



# 2009 *ANNUAL REPORT*

**Our Mission:**

*To enhance the quality of life for older adults in North Central Connecticut  
by ensuring that they have access to quality and cost-effective services.*

# **NORTH CENTRAL AREA AGENCY ON AGING, INC.**

The North Central Area Agency on Aging, Inc. (NCAAA) is a regional non-profit organization that provides planning and financial assistance to agencies serving older residents of North Central Connecticut. As one of five Area Agencies on Aging in the state - and over 655 in the country, NCAAA works with the *Aging Network*, which includes older persons, government officials, service providers, planning agencies, advocacy groups, and private-sector organizations. NCAAA is based in Hartford, serves a 38-town service area and has been providing services for older adults for over 30 years.



Serving .....

- |               |               |
|---------------|---------------|
| Andover       | Manchester    |
| Avon          | Marlborough   |
| Berlin        | New Britain   |
| Bloomfield    | Newington     |
| Bolton        | Plainville    |
| Bristol       | Plymouth      |
| Burlington    | Rocky Hill    |
| Canton        | Simsbury      |
| East Granby   | Somers        |
| East Hartford | Southington   |
| East Windsor  | South Windsor |
| Ellington     | Stafford      |
| Enfield       | Suffield      |
| Farmington    | Tolland       |
| Glastonbury   | Vernon        |
| Granby        | West Hartford |
| Hartford      | Wethersfield  |
| Hartland      | Windsor       |
| Hebron        | Windsor Locks |

## **Staff**

- Karen Asheh**  
*Respite Care Manager*
- Linda Cobbs**  
*Transition Coordinator*
- Damaris De Leon**  
*CHOICES Information Specialist*
- Sonia Gaztambide**  
*Transition Coordinator*
- Robyn Harper-Gulley**  
*Senior Planner/Grants Manager*
- Juanita Hayes**  
*Program Development Coord./Office Mgr.*
- Marcia Henry**  
*Data Entry/Billing Coordinator*
- Crystal Hill**  
*Data Entry/Billing Coordinator*
- Chris Low**  
*CHOICES Information Specialist*
- Joan Malone**  
*Chief Financial Officer*
- Maureen McIntyre**  
*Assistant Director*
- Lee Morgan**  
*Transition Coordinator*
- Princess Pharham**  
*Interviewer/ Home Share Coord.*
- Lindsay Quillen**  
*Regional Manager, CHOICES Programs*
- Carmen Y. Reyes**  
*Executive Director*
- Patricia Richardson**  
*Community Choices Counselor/ADRC*
- Karen Stone**  
*Grants Manager/Bookkeeper*
- Kimberly Thompson**  
*Data Entry Clerk*
- Maritza Torres**  
*Administrative Assistant*

## 2009 Board of Directors

Virginia Phillips, President

Carol T. Parrish, Vice President

Faye Monroe, Vice President

Monroe Glover, Treasurer

Marti Stiglich, Secretary

John Connor

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Marilyn Shirley  
(Advisory Council Representative)

Kay Tallarita

Robert Wanagel

Lorna Williams

## 2009 Advisory Council

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Barbara Wiggins, Vice Chair

William Gallagher, Secretary

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Jeanette Gray

Edna Haynes

W. Ruth Huguley

John Levy\*

John "Jack" Luby

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Arnold Schwartz

Joan Shoemaker

Bette Smith

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Pamela Smith

John Sullivan

Ira Turner

Susan Juster Viner

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**Every Two Months-Third Wednesday**  
**NCAAA Advisory Council -**  
9:30am to 11am - Please call (860)724-6443 for place  
of meeting

**Monthly-Fourth Wednesday**  
**NCAAA Board of Directors -**  
9:00am to 10:30am

**If you or someone you know would be interested in  
joining either of the NCAAA governing-entities,  
please contact Carmen Reyes for an application for  
nomination.**

*\*Deceased*

## Letter from the President of the Board and the Executive Director

First say to yourself what you would be; and then do what you have to do.  
-Epictetus

In 2009, NCAAA was challenged to reconcile our vision of the future with the reality of the present while letting go of the past.

### **The Past**

2009 saw NCAAA successfully complete a move across town from one Hartford address to another. Our new location at 151 New Park Avenue, Hartford, is much more conducive to our stated objective of becoming more accessible to populations of all ages and abilities. NCAAA was pleased to see so many of our friends at the Open House we sponsored in March 2009.

### **The Present**

The 2009 budget cycle was a challenge for NCAAA. The CHOICES program *which received state funding for the first time ever in SFY 2007 and 2008* lost this short-lived infusion of state dollars in 2009. In addition, in May 2009 the Statewide Respite Program was closed to new applicants as it remains to this day. NCAAA staff remains committed to identifying resources for families despite the widely shrinking array of options statewide.

### **The Future**

As an Area Agency on Aging we are responsible for the allocation of Older Americans Act (OAA) dollars within our Planning and Service Area (PSA). Our priority populations according to the OAA are individuals with greatest economic and social need, individuals with disabilities, people with limited English proficiency, individuals with Alzheimers Disease and their caregivers, older individuals residing in rural areas, and individuals at risk of institutional placement. Our Area Plan is the singular document that outlines how we will approach this allocation within our funding categories which include access, in-home services, legal assistance, nutrition, caregiver support services, and disease prevention and health promotion. 2009 saw the adoption of a new Area Plan to cover the years 2010-2013. Watch for increased emphasis on evidence based programs, a broader approach to Medicare education, and streamlined access to services for consumers across age and disability populations.

We continue to be extraordinarily proud of the NCAAA staff. For despite the adversity and uncertainty, they have maintained their commitment to the clients of NCAAA. We hope that you will enjoy this very brief retrospective of 2009; and we hope that you too will share in this pride.

Most sincerely,

Carmen Y. Reyes  
Executive Director

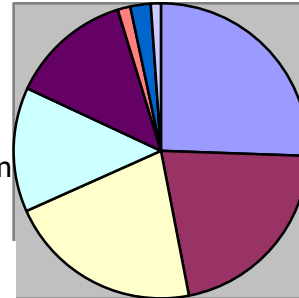
Virginia Phillips  
President, Board of Directors

## NCAAA Caregiver Support Programs

### Connecticut's National Family Caregiver Support Program

Now a decade old, the CT National Family Caregiver Support Program (CT NFCSP), enacted by the year 2000 Amendments to the Older Americans Act, continues to provide a broad-based program to assist caregivers in our region to maintain their family members at home. Program components include:

- Information
- Assistance
- Counseling
- Caregiver Training
- Respite Care
- Support for Grandparents raising their grandchildren
- Supplemental Services\* (see chart)



\*Supplemental Services a.k.a. "Gap Filling Services" are items and/or services for which there are no other reimbursement opportunities such as but not limited to dentures, hearing aids, lift chairs, etc. Studies indicate that these and other unreimbursed expenses for family caregivers total an estimated \$1.5 billion annually. With the help of Supplemental Services, NCAAA seeks to defray this cost of caring.

#### ***Why is financial assistance for caregivers important?\****

- ✓ Unreimbursed expenses for family caregivers total an estimated \$1.5 billion annually
- ✓ Informal caregivers are estimated to lose an average of:
  - \$25,494 in Social Security benefits
  - \$67,202 in pension benefits
  - \$566,433 in wage wealth
- ✓ Value of "free" services provided by family caregivers is estimated to be \$306 billion per year.

#### **Focus on Collaboration: Caregiver Trainings**

In SFY 2009, NCAAA staff embraced the call to diversify our populations and break down our "silos" as illustrated by new activities with the Department of Developmental Services (DDS).

Together, NCAAA and DDS provided two Caregiver Training programs aimed at assisting aging parents with caring for and planning for the future needs of their developmentally disabled children. These four-to six-week sessions covered a variety of topics of interest to these parents such as employment, supportive and affordable housing, and financial planning and *special needs* trusts. Speakers hailed from a variety of area organizations and included significant information from NCAAA and DDS as the lead agencies. The programs were hosted by the **Newington Senior and Disabled Center** in October of 2008 and at the **Ellington Senior Center** in May of 2009.

\*Additional Caregiver Statistics available at [http://www.caregiver.org/caregiver/jsp/content\\_node.jsp?nodeid=439](http://www.caregiver.org/caregiver/jsp/content_node.jsp?nodeid=439)

## Statewide Alzheimer's Respite Care Program

"Commissioner Joyce A. Thomas announces that applications are now being accepted for the pilot Connecticut Statewide Respite Care Program, designed to give caregivers some relief from the constant physical and emotional stress of caring for a loved one with Alzheimer's or related disorder" - DSS Press Release 09/02/1998.

The Statewide Alzheimer's Respite Care Program, one of the few wholly state-funded programs offered at the North Central Area Agency on Aging, continues to provide short-term respite care for families worn down by the 24/7 needs of family members with cognitive impairment. Studies indicate that people with moderate dementia have been able to put off needing institutional care by nearly a year when their family members receive caregivers support services such as counseling, information, and on-going support. Also, the use of caregiver support services has been shown to have positive and significant outcomes in reducing caregiver depression, anxiety and anger.

In SFY 2009 the Alzheimer's Respite Program served 177 clients and their families. We are proud to have had the opportunity to positively impact the lives of CT families caring for their loved ones at home.

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### Noteworthy In 2009:

- **72%** of respite recipients found the program beneficial
- **81%** of respite recipients remained in their homes for the duration of the program year
- **70%** of respite recipients who saw an improvement in their quality of life
- Program **closed to new intake** on May 11, 2009.
- NCAAA partners with the Alzheimers Association to provide **caregiver education and training** opportunities for caregivers in the North Central Region.

*"There are only four kinds of people in the world - those who have been caregivers, those who currently are caregivers, those who will be caregivers, and those who will need caregivers." – Rosalynn Carter*

"I have been primary caregiver for my mom for twelve plus years. During that time I have experienced that role both ways-without respite care and now with respite care. There is a huge difference. Without respite care I found it to get harder and harder to continue the daily routine of caring for mom. With respite care I have that much needed break from caregiving. It doesn't matter whether it's a short respite like daycare or longer respite, you're able to refresh and regroup both physically and mentally." Enfield, CT.

"The Respite Care Program works! It has truly reduced the stress on me as the caregiver and improved the quality of my mother's life greatly! Everyone that we have dealt with during this process has been wonderful. I am convinced that if this were a national program it would improve the lives of millions of our senior citizens....we are truly grateful for this program. Thank you." Farmington, CT.

"Without this help we would be hard pressured to continue as we have to keep the recipient home. We are so grateful for the assistance." Hartford, CT.  
*Hartford*

## CHOICES/ Senior Medicare Patrol (SMP)

The CHOICES program represents Connecticut's programs for Health insurance assistance, Outreach, Information and referral, Counseling and Eligibility Screening. NCAAA's flagship program for Information and Referral Services, CHOICES is perhaps most well-known for its experience and expertise in the field of Medicare and specifically Medicare part D. In order to ensure that consumers will receive consistent and accurate assistance, every member of the NCAAA CHOICES staff is certified by the nationally recognized Alliance of Information and Referrals Services (AIRS).

Nationwide 220,000 individuals become eligible for Medicare *every month*, and *one third* of Connecticut's population consists of Baby Boomers aging in to Medicare! With figures like this it's easy to recognize the importance of the CHOICES program as the expertise and assistance CHOICES offers to the community is unparalleled to any other resource.

Its companion program, Senior Medicare Patrol (SMP), is a federally funded initiative focused on educating Medicare beneficiaries to protect, detect, and report fraud, waste and/or abuse in the Medicare and Medicaid programs in order to reduce financial losses. Since the inception of Senior Medicare Patrol in 1997, \$3.9 million dollars has been saved for the Medicare Program.

### CHOICES "by the numbers" 2009:

- √ **3,885** individuals received Information and Assistance
- √ **15,420** consumers received Health Insurance Counseling and Assistance
- √ **97** Community Education Events provided around the region
- √ **223** hours of outreach provided by NCAAA staff
- √ **8,299** hours of counseling time to consumers in the North Central area and,
- √ **150** trained counselors were provided with on-going education, training, and support
- √ CHOICES volunteers log over **5,020** hours on our behalf; worth almost **\$117,870** in in-kind donations .)

### *And speaking of volunteers...*

- √ CHOICES volunteers Bill Snyder and Frances Sarnecki "retired" after over **20 years** apiece of service to the program.

### New in 2009:

- √ New Long Term Support Options Counseling training curriculum developed
- √ Medicare Across Generations (MAG) grant awarded to NCAAA from the National Association of Area Agencies on Aging (N4A) as a pilot program for the Generational Communication Campaign. [MAG@ncaaact.org](mailto:MAG@ncaaact.org) for more information
- √ CHOICES adopts a new statewide logo



## New Projects Abound in 2009

### Project Home Share

Assumed by NCAAA in November 2008, Project Home Share had its first match by December 26, 2008 and was on its way to a stretch of six successful matches before the program was temporarily closed due to budget cuts through fall 2009.

### Money Follows the Person (MFP)

As of September 1, 2008, NCAAA became a proud partner in the Money Follows the Person Program (MFP). This statewide program is designed to maximize consumer choice and independence and to increase the use of home and community based services in lieu of the more costly institutional care. With four new staff on board, NCAAA's Money Follows the Person program began taking referrals on December 31, 2009. By the end of 2009, the NCAAA MFP Team transitioned thirty-eight (38) people home to the community from area nursing homes.

### North Central Aging and Disability Partnership (NCADP)

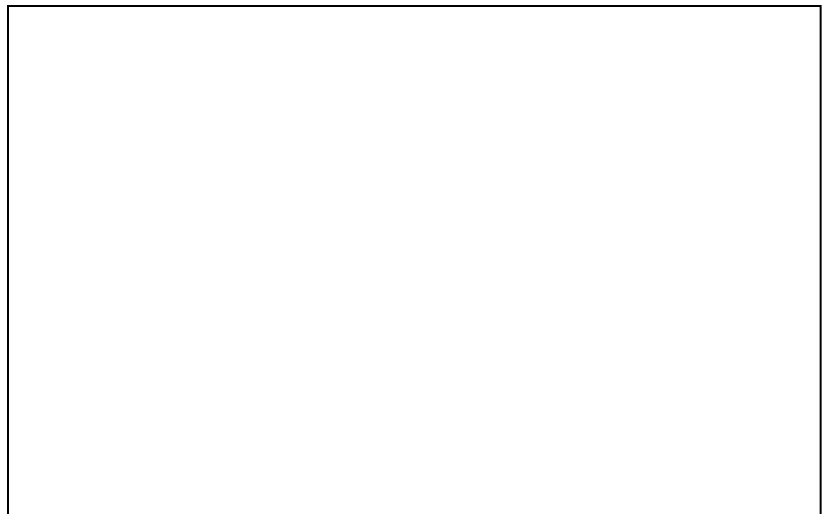
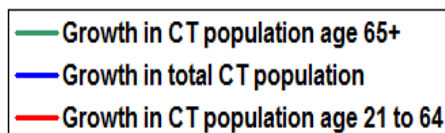
With a Memorandum of Understanding signed by Executive Directors Carmen Reyes (NCAAA), Candace Low (Independence Unlimited), and Molly Rees Gavin (Connecticut Community Care, Inc.) the North Central Aging and Disability Partnership (NCADP) was formed on April 30, 2009. The Partnership, representative of the agencies' commitment to full inclusion and cooperation, hosted the first of our partnership events on September 17, 2009. The event entitled "It Takes More than Ramps" focused on the medical accessibility needs of elders and individuals with disabilities.

### North Central Aging and Disability Resource Center (ADRC)

In August of 2009 the North Central Aging and Disability Partnership became the *third* project in Connecticut aimed at streamlining consumers' access to service across age and disability, and the *first* "true ADRC grant" in Connecticut. In addition to the expedited access to benefits and options, the ADRC grant features an exciting Care Transition Intervention component, in conjunction with the Hospital of Central Connecticut, aimed at reducing hospital re-admission rates for individuals with Congestive Heart Failure (CHF), Bacterial Pneumonia, and Chronic Obstructive Pulmonary Disease (COPD).

### Why are these programs significant? Because Community Living Makes Sen\$e

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\* Robison, J., Gruman, C., Curry, L., Shugrue, N., Kellett, K., Porter, M. et al (2007). *Connecticut long-term care needs assessment*. Hartford, CT: University of Connecticut Health Center. Access at: [http://www.uconn-aging.uhc.edu/res\\_edu/assessment.html](http://www.uconn-aging.uhc.edu/res_edu/assessment.html)

## Grants for Older Adult Programs

### Supporting Community-Based Projects

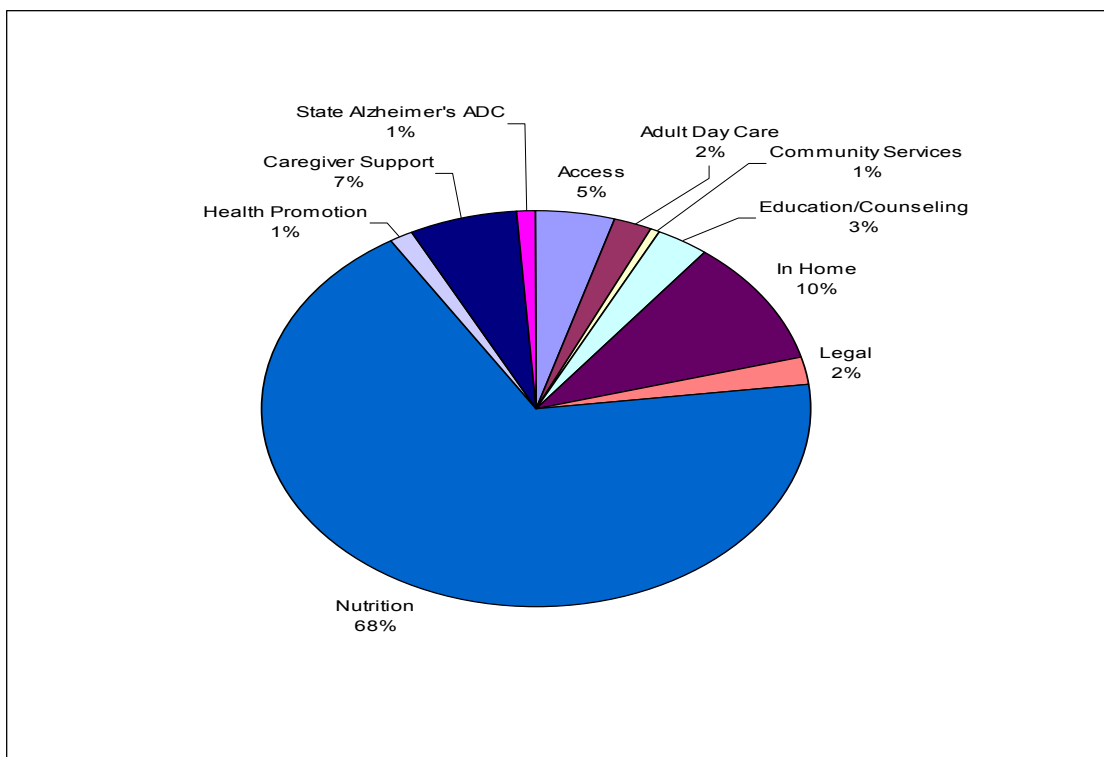
As the primary source of local funding for older adults programs, our financial support provided through grants, represents the heart of NCAAA's presence in and commitment to the region we serve. For the 2009 program year, NCAAA received nearly 80 project proposals varying amongst each of the funded categories. In June 2008 the NCAAA Board of Directors approved funding for 74 projects. Over \$4 million in Older Americans Act and State funding was allocated to projects serving elders. The categories include Title III-B (Access, Adult Day Care, Community Services, Education & Counseling, In Home Services, and Legal Services), Title III-C (Nutrition Services - Congregate and Home Delivered), Title III-D (Disease Prevention and Health Promotion), Title III-E (Services for Grandparents Raising Grandchildren and Respite for Caregivers of Older Adults), and State Alzheimer's Aide.

### Leveraging Local Funds

Due to the financial support provided via NCAAA from Older Americans Act funds, many organizations were able to generate additional revenue which was used to support programs and services for older adults. In FFY2009, approximately \$3.4 million in non-federal resources was leveraged at the local level including: approximately \$1.5 million from cash sources, \$1 million from in-kind sources, and more than \$790,000 from client contributions. These local resources comprised approximately 44% of the total resources contributed to these projects.

### 2009 Funding Snapshot

Illustrated below is the overall distribution of program funding. Please see the Funded Programs section for a list of each project supported, by category.



## 2009 Title III Funded Programs

In FY2009 NCAAA awarded funds under Title III of the Older Americans Act, to agencies serving older adults and their caregivers in the North Central Connecticut Area.

### ACCESS SERVICES \$187,000

Provide assistance in gaining access to services such as information and referral, outreach, and transportation.

- Catholic Charities Institute for the Hispanic Family Extended Support
- Central Area Health Education Center Elder Emergency Preparedness
- City of Hartford Dial-A-Ride & Intertown Grocery Shuttle
- Hockanum Valley Community Council Early and Intertown Transportation
- RSVP of Central CT Medical Transportation Program
- Town of Ellington Medical Appointment Transportation Services (EMATS)
- Town of Granby Senior Outreach Program
- Town of Hebron Elderly Transportation
- United Way of Central Connecticut 211 Infoline

### ADULT DAY CARE \$95,750

Assure a safe, stimulating environment for frail seniors and respite for caregivers.

- Caring Connection Adult Day Health Center
- Felician Adult Day Care
- Hebrew Community Services Dawn to Dusk Respite
- Saint Mary Adult Day Center
- Town of Enfield Adult Day Center

### COMMUNITY SERVICES \$23,000

Expand opportunities and provide specific services to benefit the community.

- Catholic Charities New Britain Bridging the Digital Gap
- Community Renewal Team Social Recreation Program
- Hartford Neighborhood Centers Intergenerational & Computer Technology
- Plymouth Community Food Pantry
- Salvation Army Senior Center

### EDUCATION & COUNSELING \$126,000

Enable clients to receive counseling services one-on-one or in a group; give educational information and materials about various topics and services.

- Bristol Community Organization Housing Assistance
- Catholic Charities Institute for the Hispanic Family Southeast Asian Elders
- Catholic Charities New Britain Elderly Counseling
- CT Coalition of Mutual Assistance Associations Refugee/Immigrant Support
- Institute of Living/Hartford Hospital Healthy Aging Program

IN HOME SERVICES \$414,768

Provide a range of services such as chore, homemaker, grocery shopping and delivery, and home repair/modification so as to improve the quality of life and prevent inappropriate institutionalization.

- Andover Hebron Marlborough Youth Services Senior Chore Program
- Bristol Community Organization Homemaker Program
- Catholic Charities Institute for the Hispanic Family Hispanic Elderly Program
- City of Hartford HEART/Home Help Program
- Community Companion & Homemaking Services
- Community Renewal Team Grocery Delivery Program
- Community Renewal Team Nutrition Counseling
- Hebrew Community Services Neighborhood Connection Program
- Hockanum Valley Community Council HOME Program
- Human Resources Agency of New Britain Perlas Hispanas Home Care
- Manchester Housing Authority Resident Services Coordination
- Town of Bolton Senior Needs Assistance Program
- Town of East Hartford Grocery Delivery Program
- Town of Farmington Expanded Services
- Town of Marlborough Senior Services
- Town of Plainville Senior Center Breaking the Barriers of Isolation
- Town of Rocky Hill Homemaker Program
- Visiting Nurse Association of Central Connecticut In Home Health Services
- West Hartford Housing Authority Elderly Access to Services
- Wheeler Clinic Older Adult Substance Abuse

LEGAL \$84,822

Provide individual and class action assistance.

- Greater Hartford Legal Aid Senior Law Project

NUTRITION \$2,767,810

Provide congregate meals at community sites and meals delivered directly to the homes of older adults; also provides nutrition education and counseling services.

- Community Renewal Team Elderly Nutrition Program
- CW Resources Elderly Nutrition Program
- Hands on Hartford MANNA Weekend Elderly Nutrition Program
- Town of Enfield Mark Twain Congregate Weekend Nutrition Program

DISEASE PREVENTION & HEALTH PROMOTION \$50,982

Provide health education, screening tests, and follow-up for the prevention, early detection, and/or treatment of health conditions.

- Bristol-Burlington Health District Dental Program for the Elderly
- Central Connecticut Health District Smiles for Life
- City of Hartford Keep on Living Wellness Center
- Community Renewal Team Podiatry Services
- McSweeney Regional Senior Center Geriatric Dental Clinic

- Hospital of Central Connecticut New Britain Elderly Health Project
- Town of East Hartford Live Long Live Well
- Town of Plymouth Holistic Programs for Seniors

CAREGIVER SUPPORT \$266,187

Provide respite, guidance, and support for grandparents or relative caregivers raising children and for family caregivers of older adults.

Grandparents Supportive Services

- Bristol Community Organization Grandparents Program
- Catholic Charities Institute for the Hispanic Family Grandparents Program
- Salvation Army Parents 2<sup>nd</sup> Time Around Program
- Town of East Hartford Grandparents Program
- Town of Granby Grandparents Group

Respite for Caregivers of Older Adults

- Bristol Community Organization Caregiver Respite Program
- Connecticut Community Care, Inc. North Central Respite Program
- Human Resources Agency of New Britain Perlas Hispanas Respite Care
- Town of Enfield Adult Day Center Respite Care

STATE ALZHEIMER'S AIDE \$43,345

State funding for Adult Day Center Alzheimer's Aide Program gives Alzheimer's clients and persons with dementia special care that may be needed in adult day centers.

- Avery Heights Betty Larus Adult Day Health Center
- Caring Connection Adult Day Health Center
- Felician Adult Day Care
- Hebrew Home Adult Day Center
- Hebrew Home Adult Day Center at Immanuel House
- McLean Adult Day Health Center
- Visiting Nurse & Health Services of Connecticut Adult Health Center

**Thank You,**

**Friends of NCAAA**

Your support enables us to meet our goals year after year. We would like to express our gratitude to the Department of Social Services, Bureau of Aging, Community, and Social Work Services and the U. S. Administration on Aging.

A special **THANK YOU** to our friends and benefactors  
for their generous donations to the agency.

**AETNA Foundation, Inc.**

John L. Sullivan

Barbara Sullivan

**Friends of the Agency**

Joice Savoie

Arlene Patten

Aletta Denison Genova

Faculty Hospitality Fund

Virginia C. Buffum

Mr & Mrs. Ben Kirby

William & Robin Crossley

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*100% of all donations made to NCAAA support families and their loved ones  
in the North Central Region*

**North Central Area Agency on Aging, Inc.  
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Hartford, CT 06106**

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Fax: 860-251-6107**

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