

Did you know that the Middle Peninsula and Northern Neck include four of the five oldest counties in Virginia? Whether measured by median age or percent over age 65, our community is older than most. Bay Aging is the Area Agency on Aging (AAA) serving this 10-county region, in accordance with the Older Americans Act. We are a 501(c)(3) nonprofit founded in 1978. Some of our services are limited to people age 60 and older, but most programs, including transportation and caregiver support, are available to **ALL AGES and income levels. Some services are FREE!**

373
AFFORDABLE
APARTMENTS

Like much of the United States, the **Middle Peninsula and Northern Neck have a shortage of affordable housing.** On June 15, 2023, Bay Aging celebrated the grand opening of Daffodil Gardens Phase II, our eleventh service-enriched rental housing community for older adults. At the open house, Danny, a veteran, gushed over his good fortune in being one of the building's first residents. Gesturing at his sparkling clean apartment and dispensing a treat to Socks, a black and white cat sporting an exceptionally shiny coat, Danny said, "Every morning when I wake up, I thank God that I'm here." Leading the way to the community room, where residents can participate in social activities or receive assistance from an on-site Bay Aging employee, Danny pointed to a neighbor using a wheelchair to board the elevator. "That's my new friend - we go to church together." Bay Aging's rental communities are accessible and energy-efficient; qualifying applicants can join the waiting list by filling out the pre-application at <https://bayaging.org/apartments/>.



Daffodil Gardens II, an affordable service-enriched rental community built and operated by Bay Aging's Housing Division

Bay Transit, the transportation division of Bay Aging, is essential for older adults who no longer drive but want to live independently and remain socially active. Services are not limited to older adults; riders of all ages are welcome!

More than half of Bay Transit's on-demand trips are people commuting to work. During FY2023, Bay Transit provided 130,711 rides and experienced explosive growth in its new

award-winning microtransit service, Bay Transit Express.

Microtransit offers an Uber-like experience in the



Ken Pollock, Bay Transit Director (left) and Claudia Pratt, Regional Supervisor, display Bay Transit Express's Aging Innovations & Achievement Award from USAging

Gloucester Courthouse to Gloucester Point area and is priced at just \$1 per ride. Claudia Pratt, Bay Transit Regional Supervisor, helped guide the growth of microtransit from about 5,000 rides in FY2022 to over 17,000 rides in FY2023. "Microtransit is not only popular with customers, it saves money," Pratt remarked. "You can book a ride on your phone using the Bay Transit Express app, or you can call our office at 804-693-6977. We'll pick you up in about 20 minutes." Bay Transit is exploring the expansion of microtransit to other localities.

Rapid growth in Bay Aging's services have made the agency an economic force in the region. The Virginia Employment Commission ranks Bay Aging, headquartered in Urbanna with offices and facilities throughout the Middle Peninsula and Northern Neck, as one of the **largest employers** in the area - no surprise to MaDena DuChemin, Human Resource Manager at Bay Aging. "During FY2023 we onboarded 72 employees," stated DuChemin. She counts herself among the 98% of staff who report being **proud to work for Bay Aging.** "I joined Bay Aging because I wanted to work for an organization that helps people, where I make a difference

130,711
RIDES

Bay Aging is a nonprofit 501(c)(3) established in 1978. Our mission is to provide the programs and services people of all ages need to live independently in their communities. Call 800-493-0238 or visit www.bayaging.org to learn more.



every day. Bay Aging's growth contributes to our local economy and we provide workers with a living wage."

340
PEOPLE
EMPLOYED

Bay Aging's 340 employees are supplemented by an enthusiastic volunteer corps numbering over 700 that helps staff deliver more than 180,000 Meals on Wheels annually. Ken Rogers, Retired & Senior Volunteer Program

Manager, points out that **volunteers don't just deliver food, they provide companionship, perform safety checks, and occasionally save lives.** "Recently two volunteers were delivering a meal to the home of a longtime client," Rogers explained. "The lights were on but he didn't come to the door. The volunteers were concerned so they walked around the house, looking in windows. They spotted him

lying on the floor - he had fallen two days earlier and was unable to get up." The volunteers called the rescue squad and the

180,452
MEALS

client was taken to the hospital; fortunately, he recovered and was able to return home."

Because falls are the leading cause of fatal and nonfatal injuries to older adults, **Bay Aging offers evidence-based fall prevention classes** at its Active Lifestyle Centers (ALCs) and service-enriched rental communities. Health Coach La'Norsha Holden teaches Bingocize®, a 10-week program. "Bingocize® combines education, exercise, and Bingo," Holden observed. "Our clients love the program - it's a lot of fun and reduces their likelihood of falling in the future." Bay Aging operates seven ALCs, which welcome new members age 60 and up. **It's free to attend, and lunch is provided!**



Clients at Bay Aging's Lancaster ALC participate in Bingocize®

For those with greater physical or cognitive needs, Bay Aging operates an **Adult Day Care in Gloucester.** Highly trained, caring staff lead activities that enhance memory and self-worth, and a home-like setting helps clients feel comfortable and secure.



MaDena DuChemin, Human Resource Manager (left) and Danielle McCoy, Human Resource Coordinator, recruit new talent at a local career fair

Most older adults want to stay in their homes for as long as possible. Bay Aging offers **competitively priced in-home personal care** throughout the Middle Peninsula & Northern Neck to enable independence and aging in place. Call 888-758-2386 for a free in-home consultation!

Veterans at risk of nursing home placement may benefit from Bay Aging's Veteran Directed Care program. With a referral from a primary care physician at a participating VA Medical Center, qualifying veterans can receive a care budget from the VA to spend on care services and

1,132,264
CARE HOURS

supplies. Veterans can use these funds to pay friends or family members, including their spouse, to assist with their care. In FY2023, Bay Aging **facilitated more than a million hours of care for veterans in six states.**

Bay Aging's new Caregiver Support program grew rapidly in FY2023, exceeding its goal for client contacts by 289%. High demand for service prompted the hiring of Options Counselor Kelsie Houston, who joins program founder Mary Arthur. Both are dementia experts with personal experience as caregivers. They **guide community members on their caregiving journey** with counseling, classes, email bulletins, support groups, a Memory Café, and more. Caregiver Support is available free of charge to caregivers of all ages and incomes.



Caregiver Support team Mary Arthur (left) & Kelsie Houston

Bay Aging thanks all who contributed to last year's success. We look forward to helping even more people in FY2024! If you or someone you know needs assistance, contact us. Our employees understand the challenges community members may face as a result of health problems, financial issues, or caregiver burnout. Helpful, non-judgmental staff will listen to your needs, offer resources, and provide information on program eligibility.

If you'd like to support our neighbors by working for Bay Aging, donating, or volunteering with our Meals on Wheels team, visit us online at bayaging.org or call our Administration Division at 804-758-2386.

From the Chief Executive Officer



Bay Aging is committed to providing the programs people of all ages need to live with independence and dignity. Bay Aging's staff, volunteers, Advisory Council, and Board of Directors enthusiastically serve the residents of the Middle Peninsula and Northern Neck, with a special focus on helping the most frail and at-risk members of our community. Many of our programs are free.

Bay Aging's services have evolved during our 46 years of operation. We offer traditional programs like Meals on Wheels and rides to medical appointments; we also provide Homeless Solutions, Caregiver Support, Veteran Directed Care, and much more. Whether you're a young family experiencing housing instability, a busy executive struggling to care for a parent with dementia, a veteran with chronic health conditions, or a retiree perplexed by Medicare Open Enrollment choices, Bay Aging can assist you.

Kathy Vesley

Kathy E. Vesley, President & CEO

From the Chairman of the Board



Bay Aging operates with the heart of a non-profit and the mind of a business. In order to keep pace with the growing number of older adults in our community, Bay Aging's budget has tripled over the past decade. We secure grants, engage philanthropists, and provide fee-for-service programs to fund a broad array of services. Diversifying our revenue stream contributes to the growth and stability of the agency and enhances our position as an agent for good in the community.

This report describes how Bay Aging allocated resources to benefit our community in FY2023 (Oct. 1, 2022—Sept. 30, 2023). Audits and Form 990s are available on our website at bayaging.org/financial-documents. Our team looks forward to continuing to partner with residents, community groups, vulnerable populations, local businesses, and government agencies as we deliver transportation, housing, and healthy living services.

Jimmie Carter

Jimmie Carter, Chair, Board of Directors

Serving the Virginia counties of: Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, and Westmoreland

BAY AGING SERVICES

Active Lifestyle Centers
Adult Day Care
Advance Care Planning
Bay Transit
Care Coordination
Caregiver Support
Community Action Partnership
Companion Care
Emergency Home Repair
Homeless Solutions
Housing Choice Voucher Program
Indoor Plumbing Rehabilitation
Lead Hazard Remediation
Legal Aid
Meals on Wheels
Microtransit
New Freedom Mobility Management
Ombudsman/Advocacy
Options Counseling
Personal Care
Senior Employment Training
Service-Enriched Rental
Communities for Older Adults
Transitional Care
Trolleys (seasonal)
Veteran Directed Care
VICAP Insurance Counseling
Volunteer Program
Weatherization
Workforce Housing

CONTACT US

SERVICES & INFORMATION

1-800-493-0238

www.bayaging.org

www.facebook.com/BayAgingVA

www.instagram.com/bayagingva

TRANSPORTATION

1-877-869-6046

www.baytransit.org

www.facebook.com/BayTransitVA



PO Box 610
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Dignity at Every Age

34,439

PEOPLE SERVED IN FY2023

