

The mission of the Western Connecticut Area Agency on Aging, Inc., is to develop, manage and provide comprehensive services for seniors, caregivers and individuals with disabilities through person-centered planning in order to maintain their independence and quality of life.



# Annual Report 2015



84 Progress Lane, Waterbury, CT 06705, 203-757-5449 or 1-800-994-9422  
[www.wcaaa.org](http://www.wcaaa.org), follow us on Facebook

This annual report was produced with Older Americans Act and state funds.



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## Thank you to All Our Volunteers

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Joanne Avoletta	Dawn Macary
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Mary Kate Gill	Sally St. Armand
Audrey Grove	Anatasia Timko
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## Our Towns

**The WCAAA serves the following 41 towns**

**in western Connecticut:**

Barkhamsted, Beacon Falls, Bethel, Bethlehem, Bridgewater,  
Brookfield, Canaan, Cheshire, Colebrook, Cornwall, Danbury,  
Goshen, Harwinton, Kent, Litchfield, Middlebury, Morris,  
Naugatuck, New Fairfield, New Hartford, New Milford,  
Newtown, Norfolk, North Canaan, Prospect, Redding, Ridgefield,  
Roxbury, Salisbury, Sharon, Sherman, Southbury, Thomaston,  
Torrington, Warren, Washington, Waterbury, Watertown,  
Winchester, Wolcott, and Woodbury

# Western CT Area Agency on Aging

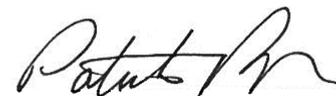
## Statement of Activities

For the years ended September 30, 2014 and 2013

	Unrestricted	
	2014	2013
Revenues, Gains and Other Support:		
Grants and contracts:		
Federal	\$ 3,868,950	3,984,736
State	2,791,997	1,342,832
Other	165,467	82,933
Program and other revenue	414,950	351,470
Investment income	23,980	17,241
In-kind	20,445	58,499
<b>Total revenue, gains and other support</b>	<b>7,285,789</b>	<b>5,837,711</b>
Expenses:		
Program services:		
Nutrition and social services for the elderly	5,341,163	5,353,482
Home care services for the elderly	1,486,217	353,762
<b>Total program services</b>	<b>6,827,380</b>	<b>5,707,244</b>
Supporting services:		
Management and general	262,752	258,577
<b>Total expenses</b>	<b>7,090,132</b>	<b>5,965,821</b>
Increase (decrease) in net assets	195,657	(128,110)
Net assets, beginning of year	361,077	489,187
Net assets, end of year	\$ 556,734	\$ 361,077

## From our President

*We are truly grateful to the hundreds of volunteers who help seniors in the 41 towns of western CT. These volunteers serve on advisory groups, deliver meals to those who are homebound, help with money management chores, transport seniors, call homebound persons on a daily basis to check on their needs, lead groups and work with WCAAA staff in various locations. The WCAAA Board spends many hours reviewing programs and services to ensure that they meet seniors' needs in an efficient and cost effective manner. Together with members of the community, we look forward to meeting challenges through new partnerships in 2016 and beyond.*



Pat Bria, CPA  
President

## Alzheimer Respite Care Program

Respite Care is a short term option designed to provide a break from the physical and emotional stress from caregiving. Services may include: adult day care, home health aide, homemaker, companion, skilled nursing, or short term assisted living or nursing home care. Funds may be used for day or night respite. Current eligibility requirements include: person must have Alzheimer's or irreversible dementia, income cannot exceed \$44,591 a year or liquid assets more than \$118,549. The program has a 20% co-payment toward the cost of services unless waived.

In 2015, the WCAAA's Alzheimer Respite Care Program provided 23,270 units of respite care with state and client funds.

## Assistive Technology Center

Sponsored by Connecticut Tech ACT project, the Assistive Technology Center is dedicated to increasing access and awareness of assistive devices available to people of all ages and disabilities to reduce or remove barriers and increase independence in performing tasks of daily living. The WCAAA offers free personalized or group demonstrations to help make an informed decision about which device will work best to help you or someone you know to live, work, or play more independently.

With state funding, this single person project provided 72 group presentations which resulted in 275 persons who reported making an informed decision to purchase an assistive technology item to help with daily living activities.

## CHOICES, Medicare Counseling

The CHOICES Program (**C**onnecticut's programs for **H**ealth insurance, **O**utreach, **I**nformation and **E**ligibility **S**creening) is designated as the official State Health Insurance Program (SHIP) for Connecticut. The WCAAA serves as one-stop, no wrong door resource centers for free, confidential, unbiased information on programs and services for seniors, caregivers and individuals 18+ with disabilities. Our staff links people to the appropriate community resources, and also provides advocacy and assistance for those who have no one to help. We assist with information about: Medicare, Medicaid, Medigap,

**Senior Center Activities:** 13,986 hours  
**Grandparents Rising Grandchildren:** 339 hours of respite  
**Emergency Fuel (one time benefit):** 47 deliveries  
**Adult Day Care:** 3,711 staff hours to serve additional clients with Alzheimer's disease and 3,245 adult day care days

## Additional WCAAA Services

### Independence Northwest

IN is an independent living resource for people with disabilities living in Northwest Connecticut. IN works with people with all types of disabilities and all age groups. Empowerment is a key objective of the organization. Four core services are advocacy, peer counseling, independent living skills and information and referral. As a partner of WCAAA, Independence Northwest is an initial point of entry for those persons with disabilities, seeking information, guidance or services.

### Private Care Management

The WCAAA routinely receives requests for private care management services. Seniors who are eligible for other programs such as the Connecticut Home Care Program, Alzheimer Respite or National Family Caregiver are immediately referred so that those benefits are maximized. When no other funds are available, the WCAAA staff can contract for care management including in-home assessment and development of care plans. Our rates are very competitive.

### Veteran Directed Home & Community Based Services

This program allows qualifying veterans to be an employer, to hire and supervise their own workers to help with their daily needs. An assessment will be completed to determine eligibility and level of need and to review the program, assist with care plan development. Services may include: assistance with personal care, household tasks, minor home repairs, skilled nursing, accompaniment to medical appointments, non-medical transportation, medical supplies, participation in adult day care and more to help veterans remain at home.

### Special Outreach Initiatives

Several local foundations have partnered with the WCAAA for special outreach and, in Danbury, financing of direct services. We are grateful to the CT Community Foundation for financing our outreach efforts in the City of Waterbury and greater Central Naugatuck Valley region utilizing staff and volunteers. The Waterbury effort is part of the new Waterbury BRASS Program. The BUCK Foundation finances targeted outreach and direct services for seniors in the City of Danbury.

## Resident Service Coordinator Program

The WCAAA has prized our Resident Service Coordinators who have been part of our direct service family for approximately fifteen years through a variety of state, federal and private contracts. These out stationed staff work in housing complexes throughout the 41 western towns to assess residents and contract for services, part of which may be financed by the WCAAA.

Nine RSCs assist residents of over 1,000 apartments.

## Senior Medicare Patrol

WCAAA's CHOICES program provides enhanced education on the issues of fraud and abuse to our network of volunteer and staff counselors. The trained Senior Medicare Patrol counselors then educate volunteers and professionals in the community to ensure that seniors are empowered to address issues of health care fraud, errors, abuse and other related health care scams such as identity theft and internet scams.

In 2015, the SMP unit provided 36 presentations in our region.

## WCAAA's Grantees and Contractors

Annually, the WCAAA awards state and federal funds through a Request for Proposal process to organizations serving western area seniors for services such as chore, transportation, adult day care days, legal services, assistance for veterans or other special population groups and senior center activities. Federal & state funds have matching requirements which are used to supplement base rates or provide additional services for seniors, age 60+. Some services are available for below age 60 populations without charge but cash contributions are accepted. The following data, supported by client characteristics, demonstrates the high productivity of these dedicated organizations in 2015.

**Transportation:** 45,676 one way trips

**Senior Exercise:** 10,488 hours

**Money Management (volunteer based):** 605 hours

**Chores:** 16,933 hours

**Veterans Outreach:** 110 contacts for assessment

**Legal Services:** 1,247 hours

**Alternative Housing:** 1,368 days

**Mental Health Counseling:** 1,589 hours

Medicare Fraud, long term support options, public senior housing, transportation services, health services, support groups, volunteering opportunities and much more.

In 2015, the WCAAA staff and volunteers logged 6,516 client contacts with 1,316 noted as assistance for Medicare eligibles under age 64. In addition, this unit logged 120 presentations or other appearances on Medicare and other benefits during the 12 months.

## Congregate Housing Services Program

The Congregate Housing Program serves the following housing sites: Grace Meadows in Southbury, Greenwoods Garden and Chestnut Grove in Winsted, Nunnawauk Meadows in Newtown, George B. Lewis I & II in Naugatuck and Tarringford West in Torrington. This program provides direct supportive services for eligible seniors, persons with disabilities. Participants are involved in making choices about their services. After a home assessment, services provided may be a personal response systems, chore, homemaker, foot care, adult day care, meals, home health aide, medication monitoring or transportation.

In 2015, the WCAAA arranged for and financed 12,510 units of chore, foot care, homemaker, home health aide, companion and nursing visits with HUD, state and client funds.

## CT Home Care Program - Waterbury

The Connecticut Home Program is designed to help elderly persons and younger persons with a disability to remain safely in their homes with the proper supports and services in place rather than being institutionalized. Persons needing services must be age 65 years+, unless disabled, and require assistance in at least two areas of their daily functioning and meet the program's financial eligibility requirements. Referrals are accepted by telephone by calling the State of CT, Alternate Care Unit, at 1-800-424-4904 or by completing the online application. For more information, call the WCAAA Home Care Program at 203-465-1000.

The WCAAA'S Care Management unit provided assessments and other care planning functions to achieve community living independence for 1,393 Waterbury residents in 2015.

## **Elderly Nutrition**

### **Home Delivered Meals**

Programs prepare and deliver hot and cold meals to elderly individuals who are unable to shop for and/or prepare their own meals or travel to a site where a meal is being served. Donations are suggested. If you are in need of home delivered meals, please call WCAAA at 203-757-5449 or 800-994-9422.

#### **Central Naugatuck Elderly Nutrition**

New Opportunities, Inc.  
232 North Elm Street, Waterbury, CT 06702  
Phone: 203-757-7738

#### **Housatonic Valley Elderly Nutrition**

CW Resources  
15 Great Pasture Road, Suite #8, Danbury, CT 06810  
Phone: 203-628-7540

#### **Litchfield Hills/Northwest Elderly Nutrition Project**

City of Torrington Sullivan Senior Center  
88 East Albert Street, Torrington, CT 06790  
Phone: 860-489-4151

With federal, state, client & locally raised funds, the WCAAA's Elderly Nutrition Programs served 365,496 meals to home bound seniors. WCAAA'S Registered Dieticians provided 1,911 units of nutrition assessment, education & counseling.

### **Congregate Meals**

Regular hot meals for the elderly who may otherwise not eat properly and who can profit from an opportunity to socialize with others. Congregate meals are often combined with recreation, education and social activities.

The WCAAA's Elderly Nutrition Providers served 134,553 meals in 2015 at 38 congregate meal sites including our restaurant providers.

## **Live Well, Self-Management Program**

Attend a free Live Well, Chronic Disease Self Management workshop and learn skills to understand and take control of your long term

health condition. Learn about tools to deal with pain, fatigue, difficult emotions, anxiety, stress, easy exercises to help improve or maintain strength and energy, and ways to improve your nutrition, and appropriate use of medications and more. There is also a Diabetes specific Live Well program.

In 2015, WCAAA served held 11 Live Well workshops serving 98 participants in our region.

## **Money Follows the Person Program**

The goal of Money Follows the Person is to enable Medicaid clients, living in long term care facilities such as nursing homes to move back to the community. Transition Coordinators provide one-on-one help to connect clients, depending on their needs, to services including: community support programs and resources, housing or other living arrangements, rental assistance, accessibility modifications, assistive technology, personal care, money management and emergency backup to help clients be as independent as possible in the community.

In 2015, the WCAAA's transition personnel facilitated 41 transitions from nursing home to community living including locating appropriate housing and arranging for furniture plus household items.

## **National Family Caregiver Support Program**

National Family provides information, assistance, individual counseling, caregiver training, respite care and supplemental services such as home health aide, homemaker, companion, adult day care, minor home repair or medically necessary items not paid for by other sources. Services are aimed at keeping seniors in their home. Although there are no income or asset limits, new clients and those whose incomes are below poverty level are given high priority status.

With federal funds, client donations and service monies from a private foundation, the WCAAA arranged and financed 11,954 units of respite care type assistance. One popular component of this federal program is "Powerful Tools for Caregivers" and in 2015, this single person effort provided four six week sessions with a total of 41 participants who completed the certificate program.