

# Eastern Shore Area Agency on Aging Community Action Agency



2020 Annual Report



*Donna Smith*  
Chief Executive Officer



*C. Reneta Major*  
Chair, Board of Directors

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**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 2020, 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.

The COVID-19 pandemic has truly been challenging for ESAAA/CAA. This reality has become evident as the number of participants within our service area have increased. As an agency, we are giving our all while joining forces with community partners everyday to overcome barriers and assist during this health crisis. Thanks to the collective efforts of our staff and other community partners who are working diligently to provide assistance to those most in need. We are all in this together.

The coming year will be a challenging one. Nevertheless, ESAAA/CAA staff and our governing Board of Directors will remain focused on its mission to serve the residents of the Eastern Shore.

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Chair, Board of Directors



# 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 **five** seniors which allowed them to remain at home.

## Care Transitions

In 2020, ESAAA's certified coaches assisted **15** seniors as they transitioned from hospital to their homes.

## Senior Centers

ESAAA/CAA's two senior centers served **111** seniors with a variety of programs from socialization and recreational activities to diabetes screenings and flu shots. The centers served **8,996** hot meals last year.

## Home Delivered Meals

Our Meals on Wheels Program served **215** seniors last year with a total of 29,160 meals. Many of our most valuable seniors depend on the 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 **865** vouchers for seniors in the community.

## Older Workers Program

The Older Workers Program provides residents over the age of 55 with workshops, assessments, and on-the-job training to assist them in obtaining employment. In 2020, **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 2020, we assisted **346** seniors enrolling in a Medicare Part D Prescription Drug Plan.

## Personal Care

ESAAA/CAA employs nine Certified Nursing Assistants/Personal Care Aides who worked with seniors to assist them with the activities for daily living. The **7,589** hours of service provided allowed these seniors to remain in their homes.

## Ombudsman

ESAAA/CAA administers the local Ombudsman Program. Our Ombudsman visits the area nursing homes and assisted living facilities to provide education and support to residents and their families. The Ombudsman also investigates complaints and works with both the facilities and families to resolve issues relating to quality of care.

## Income Tax and Earned Income Tax Credit

ESAAA/CAA provided free tax preparation services to **15** clients resulting in **\$7,173** worth of refunds. Many clients received the benefit of both the Earned Income Tax Credit as well as the Child Care Tax Credit.

## Emergency Assistance

In 2020, ESAAA assisted **176** clients with a variety of emergency needs. We provided rent, mortgage payments, electric and fuel bills as well as prescription medicines.

## Emergency Home Repairs

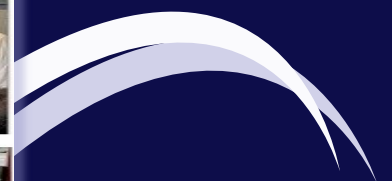
ESAAA/CAA's resources are continually challenged by the number of requests we receive from families who need home repairs. ESAAA partnered with community groups in addition to using its own funding to repair **three** homes during 2020.

## Project Head Start

Project Head Start is a comprehensive child and family development program that promotes school readiness, social development, and physical, emotional, and nutritional health. In 2020, Head Start served **218** families at three different sites. Last year, Head Start children received dental services and medical follow-up, over **43,150** nutritious meals, and showed significant improvement on standardized tests.

## Project Discovery/Horizon

ESAAA/CAA partners with the Eastern Shore Community College to provide tutoring, workshops, guidance, incentive and college tours for **96** middle and high school students. Students who complete the program can attend college free of charge. All of last year's graduates are currently attending either the Eastern Shore Community College or another Virginia University.



## Mission Statement

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.



## SUPPORT PROVIDED BY:



DAVID LANSBERGER



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\*A copy of the Eastern Shore Area Agency on Aging/Community Action Agency Financial Report from 10/01/2019-09/30/2020 is available upon request. Please contact Jackie Allen at (757) 442-9652\*