

Western CT Area Agency on Aging



# Annual Report 2017



# 2017 WCAAA Board of Directors

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# 2017 WCAAA Advisory Council

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Anastasia Timpko  
Camille Bertrand

## From our President

*We are grateful to the hundreds of volunteers who help our seniors by serving on advisory groups, delivering meals to homebound seniors, helping with money management chores, transporting seniors, calling homebound persons on a daily basis to check on their needs, leading groups and working with WCAAA staff in various locations. The WCAAA Board & Advisory Council spend many hours reviewing programs and services to ensure that they meet seniors' needs efficiently and cost effectively. We are particularly grateful to our western area senior centers, some of which have been designated Focal Points, for their extraordinary attention to the needs of seniors. The Board of Directors looks forward to more partnerships in the next year of policy and budget changes. Please feel free to contact the Agency for more information on our programs.*

Pat Bria, CPA

President



# OUR PROGRAMS

## 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 have liquid assets more than \$118,549. The program has a 20% co-payment toward the cost of services unless waived. In 2017, the WCAAA's Alzheimer Respite Care Program provided 52,412 units of respite care type services with state, client co-pays & federal funds for 373 persons.

## 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. We offer free personalized or group demonstrations to help individuals make an informed decision about which device will work best to help with living, working, or playing independently. With state funding, this single person project provided 61 presentations which resulted in assistance focused on making an informed decision to purchase an assistive technology item.

## CHOICES, Medicare Counseling

The CHOICES Program (Connecticut's programs for Health insurance, Outreach, Information and Eligibility Screening) is designated as the official State Health Insurance Program (SHIP) for Connecticut. The WCAAA serves as one-stop, no wrong door resource center 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 related to Medicare, Medicaid, Medigap, Medicare Fraud, long term support options, public senior housing, transportation services, health services, support groups, volunteering opportunities and much more. In 2017, WCAAA staff and volunteers logged 6,516 client contacts with 1,316 noted as assistance for Medicare eligibles. 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 contracts for & finances direct supportive services for eligible residents & persons with disabilities. Participants are involved in making choices about their services. After a home assessment, services provided may be a personal response system, chore, homemaker, foot care, adult day care, meals, home health aide, medication monitoring or transportation. In 2017, the WCAAA arranged for and financed 9,210 units of chore, foot care, homemaker, home health aide, companion and nursing visits & 13,662 congregate meals 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 disabilities 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 1-800-445-5394, OR by completing the online application. Information is available through 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 1,493 Waterbury resi-

dents, 63 for PCA waiver and 40 Acquired Brain Injury participants in 2017.

## **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. “Scripts” are required from health care professionals indicating the type of special meals needed such as ground, diabetic, etc. A Registered Dietician visits each participant to determine the need for specialized health education or counseling at home. In 2017, our programs and personnel provided 3,751 units of nutrition education or counseling. The WCAAA “meals” program can be reached at 203-757-5449 or 1-800-994-9422.

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

New Opportunities, Inc. (Phone: 203-757-7738)

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

CW Resources (Phone: 203-628-7540)

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

City of Torrington Sullivan Senior Center (Phone: 860-489-4151)

With federal, state, client & locally raised funds, the WCAAA’s Elderly Nutrition Programs served 334,547 meals to home bound seniors. WCAAA’S Registered Dieticians provided 1,911 units of nutrition assessment, education & counseling for home delivered meal participants.

### **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 94,559 meals in 2017 at 40 congregated 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 Live Well With Diabetes program. In 2017, WCAAA held 15 Live Well workshops with 179 participants, 142 of whom (79%) completed the courses. The WCAAA received a grant from the CT Community Foundation to train bi-lingual leaders who offer Spanish Live Well With Diabetes workshops.

## **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 2017, the WCAAA's transition personnel facilitated 57 transitions from nursing home to community living including locating appropriate housing and arranging for furniture plus other household items.

## **National Family Caregiver Support Program**

The National Family Caregiver Program 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 homes. Although there are no income or asset limits, new persons 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 5,515 units of respite care type assistance. Our supplemental services program provided an additional 2,309 units of items. In addition, one popular component of this federal program is “Powerful Tools for Caregivers” and in 2017, this single person volunteer effort provided one six week session with 9 participants who completed 47 units or class hours. A local private foundation provided funding for services aimed at maintaining Danbury seniors in their homes. This project provided 2,372 units of homecare services for 60 Danbury seniors in 2017.

## **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 2017, the SMP unit provided 34 presentations in our region with a total participation of 724 Medicare eligibles.

## **WCAAA’s Grantees and Contractors**

Annually, the WCAAA Board of Directors 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 monetary donations are accepted. The data below entered into the State's Management Information System and supported by client characteristics, demonstrates the high productivity of these dedicated organizations in 2017. All contractors & grantees through these federal & state funds provided a total of **622,253 units of service for 7,764 western area seniors age 60+**

**Transportation:** 44,756 one way trips

**Senior Exercise:** 5,320 hours

**Money Management (volunteer based):** 415 hours

**Chores:** 22,820 hours

**Veterans Outreach:** 291 contacts for assessment

**Legal Services:** 1,072 hours

**Alternative Housing:** 1,808 days

**Mental Health Counseling:** 1,034 hours

**Senior Center Activities:** 10,948 hours

**Grandparents Rising Grandchildren:** 1456 hours of respite

**Emergency Fuel (one time benefit):** 55 deliveries

**Adult Day Care:** 3,708 staff hours to serve additional clients with Alzheimer's disease and 4,094 adult day care days

## **Independence Northwest (IN)**

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. Through WCAAA grant funds, IN provided 291 contacts for 28 western area veterans to assist with benefits.

## **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 (VDHCBS)**

This program is a consumer directed home and community based services program designed to keep veterans at home. Veterans who are potential candidates for nursing home placement receive that level of care at home. The program provides veterans with a budget and allows them to choose their care providers. Veterans served have the opportunity to self-direct their own care and receive services in their home from the caregiver of their choice. In some cases, a family member of the veteran can be paid for the care they provide. An assessment will be completed to determine eligibility and level of need and to review the program plus assist with care plan development. Services may include: assistance with personal care, household tasks, minor home repairs, skilled nursing, accompaniment to medical appointments. Referrals to the WCAAA must come from the VA. For more information on these benefits or to check your eligibility, call the VA directly at 203-932-5711.

## **Special Outreach Initiatives**

Local foundations 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 out reach efforts in Waterbury and greater Central Naugatuck Valley region utilizing staff and volunteers. The Waterbury effort is part of the new BRASS initiative that includes the new Waterbury Senior Center, CT Community Foundation, City of Waterbury, New Opportunities, Inc. and the WCAAA. Information on Waterbury activities and changes in benefits as well as eligibility requirements can be accessed by contacting New Opportunities, the Waterbury Senior Center or the WCAAA. In 2017, the WCAAA's BRASS outreach effort logged more than 950 senior contacts to help with benefits & services. Agency staff also receive referrals of seniors in potential abusive situations. In 2017, we made over 175 referrals to other authorities for action and initiated a major elder abuse outreach effort using public media such as WATR radio.

**SPECIAL PUBLICATIONS:** WCAAA staff and volunteers produce brochures, booklets & newsletters during a year for consumer and provider audiences. See our website ([wcaa.org](http://wcaa.org)) for documents that can be printed from that source or call the WCAAA for a few copies. "Medicare & You" is also available through us.

## WESTERN AREA CONGREGATE MEAL SITES

(Meals served in a group setting)

Nick's Country Kitchen	Brookfield Senior Center
Cheshire Senior Center	Falls Village Senior Center
Danbury Senior Center	Harwinton Senior Center
Templeton Farms Recreation Building	
Litchfield Community Center	Middlebury Senior Center
Morris Senior Center	Naugatuck Senior Center
New Milford Senior Center	Newtown Senior Center
Nunnawauk Meadows Housing	Meadowbrook Housing
Prospect Senior Center	Heritage Senior Center
Lakeville Town Grove Building	American Pie Restaurant
Southbury Senior Center	Grace Meadows
Claire Hall	Sullivan Senior Center
Torrington West Housing	Annoula's Restaurant
Hispanic Coalition	Brass House Restaurant
Monteiro Restaurant	Amalfi's Restaurant
Waterbury Senior Center	John Bale Bookstore
Falls Avenue Senior Center	McCarthy Senior Center
Rietdyke Senior Center	Woodbury Senior Center
George B Lewis II	New Fairfield Senior Center
New Hartford Senior Center	

## **FOCAL POINTS: 2017 –2020**

**According to the federal Older Americans Act, the term focal point means a facility established to encourage the maximum co-location and coordination of services for older adults (OAA, Section 102 Definitions). The following facilities were approved by the WCAAA Board of Directors as western area Focal Points for the period noted above.**

**BROOKFIELD SENIOR CENTER**

**DANBURY SENIOR CENTER**

**FALLS AVENUE SENIOR CENTER**

**MIDDLEBURY SENIOR CENTER**

**NAUGATUCK SENIOR CENTER**

**NEW FAIRFIELD SENIOR CENTER**

**NEW MILFORD SENIOR CENTER**

**NEWTOWN SENIOR CENTER**

**SOUTHBURY SENIOR CENTER**

**SULLIVAN SENIOR CENTER**

**WINSTED SENIOR CENTER**

**WOLCOTT SENIOR CENTER**

WESTERN CONNECTICUT AREA AGENCY ON AGING, INC.

Statement of Activities and Changes in Net Assets

For the year ended September 30, 2016

Unrestricted net assets:

Revenue, gains and other support:	
Grants and contracts:	
Federal	\$ 3,754,632
State	3,171,778
Other	167,532
Program and other revenue	428,058
Investment income	(6,071)
In-kind	15,395
Total revenue, gains and other support	<u>7,531,324</u>

Expenses:

Program services:	
Nutrition programs	2,341,615
Social service programs	1,805,070
Home care services for the elderly	1,993,867
Housing service programs	717,618
CHOICES for seniors	228,051
Health promotion programs	46,788
Alzheimer's programs	32,654
Total program expenses	<u>7,165,663</u>

Supporting services:

Management and general	<u>262,395</u>
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Total expenses	<u>7,428,058</u>
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Change in unrestricted net assets	<u>103,266</u>
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Unrestricted net assets, beginning of year	<u>723,052</u>
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Unrestricted net assets, end of year	<u>\$ 826,318</u>
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WCAAA's Audited Management and general rate is 3.5%

# 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

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.

**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.

**2018 GRANTEES/CONTRACTORS THROUGH WCAAA AWARDS  
OF FEDERAL AND/OR STATE FUNDS**

**\*NEW OPPORTUNITIES: SENIOR AIDE TRANSPORTATION,  
CHORE, SENIOR MEALS, MONEY MANAGEMENT & EMERGENCY  
FUEL**

**\*CT LEGAL SERVICES: SENIOR LEGAL ISSUES AND GRANDPAR-  
ENTS RAISING GRANDCHILDREN LEGAL EDUCATION**

**\*NORTHWEST CT RURAL TRANSIT AND GEER: SENIOR TRANS-  
PORTATION**

**\*WHEELS OF GREATER NEW MILFORD: SENIOR TRANSPORTA-  
TION**

**\*TOWN OF BEACON FALLS: SENIOR TRANSPORTATION**

**\*TOWN OF NAUGATUCK: SENIOR TRANSPORTATION**

**\*SULLIVAN SENIOR CENTER: SENIOR MEALS, CHORE, SENIOR  
TRANSPORTATION**

**\*HISPANIC COALITION: SENIOR ACTIVITIES & TRANSPORTA-  
TION**

**\*TOWN OF HARWINTON: SENIOR ACTIVITIES**

**\*CACD: EMERGENCY FUEL**

**\*SHARON CHORE SERVICE: CHORE**

**\*LITCHFIELD HILLS CHORE: CHORE**

**\*HELPING HANDS CHORE: CHORE**

**\*INDEPENDENCE NORTHWEST: VETERAN OUTREACH**

**\*TOWN OF NEW MILFORD: CHORE**

**\*RENEWAL HOUSE: ALTERNATIVE HOUSING**

**GRANTS/CONTRACTS CONTINUED . . . . .**

**\*NAUGATUCK YMCA: SENIOR EXERCISE, RESPITE ACTIVITIES  
FOR GRANDPARENTS RAISING GRANDCHILDREN**

**\*GEER ADULT DAY CARE: ADULT DAY CARE DAYS**

**YOUR NOTES**