



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



Annual
REPORT
2025

Our MISSION

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

Our VISION

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

Our VALUES

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



Total people assisted

7,180

Executive Summary

It takes a village—as the saying goes. Or, in our case, it takes 46 towns. To achieve our mission to promote the well-being and dignity of older adults, we actively collaborate with many community partners to support a robust network of services, resources, and opportunities. The strong relationships we share with our advisory council members, local care groups, selectboards, senior centers and meal sites, arts centers, social service agencies, and so many other community partners, are invaluable.

As we work together to make the lives of those who seek our services better, we are inspired by the vision and commitment of these organizations.

Together we ...

- Find ways to make our communities safer for all.
- Work diligently to create more housing opportunities.
- Employ individuals in recovery to reach out to others suffering from substance use and other disorders.
- Make community arts classes available to those who are isolated.
- Connect college students and middle schoolers with those living with dementia and their caregivers.
- Ask our legislators to act on a vision of a fulfilling life for older Vermonters.

None of these activities happen in isolation. They happen because the many individuals who make up these groups raise their voices and roll up their sleeves to make a difference.

As executive director and board chair, we are proud to lead Senior Solutions in being a vital partner, tackling the many challenges that our citizens and communities face today. We remain grounded in our mission that every person should be able to age in the place of their choice, with the support they need, and the opportunity for meaningful relationships and active engagement in their community. Through our dynamic collaboration and collective impact, we are building a brighter future for all.

Thank you for joining us in our mission.

Mark Boutwell, Executive Director

JoAnne Blanchard, Board President



Staff at our Annual Meeting

Helpline callers

6,331 calls
3,981 clients

BOARD of directors

JoAnne Blanchard, Board President
Springfield, VT

Leland D. Wilson, Treasurer
Brattleboro, VT

Dawn Sade, Williamsville, VT

Larry Kraft, North Springfield, VT

Jane Wheeler, Brattleboro, VT

Scott Whittemore, Springfield, VT

Mary Fedette, Bellows Falls, VT

Renee Pepin, PhD, Windsor, VT

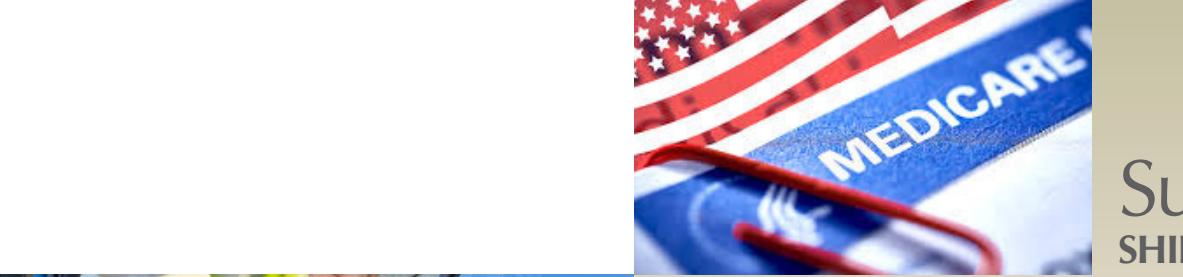
Community Stories



Joann Erenhouse
Volunteer Services Manager

When Julio first came to the Memory Café a year ago, his wife helped him through the door. He had recently suffered a stroke, been diagnosed with Alzheimer's disease, and needed a walker just to get from the car to a chair. Over time, we discovered his deep love of music, and he formed a special connection with our volunteer musician.

At a recent gathering, Julio arrived without his walker just holding his wife's hand. We played many of his favorite songs and artists, the ones he said he "knew but couldn't quite pull out of his head." When it was time to leave, his wife shared that he never wants to go home because he loves being at the Memory Café so much. As they left, Julio opened the door for her, and my heart leapt with joy.



Susan Borotz
SHIP Client Thetford, VT

Senior Solutions' State Health Insurance Program (SHIP) provided me with clarity, confidence, and peace of mind during a very important time in my life. When I first reached out, I was caring for a loved one with dementia and feeling a little overwhelmed by the maze of Medicare enrollment rules and red tape. Thanks to the patient, knowledgeable guidance of my SHIP counselor, Tirah, I was able to confidently make the right choices for his care. She explained everything clearly, shared unbiased information, and helped me access programs like VPharm that saved him a great deal on prescriptions. When I later enrolled in Medicare myself, I turned to Senior Solutions again—this time for my own Part D coverage. Medicare enrollment can be more confusing than doing taxes, but SHIP made it manageable. Tirah's clear explanations gave me the confidence to make informed decisions and even handle future enrollments on my own. I'm so grateful that this free, unbiased service exists for older Vermonters and caregivers like me.



Rides provided
1,654

“ Senior Solutions helped me get someone to clean my home and take me to the store. They make me feel like I am somebody. My case manager is very nice to me. She has gotten me a walker and helped me afford veterinary bills. ”

A Case Management Client



Home delivered meals

176,111 meals
1,155 clients

“ Senior Solutions has been wonderful. They helped me get on Choices for Care and know about resources that are available. There's so much paperwork, but my case manager can whip through the forms—it is so helpful. ”

A Case Management Client



Foxy Fund clients

140

Susan Peters Outreach Specialist

As an outreach specialist with Senior Solutions, I spend my days connecting older Vermonters and adults with disabilities to the services and benefits that help them live safely and independently. Whether I'm holding office hours at a senior center, assisting someone one-on-one with a fuel assistance application, or representing Senior Solutions at a community fair, my goal is always the same—to make it easier for people to access the support they need. Many of the programs older Vermonters rely on are now almost entirely online, creating real barriers

for those without computers or digital literacy. We help clients navigate these systems, upload applications, and cut through red tape that can otherwise delay or derail their access to benefits. Because our guidance is completely free and unbiased, clients can trust that we're here solely to help them make informed decisions and access the assistance they deserve. What I love most about this work is being out in the community, connecting with people, and knowing that the help I provide makes a tangible difference in their lives. Sitting with someone, getting to know their story, and working through an application together is a genuine human connection—it's deeply rewarding. Without Senior Solutions' outreach program, many people would have nowhere to turn, no one to guide them, and no one to tell them it's okay to ask for help.



Linda Baxter

Outreach Client Dover, VT

After my post office box lapsed, I received a knock at my door—it was a notice that I owed a great deal in back taxes and could lose my home. I worked with Vermont Legal Aid to arrange a monthly payment plan, and they referred me to Senior Solutions. Since I couldn't receive mail and didn't have a current ID, my bank had blocked my access to my own account and disconnected my debit card. Susan from Senior Solutions restored my access to my account and ensured the first tax payment was made. Thanks to Senior Solutions, I was able to keep my home.

“ My case manager at Senior Solutions has helped me learn about programs like adult day services, assisted living, and activities I might enjoy in the community. I was sleeping on a cot, but she was able to get me a bed and help with my veterinary bills. If she isn't available, I feel like I can still call Senior Solutions and speak with anyone on their staff—they are all so good. ”

A Case Management Client

Volunteers

Our volunteers provided more than 5,600 hours of services for 90 older Vermonters. We match volunteers with homebound older adults to provide companionship, who will call on the phone regularly to chat, and provide a safety check-in.

Alison Roth

Julia Lagrange

Arnold Knowlton

Karen Miller

Barbara Riote

Leona Linney

Barbara Southworth

Martha Mitchell

Belinda Whipple Worth

Michael C Barnwell

Bruce Lincoln MacDuffie

Michael Durante

Christine Ellis

Elizabeth Judson

Stephen Bourne

Claire Gilman

Nora Wilson

Craig F Coleman

Patti Crimmin-Greenan

Dan Heller

Paul Kidder

Dennis Newman

Rachel Bickel

Eileen Widger

Jonathan Bouton

Scott Lofting

Elizabeth Cole

Stanley Clark

Joyce St Jean

Lillian Willis

Gordon Best

Terry Ranney

Howie Peterson

Thelma Gerow

James Andrew Adam

Walter Stover

Jean Pineo

Warren Garfield

Eileen Widger

William Dennett

Joyce St Jean

Lillian Willis

Volunteer service
5600
hours

Volunteer recipients
90

Volunteers
40

Isolation and lack of transportation are major issues for Vermont's older adults. Loneliness is associated with higher rates of depression and dementia. Senior Solutions' Home Visit program volunteers help local older adults overcome these challenges. Volunteer activities range from having a cup of coffee or conversation to going for a walk or out to lunch. The companionship our volunteers provide can lead to mutually rewarding, long-lasting friendships. Our Vet-to-Vet program provides companionship and support to fellow veterans and provides connections and support to our veteran community.

seniorsolutionsvt.org/volunteers



Community Partnerships

Senior Solutions works with a broad spectrum of community partners, including senior and community centers, housing authorities, health care providers, social service agencies, food shelves, community care organizations, veterans' groups and more. By working together, we ensure that our clients receive the right support from the right agency to get the services they need.



Vermont Aging Network Consortium

Vermont's five Area Agencies on Aging (AAAs), including Senior Solutions, have created a new nonprofit collaboration—the **Vermont Aging Network Consortium (VANC)**—to strengthen and sustain aging services across the state.

Each AAA will remain an independent nonprofit serving its local community. In turn, VANC will leverage shared resources and program coordination to create efficiency, improve client outcomes, and reduce duplication within Vermont's network of home- and community-based services.

The consortium will also explore future partnerships with healthcare systems and payers to enhance financial sustainability and support innovation in the delivery of care.

Together, VANC and the AAAs are poised to advance the long-term stability of aging services statewide.

Case management **763 clients**
3,603 service hours

“ Senior Solutions' knowledgeable and dedicated case managers were instrumental in helping us to locate appropriate housing and preparing the reams of paperwork necessary to see placements of seniors experiencing homelessness. This inter-agency cooperation, and the extraordinary case manager support provided, has literally saved the lives and restored the dignity of countless seniors in our service area. ”

Thom Simmons
Neighborhood Connections Executive Director

Program Spotlight

A few years ago, my family faced a health crisis, and I reached out to several insurance companies for guidance. If I had followed their advice, the financial consequences and health outcomes for my family would have been devastating. Fortunately, I was able to find the right answer for our needs, and it has made all the difference. That experience is what drives my work today. As a SHIP Coordinator at Senior Solutions, I have the privilege of helping Vermonters navigate Medicare so they can make informed, confident decisions for themselves and their loved ones.

We will all need health care as we age—and when that time comes, peace of mind truly matters. During a health crisis, no one should have to worry about how to pay for care; they should be able to focus on getting better. The SHIP program provides free, unbiased information about the health insurance options available to Vermonters, ensuring they have the clarity and support they deserve.

I love my work because it empowers people to cut through the red tape and confusing terminology of Medicare—and they appreciate

knowing that I, like every SHIP counselor, receive no commission or compensation for the guidance I provide.

Health Insurance counseling **822 clients**



Tirah Brothers
State Health Insurance Program Coordinator



Senior Solutions offers a **HelpLine** and participates in the **State Health Insurance Assistance Program (SHIP)** to support seniors in navigating benefits, especially Medicare.

The **HelpLine** is answered by trained staff who listen, answer questions, and help plan for future needs. The HelpLine serves as a gateway to resources: it assists people in applying for programs, refers callers to services, and supports callers through short-term challenges until more stable support is arranged.

Through SHIP, Senior Solutions provides free, confidential counseling to Medicare beneficiaries or those approaching Medicare eligibility. A SHIP counselor helps people understand how to enroll in Medicare, the roles of Parts A, B, C, and D, how supplemental (Medigap) plans differ from Advantage plans, enrollment periods, and how other insurance interacts with Medicare. They offer education on available financial assistance to help cover Medicare costs. In addition, Senior Solutions runs virtual classes such as "New to Medicare" sessions to help people learn about Medicare.

Together, these services enable older Vermonters and their caregivers to access trusted, personalized guidance so they can make informed decisions. All of these services are provided at no cost to the recipients.

Ways to support older Vermonters



Donating your time and/or resources to Senior Solutions is a wonderful way to promote the health and vitality of older Vermonters and caregivers in our region.

To learn more about any of these options, call us at 802-885-2655.

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

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

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

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

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



Senior Solutions serves 46 towns throughout Orange, Windsor, Windham, and Bennington counties. Please call our Helpline 802-885-2669



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