

2017 Winner
of the n4a Award for
our T.E.A.R.S.™ Program!



**“As you are,
so once was I;
as I am,
so will you be”**



*Aging is a natural part of Life...
and not a problem to be solved!*

HERB PORTNOY 2016

-Herb Portnoy, Ageism Poster Contest Winner

Agency on Aging of South Central Connecticut

Letter from the President

Dear Friends and Colleagues,

This has been a year in which we have faced many challenges and opportunities, as we continue to see changes in federal and state funding conditions. It is thanks to you, our community partners, staff, volunteers and dedicated Board and Advisory Council members, that we are able to continue to adjust and grow to meet the needs of those we serve.

In the past year, we have seen the State of Connecticut continue to adopt additional ways to meet the needs of clients. In partnering with the state, our staff has embraced the opportunities given by new programs and met the challenges as the state implements new systems in CHCP for assessing client eligibility and tracking their care plans.



One area of growth that I am most proud of is our **Stop Ageism Now Campaign**. Systematic discrimination against older adults is becoming a topic of national conversation, and, with your help and guidance, we were early arrivers to the discussion. Our poster contest winner highlighted our very real belief that "aging is a natural part of life and not a problem to be solved."

Our **T.E.A.R.S.TM Program** (Timely Elder Abuse Response Services) also is an area of tremendous growth. In 2007, TEARSTM began as a small forum to raise awareness of elder abuse among members of the aging network with 35 attendees. Today, it is a branded, comprehensive, multi-prong elder abuse prevention strategy that includes the conference, community meetings, forums, an elder abuse library and more. The conference itself has grown to the point where we have had to move the venue to accommodate the more than 500 expected attendees this year.

The **TEARSTM conference** has also gained national recognition. I could not be more proud of the staff whose hard work has resulted in TEARSTM being recognized by our national organization, the **National Association of Area Agencies on Aging (N4A)**. Each year N4A recognizes agencies who have "an impressive track record of success helping older Americans." AOASCC was honored that TEARSTM received an Aging Innovations Award, which is given to the "most innovative initiatives."

The hard work of our staff, along with continued outreach efforts by our RSVP volunteers and Ambassadors, has also been recognized closer to home. A grant through the Big Y charitable foundation was given in recognition of our work helping consumers navigate through the maze of insurance options and other benefit programs. A legacy donation was given by an individual who saw first-hand how hard our staff works to meet needs for which there are no funding sources. This generosity will help us fill this gap for many future clients. These are just two of the stories of the many individuals and community partners recognizing and supporting the work of the agency.

I extend appreciation to all who had a part in making a very real difference in our clients' lives this past year and am looking forward to seeing where our collective efforts take us in the year ahead.

A handwritten signature in black ink that reads "Ted Surh".

Ted Surh
President & CEO



Agency On Aging of South Central Connecticut

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When his wife died unexpectedly, Gordon, who was 66 at the time, not only dealt with grief but with the fear he would end up in a nursing home. After a stroke, Gordon had become dependent on his wife's help for everyday tasks and Gordon did not know how he would manage on his own. Then he began receiving services through the **Connecticut Home Care Program (CHCP)**. He now has assistance with shopping, cleaning and laundry, receives home-delivered meals, and a nurse checks in once a month. Gordon admits to being unsteady on his feet, but with an emergency response system he knows he can get help if he does fall and the lift chair provided through the program really helps. Gordon is thrilled with the services he is receiving. He is now thriving on his own and is confident that he can continue living in the community. 🌟

Geraldine thought she had planned her life well. When she retired, she moved into senior housing to ensure her Social Security check and small pension could cover her monthly expenses. Then she joined the ranks of grandparents raising grandchildren. They don't allow grandparents to raise their grandchildren in senior housing, so she purchased a small condo and her budget went from manageable to stretched to breaking. Geraldine quickly learned the challenges of raising grandchildren, especially the challenge of stretching limited, fixed finances. Money is tight and the grandkids come first.

This is why the **Grandparents Raising Grandchildren Program** makes a difference.

This last year, grandparents attended a AOASCC hosted holiday party, expecting Santa to provide toys for the kids. Because of staff donations not only did



Santa give every grandchild a gift but, to the grandparent's surprise and delight, Santa also had gifts for them. A gift for Valentine's Day followed, and, for most of the grandparents it had been years since anyone took the time to send wishes of love to them on Valentine's Day. Through support of a local church, AOASCC helped Geraldine and other grandparents celebrate graduations from grammar school, high school and even college.

In the words of one our staff, "It has been a privilege to honor the sacrifices grandparents make every day to help their grandchildren achieve success." 🌟

Bob at age 32 was living in a nursing home. He is paralyzed from the neck down and confined to bed. Life in his own home in the community seemed impossible until he heard about the **Money Follows the Person (MFP) Program**. With the assistance of a team from AOASCC, Bob returned to the community with the equipment and personnel needed to live at home. Most importantly, he now manages his own PCA services, hiring the people that provide his care and developing a system that works for him. Bob finally has the independence he yearned for and feels he has control of his life. 🌟

Mr. Anderson worked all his life and managed his budget carefully. He didn't ever want to be in debt. He remembered hearing stories from his mother about the Great Depression and he didn't want to struggle like she had.

Then he developed cancer, forcing his him to retire. He no longer could keep up with the bills, felt overwhelmed, and suffered depression following the loss of

his usual way of life. Then he was referred to AOASCC. An information counselor reviewed his finances and found several programs that would help. With the **Medicare Savings Program**, he would no longer have to pay for his Medicare premiums and would get reduced co-pays for his prescription drugs. This resulted in his having \$255 more each month to put toward other living costs. He also qualified for **SNAP (Supplemental Nutrition Assistance Program)** benefits which meant he'd have a little more money for groceries.

For the first time, Mr. Anderson felt there was a light at the end of the tunnel. He knew he could manage on a reduced budget and no longer feared that he would end up living in a homeless shelter. He found he could even start planning ahead, putting his name on subsidized senior housing lists and exploring the option of returning to work. 🌟

Mrs. Thompson arrived at our office looking scared and asking to see a counselor immediately. Her husband was in the hospital, needed rehabilitation, and she couldn't pay for his care.

She had papers with her from her insurance company and the hospital informing her she had a \$125,000 bill which would not be covered by the insurance because the hospital was an "out of network" provider. Mrs. Thompson was confused, as she had always used the same hospital and had insurance with the same company for years. She had no ideas that the hospital had chosen to not participate with her insurance company that year.

She had no resources to pay the medical bills and no way to provide



the on-going rehab her husband required. A **CHOICES** counselor met with her, got the details of her situation and began to advocate on her behalf. Through her intervention, the hospital delayed plans to discharge Mr. Thompson until an adequate plan was made to ensure his care. The counselor then found an insurance company that would not only accept Mr. Thomas as a client and pay for his rehab, but agreed to a retroactive plan that covered the outstanding debt. Mrs. Thompson couldn't wait to share the news, so she put a video on her Facebook page thanking us for all our help. 🌟

“Experience Corps has impacted me a great deal, it has kept me active, and it gets me out of the house. It has enabled me to keep doing what I love, to work with kids. I just love it.”

Originally from Alabama, Mildred has always had a love of children and passion for education. After starting her career teaching middle school in Georgia, Mildred came to Connecticut where she has lived for the past 45 years. After retirement, Mildred felt a need to continue helping others, especially children, so a friend suggested she look into **Experience Corps**. That was eight years ago. Mildred believes that she must do whatever she can because, “these kids are future leaders and we need to prepare them for it.”

Mildred likes to tell the kids she works with, “you have to learn because some day you may be a doctor for me and I’ll want you to know what you’re doing.”

Mildred’s fondest memory was working with one little girl. Mildred tells the story; “I was working with this child who always said she couldn’t do it and each time I would reply ‘yes, you can do it.’ One day this same girl said to me ‘I like you’ and I said ‘I like you too.’ Eventually this child’s mother wanted to meet me because she would go home and talk about me to her family.” Mildred goes on to explain, “you have to be firm, but you have to give them confidence. Once they start believing that they can, even that shift in thinking can lead to great success.” 🌟

RSVP volunteer Susan is like family to Patrick. When Patrick turned 90, over 45 friends and family gathered to celebrate. He was totally surprised! His sons flew in from California, all of his Bingo and Pinochle buddies were there, and neighbors from over the years. Several people created collages of his life. Susan was honored to be included in the festivities and enjoyed meeting all the people that Patrick had mentioned in conversations. She has been working as a money manager for Patrick for several years, spending approximately 3 hours each month helping him organize his paper

work and pay his bills. She feels privileged to not just be a support to Patrick but a friend. 🌟

“If I could just have someone to put the sheets back on my bed after I do the laundry, that would help me so much. I just can’t lift the mattress anymore.” When Arleen called us, her voice echoed worry and frustration of not being able to keep up with household tasks the way she used to. For 53 years, she had prided herself in keeping her home clean and well maintained. This wasn’t an easy call for her to make and our staff could hear the hesitation in her voice as she finally expressed her need for help. She commented how blessed she felt that she had good health most of her life, but she knew the housekeeping was getting to be too much. Tasks like vacuuming, mopping and dusting had all become daunting. Arleen’s call to **Care Network Link™** was an important first step. Staff matched her with an agency who met with her. Arleen told us that her homemaker is “just wonderful” in a voice echoing a new sense of relief and confidence. 🌟



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

SUPPORT TO LIVE AT HOME

- Care management services were provided to 3,098 individuals, helping them remain safely in their own homes.
- 23 veterans were given the opportunity to select self-directed home care services.
- 698 individuals received assistance through programs providing for self-directed services.
- 87 volunteers and professionals received CHOICES health insurance training.
- Assistance was provided to 7,320 callers:
 - 4,016 were assisted with Medicare issues.
 - 3,304 were assisted with Information and Assistance community resources.
- Education, either in person or through written materials, was provided to 241,300 individuals.
- 550 individuals were assisted in enrolling to receive SNAP (Supplemental Nutrition Assistance Program) benefits and 18 SNAP information presentations were given.
- 648 individuals received assessments for Meals on Wheels.
- 350 referrals were received regarding individuals needing assistance with Social Security Disability benefit denials.

ASSISTANCE & SUPPORT FOR THOSE CARING FOR LOVED ONES

- 2,049 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 3,140 grandparents and kinship caregivers caring for children.
- 349 family caregivers attended a national conference sponsored by AOASCC.
- Website and video materials were viewed 8,501 times.

OPPORTUNITIES FOR STAYING ACTIVE AND HEALTHY

- Five Moving for Better Balance (Tai Chi) training series were held with 90 participants.
- 314 works of art by 109 artists were displayed at the 4th annual Art of Aging Exhibition
- 19 people were trained for the Live Well program. 138 individuals participated in Live Well sessions, with 95 completing the program.

386 volunteers provided over 200,000 hours of service to older adults and children in the New Haven area.

- 140 FGP/SCP volunteers provided 145,000 hours of service to children with special needs and frail older adults
- 35 Experience Corps volunteers provided tutoring services to 1,198 students in 99 classrooms in 13 schools and distributed 2,500 books to families/children.
- 20 VISTA volunteers provided 37,000 hours of service to 11 not-for-profit organizations
- 191 RSVP volunteers provided 7,000 hours of service to non-profit organizations and individual older adults and children

SUPPORT FOR PROFESSIONALS

- 329 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 58 organizations.

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Financial Information October 1, 2015 - September 30, 2016

REVENUE & SUPPORT

• State Funding	\$7,266,668
• Federal Funding	5,128,758
• Other Support	1,700,563
Total Revenue & Support	\$14,095,989

EXPENDITURES

Home Care:

• Care Management	\$7,729,017
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Nutrition:

• Congregate Meals	\$964,697
• Home-Delivered Meals	1,333,112

Community & Respite:

• Funding to Partners	\$717,941
• Aging & Disability Resource Center	818,023
• Respite Care Management	372,902

Volunteer & Training:

• Experience Corps	\$109,775
• Senior Companions Program	400,191
• Foster Grandparents Program	300,276
• RSVP	63,583
• VISTA	252,605

Administration:

• Agency	\$1,246,347
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Total Expenditures	\$14,308,469
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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 – \$17,386
- Community Health Center, Inc., CHCI Medicare Senior Dental Program – \$33,000
- Fair Haven Community Health Clinic, Inc., Elderly Health Program – \$10,390

Access/Outreach

- BHcare, Inc., Elder Abuse Education Services – \$17,502
- Casa Otoñal, Inc., Quality of Life Improvement for Latino Elderly – \$21,500

Access/Transportation

- Interfaith Volunteer Care Givers, GNH Friendly Visiting Plus Transportation – \$52,386
- Meriden Senior Center, Medical Transportation – \$18,368
- TEAM, Inc., Volunteer Caregivers, Volunteer Caregivers – \$4,886
- TEAM, Inc., Medical Transportation – \$24,886
- Mary Wade, Medical Transportation Program – \$42,386
- Mary Wade, Weekend Transportation Program – \$10,386

Adult Day Center

- Clelian Adult Day Center – \$18,640
- East Shore Regional Adult Day Center, Inc., dba Orchard House Medical Adult Day Center – \$24,987
- Mary Wade Adult Day Center – \$31,374

In-Home Services

- Communication Advocacy Network, Deaf Elderly Services – \$12,386
- Franciscan Family Care Center, Inc., The Promoting Independence of Elders Program (The PIE Program) – \$15,600
- TEAM, Inc., Homemaking – \$24,886
- The Kennedy Center, Inc., Caring for the Caregiver Support Services – \$6,457

Legal

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

Nutrition

- LifeBridge Community Services, Elderly Nutrition – \$1,904,707
- TEAM, Inc., Nutrition – \$259,000

Health Promotion/Disease Prevention

- Griffin Hospital, Valley Parish Program on Chronic Disease Self-Management – \$12,200
- Griffin Hospital, Valley Parish Program on Diabetes Prevention – \$12,000

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

- Clelian Adult Day Center – \$1,399
- East Shore Regional Adult Day Center, Inc., dba Orchard House Medical Adult Day Center – \$9,823
- Mary Wade Adult Day Center – \$12,056

Grantors/Funders

Federal, State and Public Grantors

Connecticut Commission
Community Service
Corporation for National
& Community Service
State of CT, Department on Aging
State of CT, Department of
Public Health
State of CT, Department of
Social Services
State of CT Office of Higher Education
VA Connecticut Healthcare System

Private Grantors

AARP Foundation Experience Corps
Area Cooperative Educational
Services – Wintergreen
Magnet School
DeLuca Foundation
Hamden Public Schools
Liberty Bank Foundation
National Council on Aging
New Alliance Bank Foundation
People's Bank Foundation

The Community Foundation of
Greater New Haven
UCONN Health
United Way of Greater New Haven

Program Partners

Area Cooperative Educational
Services – Wintergreen
Magnet School
Artspace, Inc.
City of New Haven, Community
Services Administration
Citywide Youth Coalition
Dwight Hall at Yale
East Haven Public Schools
Hamden Public Schools
Higher Heights Youth
Empowerment Programs
New Haven Reads
Squash Haven
St. Martin Porres Academy
Yale Peabody Museum of
Natural History

Donors

B & M Homemaking &
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Carolyn C. Coleman Trust
Clelian Adult Day Center
Companions & Home
Helpers, LLC
Companions &
Homemakers
Euro-American
Connections &
Homecare
Financial Accounting
Foundation
Juniper Homecare
KeepMeHome Care &
Companion, LLC
Synergy Home Care
Visiting Angels Living
Assistance Services of
Madison & Middlefield
K Deane & Karen Bell
Marsha Beller
Lewis Bower
Barbara Brumm-
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David Cacopardo
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