



2021 ANNUAL REPORT

Eastern Shore Area Agency On Aging
Community Action Agency
5432 Bayside Road Exmore, VA 23350

A LETTER FROM OUR CEO & BOARD CHAIR

Dear Friends and Supporters,

It is our pleasure to take this opportunity to say thank you to the many agencies and individuals that assisted ESAAA/CAA in its mission to provide services to the older adults, persons with disabilities, and economically disadvantaged residents of the Eastern Shore.

This past year has been a successful one for the agency and our clients. In 2021, we served 4,800 residents with a variety of programs and services. However, the need for services continues to grow as funds are minimal and costs continue to escalate.

It is hard to believe that it has been over 2 years since Covid-19 disrupted our normal life. The residual effects of the pandemic may remain for the unforeseeable future. But there have been many wins and successes. As an agency, we are giving our all while joining forces with community partners daily to navigate through changes and barriers. Along the way, we have identified new opportunities and partnerships. Thanks to the collective efforts of our staff and community partners who work diligently to provide assistance to those most in need. As a result our operations were never disrupted. We are all in this together and have many accomplishments to celebrate.

We will continue to remain adaptive and progressive to overcome the barriers and challenges as we step into the future. ESAAA/CAA staff and our governing Board of Directors will continue moving forward with agility and remain focused on its mission to serve the residents of the Eastern Shore.

Donna Smith
Chief Executive Officer



C. Reneta Major
Chair, Board of Directors



OUR MISSION

Eastern Shore Area Agency on Aging/Community Action Agency, is a non-profit agency providing quality, integrated human services to children, families, and seniors on the Eastern Shore of Virginia. We build partnerships with those we serve and other community resources in order to foster health, independence, and self-sufficiency.



PROGRAM SUMMARIES

Care Coordination

Seniors who are at risk of nursing home placement need intensive services to remain in their homes. Last year, ESAAA/CAA provided comprehensive support services to *seventeen* seniors which allowed them to remain at home.

Senior Centers

ESAAA/CAA's two senior centers served 597 seniors with a variety of programs from socialization and recreational activities to diabetes screenings and flu shots. The centers served 15,731 hot meals last year.

Home Delivered Meals

Our Meals on Wheels Program served 212 seniors last year with a total of 26,525 meals. Many of our most valuable seniors depend on this program for their nutritional needs.

Senior Farmers' Market Nutrition Program

Virginia's Farmers Market program helps eligible seniors get fresh, tasty, and nutritious locally-grown fruit, vegetables, and cut herbs. The program also supports local farmers and farmers' markets in Virginia. ESAAA/CAA provided 830 vouchers for seniors in the community.

Senior Community Service Employment

The Senior Community Service Employment Program provides residents over the age of 55 with workshops, assessments, and on-the-job training to assist them in obtaining employment. In 2021, 15 participants were enrolled in the program. The Older Workers Program exceeded its goals in all major categories.

VICAP

ESAAA/CAA is the local provider for Medicare and Medical Insurance counseling for seniors and also operates a senior fraud protection program. In 2021, we assisted 209 seniors enrolling in a Medicare Part D Prescription Drug Plan.

Personal Care

ESAAA/CAA employs seven Certified Nursing Assistants/Personal Care Aides who worked with seniors to assist them with the activities for daily living. The 6,837 hours of service provided allowed these seniors to remain in their homes.

Project Discovery/Horizon

ESAAA/CAA partners with the Eastern Shore Community College to provide tutoring, workshops, guidance, incentive and college tours for 88 middle and high school students. Students who complete the program can attend college free of charge.

Senior Tech Career Support

A pilot program sponsored by the Department of Labor and DARS to provide an opportunity for qualified seniors to receive computer training at eastern shore community college. Laptops were provided to 22 participants who received certifications in essential computer skills.

Income Tax and Earned Income Tax Credit

In 2021, ESAAA/CAA provided free tax preparation services to 56 clients resulting in \$57,908 worth of refunds with a savings of \$14,000 in tax preparation fees. Many clients received the benefit of both the Earned Income Tax Credit as well as the Child Tax Credit.

Emergency Assistance

In 2021, ESAAA/CAA assisted 217 clients with a variety of emergency needs. We provided rent, mortgage payments, electric and fuel bills as well as prescription medicines.

Emergency Home Repairs

ESAAA/CAA's resources are continually challenged by the number of requests we receive from families who need home repairs. ESAAA/CAA partnered with community groups in addition to using its own funding to repair five homes during 2021.

Ombudsman

The Ombudsman advocates for individuals receiving home care, assisted living and nursing home care. In 2021, 43 clients were assisted with complaints about services and offered information about consumer rights. In addition, the Ombudsman program provided robotic pets to eight residents that helped enrich their lives and improved their mental health and quality of life.

Project Head Start

Project Head Start is a comprehensive child and family development program that promotes school readiness, social development, physical, emotional, and nutritional health. In 2021, Project Head Start served 157 families at three different sites. Last year, 166 Head Start children received dental services and medical follow-up. Project Head Start also provided 42,276 nutritious meals.

IMPACTFUL
MEANINGFUL
MAKING A DIFFERENCE



COMMUNITY COLLABORATIONS

Eastern Shore Area Agency on Aging Community Action Agency believes in the power of collaboration. The spirit of collaboration inspires ideas, strengthens advocacy, expands programs, and ultimately provides access to new tools and resources in order to widen the range of services. ESAAA/CAA is proud to collaborate with the following organizations and businesses to create programs and services that will benefit the residents of the Eastern Shore of Virginia.

Fresh Produce– ESAAA/CAA partnered with local fresh produce stands, Baines Farm & Market, Bunting’s Farm, and E S Farmers Market to distribute fresh produce baskets to 300 senior residents of Accomack and Northampton County.



Health Literacy-ESAAA/CAA partnered with the Eastern Shore Literacy Council to improve health literacy in adults with low literacy skills. ESAAA/CAA provided the space at the Hare Valley site to ensure tutoring services could be provided. In 2021, one learner was provided with 95 sessions for a total of 190 hours of adult literacy tutoring.



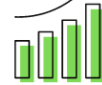
Hot meals & PPE kits-ESAAA/CAA partnered with Accomack-Northampton Planning District Commission to provide hot meals and personal protective equipment to Accomack and Northampton County residents. In collaboration with our food preparer, the Exmore Diner, the goal is to provide a hot meal in a healthy and safe way throughout the pandemic. ESAAA/CAA delivered 8,817 hot meals to around 200 low- and moderate-income households in a 12-week period. ESAAA/CAA also distributed PPE kits that included supplies to reinforce the importance of preventative actions during the pandemic to 3,000 households located in Accomack and Northampton County, including Tangier Island.



How we helped in 2021



by the numbers



212 CLIENTS
HOME DELIVERED MEALS
26,525
MEALS SERVED

15,731
MEALS SERVED
TO
597 SENIOR
CENTER MEMBERS

43
OMBUDSMAN
CASES

6837
HOURS
PROVIDED
FOR
PERSONAL
CARE

209
INDIVIDUALS WERE
ENROLLED IN
MEDICARE PART D

1241
CASE MANAGED
CARE COORDINATION
CLIENTS

15
INDIVIDUALS
ENROLLED IN
OLDER
WORKERS
PROGRAM

22
INDIVIDUALS RECEIVED
CERTIFICATIONS IN
ESSENTIAL
COMPUTER SKILLS

222
INDIVIDUALS RECEIVED
EMERGENCY
ASSISTANCE

\$14,000
PROVIDED TO MODIFY
5
HOMES

SENIOR FARMERS'
MARKET NUTRITION
PROGRAM (SFMNP)
16 Farmer's Market Locations
830
INDIVIDUALS
SERVED

42,276
MEALS SERVED
TO 166
CHILDREN
ENROLLED IN
PROJECT
HEADSTART

56
CLIENTS RECEIVED
FREE
TAX PREPARATION
SERVICES RESULTING IN
\$57,908
IN REFUNDS

PROJECT DISCOVERY/
PROJECT HORIZON
PARTNERSHIP
WITH
EASTERN SHORE
COMMUNITY COLLEGE
88 Middle & High School
Students Enrolled



PROJECT COLLABORATION
+
ACCOMACK-NORTHAMPTON
PLANNING DISTRICT COMMISSION
PPE Kits Distributed | 3,000 Individuals
Meals | 8,817

BOARD OF DIRECTORS

REPRESENTING ELECTED OFFICIALS

**C. RENETA MAJOR
OLIVER BENNETT
NADINE GREENLEY
KAREN DOWNING
DOREEN CAPERS
SHEILA WALKER**

REPRESENTING THE COMMUNITY AT LARGE

**DR. PEGGY SCHAEFFER
WHITSEY BANKS
RON MATTHEWS
MYRA JENKINS
GREG ROUTZONG
REV. MICHAEL MITCHELL**

REPRESENTING THE ECONOMICALLY DISADVANTAGED

**JUSTINE ANNIS
WILLA EDMONDS
CELESTINE SMITH
DIANNE DAVIS
NICKY BYRD-THOMAS
STEPHANIE UPSHUR**

ESAAA/CAA is a 501 (c)(3) not-for-profit organization which is governed by the Board of Directors.

ADVISORY COUNCIL

ACCOMACK COUNTY

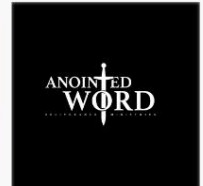
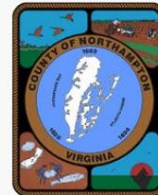
**MARY BLOXOM
BARBARA BOGGS
MATILDA BROWN
WILLA EDMONDS
JESSIE FLYNN
SAMUEL GRAY
MARY HOLMES
DECOLA JOHNSON
RENDIE SATCHELL**

NORTHAMPTON COUNTY

**KENDALL CHANDLER
DIANNE DAVIS
GARY PRESS
MARY THOMAS**

A SPECIAL THANK YOU TO OUR DONORS

Collaboration is at the core of our community and our mission. Teamwork and partnerships enable us to continue to provide excellent customer service and execute impactful programs which help the most vulnerable. Thank you to the individuals, organizations, and foundations that helped support our efforts throughout 2021 and into the future.



FOOD VENDORS
Exmore Diner
Sage Diner
Southern Cooking & Catering
Kat's Soul Food Kitchen
Loopie's Kitchen & Catering

Our Team

AT WORK & ALWAYS
MAKING A DIFFERENCE!



Y E S,
W E,
C A N