



ESAAA/CAA



FY-2025 ANNUAL REPORT

**EASTERN SHORE
AREA ON
AGING/COMMUNITY
ACTION**

**OCTOBER 1, 2024 -
SEPTEMBER 30,
2025**

Approved By
CEO, Donna Smith

Arranged By: Alicia Godwin



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

Case Management (Care Coordination)

Seniors who are at risk of nursing home placement and need assistance to remain in their homes. ESAAA/CAA provides support services these seniors allowing them to remain in their homes.

Home Delivered Meals

Our Meals on Wheels Program serve seniors with frozen meals. Many of our most valuable seniors depend on this program for their nutritional needs.

Emergency Home Repairs

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

Emergency Assistance

ESAAA/CAA assist families with a variety of emergency needs receiving emergency or crisis intervention services through the year. Providing rent, mortgage payments, electric, and fuel bills as well as prescription medicines.

In-Home Services

ESAAA/CAA provides an In- Home Services Department providing 2 programs to benefit the older disabled population on the Eastern Shore. These programs are the Chore and Homemaker Service. These programs provide in-home assistance to enable older citizens to remain in their homes.

Legal Assistance

Legal Assistance provides older adults with access to services that help protect their rights, benefits, and independence.

Ombudsman

The Ombudsman Program advocates for individuals in nursing homes and assisted living facilities. It helps resolve concerns related to care, services, and resident rights by working with residents, families, and staff. The program promotes accountability while supporting quality of life through efforts that reduce loneliness and improve emotional well-being.

Senior Centers

ESAAA/CAA's two senior centers serve seniors with a variety of programs from socialization and recreational activities that promoted health and wellness.

Farm Market Fresh Program

Virginia's Farm Market program helps eligible seniors get fresh, tasty, and nutritious locally grown fruit, vegetables, and cut herbs. Through the vouchers provided by ESAAA/CAA for seniors in the community local farmers and farmers' markets in Virginia are supported.

Consumable Supplies

This program provides essential disposable items such as hygiene products, incontinence supplies, and nutritional supports to help individuals maintain health, safety, and independence at home.

Senior Community Service Employment (SCSEP)

The SCSEP Program provides training to those who are unemployed, 55 or older and low-income individuals with positions in local non-profit organizations. These training positions often lead to obtaining employment. This program has exceeded its goals in all major categories.

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Virginia Insurance Counseling Assistance Program (VICAP)

The VICAP is available to provide insurance counseling, free of charge, to individuals over the age of 60 and their families. The program provides assistance in making decisions about Medicare, Medigap Insurance, Medicare Advantage (Part C) Medicaid and medical bills.

Senior Medicare Patrol (SMP)

The SMP Mission is to empower and assist beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors and abuse through outreach, counseling, and education.

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. The program serves families at three different sites. Head Start children have the opportunity received dental services and medical follow-up.

Options Counseling

Through person-centered guidance this program helps individuals explore long-term care options, access resources, and make informed decisions that support independence and community living.

Transportation Services

This program provides transportation for seniors to and from the senior centers. This allows seniors to have access to meals, programs, and social engagement.

Mind, Exercise, Nutrition, Do It (MEND)

The MEND program helps young children and their parents or caregivers make healthier choices in their daily lives through fun and interactive sessions. Families explore healthy eating, physical activity, and practical ways to build lasting habits. The program helps children grow healthier and more active while giving families the tools and confidence to support a healthier lifestyle at home

Nutrition Counseling

This program provides personalized guidance to support improved nutrition, effective chronic disease management, and continued health and independence.

Chore Services

Through assistance with basic household tasks that promote safety, independence, and aging in place.

Volunteer Income Tax Assistance (VITA)

The VITA program provides free tax preparation services to eligible individuals and families, helping reduce filing costs and improve access to refunds. This program supports accurate return preparation, quality review, and taxpayer education in a trusted community setting. By connecting residents to credits like EITC and CTC, VITA strengthens household financial stability across the region each year.

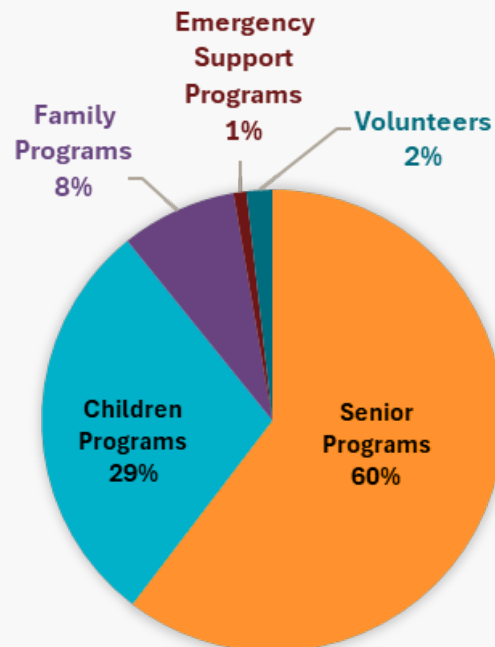
2025 IMPACT AT A GLANCE

All programs align with **Community Services Block Grant (CSBG) National Performance Indicators** and **Virginia Department of Housing and Community Development (DHCD)**. ESAAA/CAA continues to demonstrate measurable improvements in economic stability, access to care, and community resilience.

Programs Insights

- 67% of senior-focused services were directed toward coordinated care (case management and care coordination) and in-home services
- Emergency and support services addressed critical housing, health, and stability needs
- Nutrition programs served both seniors and children, strengthening whole-family wellness
- Family and child programs demonstrated strong outcomes in education, health access, and stability
- Seniors were successfully supported in aging in place through coordinated care and in-home services
- Crisis assistance helped prevent homelessness and supported families in urgent situations.
- Tax returns filed resulted in significant financial returns and reduced filing costs for the community.

Programs Impact



ROMA/NPI Performance

- **411** individuals gained necessary assistance to essential health services
- **35** families achieved increased housing stability through targeted support services
- 100% of enrolled children met school readiness goals through Head Start programming

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SNAPSHOT AND OUTCOMES

14,420

Meals Delivered
to Seniors

1,689

Case
Management

50,567

Meals Served to
Children

17,747

Volunteers Hours
(Headstart)

Individuals Received Support Through:

Chore Services	113
Options Counseling	14
Nutrition Counseling	47
Consumable Supplies	39
Legal Assistance	6
SCSEP Participants	8
Individuals Supported (MEND Program)	9
SCSEP Participants Employed	5

Hired into unsubsidized employment

Children enrolled
(Headstart) **231**

Families Served through
Headstart **219**

Facility Visits Conducted
through Ombudsman **120**

Emergency Assistance
Received **68**

Families Received
Crisis Support **297**

Individuals received
Transportation Services **96**

Family Consultations **80**

Families received Housing
Assistance **35**

Individuals given Insurance
Counseling (VICAP) **411**

Visits conducted to Long-
Term Care Facilities **120**

Residents Assisted
through Ombudsman **210**

Children with
Insurance **221**

Children receiving
Ongoing Care **231**

Disabilities Support
received for Children **15**

Children Supported for
Chronic Health Conditions **36**

Children Transitioned to
Kindergarten **115**

All Meeting School Readiness Goals

Children Safely
Transported with Zero
Traffic Incidents **218**

7,922

Meals Served to Senior
Center Members

469

Volunteers Hours
(VITA)

931

Farm Market Fresh
Vouchers Distributed

231

Tax Returns Filed

Cases Resolved to Improve
Care and Living Conditions **59**

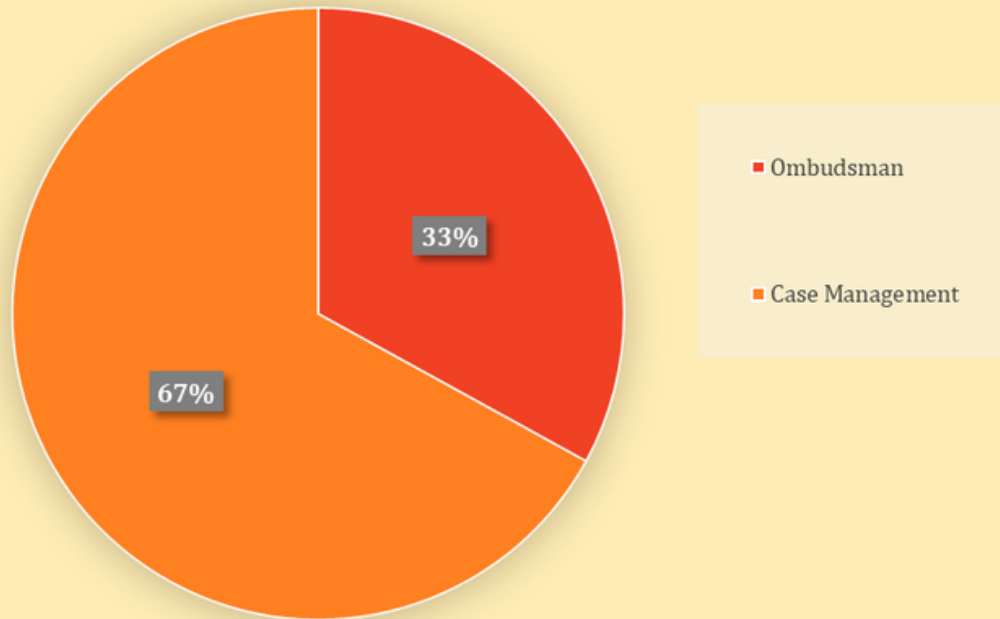
VITA tax returns secured **\$130,518**

Tax Preparation Cost
Savings **\$28,875**

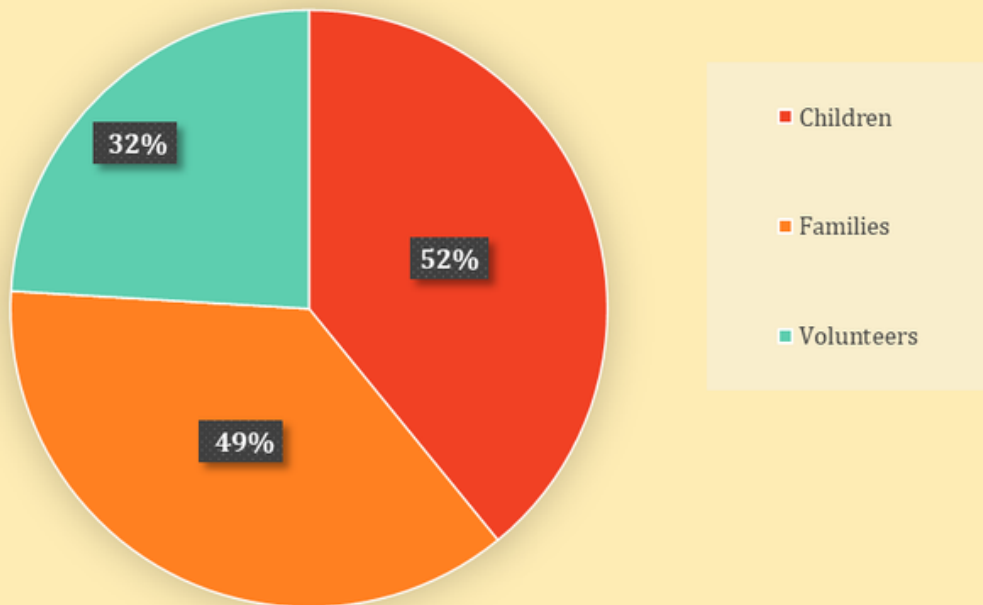
VITA volunteers **4**

PROGRAMS BREAKDOWN

Senior Impact 2025

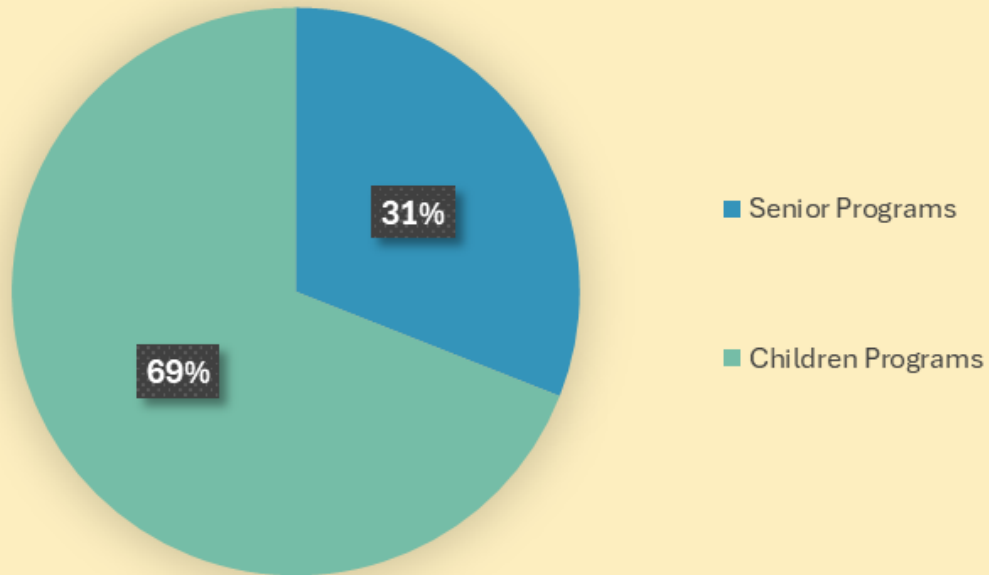


Programs Supporting Families and Children

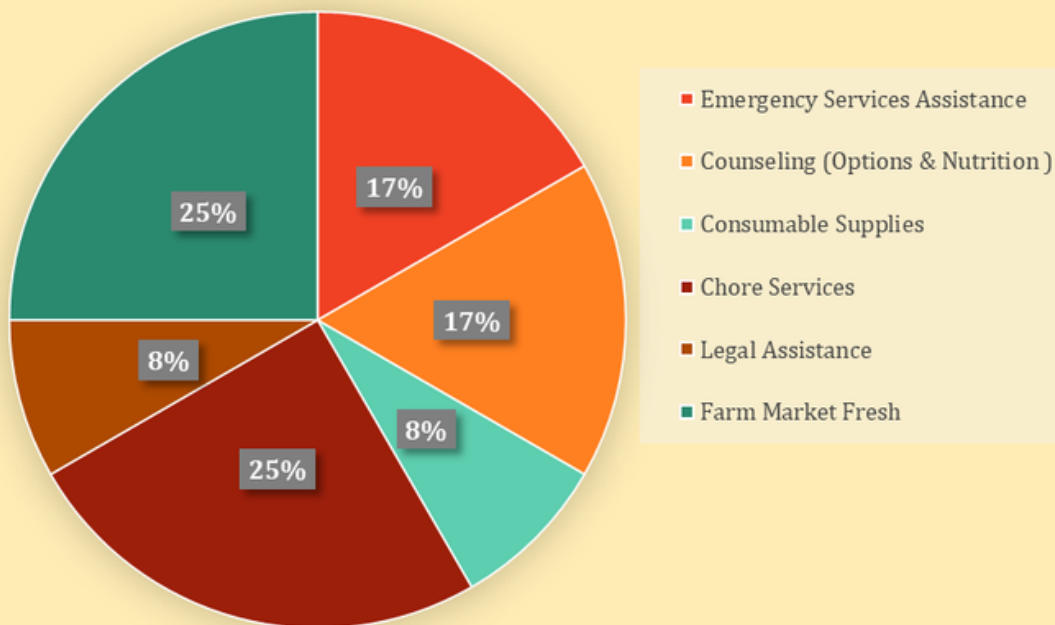


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Nutritional Services



Other Services



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A SPECIAL THANKS 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, private donors, organizations, and foundations that supported our efforts during the 2024–2025 year and continue to support our work into the future, making it all possible.

