

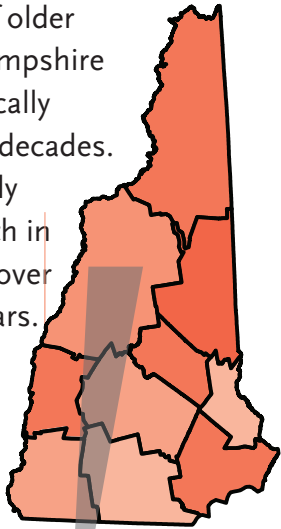


Annual Report 2009

Center for Elder Services

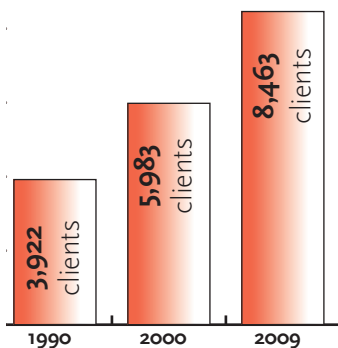
10 Campbell Street ♦ PO Box 433 ♦ Lebanon, NH 03766
603/448-4897 ♦ fax: 603/448-3906 ♦ www.gcsc.org

The population of older adults in New Hampshire will grow dramatically over the next two decades. GCSCC has already seen steady growth in service provision over the last twenty years. What will the future hold?



Courtesy of NH Center for Public Policy Studies and NH Office of Energy and Planning

Percentage of Grafton County's population age 65 and older, 13.4% in 2000 will grow to 34.1% by 2030.



GCSCC service provision

Strategic Planning: A Summary

We recently completed a year of strategic planning which included a variety of opportunities to prepare for the future work of our agency. You will find a summary of our findings below. A full written report is in progress and will be posted on our website www.gcsc.org (or will be available by request) later in the spring.

Grafton County's population is aging

- With an already heavy reliance on its volunteer workforce (GCSCC volunteers outnumber staff 10:1), there is an opportunity to harness a new base of volunteers.
- Demand for services is expected to increase by 50% in the next 10 years.
- We are and will continue to serve a great many older, frailer, and vulnerable clients with complex and difficult situations. Women, who represent the majority of GCSCC clients, staff, and volunteers (74%), are at great risk for retirement insecurity.

A shift in focus from institutional care to community-based care

- The focus is on more personal choice and control for seniors and their families.
- An expected shortage of paid-work force to care for rapidly aging population will potentially be mitigated by an older workforce to provide care for the very elderly.
- There is risk for increasing isolation and a rise in the number of reports of abuse, neglect and exploitation (particularly financial exploitation).

Continued diminished revenue expected

- GCSCC has increased, and must continue, its fundraising efforts and alliances with community partners.
- Grafton County (rather than the state of New Hampshire) now holds responsibility for Medicaid long-term care.
- Towns are increasingly choosing not to include funding for non-profits such as GCSCC in their budgets and client donations for services are declining.

Senior Centers play a pivotal role

- Existing centers are doing a very good job providing an array of services.
- Meeting the needs of seniors in their 60s, 70s, 80s, and 90s is not a one-size fits all proposition. A variety of approaches/services/options is necessary.
- Funding for some of the important senior center functions is not assured.

Long-term Care a growing concern for seniors and their families

- ServiceLink Resource Centers provide increasing assistance on issues such as long-term care, Medicare, and caregiver support.
- Nuclear families are expected to provide more care.
- There are limited options for those who do not qualify for Medicaid and do not have financial means for private caregivers or assisted-living.

Agency Highlights

A Fitting Tribute

When Roger Adams' wife Joan and three children suggested an 80th birthday party for him, he was all for it! And what better



*The Adams Family
(from left) son
Matthew, wife
Joan, son Tom,
daughter Karen,
and Roger.*

place to hold the gathering than Trumbull Hall in Etna, NH, just blocks from where Roger was born and grew up. In August, more than 120 family members and friends gathered for a barbeque and Adams Family Reunion. It was a fun event for Roger who was given a scrapbook filled with photos and mementos. Roger had been adamant about not receiving any birthday presents, but with his approval, family and friends chose another way to honor him.

As a former union bricklayer, Roger spent a few decades building up structures in and around the Upper Valley. In his "retirement," he has continued to lay strong foundations, not with bricks and mortar but with time and dedicated service to others. A volunteer at the Upper Valley Senior Center for the last three years, Roger delivers lunch every Monday and Wednesday to homebound seniors in Lebanon.

To celebrate his service, Roger's family and friends made a multitude of gifts in his name to GCSCC. We are grateful to Roger for his continued commitment and to his generous circle of family and friends for this fitting birthday tribute.



Local Rotarians Lend a Hand

Members of the Lincoln-Woodstock Rotary Club gathered in the Fall to celebrate the arrival of a new replacement bus to be used by Linwood Area Senior Services. While 80% of the purchase price of the bus is funded by the Federal Department of Transportation, the remaining 20% requires a local match. Those funds came from various community fundraisers along with a major gift of \$5,000 from the Lincoln-Woodstock Rotary Club.

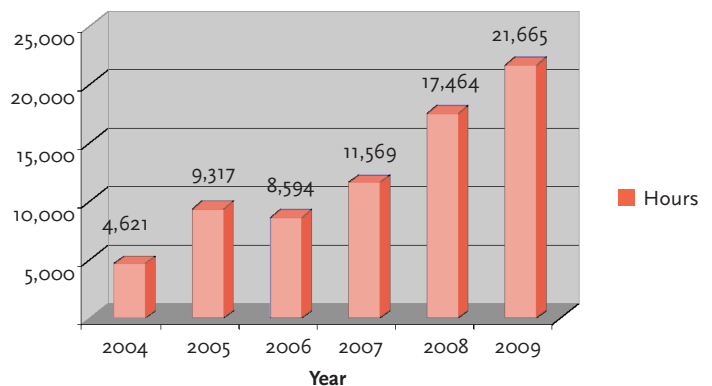
"We recognize that transportation is critical to promote independence and combat isolation" said Jay Polimeno, Rotary president, "and we are proud that seniors from Plymouth to Lincoln now have a comfortable and reliable bus to help them get around." The roomy 2009 Ford Eldorado is handicapped accessible with a wheelchair lift and seating for up to 10 passengers. Last year, the previous Linwood bus provided 5,754 rides to medical appointments, shopping, and Senior Center activities.

Supporting In-Home Care & The Elder Care Fund

The chart (at right) visibly demonstrates the growth of licensed in-home care provided by Grafton County Senior Citizens Council. With a growing population of frail and elderly seniors living alone in Grafton County, there is a dramatic need for increased services. GCSCC now employs approximately 40 trained caregivers to provide companionship, assistance with chores, and light housework. While these services are somewhat invisible to the community, they are critically important, and in line with GCSCC's mission to support the health, dignity, and independence of older adults and adults with disabilities living in our communities. Recognizing the value of this work to a vulnerable population, The New Hampshire Charitable Fund

(NHCF) granted GCSCC \$25,000 to provide short-term support for this costly program. We recently launched GCSCC's Elder Care Fund in the northern part of Grafton County and are actively soliciting contributions. If the agency is able to raise \$25,000 during the next calendar year, we will have the opportunity to apply for an additional grant from NHCF. We appeal for your support through a gift this calendar year.

In-Home Care Program Growth



Programs and Services

Home Delivered Meals

Volunteers bring a hot meal, freshly prepared in the senior centers' kitchens, to the door of homebound adults. With the meal, the volunteer also brings a greeting and check of the recipient's well being. Last year, the Council provided **141,049** home delivered meals to nearly all towns in Grafton County.

Congregate Meals

Our eight senior centers provide a welcome setting for participants to visit with friends and enjoy a nutritious lunchtime meal. A newsletter is distributed monthly with the menu. Last year, GCSCC centers served **79,358** congregate meals.

Transportation

Ten lift-equipped buses transport older and disabled adults to medical appointments, shopping, or the local senior center. Coordinators at our senior centers help arrange this transportation and can sometimes accommodate requests for long-distance medical transportation provided by volunteers. Last year, the Council provided **46,162** rides.

Outreach and Social Services

The senior centers utilize outreach workers whose goal is to connect seniors with the services they need to live independently. They provide outreach to isolated individuals, as well as advocacy, counseling, and information regarding support groups to both elders and their caregivers. The Grafton County ServiceLink Resource Center, sponsored by GCSCC, provides additional social services support, specializing in Medicare and Medicaid, as well as caregiver support, information and assistance. Last year, ServiceLink and GCSCC outreach workers provided support for families on **12,216** occasions (an average of one-half hour each).

Senior Center Activities and Programs

Ranging from art and exercise classes to blood pressure clinics and computer instruction, each center offers recreational, educational and health-related programs. Many programs are held mid-day so that participants can enjoy a program as well as the congregate meal.

Adult Care Programs

With the institution of new state rules regulating adult day care, GCSCC made the decision that it was no longer feasible to offer this program. As of 2010, adult day care has been phased out county-wide. Where possible, clients were transitioned to in-home care. The adult in-home care program, which provides companionship and assistance with chores and light housework for frail elders and adults with disabilities, (including those designated as adult protective services clients by the state Bureau of Elderly and Adult Services), continues to grow. In 2009, GCSCC provided a total of **28,417** hours of adult care.

Volunteer opportunities

A broad range of volunteer opportunities is available through the senior centers and RSVP and the Volunteer Center. In 2009, **944** volunteers provided a total of **63,165** hours of service to the agency!

RSVP signature programs include:

Chore Corps: Assisting with chores, repairs and safety modifications in and around clients' homes.

Good Morning!: A reassurance service which provides a daily morning phone call to elderly individuals who are homebound, living alone and at risk for falls, accidents or sudden illness.


Bone Builders: An exercise and nutrition class offered at several senior centers.

AARP Money Management: Connecting trained volunteers with elders and adults with disabilities who need assistance with bill paying.



Bill MacDonald and Margaret Godfrey help to prepare meals in the kitchen of the Mascoma Senior Center.

Photo courtesy of Gail Shaw.



ServiceLink
Resource Center
Connections for independent living and healthy aging

1-866-634-9412
ServiceLink has
ANSWERS!

Call to get connected to the resources in your community
ServiceLink of Grafton offers free and confidential specialized information, referral and assistance for older adults, those with chronic illness and caregivers. Long Term Support, Caregiver and Medicare counselors are available by phone or appointment at the GCSCC home base, the Center for Elder Services in Lebanon, and at Mt. Eustis Commons in Littleton.



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Our Mission

The purpose of Grafton County Senior Citizens Council is to develop, strengthen and provide programs and services which support the health, dignity and independence of older adults and adults with disabilities living in our communities.

Letter from the President and Executive Director

During the past four decades, Grafton County Senior Citizens Council, Inc. (GCSCC) has transitioned from a small home delivered meals program in Lebanon to a multi-faceted elder services network with 10 locations throughout the County. Political, demographic, and financial changes have been a constant—and the pressure of these changes is likely to have an even greater impact on the organization in the years to come.

Over the last year, we have taken a close look at our past, a snapshot of our present, and a scan of our potential future through a strategic planning process. We've had a Board and senior staff retreat, Listening Sessions throughout the region, survey input from clients and colleagues, and reports from Dartmouth business, medical, and anthropology students. Here are some of the important things that we have learned:

- We can expect Grafton County's population over the age of 65 to increase from 13.4% of the population in 2000 to 31.4% by 2030. "Aging, alone, suggests increased demand on elder services by 50% in the next 10 years," we heard from Steve Norton, Director of the New Hampshire Center for Public Policy Studies.
- For years, we've struggled to balance growth with revenue. Over the past 25 years, our services have grown by a cost of 283% compared to a revenue growth of 257%. We've had a structural and perennial shortfall of approximately 5% annually, sometimes mitigated by major gifts, most notably, generous bequests.
- In the past decade, we've done a great deal to forge formal alliances with community partners and we have greatly increased our philanthropic and contractual support for programs and services. At the same time, we have seen client donations for their services plummet.
- Almost from the beginning, our core vehicle to provide services has been the Senior Center, and our model has long been to use and build upon the Senior Center as a "focal point" for elder services in the community. We heard unanimous support from the Listening Sessions to retain this model: "We should think about the Senior Center as 'one stop shopping' for older adults."
- Through surveys, studies, and "listening," we learned that strengthening Senior Center activities, life-long learning opportunities, health and wellness programs, and support services, should remain a GCSCC priority.
- A growing role for GCSCC is its provision of services for the most elderly, frail, and vulnerable—in-home care, homemaker services, home delivered meals, outreach and counseling services, along with transportation. What makes GCSCC unique in its delivery of these services is their availability to the many adults who do not yet qualify for Medicaid but also cannot afford to pay for such services privately. Without question, GCSCC is addressing otherwise unmet long-term care needs for elders across the county.
- Repeatedly, we heard that GCSCC must serve a role to help communities rally around their isolated members.

Perhaps our greatest strength *and* our greatest weakness was identified by a Tuck School intern: our key assumption that anyone who needs care will receive it, regardless of financial resources available to the individual personally or GCSCC organizationally.

Richard G. Jaeger
President

Roberta J. Berner
Executive Director

Statement of Financial Position

September 30, 2009

Assets

Cash and cash equivalents, unrestricted	\$126,325
Cash and cash equivalents, restricted	61,183
Cash and cash equivalents, board designated	49,683
Accounts receivable	17,602
Grants receivable	133,399
Inventories	26,973
Prepaid expenses	47,000
	<u>\$462,165</u>
Investments whose use is limited or restricted (at fair market value)	\$1,123,176
Land, buildings and equipment, at cost	
Land, buildings and improvements	\$2,664,121
Equipment	405,985
Vehicles	475,745
Accumulated depreciation	(1,425,430)
	<u>\$2,120,421</u>
	<u>\$3,705,762</u>

Liabilities and Net Assets

Current Liabilities	
Accounts payable	74,299
Accrued expenses	98,930
Deferred revenue	285,156
	<u>458,385</u>
Net Assets	
Unrestricted	
Operating	(107,086)
Board designated	1,172,859
Investment in fixed assets	2,120,421
	<u>3,186,194</u>
Temporarily restricted	31,441
Permanently restricted	29,742
	<u>3,247,377</u>
	<u>\$3,705,762</u>

Statement of Activities

For the Fiscal Year Ended September 30, 2009

Support, Revenues and Gains

Support	
Contributions	
Local government agencies	327,893
Senior Center activities	72,599
Program participants	249,053
General and other	375,621
Bequests	168,829
United Ways	49,092
In-Kind	60,947
Governmental programs and fees for contract services	2,266,354
	<u>3,570,388</u>
Revenues and Gains	
Rental	11,310
Interest and dividends	37,405
Net realized and unrealized gain (loss) on investments	220
	<u>48,935</u>
TOTAL SUPPORT, REVENUES AND GAINS	<u>\$3,619,323</u>
Expenses	
Program services	\$3,379,807
Management, general operations and fund-raising	439,249
TOTAL EXPENSES	<u>\$3,819,056</u>
Change in Net Assets	
Net increase (decrease) in net assets	(\$199,733)
Net Assets	
Beginning of the year	\$3,447,109
Ending of the year	<u>\$3,247,376</u>

Memo: Not included in the above figures: \$457,946 of in-kind contributed services.

GCSCC Locations

Horse Meadow Senior Center

91 Horse Meadow Road
North Haverhill, NH 03774
603/787-2539

Linwood Area Senior Services

194 Pollard Road
Lincoln, NH
603/745-4705

Littleton Area Senior Center

77 Riverglen Lane
Littleton, NH 03561
603/444-6050

Mascoma Area Senior Center

1166 U.S. Route 4
Canaan, NH 03741
603/523-4333

Newfound Area Senior Services

Bristol United Church of Christ
15 Church Street
Bristol, NH 03222
603/744-8395

Orford Area Senior Services

Orford Congregational Church
Main Street
Orford, NH 03777
603/353-9107

Plymouth Regional Senior Center

8 Depot Street
Plymouth, NH 03264
603/536-1204

Upper Valley Senior Center

Channing T. Brown Building
10 Campbell Street
Lebanon, NH 03766
603/448-4213

RSVP and the Volunteer Center

Center for Elder Services
10 Campbell Street
Lebanon, NH 03766
603/448-1825
toll-free 1-877-711-7787

For additional information about services or volunteer opportunities, please contact the senior center in your area.



United Way

Grafton County Senior Citizens Council is grateful to the following contributors for their generous gifts to the annual fund, received in 2009.

Donors

The Council thanks those who wish their gifts to remain anonymous, those who contribute through United Way and those who contribute directly to their local Senior Center. Donations to GCSCC, a private nonprofit organization, are tax deductible to the full extent of the law.

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Anonymous (44)

Bequests

By including Grafton County Senior Citizens Council in your will, you are helping to ensure that older people will be able to count on the Council's services and programs to enable them to remain independent in their own homes and communities for as long as possible.

Including the Council in your will can be as simple as adding the following to your will or making a provision in a new will.

"I hereby give, devise, and bequeath to Grafton County Senior Citizens Council, Inc., a corporation duly existing under the laws of the State of New Hampshire and located in Lebanon in said state, _____ dollars (or securities, property, or percentage of my estate) to be used for the benefits of Grafton County Senior Citizens Council, Inc. in such manner as the Board of Directors thereof may specify."

You also may designate a specific senior center or service to benefit from your gift.

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Jeannette and Sidney Albert Estate

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Cottage Hospital
Spear Memorial Hospital
Dartmouth Hitchcock Medical Center
Mary Hitchcock Memorial Hospital
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Hanover Lions Club
Littleton Rotary Club
Lincoln-Woodstock Rotary Club
Ammonoosuc Valley ATV Club
WARM Fund
Garnet Hill Employee Community Charity Fund
Price Chopper's Golub Foundation
Red Stocking Project
New Hampshire Charitable Foundation
Endowment for Health
New England Foundation for the Arts
The Harry and Jeannette Weinberg Foundation
Bristol Shop 'n Save
Hanover Co-op
Mascoma Savings Bank Foundation
The Stettenheim Foundation
The John M. Shapiro Charitable Trust
The Jack and Dorothy Byrne Foundation
Lane and Elizabeth Dwinell Charitable Trust
Irving and Dorothy Skeist Philanthropic Fund
Emma M. Kelly Charitable Trust
New Hampshire State Arts Council
TransCanada Hydro Northeast
Lincoln Financial Foundation
TJX Foundation
North Country United Way
Upper Valley United Way

GCSCC Services by Town

October 1 – September 30, 2009

Towns Grafton County (Except as noted)	60 + Sr. Pop. (1)	# of Inds Served (2)	Meals	Trips	Social Services	Adult Care	Volunteer Hours
Alexandria	215	51	304	261	58	0	1,392
Ashland	342	142	8,742	597	576	0	657
Bath	175	74	1,738	375	91	10	384
Benton	42	22	960	67	25	22	253
Bethlehem	322	116	4,971	678	198	29	1,293
Bridgewater	255	61	675	37	56	0	97
Bristol	574	184	4,805	2,232	390	0	1,705
Campton	434	203	7,492	2,562	413	0	2,701
Canaan	466	316	9,626	1,043	666	3,249	2,712
Cornish (Sull.)		30	98	189	3	474	96
Dorchester	60	18	265	0	77	254	294
Easton	64	11	26	96	10	0	48
Ellsworth	16	4	58	0	1	0	0
Enfield	704	166	7,846	1,543	516	1,173	3,971
Franconia	253	57	943	55	75	27	360
Grafton	154	73	4,080	679	214	1,762	672
Groton	74	20	343	3	4	0	204
Hanover	1,785	130	2,355	675	398	2,078	492
Haverhill	965	555	28,921	4,338	591	956	6,106
Hebron	156	26	831	46	57	0	113
Holderness	345	78	3,077	320	123	0	661
Landaff	81	18	378	0	16	0	36
Lebanon	2,215	814	33,455	9,940	2,355	11,636	13,647
Lincoln	285	138	7,227	1,449	283	50	1,890
Lisbon	252	92	6,086	120	125	289	1,346
Littleton	1,116	677	29,297	7,130	1,092	430	6,985
Lyman	84	18	1,205	30	25	0	241
Lyme	347	43	583	137	63	1,737	262
Monroe	189	67	603	3	42	448	162
Orange	41	17	825	10	9	0	286
Orford	202	68	3,383	24	127	599	741
Piermont	137	49	3,008	3	81	21	764
Plainfield (Sull.)		84	1,954	394	106	3,074	647
Plymouth	607	410	16,771	7,382	1,257	0	3,715
Rumney	303	150	3,994	1,247	259	0	72
Sugar Hill	138	15	79	2	97	0	50
Thornton	291	118	5,758	1,063	302	0	174
Warren	164	51	1,640	0	64	50	335
Waterville Valley	59	6	27	0	1	0	0
Wentworth	155	32	568	25	81	0	140
Woodstock	172	79	3,445	382	99	0	1,087
Misc. NH		886	7,080	950	813	49	4,290
Misc. VT		531	4,284	70	46	0	2,049
Other States		192	601	5	331	0	35
Totals	14,239	6,892	220,407	46,162	12,216	28,417	63,165
		(+1,571 ServiceLink)					

1. Over 60 population residing in Grafton County, 2000 Census

2. Services provided to persons aged 60 and older and adults with disabilities. GCSCC provides additional services, including information and referral, recreation, education, health screening, discount cards, chore/home repair service, telephone reassurance.