

Western CT Area Agency on Aging



# Annual Report 2018



## 2018 WCAAA Board of Directors

Atty. Michael Giardina, President  
Joseph De Mayo, MD, Vice President  
Dolores Winans, Secretary  
Judy Begley, Treasurer  
Atty. Alyson Marcucio  
Ann Gioia  
John S. Boccuzzi  
The Honorable Judge Diane S. Blick  
Paul Hinckley  
John Wahlers  
Pat Bria, CPA

## 2018 WCAAA Advisory Council

Rita Caruso	Danessa Marshall
Janet Day	Sharon Massafra
Carolyn DeRocco	Sharon Moore
Ellen Durstin	Linda Musco
Marc Figlar	Joe Pasquarella
Mary-Kate Gill	Marjorie Ross
Roy Ann James-Ellerbee	Anastasia Timpko
Kathy Kinane	Jennifer Labrie
Donna-Jean Lavoie	Patricia Fickes
	Susan Murphy

## 2018 Professional Assessment Committee - PAC

Janice Zwicker  
Jeannette Mitrukiewicz  
Carol Corona  
Joan Peterson  
Antoinette Barrett  
Deborah Besaw

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

- ♦ New Opportunities: Senior Aide Transp., Chore, Senior Meals, Money Management & Emergency Fuel
- ♦ CT Legal Services: Senior Legal Issues and Grandparents Raising Grandchildren Legal Education
- ♦ Northwest CT Rural Transit and Geer: Senior Transportation
- ♦ Wheels of Greater New Milford: Senior Transportation
- ♦ Town of Beacon Falls: Senior Transportation
- ♦ Town of Naugatuck: Senior Transportation
- ♦ Sullivan Senior Center: Senior Meals, Chore, Senior Transp.
- ♦ Hispanic Coalition: Senior Activities & Transp.
- ♦ 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
- ♦ Family Intervention Center: Mental Health Counseling
- ♦ Almost Home Adult Day Care: Day Care Days
- ♦ Naugatuck YMCA: Senior Exercise, Respite Activities for Grandparents Raising Grandchildren
- ♦ Geer Adult Day Care: Adult Day Care Days

## 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.*



**Mailing Address: 84 Progress Lane, Waterbury, CT 06705**



**Phone Number: 203-757-5449 or 1-800-994-9422**



**Visit our website at: [www.wcaaa.org](http://www.wcaaa.org)**



**follow us on Facebook**

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

## From our President

*Every year the WCAAA Board of Directors and Advisory Council reflect on the amazing work performed by our dedicated staff and devoted volunteers to provide essential services to seniors and disabled individuals living in our communities. Without fanfare or accolade, they endeavor to ensure that our most vulnerable neighbors, friends, and family receive nutritious meals, vital transportation, chore services, and other supports necessary to provide a meaningful and dignified life. We are truly thankful for their awe inspiring efforts. As State and Federal budgets become more stressed and policies evolve, we become more reliant upon those in our community who are able to provide their time, talent, or treasure to our Agency. I encourage you to contact the Agency to learn more about our programs and services, for yourself or your loved ones, or to volunteer. We would be happy to hear from you.*

*Atty. Michael Giardina*

*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 \$46,897 a year or have liquid assets more than \$124,679. The program has a 20% co-payment toward the cost of services unless waived. In 2018, the WCAAA's Alzheimer Respite Care Program provided 49,948 units of respite care type services with state, client co-pays & federal funds for 338 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 48 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.

## WESTERN CONNECTICUT AREA AGENCY ON AGING, INC.

### Statements of Activities

For the years ended September 30, 2018 and 2017

	<u>2018</u>	<u>2017</u>
<b>Unrestricted net assets:</b>		
Revenue, gains and other support:		
Grants and contracts:		
Federal	\$ 4,154,808	\$ 3,843,192
State	2,753,676	2,806,683
Other	126,540	124,650
Program and other revenue	377,009	403,856
Investment earnings	70,703	48,153
In-kind	40,416	26,745
Total revenue, gains and other support	<u>7,523,152</u>	<u>7,253,279</u>
<b>Expenses:</b>		
Program services:		
Nutrition programs	2,383,866	2,161,231
Social service programs	1,651,178	1,633,610
Home care services for the elderly	2,317,082	2,142,385
Housing service programs	665,421	648,900
CHOICES for seniors	233,780	233,084
Health promotion programs	43,194	46,726
Alzheimer's programs	32,654	32,654
Total program expenses	<u>7,327,175</u>	<u>6,898,590</u>
Supporting services:		
Management and general	<u>277,995</u>	<u>260,716</u>
Total expenses	<u>7,605,170</u>	<u>7,159,306</u>
Change in unrestricted net assets	<u>(82,018)</u>	<u>93,973</u>
Unrestricted net assets, beginning of year	<u>920,291</u>	<u>826,318</u>
Unrestricted net assets, end of year	<u>\$ 838,273</u>	<u>\$ 920,291</u>

WCAAA's Audited Management and general rate is 3.6 %

## **FOCAL POINTS: 2018 –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**

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 2018, WCAAA staff and volunteers logged 6,841 client contacts with 1,472 noted as assistance for Medicare eligibles and 411 were ADRC contacts. In addition, this unit logged 71 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 2018, the WCAAA arranged for and financed 9,161 units of chore, foot care, homemaker, home health aide, companion and nursing visits & 13,905 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 1,105 Waterbury resi-

dents, 68 for PCA waiver and 42 Acquired Brain Injury Program participants in 2018.

## **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 2018, WCAAA’s Registered Dieticians provided 1,321 units of nutrition assessment, education & counseling for home delivered meal participants. With federal, state, client & locally raised funds, the WCAAA’s Elderly Nutrition Programs served 338,834 meals to home bound seniors. 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)

### **Congregate Meals**

Congregate hot meals are served in group settings for seniors 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 104,157 meals in 2018 at 42 congregate meal sites including our restaurant providers.

## **WESTERN AREA CONGREGATE MEAL SITES**

(Meals served in 2018)

Amalfi’s Restaurant	Middlebury Senior Center
American Pie Restaurant	Monteiro Restaurant
Annoula’s Restaurant	Morris Senior Center
Brass House Restaurant (closed now)	Naugatuck Senior Center
Brookfield Senior Center	New Fairfield Senior Center
Cheshire Senior Center	New Hartford Senior Center (closed now)
Claire Hall Green Manor	New Milford Senior Center
Danbury Senior Center	Newtown Senior Center
East Gate Apts. Food Truck	Nick’s Country Kitchen
Falls Avenue Senior Center	Nunnawauk Meadows Hsng.
Falls Village Senior Center	Prospect Senior Center
George B Lewis I	Prospect Towers Food Truck
George B. Lewis II	Rietdyke Senior Center
Grace Meadows	Sherman Senior Center
Harwinton Senior Center	Southbury Senior Center
Heritage Senior Center	Sullivan Senior enter
Hispanic Coalition	Templeton Farms Rec. Bldg.
John Bale Bookstore	Torrington West Housing
Lakeville Town Grove Bldg.	Waterbury Senior Center
Litchfield Community Center	Woodbury Senior Center
McCarthy Senior Center	
Meadowbrook Housing (closed now)	

## **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 outreach 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 2018, the WCAAA's BRASS outreach effort reached 1,387 seniors to help with benefits in services.

## **SPECIAL PUBLICATIONS**

WCAAA staff and volunteers produce brochures, booklets & newsletters during a year for consumer and provider audiences. See our website ([wcaaa.org](http://wcaaa.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.

## **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 and a Live Well with Chronic Pain Program. In 2018, WCAAA held 25 Live Well workshops with 280 participants, 223 of whom (79% ) completed the courses. The WCAAA received a 2019 Grant from the CT Community Foundation to continue offering Live Well workshops in Waterbury.

## **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 2018, the WCAAA's transition personnel facilitated 60 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 5,951 units of respite care type assistance. Our supplemental services program provided an additional 2,875 units of items. In addition, a local private foundation, “Buck Foundation,” provided funding for services aimed at maintaining Danbury seniors in their homes. This project provided 1,798 units of homecare services for 37 Danbury seniors in 2018; and 33 seniors benefited from the Emergency Response System (PERS) with 315 units of service.

### 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. Under the CHSP program RSCs’ assist clients in remaining in their homes with a variety of services such as case management, meals, housekeeping aid, personal assistance, footcare, companions and other services. 205 Seniors and younger persons with disabilities availed themselves of this service in 2018. Four other coordinators work in private and State housing developments and provide residents with case management, assist with linking residents with community resources, and work as liaison between the resident and various providers in the community. It is estimated that residents total about 1,400 and all have access to these resident Service Coordinators.

### Senior Medicare Patrol

WCAAA’s CHOICES program provides enhanced education on the issues of fraud and abuse for 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 2018, the SMP unit provided 30 presentations in our region with a total participation of 1,300 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 2018. All contractors & grantees through these federal & state funds provided a total of **666,865 units of service for 7,004 western area seniors age 60+, some of which are highlighted below.**

<b>Transportation:</b>	30,260 one way trips	<b>Legal Services:</b>	1,099 hrs.
<b>Senior Exercise:</b>	4,014 hrs.	<b>Alternative Housing:</b>	200 days
<b>Money Management (volunteer based):</b>	555 hrs.	<b>Mental Health Counseling:</b>	0 hours
<b>Chores:</b>	15,838 hours	<b>Senior Center Activities:</b>	21,181 hrs.
<b>Veterans Outreach:</b>	226 contacts for assessment	<b>GRG</b>	2,643 hrs. of respite
<b>Emergency Fuel (one time benefit):</b>	67 deliveries	<b>Adult Day Care:</b>	8,479 staff hrs. & 4,000 ADC 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 226 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.