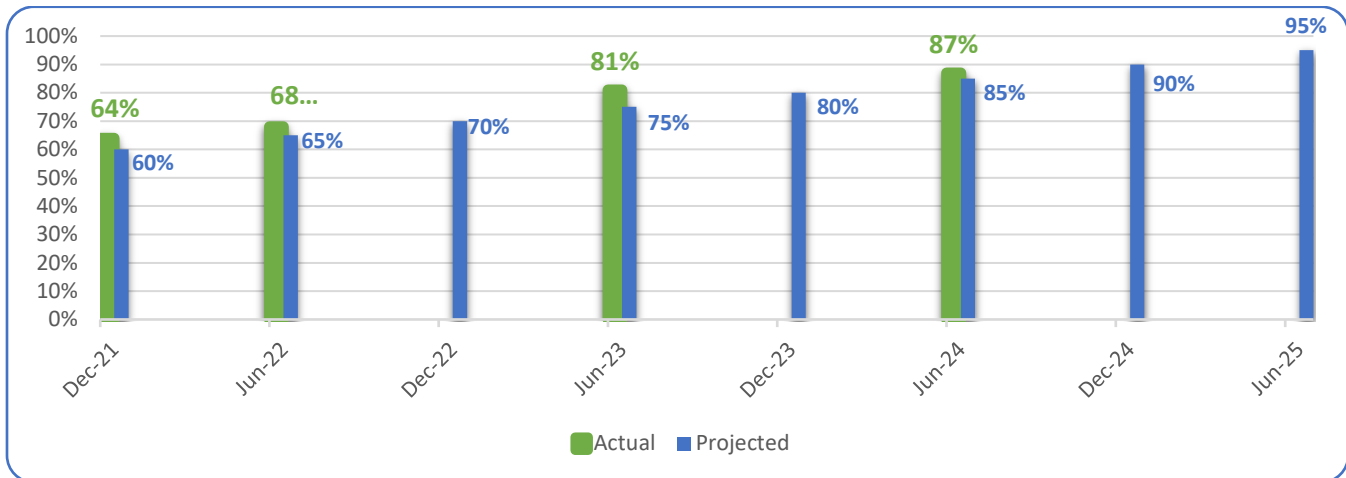
Meal Site	Do they provide one or more therapeutic meals? Yes, No, Sometimes, Unsure	What do they provide?
Bellows Falls	Yes	All
Brattleboro	Yes	All
Deerfield Valley	Yes	All
Ludlow	Yes	All
Putney (HDM only)	Yes	All
Mountain Town Meals	Yes	All
Springfield	Yes	All
Westminster (HDM only)	Yes	All
West River Valley	Yes	Vegetarian, allergen-restricted, and diabetic
White River Junction	Yes	All
Windsor (HDM only)	Yes	All
Woodstock	Yes	All

Update 7 RBA cards covering July 1, 2024 – December 31, 2024 (six months). Due February 1, 2024:

Meal Site	Do they provide one or more therapeutic meals? Yes, No, Sometimes, Unsure	What do they provide?
Bellows Falls	Yes	All
Brattleboro	Yes	All
Deerfield Valley	Yes	All
Ludlow	Yes	All
Putney (HDM only)	Yes	All
Mountain Town Meals	Yes	All
Springfield	Yes	All
Westminster (HDM only)	Yes	All
White River Junction	Yes	All
Windsor (HDM only)	Yes	All
Woodstock	Yes	All

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7. % of OAA Nutrition Services Program participants who receive a therapeutic meal who self-report the meal provided by the local service provider helped them eat healthier foods, improve their health and/or feel better. *Self-report will be measured by survey. Reporting details will include survey response rate.*



Story Behind the Curve: See above.

What Works: See above.

Partners: See above.

Action plan: Recipients of therapeutic meals will be identified by meals providers. Senior Solutions will survey the recipients to obtain the information for this performance measure.

Update 1 RBA cards only covering October 1, 2021 -December 31, 2021 (three months): Nutrition directors have met with a professional evaluator to develop a new meals satisfaction survey. She will create additional questions to meet the needs of this measure. We expect to have a completed survey by April 2022. We rely on meal sites to identify participants receiving therapeutic meals, because SAMS cannot provide data to identify these meal recipients. Additionally, SAMS cannot produce a mailing list, so each client record must be accessed to create a mailing list.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30,2022 (six months): Nutrition Directors met with the professional evaluator and finalized the home delivered meals participant satisfaction survey. The survey was sent to the AAA executive directors for review. The executive directors made some changes and sent it back to nutrition directors for approval. Currently, we are in the process of discussing the changes. We are hopeful that we will be able to conduct the survey next quarter. We are looking forward to the implementation of our new database. This database will allow us to separate our clients who are on therapeutic meals. This will make it much easier to send them a tailored survey.

Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): We will be part of the state-wide effort by Vermont Area Agencies on Aging to conduct a home delivered meals Client Satisfaction Survey in April 2023. During this survey process, therapeutic meal recipients will be tabulated separately to collect data specific to this RBA. During this quarter, we have no additional data for this update as the survey has not occurred.

Senior Solutions
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Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (sixmonths). Due August 1, 2023:

In April 2023, Nutrition and Wellness staff sent a Client Satisfaction Survey to all Home-Delivered Meal recipients to inquire about their meal experiences. The surveys are coded to each of our 13 meal centers, so that our staff can better understand the results for each provider. Recipients receiving therapeutic meals were coded separately. Of 170 responses, 12 were received from those receiving medically tailored or therapeutic meals. Of those, we calculate that 81% of respondents who receive a therapeutic meal self-report the meal provided by the local service provider helped them eat healthier foods, improve their health, and/or feel better.

For the 12 surveys received from respondents who received therapeutic meals:

- Nine indicated the therapeutic meals helped them eat healthier foods. Two indicated they were unsure, and one did not respond to this question. (9/11 = 81.8%)
- Eight indicated the therapeutic meals helped them feel better? Three indicated they were unsure, and one did not respond to this question. (8/11 = 72.7%)
- Ten indicated the therapeutic meals helped them to improve their health. One indicated they were unsure, and one did not respond to this question. (10/11 = 90.9%)
- All respondents indicated the therapeutic meals help them to continue living at home. (12/12 = 100%)

The results strongly parallel the overall response to these questions by all respondents.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024:

The annual survey of these clients is conducted once per year, as indicated in Update 4. Nothing further to report currently.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024:

In June 2024, Nutrition and Wellness staff sent a Client Satisfaction Survey to all Home-Delivered Meal recipients to inquire about their meal experiences. Recipients receiving therapeutic meals were coded separately. Of 91 responses, 15 were received from those receiving medically tailored or therapeutic meals. Of those, we calculate that 87% of respondents who receive a therapeutic meal self-report the meal provided by the local service provider helped them eat healthier foods, improve their health, and/or feel better.

For the 15 surveys received from respondents who received therapeutic meals:

- Twelve indicated that therapeutic meals helped them eat healthier foods. Two indicated they were unsure, and another indicated “no” in response to this question. (12/15 = 80%)
- Thirteen indicated that therapeutic meals helped them feel better. One indicated they were unsure, and one did not respond to this question. (13/15 = 87%)
- Eight indicated that therapeutic meals helped them to improve their health. Four indicated they were unsure, and two indicated “no” in response to this question. One did not respond to this question. (8/15 = 53%)
- Twelve indicated that therapeutic meals help them to continue living at home. One indicated they were unsure, and one indicated “no” in response to this question. One did not respond to this question. (12/15 = 80%)

Update 7 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024:

The annual survey of these clients is conducted once per year, as indicated in Update 4. Nothing further to report currently.

Senior Solutions Council on Aging for Southeastern Vermont

Goal/Outcome: Increase availability and improve access to caregiver counseling services.

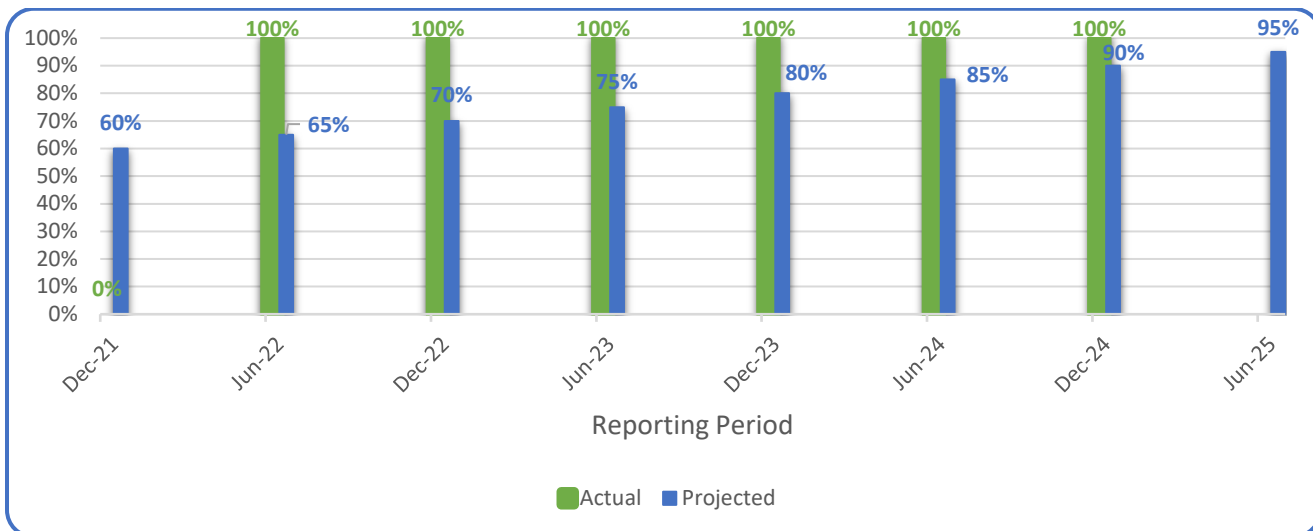
PROGRAM: Dementia Respite Grant and National Family Caregiver Support OAA grant

WHO does the program serve? These programs serve unpaid caregivers who support residents of Windsor and Windham Counties who are over age 60 and not on Choices for Care Long-term Care Medicaid or the Veterans Directed homecare program.

WHAT does the program do? These programs support unpaid caregivers in the community through providing counseling to those at risk to stress and burden. These programs also support unpaid caregivers by providing local and statewide advocacy, community outreach and education, grant funding for respite, and access to numerous local resources.

Headline Performance Measures:

8. % of caregivers at risk of stress and burden who are offered counseling.



Story Behind the Curve: These performance measures were developed by a statewide group of case management supervisors (VAST) and Area Agency on Aging directors in collaboration with Vermont DAIL directors.

What Works: The Springfield Medical Care Systems group and Health Care and Rehabilitation Services community mental health agency have agreed to collaborate on providing caregiver counseling services through their behavioral health programs. Brattleboro Hospice and the Vermont chapter of the Alzheimer's Association have made their staff and resources available to Senior Solutions for counseling and support services.

Partners: The Springfield Medical Care Systems group employs a team of licensed behavioral health providers. Health Care and Rehabilitation Services (HCRS) is a community mental health designated agency with counselors practicing out of four clinics throughout the Windsor and Windham counties. Other partners include The Vermont Association of Area Agencies on Aging, The Vermont Chapter of Alzheimer's Association with online resources and Helpline, and Brattleboro Hospice. The University of Vermont CARERS Group program accepted counseling referrals for at-risk caregivers.

Action plan: Senior Solutions will establish relationships with licensed counselors from our community partners (listed above) as well as private practitioners to provide counseling to caregivers. Senior Solutions will recruit trained

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counselors and local partners to work collaboratively to support caregivers in Windsor and Windham service areas. Senior Solutions' HelpLine staff will assist in determining at-risk caregivers and facilitate referrals to our local partners and private contracted practitioners. Counseling will be offered as individual or group sessions. A Senior Solutions staff member will be trained as an educator in the Powerful Tools for Caregivers education series and will co-lead a six-week educational training course for caregivers. Senior Solutions' volunteers will help promote counseling services. Computer devices will be provided to eligible caregivers to enable them to connect with counseling services through telehealth.

Update 1 RBA cards only covering October 1, 2021-December 31, 2021 (three months). Due February 1, 2022: The Caregiver Program Coordinator attended T-Care training in November for implementation in January 2022. The information learned will provide skills to complete assessments with unpaid caregivers, resulting in care plans and will determine the level of stress and burden. Caregivers at a medium or high risk will be provided with resources and access/referrals to counseling. Our tablet program will offer devices to access counseling and online support groups for those unable to attend in person.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months): The Caregiver Support Coordinator began meeting with clients to perform the TCARE assessment, in January of 2022, with a plan for completion by September. Senior Solutions worked with community partners (see above, in Partners section) to identify counseling resources and develop a referral process. However, the limited availability of these resources was quickly identified as a major challenge.

Senior Solutions partnered with the University of Vermont (UVM) to refer at-risk caregivers to the CARERS (Coaching, Advocacy, Respite, Education, Relationship and Simulation) Group. This evidence-based therapeutic program enhances the knowledge, skills, and competencies of informal family caregivers of people with dementia and is based on a program model developed by the Reitman Centre at the Sinai Health System of Toronto, Ontario. The Memory Program at UVM's Medical Center has offered CARERS Groups since 2016, and participant feedback consistently indicates this is an extremely valuable service for them. This program now includes a certification for community group leaders.

The UVM CARERS Group offered one eight-week session in May 2022, which provided two and a half hours of intense psychotherapy each week to spouses of care recipients. Participants were contacted prior to the session to gauge their interest and provide enrollment information to those who expressed a desire to participate. Those who were found to be at-risk were offered tablets to access counseling services through telehealth options. Another CARERS Group session is scheduled for September 2022 and is expected to focus on the adult children of care recipients.

Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): With the implementation of the T-Care software, we were able to provide a screen and/or full assessment to determine which caregivers were at risk of stress and burnout. Those who scored medium to high risk were offered information on the UVM CARERS Group. The CARERS Group offers counseling to Spouses/Partners and to Adult Children, who are at risk. In place of an official assessment, caregivers who verbally expressed a high level of stress were also offered CARERS Information. Often this was offered to those who were not able to complete the assessment over the phone. We started mailing the assessment to gather more information while allowing the caregivers to complete the screen in their leisure time.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (six months). Due August 1, 2023: Caregiver Support Coordinator Moira Ennen is providing screenings or full assessments using TCARE software. She offers information on the UVM CARERS Group to respondents who score medium to high risk on the assessment. The UVM Carers Group offers counseling to at-risk spouses/partners and to adult children who are caregivers. When callers are unable to complete the phone assessment, or if they indicate a high level of stress during the call, then staff offer information on

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the UVM CARERS Group without an assessment. In addition to phone assessments, we mail the assessment form to clients to allow them to complete the screening at their leisure.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024: The Caregiver Support Coordinator cross-trained a staff member to share in the administration of the two respite grants and TCARE workload. This allowed more focus on the caregivers with whom we work, including processing grant applications, completing screens, assessments, care plans, and initiating follow-up calls to the caregivers. Initially during this time, our only options for counseling were (1) local, licensed social workers with a long waitlist and (2) the CARERS Group in Burlington, which accepts six clients, statewide, twice per year. As of December 2023, Senior Solutions made one-on-one counseling through the online platform Trualta available to caregivers. Trualta also offers articles, webinars, community chats and support groups.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024: The Caregiver Support Coordinator and a cross-trained HelpLine staff member form Senior Solutions' Caregiver Support Team. The Caregiver Support Team coordinates the National Family Caregiver Support Program (NFCSP), the Dementia Respite Grants Program, TCARE, and Trualta. In March 2024, the Caregiver Support Team changed their respite grant application process so that the team can complete and immediately approve the respite grant application over the phone.

Update 7 RBA cards covering July 1, 2024 – December 31, 2024 (six months). Due February 1, 2024:

No narrative update at this time.

Senior Solutions Council on Aging for Southeastern Vermont

Goal/Outcome: Increase availability and improve access to caregiver counseling services.

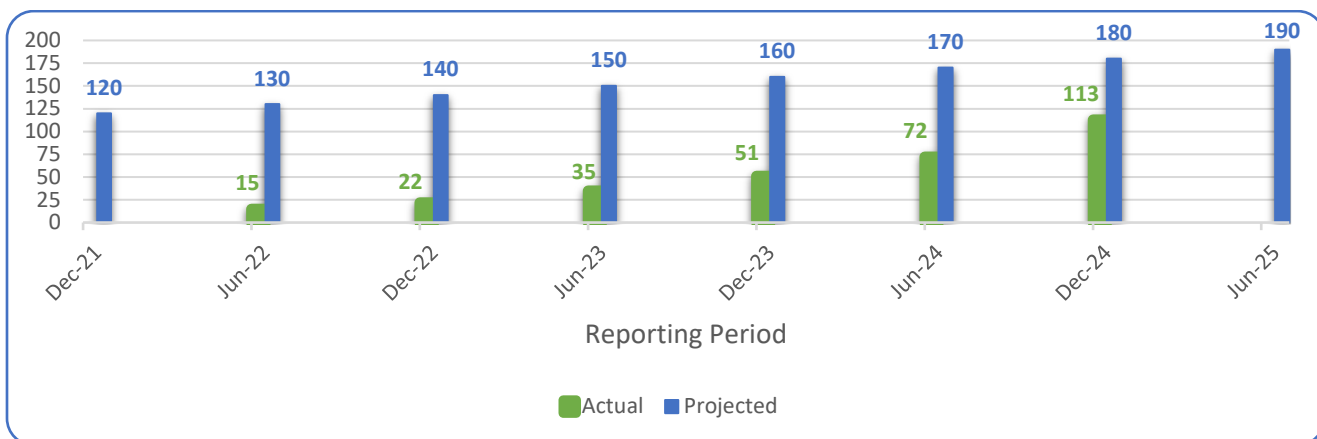
PROGRAM: Dementia Respite Grant and National Family Caregiver Support OAA grant.

WHO does the program serve? These programs serve unpaid caregivers who support residents of Windsor and Windham Counties who are over age 60 and not on Choices for Care Long-term Care Medicaid or the Veterans Directed homecare program.

WHAT does the program do? These programs support unpaid caregivers in the community through providing counseling to those at risk to stress and burden. These programs also support unpaid caregivers by providing local and statewide advocacy, community outreach and education, grant funding for respite, and access to numerous local resources.

Headline Performance Measures:

9. # of activities provided to the public that contain information on counseling resources available within the communities of the AAA service region.



Story Behind the Curve: These performance measures were developed by a statewide group of case management supervisors (VAST) and Area Agency on Aging directors in collaboration with Vermont DAIL directors.

What Works: Media coverage through newspaper articles, community access television programs, Senior Solutions' website, and public outreach events provide information on counseling resources available within the communities of the AAA service region. Continual public relations outreach activities throughout the Senior Solutions service area with community partners.

Partners: The Springfield Medical Care Systems group and Health Care and Rehabilitation Services community mental health. The Vermont Association of Area Agencies on Aging, The Vermont Chapter of the Alzheimer's Association online resources and Helpline, Brattleboro Hospice and Bayada Hospice. The Gathering Place and the Scotland House adult day centers. Thompson Senior Center, Bugbee Senior Center, Ludlow Senior Center, Springfield Senior Center, and the Brattleboro Senior Center.

Action plan: The Senior Solutions Family Caregiver Support Director, Operations Director, Volunteer Manager, Outreach Coordinator and Options Counseling staff will provide media coverage through newspaper articles, community access television programs, Senior Solutions' eblast articles, website updates and public outreach events to provide information on counseling resources available within the communities of the AAA service region. The aforementioned staff will

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provide continual public relations outreach activities throughout the Senior Solutions service area with community partners.

Update 2 Review of overall plan progress and RBA cards covering January 1, 2022 – June 30, 2022 (six months): From January to June of 2022, Senior Solutions actively provided education and resources to caregivers. Our activities include presence on a televised broadcast of Across the Fence with Executive Director, Mark Boutwell discussing support and resources for caregivers, including Memory Cafes, support groups and counseling resources. We added counseling resources and information to our website, Facebook, Twitter, newsletters and a weekly radio show.

Update 3 RBA cards only covering July 1, 2022 – December 31, 2022 (six months): Senior Solutions' Community Relations Director Joann Erenhouse conducted an hour-long live radio broadcast from 5:00 PM to 6:00 PM every Tuesday during this update period to discuss issues affecting older Vermonters and their loved ones—such as the Brattleboro Community Conversation on Alzheimer's that occurred on December 8, 2022—as well as resources such as support groups, counseling services, and Memory Cafes for caregivers. Joann also attended seven area festivals where she arranged a booth to raise awareness about Senior Solutions' services and resources available to older Vermonters and their caregivers:

- July 4: Old Home Days in Hartland,
- July 27: White River Junction Block Party,
- August 5: Successful Aging in Ludlow,
- August 6: Old Home Days in Bellows Falls,
- August 20 & 21: Best of Vermont in Ludlow,
- September 17 & 18: Chester Fall Festival, and
- October 8: Apple Festival in Springfield.

Update 4 RBA cards covering January 1, 2023 – June 30, 2023 (six months). Due August 1, 2023: Community Relations Director Joann Erenhouse conducted hour-long live radio broadcasts from 5:00 PM to 6:00 PM every Tuesday during this update period—except one—to discuss issues affecting older Vermonters and their loved ones. These discussions included the UVM CARERS group, Memory Cafes, and dementia respite grants and programs, as well as resources such as benefits information, support groups, counseling services, and Memory Cafes. She also discusses these issues during a bi-monthly public access television program, called Keeping Up with Senior Solutions, through Brattleboro Community Television. Her January 11, 2023, column in the Brattleboro Reformer describes the UVM CARERS Program in detail. Joann also represents Senior Solutions at a variety of community events throughout the year, including an April 11th presentation to the Brattleboro American Legion's Tuesday coffee group and the Hartford Community Coalition's block party on June 21st. At these events, Joann disseminates information on the UVM CARERS Group and other programs.

Senior Solutions maintains a [page on its website](#) for resources for family caregivers, including options counseling, support groups, memory cafes, and a link to the TCARE screening questionnaire. The website includes articles on the [UVM CARERS Program](#) and its [2023 schedule](#), as well as a general page on the [CARERS program](#). The March and June 2023 editions of Senior Solutions' monthly newsletter included articles on the CARERS Program for Dementia Family Caregivers, and our Facebook page included a May 2023 post for the UVM CARERS group.

Update 5 RBA cards covering July 1, 2023 – December 31, 2023 (six months). Due February 1, 2024: Senior Solutions continues to maintain a page on its website detailing resources for family caregivers, including the TCARE screening questionnaire, Dementia Respite Grants, the National Family Caregiver Program (NFCP), and information on support groups, our Memory Cafés, and other resources. Additional information on the UVM CARERS Program for Dementia Family Caregivers was also posted to our website in December 2023. As noted above, in December 2023, Senior Solutions also launched the Trualta online platform to connect caregivers with licensed counselors.

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The July, August, September, and October editions of Senior Solutions' monthly newsletter included articles on the CARERS Program for Dementia Family Caregivers. The September and October newsletters also included information on the UVM Mindfulness Group for caregivers. Senior Solutions' Facebook page included an August 2023 and September 2023 post for the UVM CARERS group.

Community Relations Director Joann Erenhouse continued her hour-long live radio broadcasts on 91.5 Wool Radio from 5:00 PM to 6:00 PM every Tuesday during this update period. These broadcasts cover a wide variety of issues resources affecting older Vermonters and their loved ones—including the UVM CARERS group, Memory Cafes, and dementia respite grants. Joann also provided a presentation and Q&A session at the October 17th American Legion coffee hour in Brattleboro, covering these same topics. She recorded two interviews on public access television that included discussions of these resources.

Update 6 RBA cards covering January 1, 2024 – June 30, 2024 (six months). Due August 1, 2024: The Caregiver Support Team provides education and resources for family caregivers. In addition to connecting caregivers with support groups and Memory Cafes, the Caregiver Support Team oversees the TCARE screening tool, Dementia Respite Grants, and the National Family Caregiver Support Program (NFCSP). Senior Solutions' website includes a page for caregiver resources, and the Caregiver Support Team continues to connect caregivers with licensed counselors and a support community through Trualta, including all recipients of the DRG and NFCSP grants. Between January 1 and June 30, 2024, thirty-two (32) caregivers enrolled in Trualta and nine (9) of these caregivers accessed care counseling through Trualta's Care Coaching feature. In addition, eight caregivers registered for webinars or support groups during this period.

The April, May, and June editions of Senior Solutions' monthly newsletter included a link to the Trualta homepage, and the April and May newsletters also included an article on Trualta. A mid-April newsletter focused exclusively on Trualta and Senior Solutions' communications director posted information on counseling services to the agency's Facebook page.

Volunteer Manager Joann Erenhouse continued her weekly hour-long live radio broadcasts on 91.5 FM Wool Radio in February, March, and April. These broadcasts included discussions on Memory Cafes, dementia respite grants, Trualta, and other resources for caregivers.

Update 7 RBA cards covering July 1, 2024 – December 31, 2024 (six months). Due February 1, 2024:

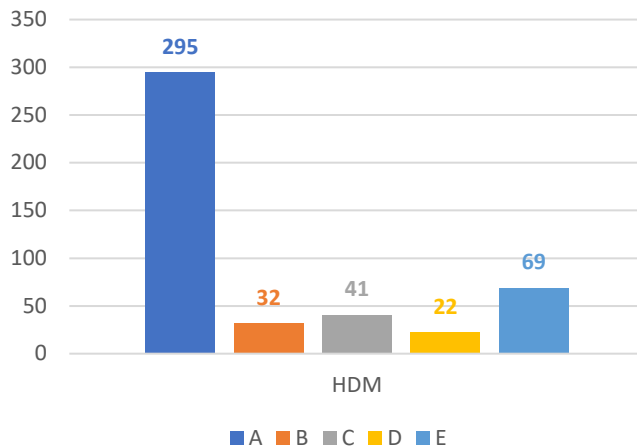
No narrative update at this time.

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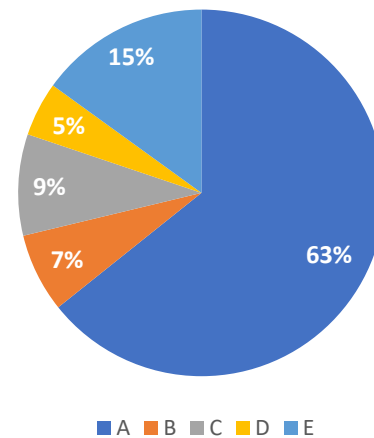
Home Delivered Meals Screening Tool to Prioritize Client's Risk for Hunger Data

Active Home Delivered Meals Caseload as of 12/31/2024 = 918
Active Home Delivered Meals Caseload screened as of 12/31/2024 = 471
Percent of Active Home Delivered Meals Caseload screened as of 12/31/2024: 51.31%
A= 295 B= 32 C= 41 D= 22 E= 69

HDM Priority Count



HDM Priority Percentages



Description of Home Delivered Meals Food Insecurity Screening

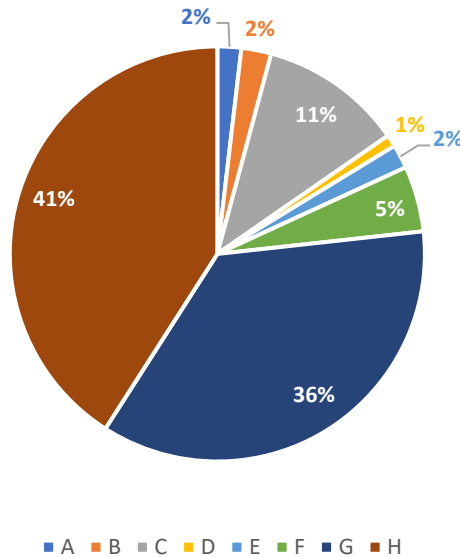
Priority Level	Criteria	Client Description
A	<ul style="list-style-type: none"> Unable to cook Does not have help with cooking Food insecure 	Unlikely client is able to eat healthy meals on a consistent basis, since client cannot prepare food and does not have regular help preparing meals.
B	<ul style="list-style-type: none"> Can cook or has help Food insecure Cannot obtain groceries 	Client cannot obtain groceries. A meal could be prepared if the client could receive additional financial assistance and help getting food into the home.
C	<ul style="list-style-type: none"> Can cook or has help Food insecure Can obtain groceries 	Client is capable of obtaining groceries and preparing food, however, cannot afford it.
D	<ul style="list-style-type: none"> Can cook or has help Food secure Cannot obtain groceries 	Client can afford food and can prepare it, but is unable to get groceries into the home.
E	<ul style="list-style-type: none"> Can cook or has help Food secure Can obtain groceries 	Client can afford food and has meal assistance, however, may have some physical limitations or assistance getting these supports into place.

Home Delivered Meals Screening Tool to Prioritize Client's Risk for Hunger Data

Number of Home Delivered Meals participants who have discontinued meals = 215

Time frame 07/01/24 – 12/31/24

Reasons for Discontinuing Meals



Reasons for Discontinuing Meals:

A. Admitted to rehab or Nursing Home	2%
B. Admitted to the hospital	2%
C. Deceased	11%
D. Didn't like the food	1%
E. Got better.....	2%
F. Moved	5%
G. No longer needs the meals	36%
H. Other	41%

**Senior Solutions
Council on Aging for Southeastern Vermont**

BOARD OF DIRECTORS 2025

Terms	Name	Officer & Committee Roles	Address	Phone/Work/E-mail
<i>1st: July 2023 – June 2026</i>	Leland Dale Wilson Retired, attorney and social service grant/contract manager	Treasurer, Board of Directors Public Policy Committee	150 Oak Grove Avenue Brattleboro, VT 05301	802-689-6762 Lelandw2000@yahoo.com
<i>1st: Dec 2019 – Nov 2022</i> <i>2nd: Dec 2022 – Nov 2025</i>	Teresa M. Volta RSVP Volunteer Center Program Coordinator (NH)	Interim Board President Chair, Planning/Programming Committee	289 Kirk Meadow Rd Springfield, VT 05156	802-558-5130 Vtladyslipper@gmail.com
<i>1st: Oct 2021 – Sept 2024</i> <i>2nd: Oct 2024 – Sept 2024-2027</i>	Beth Spicer Retired Vermont Public Guardian	Secretary, Board of Directors Chair of Advisory Council	23 Butler Hill Road Westminster West, VT 05346	802-536-5037 bspicer1@gmail.com
<i>1st: Sept 2024 – Sept 2027</i>	Joanne Blanchard Executive Director of Valley Village	Public Relations and Development Committee	217 Damon Rd Springfield, VT 05156	802-289-4069 jblanchard@valleyvillagevt.org

The Senior Solutions' E-mail: information@seniorsolutionsvt.org

ADVISORY COUNCIL 2025

Name	Representing
Alice Abraham	The Collaborative
Heather Robertson	The Gathering Place
Donna Jacobs	Town of Brattleboro
Jane Wheeler	Town of Brattleboro
Becky Arbella	Town of Dover
Carol Lynch	Town of Dummerston
Mary Feder	Town of Grafton
Anne DuBosque	Town of Jamaica
Jean Strong	Town of Ludlow
Carla Meskill	Town of Marlboro
Gloria Cristelli	Town of Newfane
Midge Tucker	Town of Plymouth
Eunice Crowell	Town of Readsboro
Pril Hall	Town of Thetford
Marylynn Scherlin	Town of Vernon
Terri Finigan	Town of Wardsboro
Priscilla Allbee	Town of Westminster
Patricia Goodell	Town of Westminster
Elizabeth Spicer	Town of Westminster
Retta Murphy	Town of Weston
Jennifer Fitzgerald	Town of Wilmington
Selma Schiffer	Town of Wilmington
Sally Laurent	Town of Windsor
Janet Farley	Town of Windsor

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Case Management Provided by AAAs in FFY24 (October 1, 2023- September 30, 2024): Choices for Care (CFC) and Older Americans Act (OAA) Clients

Source: SPR and AAAs

FFY24	Total clients	Total hours	CFC clients	CFC hours	Avg hrs/CFC client	OAA clients	OAA hours	Avg hrs/OAA client
Senior Solutions	885	10821	319	7222.50	4.41675	473	1157	2.4460

Note: Not represented in the breakdown are the #s for Under 60 clients, Moderate Needs, Self Neglect and VDC.

Evidence Based Programs Provided by AAAs in FFY24 (October 1, 2023- September 30, 2024):

FFY24	Tai Chi for Falls Prevention	Arthritis Foundation Exercise Program	Walk with Ease	A Matter of Balance	HomeMeds	Aquatics Exercise Program	Powerful Tools for Caregivers	PEARLS	Trualta	Total Non-Registered Clients
Senior Solutions	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A	38	5,816

**Please add evidence-based programs as needed to complete this table, for those listed you are not offering enter na/or delete column. Place a '0' in a program you provide but have not had any participants.*

Note: The Tai Chi programs offered by Senior Solutions this year were not the “Tai Chi for Falls Prevention” classes that are specified in this table. While the Walk with Ease Program was active in FFY24, we have experienced data-collection issues with those groups. Our staff plan to collect this information going forward in a standardized manner. The Aquatics Exercise Program did not launch over the summer. Our partner in this program, the Edgar Mae Recreation Center, is training staff and working to schedule these classes for the near future. We plan to begin those classes this year.

Programs discontinued in FFY24:

-

Programs with limited offerings in FFY24:

-

Programs introduced or in development for FFY25:

-

Waivers received in FFY24:

- Trualta

Anticipated Waivers to be requested in FFY25

- Trualta