



ANNUAL REPORT  
2010

empowerment  
engagement  
support  
funding



## OUR MISSION

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

## OUR VISION

We work towards a vision where:

- 1 Older adults may be empowered, through culturally sensitive outreach and collaboration, with sufficient knowledge, wherewithal and supports to realize their most fulfilled state of aging; and
- 2 Society's conception of older adults may evolve to encompass the full range represented by that population, from workers and volunteers to individuals reliant on a significant array of services.

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## EXECUTIVE LETTER

Dear Colleagues and Friends;

We are proud to present the 2010 annual report for the Agency on Aging of South Central Connecticut. As we reflect on the accomplishments of this year it is evident that we have stayed true to the original vision of our incorporators to develop a coordinated system that enables older adult to live in their homes, as well as expanding our efforts to adult individuals with disabilities.

In February 2010, AASCC was the first recipient of the Administration on Aging's Excellence in Action Award: Changing Systems. The nomination was made by the State Unit on Aging (DSS) for our continual commitment to achieving long term care systems change.

We would like to express our deepest gratitude to our funders, community partners, committee members, Advisory Council, Board of Directors and the dedicated staff of AASCC for contributing to a very successful year.

AASCC will continue to support, empower, engage and advocate with and for adults in our community through program development, operations and funding of community partners.



**Edward Konowitz**  
Chair, Board of Directors



**Neysa Stallmann Guerino**  
Executive Director

## AGENCY ON AGING AT WORK IN THE COMMUNITY

### EMPOWERMENT

Community resources information, health insurance counseling and benefits screening to over 30,000 individuals

Community Choices assessments to 28 individuals

We empower individuals to make informed choices for today and tomorrow

### FUNDING

Over \$2,000,000 in grants awarded to 21 organizations

6,268 individuals received services 15% below or at poverty

We understand that a strong community is founded on caring, responsive support for all members

### SUPPORT

Person-centered care management and services to over 3,500 individuals

80% of Connecticut's older adults would prefer to live at home

We support individuals, families and caregivers in community living

### ENGAGEMENT

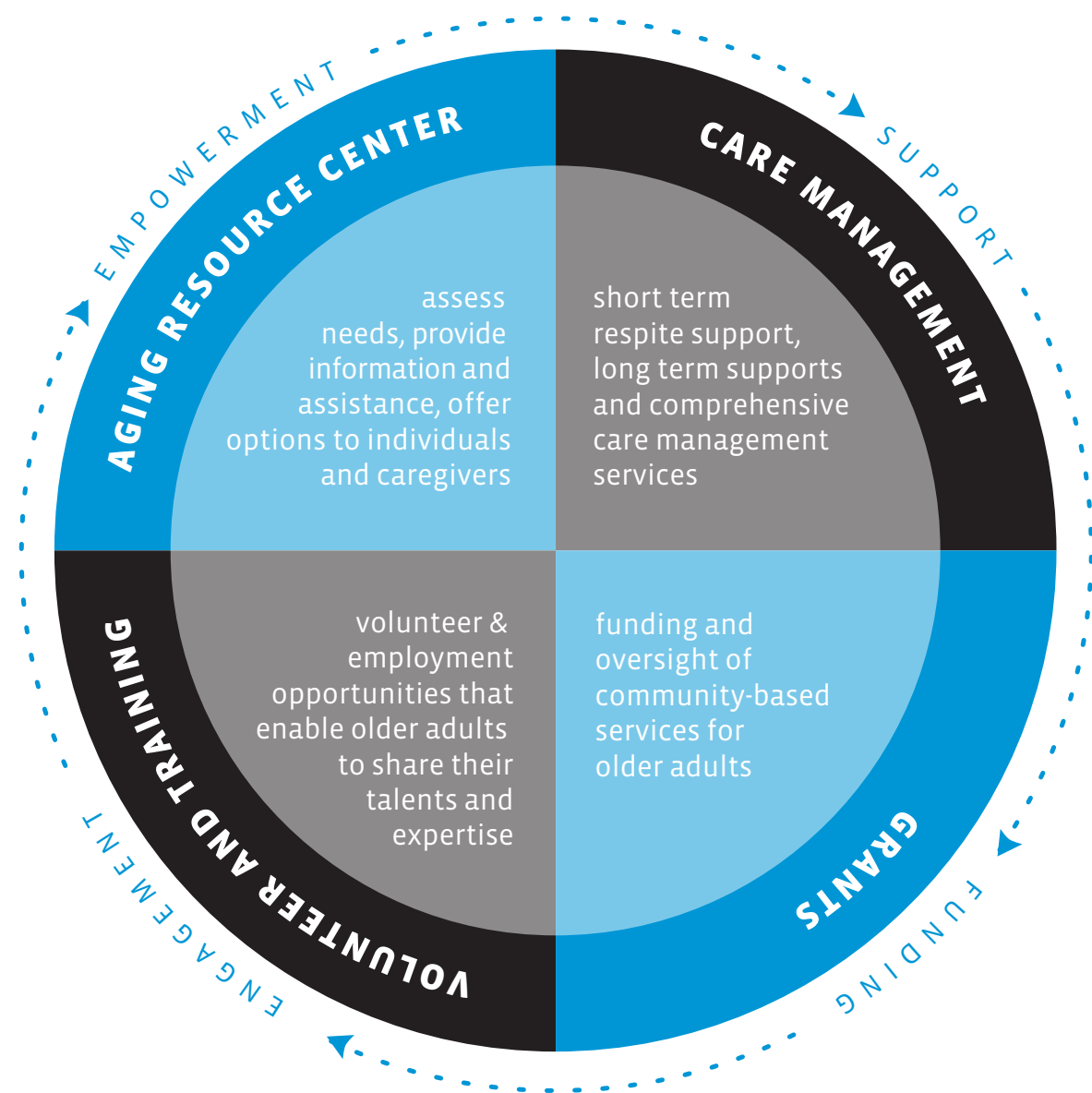
Over 700 volunteers at work in our community

A sense of purpose gives individuals dignity, and self-respect

We connect older adults with opportunities to work, serve and contribute

We open minds to appreciate the value of all, regardless of age

OUR CONTINUUM OF CARE



EMPOWERMENT

People across the age spectrum need information to help them make informed choices about long-term care. Without assistance, many find the system to be complex and confusing. Of particular concern is that many people have misconceptions about the extent to which Medicare covers the costs of long-term care, and may not have a good understanding of what it will cost. Further, people are not aware of the eligibility standards for other sources of public assistance that can make it possible to remain independent in the community.

The AASCC's Aging Resource Center (ARC) provides unbiased, current and comprehensive information on health insurance, financial assistance, benefits, housing and community-based care to older adults, those with disabilities, and caregivers. This service empowers people to understand and plan for their long-term care needs.

Of particular note in 2010 was that the ARC continued to partner with the Center for Disability Rights in sponsoring Community Choices, the first Aging & Disability Resource Center (ADRC) to be launched in Connecticut. Community Choices expands upon AASCC's historical role in providing information & assistance by serving both older adults and

younger individuals with disabilities. This watershed project is both successful in its own right and has served as a replication model for two other regions of the state.

Also notable in 2010 was that the ARC's CHOICES program along with CHOICES peers across the state responded and helped over 4,200 people to enroll in the Medicare Cost Savings Programs (MSP). The MSP programs both help to defray the out-of-pocket costs of participating in Medicare, and represent an income support. In 2009, the Legislature liberalized eligibility requirements for these programs, making thousands more people eligible. CHOICES has been the primary partner for the Department of Social Services in promoting this welcome change.

Finally, ARC has partnered with the Connecticut Association of Human Services on the Connecticut Money School project and expanded the number of classes. AASCC's role is to make presentations in support of enhancing the financial literacy of older adults.

The ARC is through these many means demonstrably instrumental in empowering older adults to make decisions that reflect their goals and preferences.

## SUPPORT

The 2007 University of Connecticut Center on Aging long-term care needs assessment illustrates that 77% of older adults live in their own home and that an overwhelming majority intend to remain there as they age, with or without supports. The same data shows that the least preferred option for retirement housing is a nursing home, and only slightly less preferable is the idea of moving in with adult children. These same preferences are also typical of younger individuals with disabilities.

The challenge is that while people have a strong desire to remain living in the community, functional limitations and economic constraints can make it very challenging to do so. Very few people have the private resources to pay the costs of private home care services out-of-pocket.

AASCC's Care Management Department anticipates and responds to the needs of individuals with functional limitations by providing a continuum of supports. Its respite programs provided targeted short-term support to families caring for an individual with home care needs. Those with more extensive care needs are then typically referred to the Connecticut Home Care Program for Elders (CHCPE) or the Connecticut Home Care Program for Disabled Adults (CHCPDA), as is age appropriate.

For eligible individuals, these programs provide expert care management support that assists individuals and families in assessing needs, establishing a plan of care, and subsidizing the cost of services.

Building upon these more traditional supports, AASCC has also continued to serve as a partner to DSS in transitioning individuals from nursing facilities back to independent living in the community under the Money Follows the Person (MFP) program. In 2010 the project achieved the remarkable result of moving to the community 35 residents of a New Haven nursing facility that is slated for closure.

Additionally, AASCC has piloted and championed the concept and practice of self-directed services via implementing personal care assistants (PCA) as a newly covered service of the Connecticut Home Care Program for Elders as well as inaugurating a new project in partnership with the Veterans Administration and the State Unit on Aging (DSS) to permit veterans to hire and manage their own PCA's.

AASCC's Care Management Department supports individuals and families in fulfilling their desire to receive home care services in the manner that best fits their needs, in the community.

## ENGAGEMENT

A sense of purpose and connection are key elements to a fulfilling life, exerting a powerful influence on physical and mental health. Research conducted by the Harvard School of Public Health illustrates that the top self-reported reasons that older adults volunteer include a desire to stay involved with people, to put their life experience to use, and to give themselves a sense of purpose. Opportunities to work and volunteer help foster these positive outcomes for older adults.

AASCC's Volunteer and Training Department (VAT) recruits, screens, places and supports older adults in meaningful work and volunteer positions in the community. The examples that follow below illustrate the breadth of this work.

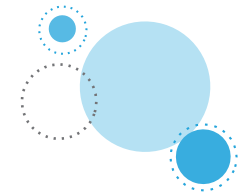
The economic downturn has taken an especially severe toll on older adults. The VAT is responding to the issue of income insecurity by recruiting and training people in need of paid employment through the Senior Community Service Employment Program (SCSEP). The success of this program was validated in 2010 by an award increase to serve an additional twelve individuals.

Also of high priority for AASCC is addressing another major social issue: the achievement gap in school performance among children. In its September, 2010 issue, Time Magazine featured a special report on

education. In the section that addressed means by which the public can help to remedy the achievement gap, two programs that recruit and place older adults were featured. AASCC sponsors both of these: the Foster Grandparent and Experience Corps Programs. Foster Grandparents are recruited to serve in preschools and receive a small stipend to defray the costs of volunteering, a source of support that enables many low-income older adults to afford to give back. AASCC's Experience Corps Program, the first ever launched in Connecticut, represents a partnership between national Experience Corps, Americorps, United Way and the Hamden School system to recruit and place older adult literacy tutors in all of the Hamden elementary schools as well as a magnet and a charter school. Experience Corps has had a measurable impact on the kids' test scores, as well as improving the sense of self-worth of the volunteers.

Finally, AASCC is deeply committed to remaining on the cutting edge of volunteerism. Its RSVP Program recently competed for and won a competitive Programs of National Significance (PNS) grant from the Corporation for National Service in support of a new "Gray is Green" project to educate communities on conservation and recycling.

AASCC's VAT provides diverse opportunities for older adults to engage and affirm their worth to the community.

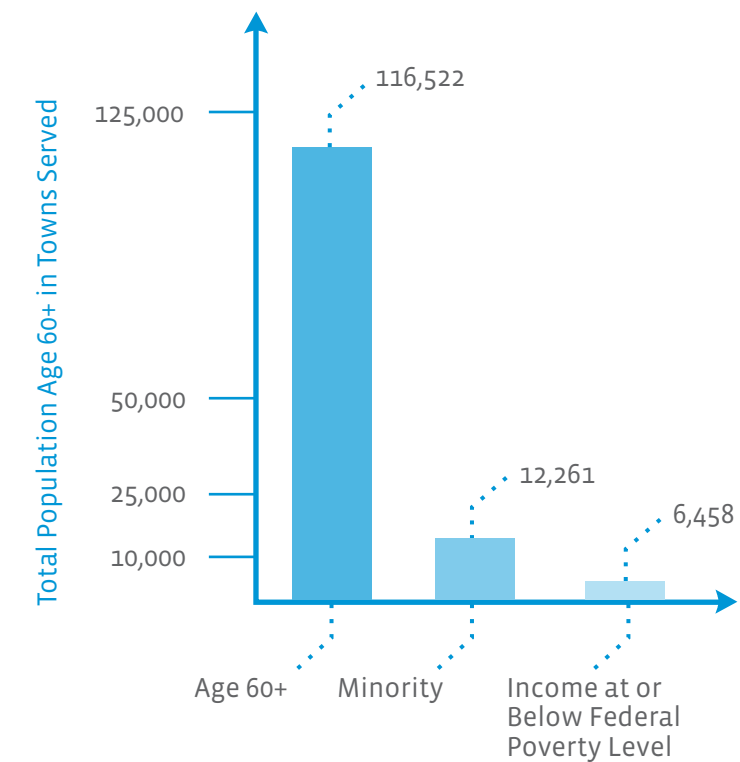


## FUNDING

In 2010, the Agency on Aging of South Central Connecticut awarded over \$2 million in Older Americans Act (OAA) and state funds to more than twenty organizations in support of programs that provide transportation, nutrition, in-home services, adult daycare, dental services, and family caregiver services. This funding helps to enable the aging services network to meet the needs of individuals age 60 and older, with special emphasis on those who have historically been underserved: people of color, those with low incomes and those who have faced barriers to accessing services.

AASCC serves a twenty-town service region with a total population of individuals age 60 and older equal to 116,522. Of that figure, 12,261 or 10.5% self-identify as members of minority groups and 6,458 or 5.54% have incomes at or below 100% of the Federal Poverty Level (FPL). AASCC's grantees have historically been and remain extremely successful in serving populations prioritized by the OAA. In FFY'10, OAA funds supported services to 6,268 unduplicated individuals (1,780 or 28% of whom self-identified as people of color, 954 or 15% of whom had incomes at or below the Federal Poverty Level).

AASCC's Grants and Contracts Department provides oversight and direction to grantees, as well as liaising with the AASCC Allocations Committee in its review and recommendations concerning applications for funding. This ensures conscientious investments that achieve desired results.



## 2010 GRANTS & CONTRACTS

### OLDER AMERICANS ACT ACCESS (TRANSPORTATION, I&A, OUTREACH)

Meriden Senior Center	\$ 15,600
The Mary Wade Home	\$ 63,540
TEAM, Inc.	\$ 28,340
AASCC - Aging Resource Center	\$ 53,508
Birmingham Group Health Services, Inc.	\$ 6,904
<b>Access Sub-total</b>	<b>\$ 167,892</b>

### OLDER AMERICANS ACT IN-HOME

Casa Otoñal	\$ 57,055
Franciscan Home Care	\$ 25,601
Interfaith Volunteer Caregivers of New Haven	\$ 60,866
AASCC - Bridge Program	\$ 83,200
AASCC - Senior Companion Program	\$ 19,760
TEAM, Inc.	\$ 46,800
New Opportunities of Greater Meriden	\$ 19,500
Birmingham Group Health Services, Inc.	\$ 12,796
<b>In-home Sub-total</b>	<b>\$ 325,578</b>

### OLDER AMERICANS ACT HEALTH & MENTAL HEALTH SERVICES

Community Health Center - Dental	\$ 35,000
Bridges	\$ 15,000
The Connection, Inc.	\$ 20,000
<b>Health &amp; Mental Health Services Sub-total</b>	<b>\$ 70,000</b>

### OLDER AMERICANS ACT LEGAL

New Haven Legal Assistance	\$ 55,120
<b>Legal Sub-total</b>	<b>\$ 55,120</b>

### OLDER AMERICANS ACT ADULT DAY CENTER

Clelian Adult Day Center	\$ 22,783
Goodwin-Levine Adult Day Center	\$ 38,810
Mary Wade Home Adult Day Center	\$ 42,971
Orchard House Adult Day Center	\$ 19,014
Partnerships Adult Day Center	\$ 6,422
<b>Adult Day Care Sub-total</b>	<b>\$ 130,000</b>

### OLDER AMERICANS ACT PROGRAM DEVELOPMENT/MIS

AASCC - Program Development/MIS	\$ 34,398
<b>Program Development/mis Sub-total</b>	<b>\$ 34,398</b>

### OLDER AMERICANS ACT NUTRITION

FSW, Inc. CT	\$ 1,921,320
TEAM, Inc.	\$ 302,900
AASCC - Nutrition Assessor	\$ 47,939
<b>Nutrition Sub-total</b>	<b>\$ 2,272,159</b>

### OLDER AMERICANS ACT HEALTH PROMOTION/DISEASE PREVENTION

Griffin Hospital	\$ 18,925
Hospital of Saint Raphael	\$ 32,544
<b>Health Promotion Sub-total</b>	<b>\$ 51,469</b>

### OLDER AMERICANS ACT NATIONAL FAMILY CAREGIVER SUPPORT CATEGORY

The Consultation Center	\$ 30,376
AASCC - Aging Resource Center	\$ 101,234
AASCC - Respite Program	\$ 88,848
Respite Services	\$ 28,627
Supplemental Services	\$ 54,677
<b>Family Caregiver Support Sub-total</b>	<b>\$ 303,762</b>

### STATE ALZHEIMER'S AIDE GRANTS

Clelian Adult Day Center	\$ 9,026
Goodwin-Levine Adult Day Center	\$ 6,446
Mary Wade Home Adult Day Center	\$ 9,706
Orchard House Adult Day Center	\$ 9,461
<b>Alzheimer's Aide Sub-total</b>	<b>\$ 34,639</b>

## FINANCIALS

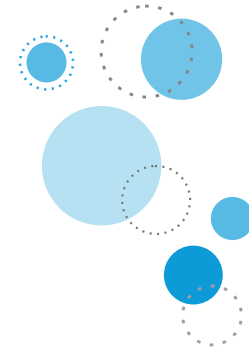
AGENCY ON AGING OF SOUTH CENTRAL CT :: ANNUAL REPORT FINANCIAL INFORMATION  
FYE SEPTEMBER 30, 2009

### REVENUE & SUPPORT

State Funding	\$ 42,138,874
Federal Funding	\$ 4,589,292
Other Support	\$ 729,966
<b>Total Revenue &amp; Support</b>	<b>\$ 47,458,132</b>

### EXPENDITURES

<b>HOME CARE</b>		<b>COMMUNITY &amp; RESPITE</b>	
:: Direct Service	\$ 34,186,608	:: Funding To Partners	\$ 102,1298
:: Care Management	\$ 3,143,125	:: Aging Resource Center	\$ 764,007
		:: Respite Care Management	\$ 1,002,038
		:: Other Programs	\$ 181,689
<b>NUTRITION</b>		<b>VOLUNTEER &amp; TRAINING</b>	
:: Congregate	\$ 961,141	:: Senior Companion Program	\$ 38,0171
:: Home Delivered	\$ 1,119,470	:: Foster Grandparent Program	\$ 340,563
		:: Opportunities For Older Americans	\$ 278,928
<b>ADMINISTRATION</b>		:: RSVP	\$ 100,267
:: Agency	\$ 882,059	:: Senior Employment Program	\$ 451,840
:: Billing & Other Administration	\$ 2,311,847	<b>Total Expenditures</b>	<b>\$ 47,125,051</b>



## DONORS & SUPPORTERS

### GRANTORS

Americorps Program of the CT Commission on Community Service  
Community Foundation for Greater New Haven  
Corporation for National & Community Service  
David N. Lane Trust for Aged & Indigent Women  
George & Grace Long Foundation  
State of CT Department of Developmental Services  
State of CT Department of Social Services  
U.S. Department of Health & Human Services  
U.S. Department of Higher Education  
United Way of Greater New Haven  
Veterans Connecticut Healthcare System

### GENERAL DONATIONS

All for One Campaign (Hospital of St. Raphael Employees)  
Mary Louise Smith  
United Way of Greater New Haven Campaign  
United Way of Central & Northeastern Connecticut (Pratt & Whitney Community Campaign)

### MONETARY AND IN-KIND DONATIONS RECEIVED IN SUPPORT OF COMMUNITY EVENTS

A&J Personnel, Inc.  
Big Y  
Christmas Tree Shop  
Rev. Ray Cooley

Coordinated Transportation Solutions  
Anthony J. DaRos, First Selectman, Town of North Branford  
Davenport/Dunbar Residence  
Eder Bros.  
Emerald Bakery  
Foxon Park  
Fred Serra  
FSW Inc., CT  
Golden Hill Health Care Center, Residents and Staff  
Good Copy Printing Center, Inc.  
Sheila Greenstein  
Hamden Chamber of Commerce  
Healthnet  
Howard K Hill Funeral Services, LLC  
Meredith Wallace Kazer  
Edward Konowitz  
Carol Levarek  
Manjares Fine Pastries  
Marrakech, Inc.  
Masonicare  
New Haven Chorale  
New Opportunities RSVP, Waterbury  
Newmark Knight Frank  
Olive Garden Restaurant, Orange  
Orange Senior Center  
Anne Ostberg  
Panera Bread  
Thomasine Shaw  
Shop Rite, West Haven  
Something Sweet Inc.  
Stop & Shop, New Haven

The Mary Wade Home, Inc.  
Tower One/Tower East  
Dal Ugrin  
United Way of Greater New Haven  
Van Wilgens  
Walgreens  
Richard Weiss  
West Haven Volunteer Auxiliary,  
West Haven ADC  
Yale-New Haven Hospital

### DONATIONS RECEIVED IN SUPPORT OF THE CLIENT FUND

Sheila Greenstein  
Mr. Mariano  
Linda Manzo  
United Illuminating  
The Client Fund Committee

### IN MEMORY OF GERTRUDE E. NOONE

Deborah Woods  
Sharon Lieber

### IN MEMORY OF C. BOVE, MOTHER OF BOARD MEMBER CAROLYN BOVE

Patricia & Stephanie Redding  
Carolyn Bove  
Mary Constantine  
Robert Johnson, Jr.  
Alex & Margaret Filipowich  
Ed Annunziata  
The Lil DeLucia Family  
Samuel & Ethel Kushlan  
Suzanne Conte

## AASCC STAFF

### EXECUTIVE TEAM

Neysa Stallmann Guerino, Executive Director  
Kate McEvoy, Deputy Director

### HUMAN RESOURCES DEPARTMENT

Marcia Valente, Human Resources Director

### ADMINISTRATIVE SUPPORT

Geraldine Corso  
Janiss Fowler

### AGING RESOURCE CENTER

Beverly Kidder, Aging Resource Center Director  
Leslie Pruitt, Aging Resource Center Coordinator  
Dolores Bush  
Thomas Davis  
Blanca Toledo-Perez  
Susan Hamilton  
Ellen Laydon  
Marianne Lopez\*\*  
Jon Modica\*\*  
Janet Perez-Otero  
Jessica Sirella  
Ruth Tarquino

### CARE MANAGEMENT DEPARTMENT

Julie Gelgauda, Director of Care Management  
Patricia Nerreau, Assistant Director of Care Management  
Cheryl Gaffney, Clinical Coordinator  
Linda Bernegger, Operations Coordinator  
Tara Hanniford, Operations Coordinator\*\*  
Marci Hahn, Staff Development Coordinator  
Cynthia Scott, Special Programs Coordinator  
Janet Girardat, Care Management Coordinator  
Shari McAuley, Care Management Coordinator  
LeaAnn Zamorano, Care Management Coordinator  
Maria Rincon, Care Management Coordinator  
Peggy Caldwell, Contracts Coordinator  
Carrie O'Connor, Data Processing Coordinator  
Betsy Wieland, Respite Coordinator

### ADMINISTRATIVE SUPPORT

Cynthia Abate  
Jean Costa  
Donna Giovanni  
Mary Connolly  
Tommie Smith

### WESTERN TEAM

Anne Krott, Lead Care Manager  
Danielle Rosicclair\*\*

Jamie Fields  
Jennifer Wheaton  
Jessica Garcia  
Kati Piselli  
Katie Nants  
Kelliann Costanzo  
Rachel Stollman  
Stephanie Crieiger  
Tiffany Bellinger  
Tomeca West  
Lynn Gagne  
Roseann Morgenweck

### EASTERN TEAM

Travis Barker, Lead Care Manager  
Brenda Iaquessa  
Courtney Sahler  
Diane Garland  
Duane Roulier  
Erin Kontogiannis  
Everlena Handy  
Jennifer Keyser  
Maria Schilder\*\*  
Margaret Cohan\*\*  
Michelle Taylor  
Susan Shultz  
Evelyn Gonzalez

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Andres Roman\*\*  
Christine Tubiak  
Daniel Milano  
Danielle Ellesio  
Dawnmarie Hunter  
Kimberly Riker  
Laura Rose Pazda\*\*  
Lindsey Kordorsky  
Maricarmen Rodriguez  
Michele Gullotti\*\*  
Nekia Hilton  
Sollee McCoy\*  
Verdie Williams  
Maria Falconer

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Amanda Langley, Lead Care Manager  
Ann Hebert  
Anna Kantor  
Cherylann Savo\*\*  
Cindy Sabota  
Debbie Lovely

Debbie Savage  
Kate Richardson  
Mary Brandon\*\*  
Melissa Wilson  
Nicole Vickers  
Noemi Rivera  
Rose Dockett  
Shelby Englund  
Victoria Cancel  
Elizabeth Ramos  
Maria Friedman

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Priscilla Russell

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Jacqueline Amirault  
Sally Frielle  
Lizzie Johnson-White  
Jill Sivertsen  
Farida Vohra

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Becky Dunlop  
Sheila Bertini  
Nelina Bowan  
Johnny Posey

### RESPIRE

Kathryn Upham  
Tatiana Dukes  
Lauren Liss\*\*  
Alice Williams

### FISCAL

Clifford Johnson  
Joseph Tyrian  
Tony Obuekwe  
Robin Breuer  
Michelina Giordano

### INFORMATION TECHNOLOGY

George Morgan

### CARE MANAGEMENT SUPPORT UNIT

Carolyn Feliciano, A/R A/P Manager  
Patricia Archer  
Mary Bales  
Carolyn Blankenship  
Shantelle Graham  
Ronda Sloan  
Kim Walker

Betsy Heelan-Nieves  
Cynthia Hinckley  
Katarzyna Saeed  
Tina Zenisky  
Lisa Baribault

### GRANTS AND CONTRACTS DEPARTMENT

Jonathan Reiner, Grants/Contracts Director  
Jerry Katz, Grants/Contracts Director\*  
Deborah Yush

### VOLUNTEER AND TRAINING DEPARTMENT

Ron Webb, Volunteer & Training Director

### EXPERIENCE CORPS

Sheila Greenstein, Manager  
Rose Mentone

### OPPORTUNITIES FOR OLDER ADULTS

Faye Rastegar, Manager  
Judith Grammatico, Assistant Manager  
Norma Girardi  
Janie Hofler  
Arlene Johnstone  
Cheryl Larson  
Sylvia Perry  
Anteo Tomasich  
Rachel Vereen  
Lula Williams  
Tonie Curtiss

### RSVP

Josephine Lifrieri, Manager  
Maureen Egan  
Susan Koenigsberg\*  
Marian Hubelbank

### SENIOR COMPANION/FOSTER GRANDPARENT

Cornelia Leavitt  
Annie Thorpe  
Celestino Cordova

### SENIOR EMPLOYMENT

Effat Nemat-Naficy, Manager  
Beverly Sharretto

\*Retired  
\*\* Resigned



Agency on Aging of  
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New Haven, CT 06511  
[aoapartnerships.org](http://aoapartnerships.org)

For Administration, Grants, Aging Resource Center	203.785.8533
For Care Management	203.752.3040
For Volunteer and Training Group	203.752.3059
For Community Choices	800.994.9422