

An Overview of Accomplishments in 2016

SUPPORT TO LIVE AT HOME

- Care management services were provided to 3,179 individuals, helping them remain safely in their own homes.
- 20 veterans were given the opportunity to select a self-directed model in which to receive their home care services.
- 267 individuals living in long term care facilities received an assessment to determine if living in the community was a feasible option. Eligible individuals were assisted in their return to the community.
- 245 clients elected to receive services through the Personal Care Assistant Program, receiving care management and assistance to hire their own Personal Care Assistants.
- 55 individuals were assisted in creating person-centered care plans through the Community First Choice program.
- 92 volunteers and professionals received CHOICES health insurance training.
- Assistance was provided to 7,881 callers:
 - 4,490 were assisted with Medicare issues.
 - 3,846 were assisted with Information and Assistance community resources.
- Education, either in person or through written materials, was provided to 156,800 individuals.
- 640 individuals were assisted in enrolling to receive SNAP (Supplemental Nutrition Assistance Program) benefits and 34 SNAP presentations were given.
- 812 individuals received assessments for Meals on Wheels.
- 364 referrals were received regarding individuals needing assistance with Social Security Disability benefit denials.

ASSISTANCE & SUPPORT FOR THOSE CARING FOR LOVED ONES

- 2,473 family caregivers were assisted with information about community resources and benefits, respite care, and training.
- Public education either in person or through written materials was provided to 7,200 grandparents and kinship caregivers caring for children.
- 449 family caregivers attended a national conference sponsored by AOASCC.
- Website and video materials were viewed approximately 4,379 times.

OPPORTUNITIES FOR STAYING ACTIVE AND HEALTHY

- Six Moving for Better Balance (Tai Chi) training series were held with 130 participants.
- 16 people were trained as workshop leaders for the Live Well Program, 9 for the Chronic Disease Self-Management Program and 7 for the Diabetes Self-Management Program. 119 individuals participated in the program.
- 180 works of art by 74 artists were displayed at the 4th annual Art of Aging Exhibition
- 55 older adults looking for employment were provided assistance: 7 found employment, 47 were provided screening for benefit programs and 40 received computer training.

330 volunteers provided over 218,000 hours of service to children and older adults in the New Haven area.

- 140 volunteers provided 140,000 hours of service to children with special needs and frail older adults.
- 39 volunteers tutoring services to 1,500 children in 91 classrooms and collected 3,000 books which were donated to families and schools.
- 20 volunteers provided over 33,000 hours of service to 2 schools and 9 non-profits in New Haven.
- 150 volunteers provided 10,000 hours of services to non-profit organizations.

SUPPORT FOR PROFESSIONALS

- Over 300 individuals were provided education regarding elder abuse and fraud through the annual conference TEARS™.
- Interagency Council on Aging of South Central Connecticut, convened by AOASCC, provided education and networking opportunities for professionals from 34 organizations.

Board of Directors & Advisory Council

2015/2016 BOARD OF DIRECTORS

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2015/2016 ADVISORY COUNCIL

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Christine Maguire	Brian Nicoletti	Marsha Ziebell

Financial Information

October 1, 2014 - September 30, 2015

REVENUE & SUPPORT

State Funding	\$6,820,691
Federal Funding	5,152,501
Other Support	1,616,030
Total Revenue & Support	\$13,589,221

EXPENDITURES

Home Care:

Care Management	\$7,148,320
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Nutrition:

Congregate Meals	\$913,976
Home-Delivered Meals	1,262,562

Community & Respite:

Funding to Partners	\$689,871
Aging & Disability Resource Center	1,007,880
Respite Care Management	427,289

Volunteer & Training:

Experience Corps	\$127,700
Senior Companions Program	360,561
Foster Grandparents Program	270,525
RSVP	83,834
VISTA	280,903

Administration:

Agency	\$1,449,752
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Total Expenditures	\$14,023,172
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Grant Awards

AOASCC granted **federal Older Americans Act Title III** funds to the following agencies:

PRIORITY GRANTS

Access/Health Services

- Bridges...A Community Support System, Inc., Case Management – \$18,569
- Community Health Center, Inc., CHCI Medicare Senior Dental Program – \$45,726
- Fair Haven Community Health Clinic, Inc., Elderly Health Program – \$33,000

Access/Outreach

- BHcare, Inc., Elder Abuse Education Services – \$17,000

Access/Transportation

- Meriden Senior Center, Medical Transportation – \$18,916
- TEAM, Inc., Medical Transportation – \$33,000
- Mary Wade, Medical Transportation Program – \$50,000
- Mary Wade, Weekend Transportation Program – \$12,827

Adult Day Center

- Clelian Adult Day Center – \$12,622
- East Shore Regional Adult Day Center, Inc., dba Orchard House Medical Adult Day Center – \$15,387
- JHA Health Care, Inc., dba Goodwin-Levine Adult Day Health Center (GLADHC) – \$19,683
- Mary Wade – \$27,308

In-Home Services

- Casa Otoñal, Inc., Quality of Life Improvement for Latino Elderly – \$31,500
- Franciscan Family Care Center, Inc., The Promoting Independence of Elders Program (The PIE Program) – \$25,600
- Interfaith Volunteer Care Givers GNH, Friendly Visiting Plus Transportation – \$54,000
- TEAM, Inc., Homemaking – \$30,000
- TEAM, Inc., Volunteer Caregivers – \$15,000
- The Kennedy Center, Inc., Caring for the Caregiver – \$20,998

Legal

- New Haven Legal Assistance Association, Inc., Elderly – \$48,085

Nutrition

- LifeBridge Community Services, Elderly Nutrition – \$1,964,707
- TEAM, Inc., Nutrition – \$263,000

Health Promotion/Disease Prevention

- Griffin Hospital, Griffin Hospital Valley Parish Nurse Chronic Disease & Diabetes Self-Management – \$12,200
- The Consultation Center, Inc., Coalition for Senior Medication Safety – \$27,600

National Family Caregiver Support

- The Consultation Center, Inc., Grandparents Raising Grandchildren Program – \$28,232

MINI-GRANTS

- Callahan House Association & Seymour Housing Authority, Callahan House Computer Lab – \$2,500
- Casa Otoñal, Inc., Para-Transit Program – \$5,000
- Clelian Adult Day Center, Dance/Movement Therapy – \$5,000
- Communication Advocacy Network, Services for Deaf, Deaf/Blind elderly, who use American sign language – \$2,500
- Community Action Agency of New Haven, CAANH Open Choice Food Pantry – \$3,000
- FISH of Greater New Haven, Grocery Delivery Program – \$5,000
- FISH of Greater New Haven, Thanksgiving Grocery Delivery – \$5,000
- Jewish Family Service of New Haven, Inc., Elder Abuse Screening Project – \$3,000
- Mercy by the Sea, School for the Second Half of Life – \$1,500
- SARAH Foundation Inc., SARAH Foundation Gala – \$1,000
- TEAM Volunteer Caregivers Program, Festival of Trees – \$1,000

- TEAM, Inc., Adult Diaper Bank – \$5,000
- Mary Wade, Connecting Through Technology – \$1,927
- Town of North Haven Community Services, Mental Health Breaking Waves – \$2,806.50
- VNA of South Central Ct, Medical equipment for clients living in the community with Chronic Obstructive Pulmonary Disease – \$5,000
- Women and Families Center, Yoga4Change Senior Yoga Program – \$4,805

AOASCC granted state **Alzheimer's Aide funds** to the following Adult Day Centers:

- Clelian Adult Day Center – \$10,127
- East Shore Regional Adult Day Center, Inc., dba Orchard House Medical Adult Day Center – \$7,991
- JHA Health Care, Inc., dba Goodwin-Levine Adult Day Health Center (GLADHC) – \$5,259
- Mary Wade – \$9,729

Grantors/Funders

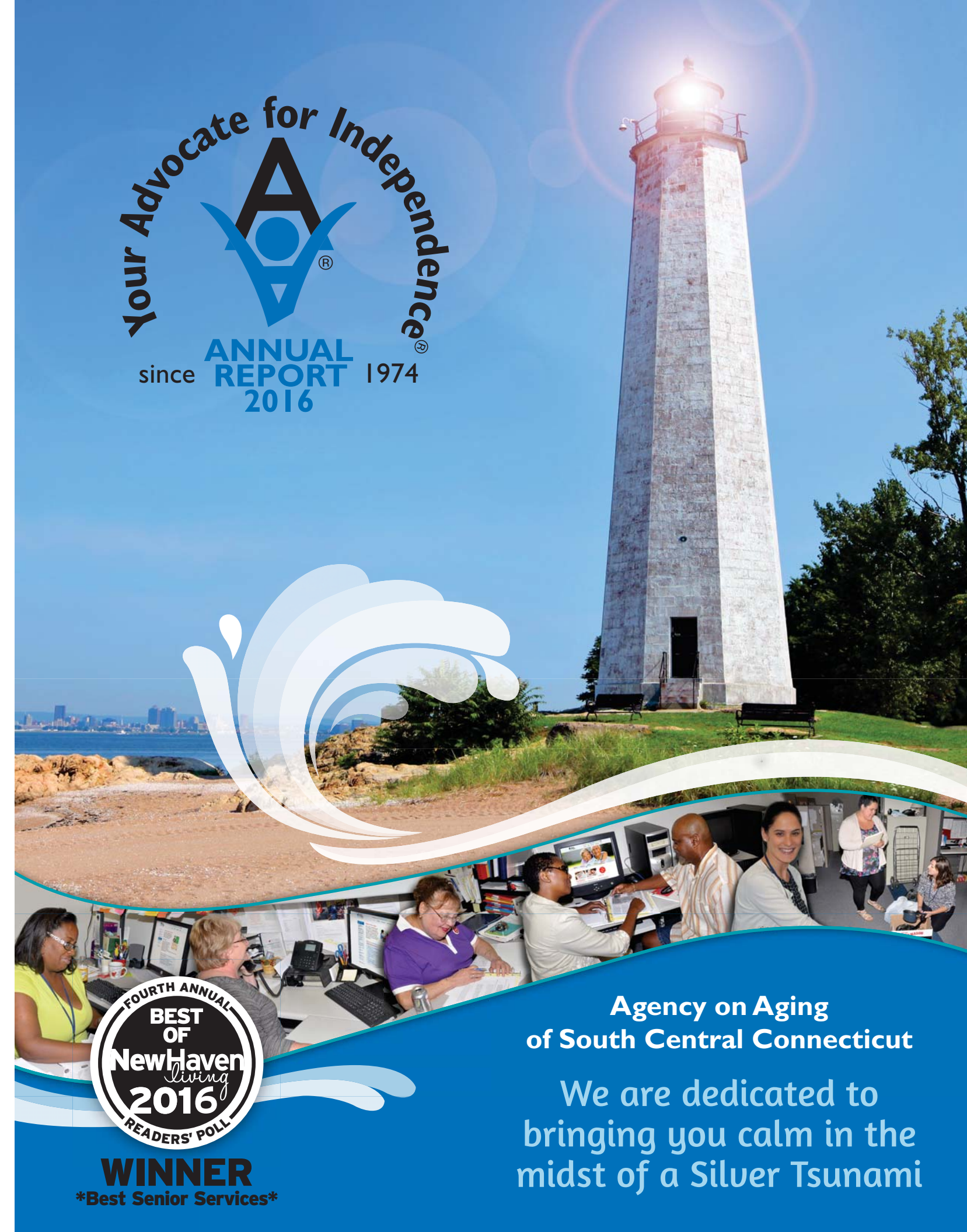
Federal, State and Public Grantors	UCONN Health
Connecticut Commission on National and Community Service	United Way of Greater New Haven
Corporation for National & Community Service	Program Partners
State of CT, Department on Aging	Area Cooperative Education Services
State of CT, Department of Public Health	City of New Haven, Board of Education
State of CT, Department of Social Services	City Wide Youth
State of CT Office of Higher Education	Common Ground School
VA Connecticut Healthcare System	Higher Heights
Private Grantors	Highville Charter School
Community Foundation of Greater New Haven	Neighbor Works New Horizons
National Council on Aging	New Haven Reads
New Alliance bank	Solar Youth
RBS Citizens Financial Groups	Squash Haven, Inc.
	Town of East Haven, Board of Education
	Town of Hamden, Board of Education
	Yale University

Donors

Sunset Shores Adult Day Health Center	Debbie & Irwin Kabakoff	Kathy Pontin
Purple Hearts Home Care	Jean Kaluzynski	Judy Rolnick
Woodview Associates	Joan Kayser	Priscilla Russell
Joanne Arany	Jack Keane	Marie Sadding
James Barakos	Beverly Kidder	Susan Saundry
Linda Bernegger	Lewis Lagervall	Burton Slossberg
Robert Bohannon	Judy LaRocco	Michele Spence
Lewis Bower	Michael Levine	Ginny Steller
Barbara Brumm-LaFreniere	Donna Levine	Saundra Strong
Nicholas Cappiello	Betty Litto	Ted Surh
Gerald Cohen	Scott Logan	Richard Sviridoff
Jeff Dawson	Patricia Loving	Kathleen Tynan-McKiernan
Barbara Dempsey	Dorothy Lucas	Dal Ugrin
Marjorie Drucker	Sandra Lynch	Ron Webb
Harry & Leslie Eudowe	Mary & Gerard	Richard Weiss
Stephanie Evans-Ariker	Marrandino	Steve & Shana Wildstein
Arlene & Les Faiman	Ellen & Leonard Martin	Jane Wisialowski
Pamela Feinberg	Ella Mattingly	
Marion Fisher	Cathleen McAlinden	Event Sponsors
Alan Gans	Joanne McGloin	Caregiver Homes of Connecticut Inc
Tracy Gilbert	Judy McGrath	City of New Haven
Toby & Simeon Gillman	Tyrone Mitchell	ConnectiCare
Carol Grasso	Donna Murray-Wiltsie	GoodCopy Visual Communications
Shari Grenier	Cynthia Niedbala	Healthcare Trust of America
Ann Hebert	Carrie O'Connor	Home Helpers & Direct Link
Katherine Hsu Hagmann	Gerald & Judy	KeepMeHome Care & Companion LLC
Gertrude & Arnold Hyman	Oppenheim	Mary Wade
Joan Johnson	Faith Otto	WellCare
	Thomas Penna	
	Chaucey Perreault	



WINNER
Best Senior Services



Agency on Aging
of South Central Connecticut

We are dedicated to
bringing you calm in the
midst of a Silver Tsunami

What we've accomplished together

Dear Friends and Colleagues,

Thank you all for making 2016 one of the very best years in meeting the needs of our clients. I am especially proud of our staff, whose hard work and dedication was recognized by the communities we serve; we are the proud recipient of the 2016 Best Senior Services award from the New Haven Living magazine. Of course, all of our efforts would not have been possible without the help and generosity of our grantors, donors, community partners, volunteers and most of all, continued guidance and support of the our Board of Directors.

Although our total accomplishments are much more numerous, a short list of major event highlights include:

- Recognized by National Council on Aging (NCOA) as a Best Practice Model for Supplemental Nutrition Assistance Program (SNAP) benefit outreach and enrollment activities and subsequently awarded a grant to continue our work through 2018.
- Developed a relationship with Yale New Haven Hospital to provide ongoing in-service trainings on various health issues and diagnoses for care management staff.
- Implementation of an electronic client record system that will enhance the service levels and drive efficiencies.
- Received a grant to coordinate training of leaders in the Diabetes Self-Management Program. We will coordinate trainings throughout the 20 town region for other agencies wishing to have staff certified.
- Implemented the Powerful Tools for Caregivers program. This is an evidenced based training/support program for family caregivers.
- Launched a Pen Pal Program between students from the Hamden Middle School and Veterans living in Hamden.
- Developed a relationship with a major university to provide interns (online Master of Social Work, MSW, placements) to assist with the development of grants and funding to support the project.

In addition, we are dedicated to improving the efficiency of the Agency through the use of a consolidated database to track the needs of the clients and develop a more effective and satisfying way for the various parties to communicate and improve their relationships with us. To do this we have begun to implement Salesforce system (CRM). Through this CRM we will be able better manage client, donor, community partner and volunteer relationships by storing and managing the outreach and informational assistance in one central location.

Thank you all for being part of this journey and being part of the lighthouse that shines the guiding light to all our clients with many needs as they navigate through the difficult waters of aging.



Ted Surh
President & CEO

Agency On Aging of South Central Connecticut
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Care Network Link® • www.CareNetworkLink.org



Kathy was at her wits end. She had been unemployed for years and was frustrated. Despite a well-rounded educational background, a good solid work history, numerous accomplishments and citations, she was unable to find work and felt unemployable.

Kathy knew that she needed brushing up on her computer skills and that her resume needed revamping. She found the help she needed through **STEPS™ (Senior Training & Employment Program Services)**. She was focused on her objective and worked hard, pursuing every job opportunity. After several interviews she landed a job with a local Board of Education. In her email letting us know, she wrote:

Wonderful news. I was hired today as a substitute teacher. I really appreciate all your help. When I went for the required test for tuberculous, the nurse said, "Are you really 70?" I said, "yes." Certainly made me feel good... Again, my great thanks. 🍷

Esther could have been very alone. At 98 she is extremely independent and lives in a private apartment, but often relies on a walker so it's hard to go out on her own. Her family is very supportive and visits as often as they can, but they live out of town. The **Connecticut Home Care Program (CHCP)** provides the two things that Esther needs – someone's company and transportation. Esther's companion/homemaker comes by three days a week to help her at home, but also to take her out on errands. Esther enjoys walking around the stores and mall which allows her to get exercise in a safe environment. She is an avid crafter, so they hit the



craft store to look around and buy supplies. Without CHCP, Esther would be quite isolated in her apartment during the week when her family is not able to visit. Esther thoroughly enjoys her companion's company and looks forward to every visit. 🍷

Harold is a veteran. He is also disabled and the Veterans Administration determined him to be unemployable, but he was denied Social Security Disability – twice. He lost his home to foreclosure. He lost his vehicle to repossession and this made it challenging to get to his medical appointments.

He was referred to our **Social Security Disability Assistance (SSDA)** program by Congresswoman Etsy's staff. At that time, he was living in a small apartment with his wife, who was also disabled. They were behind on their rent and threatened with eviction.

Our SSDA lawyer worked with the VA to complete the medical information needed for the social security claim and, with Congresswoman Etsy's assistance to expedite the case, Harold's benefits were approved in time to avoid the eviction. The back benefits were even enough to buy a new vehicle to get him to the VA for his medical appointments. 🍷

Charlie's life has not been an easy one. He is a veteran who has struggled with addiction and is also blind. Today, however, he serves as a minister in his community. He is surrounded by friends and is a great favorite of his family.

At age 67, Charlie is half way through getting his Masters in Christian

Leadership. He also anticipates getting his doctorate in three years and will be ordained this fall. He is an extraordinary man who has never let being blind stand in his way to achieving his objectives.

Last year, Charlie was matched up with an **RSVP volunteer** to act as a companion, opening his mail and reading his academic texts to him. They began taking walks and the volunteer helped him with local errands. Charlie then asked for help with grocery shopping. Charlie said "Both volunteers are great. They have ensured that I have a positive and enriched life!" 🍷

What does volunteering as a tutor through AARP Experience Corps mean to Sam? Here's Sam's story.

I was paired with Joe, a third grade student who had so many challenges at the beginning of the school year, the teachers were very unsure of his academic needs. I quickly discovered that Joe likes sharks, so we began watching videos about sharks, reading books about sharks, and drawing pictures and talking about sharks. We became shark experts! Then the classroom teacher introduced the class to Jacques Cousteau. So I began reading Twenty Thousand Leagues Under the Sea to Joe. We discussed the story, strengthening Joe's vocabulary and comprehension skills.

Joe was recently evaluated and his reading scores greatly improved! The teachers and I have done a happy dance for his success.



73% of the students tutored by **Experience Corps volunteers** showed improvement in their reading scores- even those students who were one or more grade levels behind in reading skills. 🍷

What moves you to get up every day? For Mrs. Anderson it was her tomato garden, but after her husband died, she didn't have the money to buy plants so the garden was bare.



Mrs. Anderson was referred by her senior center director to us for assistance with her **SNAP (Supplemental Nutrition Assistance Program)** application. The counselor noticed that she seemed very sad. As they talked the counselor learned about the tomato garden. As Mrs. Anderson talked about once being the "Queen of Tomatoes," the light came back to her eyes and a smile crossed her faced. The counselor told her that SNAP benefits could be used to buy tomato plants. A plan was hatched. When the benefits came through the counselor showed her how to use the card to buy vegetable plants. A few months later, we saw Mrs. Anderson, beaming with pride. She appeared at our office with a basket of tomatoes to say thank you for helping her resume her title as "Queen of Tomatoes." 🍷

Powerful Tools for Caregivers training has been an encouragement to many. Mrs. Wilson is one. She sat quietly throughout most of the classes, silently nodding her head in

agreement as the facilitator and other caregivers shared their stories. She had little to say. On the final day she spoke up. Her story of caring for her mother was a common one, but difficult for her to tell. She did her best every day but was never able to please her mother. She never told her mother how sad she felt. She kept her feelings to herself, but as she listened to the stories of other caregivers she began to realize she wasn't alone. Mrs. Wilson gained a new perspective; she is doing the best she can even if her mother cannot acknowledge it. She considers this understanding a great gift, empowering her to be an even better caregiver. 🍷

It's not always easy helping an aging parent, especially when one lives out of state. Sarah knew her mom was often alone, and wanted to find a companion who was trustworthy and would be a good fit. She found a home care agency through **Care Network Link™**. Now Sarah's mom spends time painting watercolors with her companion. Sarah tells us, "I always think of the Care Network Link site as my 'go to' site for caregiving help. I have appreciated

all that you have put in place to help family members with caregiving. I am very pleased!" 🍷



Our mission is to empower adults to remain as independent and engaged as possible within their communities through advocacy, information, and services.