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Board Notes

April - May 2026

Program activities shown in this publication reflect the Bay Aging strategic plan and indicate staff is meeting their program's strategic goals.

In the spirit of advocacy, please share Board Notes with Boards of Supervisors, the community, civic groups, and others who are interested in community affairs.

Kathy E. Vesley
President & CEO



Older Americans Month, celebrated each May, recognizes the contributions of older adults and highlights the programs and services that support healthy, independent aging.

The 2026 theme, "Champion Your Health," emphasizes prevention, wellness, and staying active and engaged as we age.

Bay Aging Attends Community Pharmacy Roundtable with Senator Kaine



Senator Tim Kaine meets with community pharmacy leaders and aging-network partners in Williamsburg; pictured, from left: Peninsula Agency on Aging (PAA) CEO Tiffany Speas; Senator Tim Kaine; Bay Aging VP Advocacy Resources Lisa Walker; PAA Board Chair Jeanne Zeidler; and PAA VP Care Coordination Diane Hartley.

Bay Aging's VICAP coordinator joined a Community Pharmacy Roundtable with Senator Tim Kaine to discuss how low reimbursement rates are contributing to local pharmacy closures and limiting access for older adults. The discussion reinforces Bay Aging's advocacy priority to protect affordable, reliable medication access across our service region.

King William Adopts Resolution Honoring Older Americans Month



King William Board of Supervisors presented Bay Aging a resolution honoring Older Americans Month; pictured, from left: Supervisors Benjamin Edwards III, Justin Catlett, Bay Aging's Marketing and Communications Specialist Jennifer White, Chair Brenton Bohannon, Lindsay Robinson, and Keith Fogg.

Veteran Directed Care (VDC)

Options Counselors

Community Engagement

- Melissa Blake, Director of Veteran Directed Care, and Jennie Beck, Director of Veteran Services, presented an overview of the VDC Program at the **No Wrong Door Summit** in Lynchburg, VA on May 7.
- Outreach efforts continue by connecting with local veteran service organizations and actively seeking additions to the Wall of Honor to recognize and celebrate program participants for their service.

Referrals Received
for VDC Enrollment
in March & April



Good afternoon,

I received notification this morning that veteran W passed away 2 days ago.

He was thankfully able to have his wishes honored to remain at home and pass away. ❤️

Thank you for Bay Aging's support in his care.

Amy

*Veteran Directed Care Program Coordinator/Supervisory Social Worker
Erie VA Medical Center*



Options Counselor **Jamilette Ortega** was appreciated for her kindness, knowledge, and art of communicating with older adults with the compassion and patience needed. Lilly, the spouse of a new VDC client stated, *"She has answered and clarified all our questions in the most gentle and respectful way. She is a real asset to your company."*



Options Counselor **Bengie Candelario-Trujilo** received high praise for his exceptional support during a recent customer service call with Ruth, a VDC client. Ruth noted he is consistently helpful, provides clear guidance, and makes the process easy to understand.

Veteran Directed Care (VDC)

Financial Management Services (FMS)

Team Updates

- The Enrollment team welcomed Chelsey Tripp as an Enrollment Fiscal Assistant in March.
- The Enrollment team welcomed Lauren Hutchens as an Enrollment Specialist in April.

Did You Know?

- VDC currently serves veterans from age 28 - 106
- Average age of the veterans served is 74
- 7 veterans are over 100 years old
- 4 more veterans will turn 100 this year

The customer service team sends a personalized, handwritten birthday card to every veteran aged 100 or older – a small gesture to honor a lifetime of service.

1,900

Number of Veterans receiving Financial Management Services through VDC

2,100

Number of Employees Processing Through Bi-Weekly Payroll

Serving Veterans in Pennsylvania, Maryland, West Virginia, Virginia, North Carolina, South Carolina, Washington, DC, Tennessee, the US Virgin Islands, and Puerto Rico.

Celebrating the Newest Member of the VDC Wall of Honor



Join us in celebrating Mr. William H. Blanchard, U.S. Army (Private), for his incredible service and a remarkable milestone – his 106th birthday on May 3, 2026!

We are proud to honor Mr. Blanchard as the 12th and newest addition to our Wall of Honor. As this cherished tribute to our veterans continues to grow, we're excited to be expanding to a new wall to accommodate these inspiring stories of service and sacrifice.

Thank you, Mr. Blanchard, for your service and for being part of this lasting legacy.

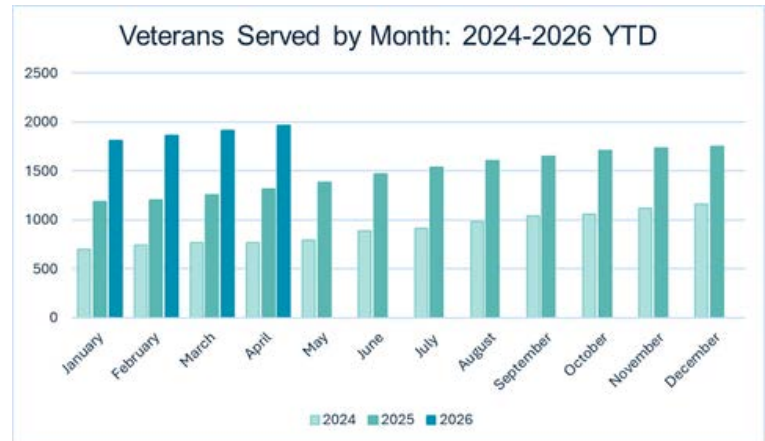
Veteran Directed Care (VDC)

Transitioning to Nationally Recognized Software Program

Effective June 1, 2026, the VDC program will transition from FMS to Cumulus for all client services - tailored to the unique needs of the growing program, including:

- Enhanced user experience through several internal process automations
- Dashboards reflecting real-time data
- Improved accessibility and overall usability for clients

The VDC team is currently enrolling all employers and employees into the new system and looks forward to the positive impact this transition will bring.



Home Care / Adult Day Center

Demand Growing for Respite Services

- Referrals for respite services related to the GUIDE Model Program continue to increase.
- Hiring efforts ramp up to meet increasing need throughout Bay Aging's service area, as well as Newport News and Hampton.



Recognizing Nurse's Week

Compass Entertainment in Irvington recognized the home care team with gifts of appreciation for Nurse's Week, which was May 6-12. Gifts were distributed amongst the Home Care aide staff and team members.

VAAACares®/GUIDE Model

Progress Continues on the GUIDE Model Program

The GUIDE Model program combines clinical and social interventions to promote the wellbeing of individuals living with dementia as well as their caregivers. Reimbursement for services is received through Medicare Part B.

- Care Navigators are accepting referrals and completing assessments throughout the region.
- Patients are receiving coordinated care, education, caregiver support, and respite services.
- Bay Aging is working with Embrace to develop partnerships across the state, and Embrace has begun seeing GUIDE patients in several areas of Virginia.

Aligned Patients
as of May 19



Bay Aging to Receive USaging Aging Achievement Award

Award Presentation: USaging Annual Conference & Tradeshow in July

USaging selected Bay Aging as a **2026 Aging Innovations & Achievement Award** winner in the Health–Social Care Integration category for our work in the CMS GUIDE Model.

The winning submission—***Beyond Caregiver Support: Integrating Social Care with Health Care***—highlights how Bay Aging is connecting social supports with clinical care to improve quality of life for individuals living with dementia and those who support them.



Caregiver Social Offers Connection, Resources, and Replenishment

The 2nd Quarterly Community Social for Veteran and First Responder Caregivers created space for connection, shared resources, and a chance to recharge among peers who understand the caregiving journey.

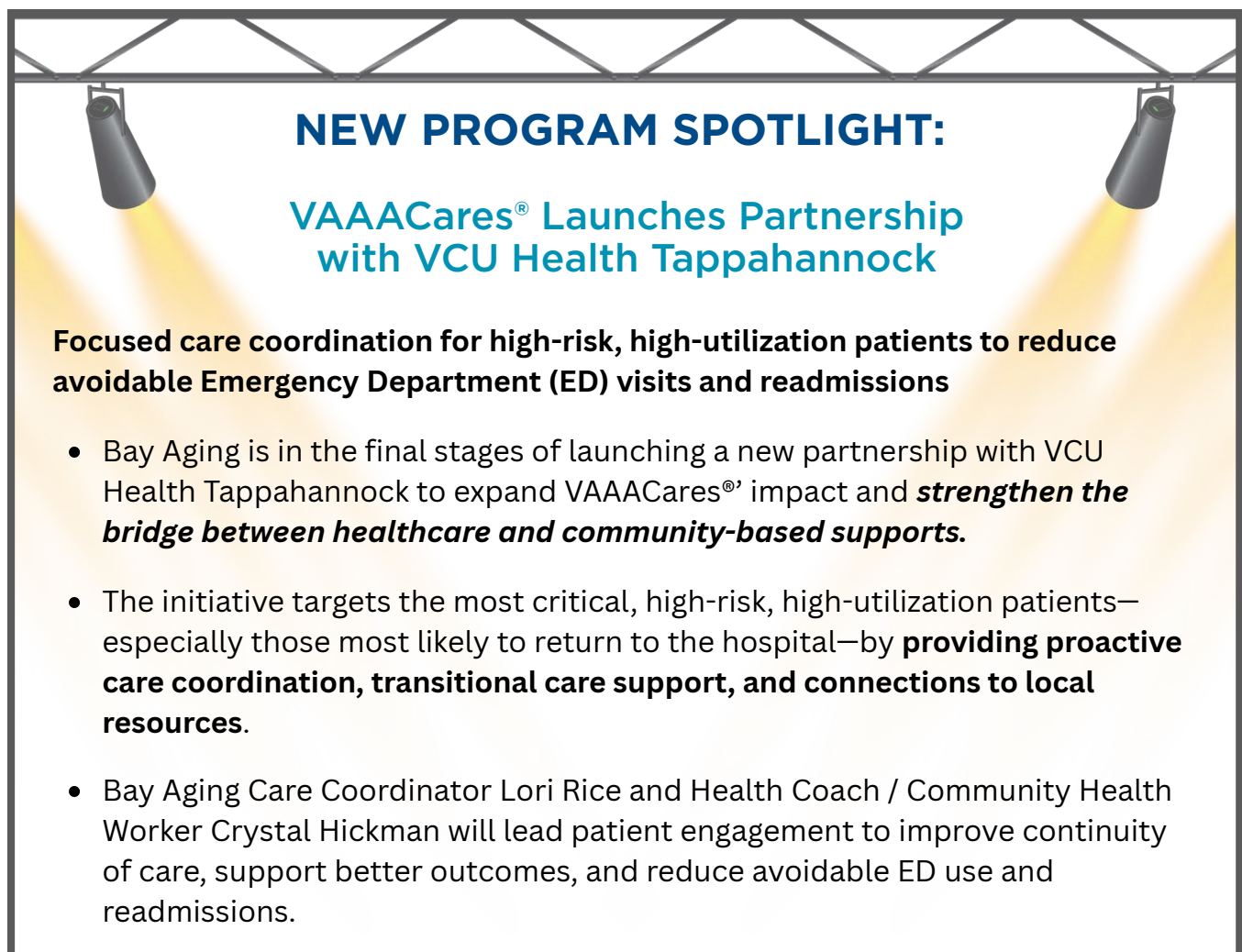
VAAACares®

VAAACares® Joins National Leaders to Pursue MAHA ELEVATE Fall-Prevention Community Care Hub

The VAAACares team is collaborating with national partners to apply as a regional community care hub delivering evidence-based fall-prevention services through the **MAHA ELEVATE** (Make America Healthy Again: Enhancing Lifestyle and Evaluating Value-based Approaches Through Evidence) **Model**.

This voluntary CMS model will invest about \$100 million in 3-year cooperative agreements (up to 30 awards) to test whole-person prevention approaches—including functional and lifestyle medicine interventions not currently covered by Original Medicare—while collecting new cost and quality data to inform future programs.

The first cohort launches in October 2026.



NEW PROGRAM SPOTLIGHT:

VAAACares® Launches Partnership with VCU Health Tappahannock

Focused care coordination for high-risk, high-utilization patients to reduce avoidable Emergency Department (ED) visits and readmissions

- Bay Aging is in the final stages of launching a new partnership with VCU Health Tappahannock to expand VAAACares®' impact and ***strengthen the bridge between healthcare and community-based supports.***
- The initiative targets the most critical, high-risk, high-utilization patients—especially those most likely to return to the hospital—by **providing proactive care coordination, transitional care support, and connections to local resources.**
- Bay Aging Care Coordinator Lori Rice and Health Coach / Community Health Worker Crystal Hickman will lead patient engagement to improve continuity of care, support better outcomes, and reduce avoidable ED use and readmissions.

Caregiver Support

Caregiver Support Team Strengthens Outreach Across the Region

Bay Aging's Caregiver Support Team remains active across the region through education, outreach, social connection, and wellness-focused programming designed to support caregivers and strengthen community awareness.

May is **Mental Health Awareness Month**. The team is sharing mental health tips throughout the month to encourage caregiver well-being and highlight the importance of emotional health alongside practical support.

Community Events & Outreach

- Presentation at **Essex Women's Club** sharing information on Bay Aging services
- **Spring Bingo** games with Essex Triad and King & Queen County. Board Director Stanley Clarke called the Bingo numbers at the Essex Triad game.
- **Golden Wellness Adventure** at Beaverdam Park welcomed over 30 attendees and 9 vendors for an afternoon of wellness, fun, and community connection.



Pictured (left): Spring Bingo with Essex Triad



Pictured (right) from left: Mary Arthur and Josephine Reed represented Bay Aging at the King and Queen County Spring Bingo.

Support Groups & Social Connection

- Ongoing support groups, Memory Cafés, caregiver lunches, coffee and conversations, dinner socials, and walking club
- First information session and support group held at Fawn's Cafe in Reedville, with a strong turnout.

Education & Training

- Trained 52 staff members from Heritage Hall Nursing Home in King George on ***Understanding Dementia and Why Our Approach Matters***.
- Hosted the first online **Family Caregiver Forum** to answer questions and offer tips and interventions.

Community Living Programs

Active Lifestyle Center (ALC) Management Team In-Service Day Builds Knowledge & Connection

Fifteen ALC team members gathered for an all-day in-service at Daffodil Gardens I Community Room, covering key topics including compliance, marketing, Lunch & Learn opportunities, and Bay Aging program updates. The training also created valuable time to reconnect, share ideas, and learn from colleagues across the organization.



Special thanks to Bay Aging's Homeless Solutions team members Suzanne Shepherd and Becky Smith; RN Supervisor Gentry Basic; and Retired and Senior Volunteer Program (RSVP) team members Hyena Rose and Steve McClure for sharing their expertise during the ALC Management Team in-service.

Pictured: ALC Management Team

Volunteer Spotlight | David Watts

Meet David Watts, one of our Mathews Meals on Wheels (MOW) volunteers. Through his dedication and kindness, David helps deliver more than meals—he delivers connection, conversation, and comfort.

For Mr. F, Mathews MOW client, those visits mean hot, wholesome meals, cheerful faces, and the simple joy of knowing someone takes the time to care. Mr. F recently shared, “We are the last house on their route, and I feel like we are at an advantage because they take the time to have a conversation.”

Thank you, David, for taking the time to build relationships, strengthen our community, and make every stop more than just a delivery.



Pictured (from left): David Watts, Mathews MOW volunteer with client, Mr. F.

Community Living Programs

Celebrating the Heart of Service: RSVP Luncheons Honor Meals on Wheels Volunteers

During **Volunteer Appreciation Month** in April, Bay Aging's Retired and Senior Volunteer Program (RSVP) **honored Meals on Wheels (MOW) volunteers** with appreciation luncheons and small tokens of thanks.

Two of the luncheons were held at the Montross office, with meals prepared by Bay Aging's Central Kitchen under the direction of Culinary Manager Robin Middleton. Photos below (and on page 11) highlight moments from the gatherings.



Pictured above: Mathews MOW Volunteers



Pictured (above and left):
Westmoreland MOW
Volunteers



Pictured below: West Point MOW Volunteers



Pictured below:
Northumberland MOW
Volunteers



Virginia Insurance Counseling and Assistance Program (VICAP)

VICAP Community Outreach

- **Medicare Updates and Medicare Fraud Protection** Presentation to Christopher Newport University Lifelong Learning
- **Bay Aging services** presentation to older adults attending Essex/Tappahannock Churches Together Operation INASMUCH annual event.
- **Medicare 101** class for staff and clients of Insight Enterprises
- **SMP and VICAP** program information at the William and Mary Employee Expo (pictured right)



Bay Aging VICAP staff Lynette Thurston and Lisa Walker snag a photo with the Griffin, William & Mary's mascot, during the W&M Employee Expo.

Upcoming presentations and events include:

- Pamunkey Baptist Association May Day event in King William
- Senior Resource Fair in Warsaw
- Walnut Hills Baptist Church in Williamsburg
- King & Queen Birthday bash

Strengthening Regional Partnerships at LEAD River Counties

Bay Aging Board Director Jimmie Carter and VICAP Outreach Specialist Jean Duggan presented **Health and Human Services Impacts on Communities** to LEAD River Counties, focusing on the importance of partnerships and collaboration to strengthen work in the region.

“ Subject: Huge Thanks! On behalf of Donna, myself, the LEAD River Counties Steering Committee, and our class participants, thank you for generously sharing your time and insights at our recent LEAD Session. We truly appreciate your openness in discussing the challenges, experiences, and future direction of your organizations and the vital role each plays in our community.

This year's class has been highly engaged, and that enthusiasm is due in large part to presenters like you. Your leadership and depth of experience provided our participants with a stronger understanding of the health and human services landscape and the resources available to support our community. Just as importantly, your perspectives helped reinforce how we can work more collaboratively for the greater good—both as organizations and as leaders.

-Stacey Akers, Chesapeake Bank

”

Virginia Insurance Counseling and Assistance Program (VICAP)

Bay Aging and Upper Mattaponi Indian Tribe Discuss Partnership Opportunities

Bay Aging President & CEO Kathy Vesley and VICAP team members Jean Duggan and Lisa Walker welcomed staff from the Upper Mattaponi Indian Tribe (UMIT) to the Urbanna Administrative Office to explore partnership opportunities supporting UMIT tribal residents.



Pictured (from left): Kathryn Rowell, Kathy Vesley, Ann Taylor, Jennifer Tupponce, Jean Duggan, and Lisa Walker.

Senior Medicare Patrol (SMP)

Bay Aging Recognized at the SMP Symposium in Winchester

Bay Aging's Advocacy Team members Lisa Walker and Lynette Thurston attended the Senior Medicare Patrol (SMP) Symposium where Bay Aging was recognized as one of the Area Agencies on Aging to meet their 2024-2025 goal of reaching 1,612 beneficiaries – accomplished through presentations, health fairs, and one on one counseling.

Celebrating Meals on Wheels (MOW) Volunteers (Continued from page 10.)



Pictured above: Lancaster MOW volunteers

Pictured right: Middlesex MOW volunteers



Pictured above: Richmond County MOW volunteers

Bay Aging Caregiver Support Program Honored for Making a Meaningful Difference for Caregivers

Bay Aging's Caregiver Support Program was recognized with an **Honorable Mention in the 2026 Commonwealth Council on Aging Best Practices Awards**, a statewide honor celebrating innovative programs that improve quality of life for older adults and families.

This recognition shines a spotlight on the program's meaningful impact in supporting caregivers with guidance, resources, and encouragement—helping them navigate challenges, reduce stress, and continue caring for loved ones with confidence and compassion.



Client Email:

"We moved my sister into Memory Care. Thank you so much. We appreciate everything you do for your clients!"

Amazing service! Amazing Mary!"

-Jan Y.

Celebrating Older Americans Month: Champion Your Health

Celebrated every May, Older Americans Month (OAM) is led by the Administration for Community Living (ACL). Established in 1963, OAM is a time to recognize older Americans' contributions, highlight aging trends, and reaffirm commitments to serving older adults in our communities.

This year's theme, "Champion Your Health," focuses on prevention, wellness, and personal responsibility as cornerstones of healthy aging. It encourages older adults to take an active role in their health — advocating for themselves, accessing preventive care, and making informed decisions that support independence.



Participants from the West Point ALC enjoyed creating these beautiful pieces of art using noodles, paint, and glue.



Homeless Solutions

Bay Aging Receives Preliminary State Award to Expand Rapid Rehousing Support

On March 11, Gov. Abigail Spanberger announced **\$14 million in funding for 61 homelessness-reduction projects across Virginia.**

Bay Aging received a preliminary award of **\$157,611** to support the **Rapid Rehousing Program**, covering eligible expenses such as rental assistance, security deposits, and case management to help households stabilize and move out of homelessness. Currently awaiting contract finalization.

Stable Housing and Compassionate Support Change Lives

At 68, Debra recently spent 18 months battling serious health issues including multiple hospitalizations while facing housing instability. A week before she was housed, Debra was discharged from the hospital without a safe place to rest and recover.

With the support of Bay Aging's Homeless Solution Team, Bay Transit, and GUEST Shelter, Debra moved into her new home at Parker View Apartments where she can heal and reconnect with her 13-year-old cat, Lily, after nearly two years apart. Debra shared this message with the staff who supported her:

"I've cried with many of you, and you helped me through some of the hardest moments of my life. You answered my calls again and again, even when I just needed someone to listen. I always felt I was speaking with people who truly cared."

"Each of you has a special place in my heart, and I love you all. You did more for me than even family could—you became my family."



Pictured (from left): Debra with Teresa Jones, Housing Case Manager.

Debra's story reflects the commitment of staff and partners who work tirelessly to ensure vulnerable community members are seen and supported. The work can be stressful, demanding, and sometimes unseen, but stories like Debra's show how restoring safety, dignity, hope, and community can change lives.

Single Family Housing

February and March 2026 funding for the **Emergency Home and Accessibility Repair Program (EHARP)** and the **Weatherization Program (WX)** assisted families in Essex, Gloucester, Lancaster, Northumberland, Richmond, and Westmoreland counties, supporting contract work, home repairs, and other household needs.

EHARP

\$7,473

2 Households
5 People

Weatherization (WX)

18 Households
19 People

\$114,198

Additionally, **Board Supplemental Funds** totaling **\$2,342.07** assisted **3 households** with **6 people** in February and March 2026 supporting families in Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, and Westmoreland counties with contract work, home repairs, and other household needs.

Cinco de Mayo Festivities

Middlesex Active Lifestyle Center Participants enjoyed themed activities for Cinco de Mayo, including a challenging sombrero toss game and exciting *Pass the Sombrero*. Adapted from musical chairs – the game starts when the music plays. Participants “pass the sombrero” to their neighbor. When the music stops, the person left holding the sombrero is out.



Multifamily Housing

Bay Aging Minority Owner of Portsmouth LIHTC Property

Staff attended the grand opening for Bains Pointe, a newly constructed 50-unit rental housing community located at 1100 High Street in Portsmouth, VA.

Woda Cooper Companies, Inc., a long-time affordable housing development partner of Bay Aging, approached Bay Aging with an opportunity to partner on a Low Income Housing Tax Credit (LIHTC) funding application filed with Virginia Housing in March 2023. Similar to 14 other funded LIHTC properties in the region, many of which are with Woda Cooper, Bay Aging is the non-profit 10% owner and signed a 15-year Right of First Refusal to acquire the property.

Multifamily Housing - Development

- The **Older Adults Home Modification Program**, funded by the U.S. Department of Housing and Urban Development (HUD) designed to help older adults remain safe, independent, and comfortable in their homes by providing low-cost, high-impact safety improvements is starting strong with **30 clients** (and room for more).
- Bay Aging is advancing two major housing projects: The Residences at Rawley Park in Middlesex County and Forest Heights in James City County; and one renovation project: Kingston Plantation Duplex in Mathews County.

Residences at Rawley Park - Middlesex County

- Applications submitted for various private grants and Congressionally Directed Spending application for \$1.5M in funding. Awaiting award decisions.
- Engaged housing builder, Nationwide Homes in attempt to lower construction costs. Awaiting quote.

Forest Heights - James City County

- Completed purchase agreement for 6015 Richmond Rd, Williamsburg, VA

Kingston Plantation Duplex - Mathews County

- Housing renovation project Bay Aging will manage upon completion - which is expected in third quarter of 2026.



Pictured (from left): Josh Gemerek and Alan Walker at James City County's "Housing For All: A Community Conversation" on April 23.

This event brings together community partners, housing professionals, and residents to learn about local resources supporting housing stability, explore affordable housing options, and connect with organizations providing assistance throughout the region.

Multifamily Housing

HUD Continues NSPIRE Inspections at Bay Aging Communities

The U.S. Department of Housing and Urban Development (HUD) continues conducting onsite **National Standards for the Physical Inspection of Real Estate (NSPIRE)**. These inspections assess common areas and a randomly selected sample of rental units to ensure properties meet federal health and safety standards.

Upcoming NSPIRE Inspections:

- The Meadows (May 7)
- Winters Point (June 3)
- Tartan Village II (pending reschedule)



Community Engagement Brings Wellness Programs Directly to Multi-Family Housing Residents

Meaningful and accessible programming across five Northern Neck multi-family housing communities reduces isolation and supports aging in place.

Community Engagement efforts identified resident needs and coordinated external partners to bring a range of programs directly to residents supporting cognitive, physical, sensory, emotional, and social wellness while reducing isolation and creating opportunities for intergenerational connection.



How Does Your Garden Grow?

Pictured: Aimee from Central Rappahannock Regional Library supports the Resident Garden Group at **The Meadows** with soil sampling for the community garden.

She also provided residents with gardening best practices using online tools encouraging hands-on learning and teamwork through meaningful participation in a shared space.

Multifamily Housing

Westmoreland State Park Engages Residents with Fossil Program

Westmoreland State Park (WSP) representatives Maxx and Kyle provided a fossil show-and-tell program to residents of **Mill Pond Village** and **Parker Run**.

Residents learned about the history of WSP, viewed some rare fossils, and participated in making shark bead necklaces supporting fine motor skills, coordination, and creativity.



Rappahannock Art League Fosters Connection and Creativity

Averelle, a volunteer with Rappahannock Art League, facilitated a glass bead necklace / bracelet making project for **Tartan Village** residents. Jewelry making provides residents an opportunity for creative expression that boosts self-esteem and fosters social connection.



Transportation

Microtransit Ridership Hits All-Time High

Now offered in 4 Service Areas, Microtransit is Bay Transit's app-based ride-hailing service provides on-demand pickup in as little as 30 minutes for only \$1 per ride, per person. Hours vary by service area.

- West Point microtransit service continues to perform strongly, with its best month recorded in February at 503 rides.
- Tappahannock microtransit service is also showing positive results following its transition from a deviated fixed route, achieving 517 rides in April.
- New Kent (our newest microtransit area began service on April 1) is experiencing a slower start, which is expected as it is a newly launched service rather than a conversion.

Ribbon Cutting Marks Launch of Bay Transit Express Microtransit Service in New Kent County



Pictured (from left): New Kent County Administrator, Rodney Hathaway; Bay Transit Director David Fols and Regional Supervisor Katharn Cotman-Washington; New Kent Supervisors John Moyer, Chairman Ron Stiers, and Amy Pearson; Director of New Kent County Department of Transportation Development Amy Inman; and Bay Transit Driver Freddie Holliday.

New Kent and Charles City to Split Shared Demand-Response Transit Service on July 1

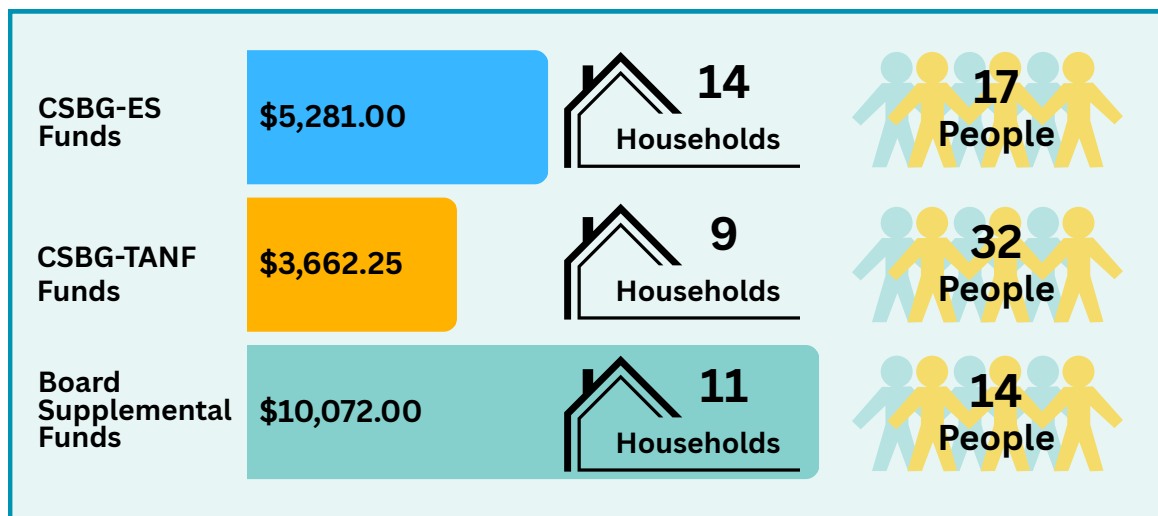
Effective July 1, 2026, New Kent and Charles City will end their shared demand-response service and operate independently, with each locality funding two buses moving forward – increasing total buses from three to four.

Community Action Program (CAP)

Bay Aging's Community Action Program (CAP) leverages multiple funding sources to provide essential support to households throughout the regions, namely:

- Community Services Block Grants (**CSBG**) for Emergency Service (**CSBG-ES**)
- Temporary Assistance for Needy Families (**CSBG-TANF**)
- **Board Supplemental Funds**

During February and March 2026, assistance was delivered throughout Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Richmond County, Northumberland, and Westmoreland counties, reflecting CAP's commitment to meeting community needs across the Middle Peninsula and Northern Neck.



April Showers Bring May Flowers

Westmoreland Active Lifestyle Center participants loved bringing spring to life with their recent craft project.

Participants used decoupage art to add spring florals to shells and fans - showcasing their creativity while brightening up the space.



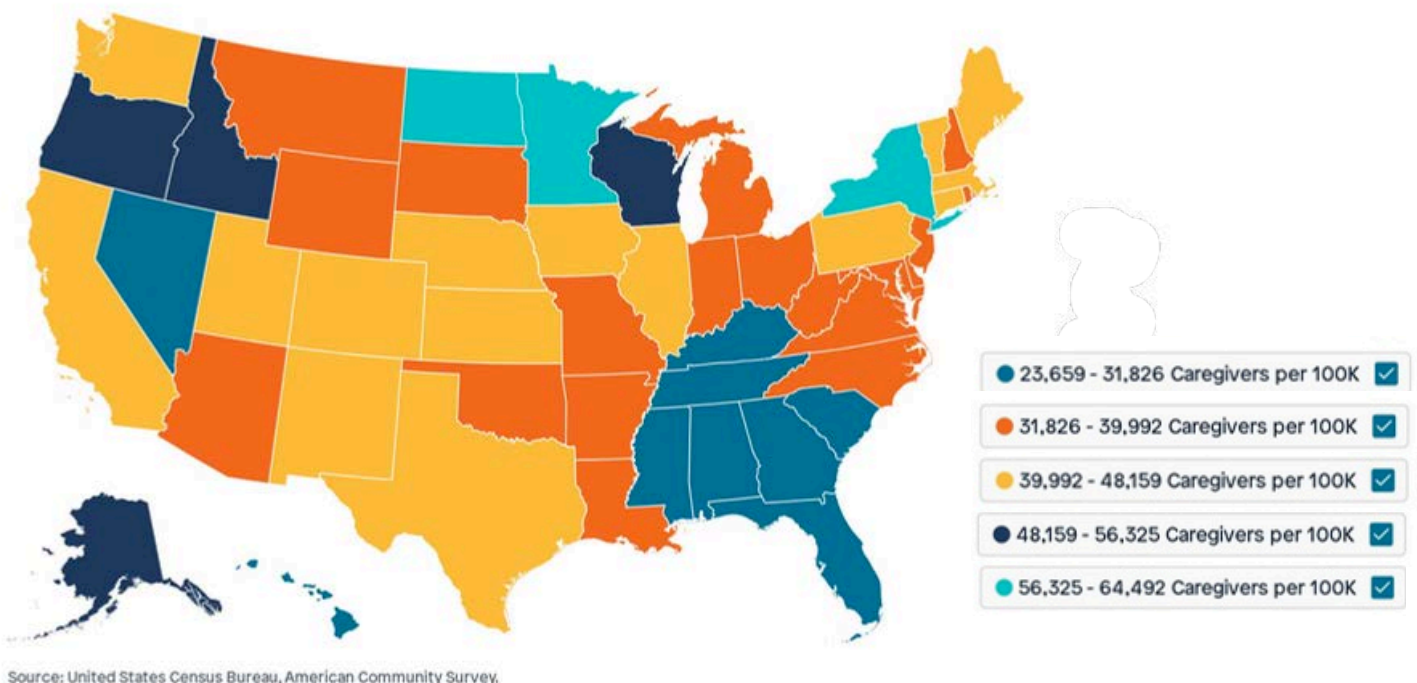
Statistics

The latest figures from the U.S. Census Bureau's American Community Survey indicate that the number of home health aides and personal care aides relative to the number of adults age 60 and older has decreased.

- In 2020 there were 42 paid caregivers per 100 older adults.
- This ratio declined to 40 paid caregivers per 100 older adults in 2024.
- In Virginia, there were 36 paid caregivers per 100 older adults in 2024.

Source: West Health Mosaic, <https://web.aiastg.whilabs.org/>

Home Health Aides and Personal Care Aides per 100,000 Adults Age 60 or Older, by State, Nationwide, 2024



Human Resources

Leadership Institute 2.0 Management Training Collaborative

Launched in February with 14 participants, this six-month management training program is designed to provide both foundational and refresher training to strengthen core management skills, reinforce key policies, and support staff success.

- **Topics** covered in April and May included: Problem-Solving, Department-Specific & HR Related Investigations; and Communication & Teambuilding

Human Resources

Recruitment

Recruitment is continuous as we add new talent to the workforce. We are currently recruiting for 14 positions across the organization.

- Since January 1, we have hired 20 new employees and had 7 internal transfers



Career & Job Fair Participation

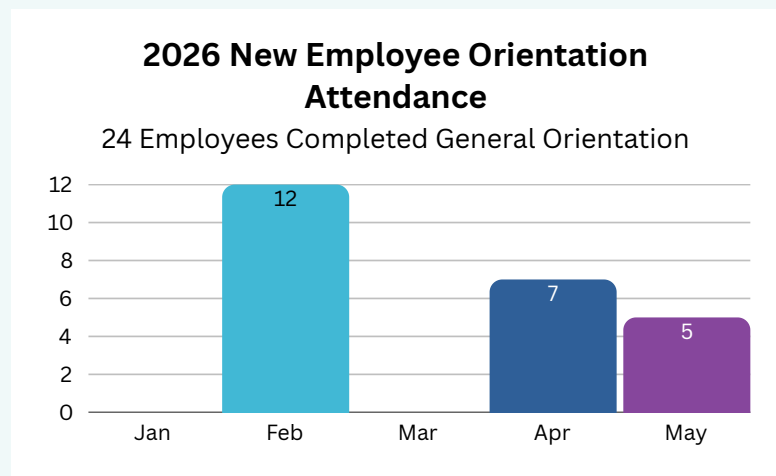
Bay Aging recently attended several Job Fairs throughout the region, including:

- Middlesex High School Career Day
- West Point High School Career Fair
- Northern Neck College & Community Career Fair - Warsaw Campus
- Middle Peninsula College & Community Career Fair - Glenss Campus



Pictured: Danielle McCoy, Bay Aging's Human Resources Coordinator at Warsaw Campus Career Fair

New Employee Orientation Attendance



May attendees (seated from left): Home Care Aide Regina Thompkins, Dispatcher/Scheduler Hannah Queen, Van Driver James "Derek" Washington; (standing from left): HR Coordinator Danielle McCoy, Property Site Coordinator Krystal Anderson, VDC Fiscal Assistant-Customer Service Rebecca Jackson, and HR Director MaDena DuChemin.

Annual Required Training Launches in May

Testing for the annual required training began in late April, with employee enrollment starting in May. Staff will have until December 15 to complete the training. In-person sessions will be available for employees without computer access. More details will be shared later in May.

Development

Meals on Wheels Grants and Subaru Campaign Support Timely Meal Delivery

Bay Aging received **\$3,986.52** through the **2025–2026 Subaru Share the Love® Event**, along with **\$4,000** from the **Gloucester Community Foundation** and **\$7,180** from the **Mathews Community Foundation**, to support Meals on Wheels.

These funds help offset rising meal costs and ensure older adults can receive home-delivered meals without delay or wait lists.

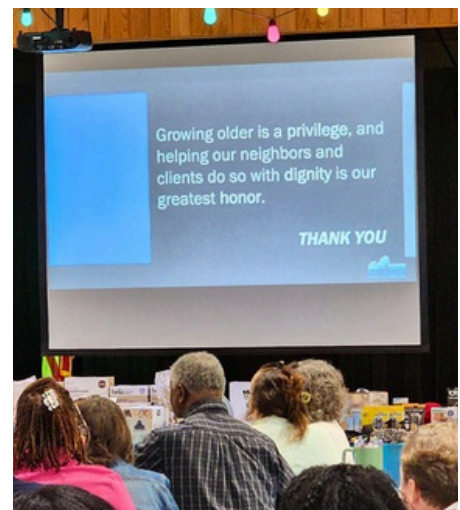
Last year alone, **Bay Aging provided more than 184,000 meals**, including **31,771 in Gloucester** and **31,095 in Mathews**, where demand remains especially high.

Staff Retreat Highlights Team Connection and Communication

Bay Aging staff came together for the annual Staff Retreat for a day of learning, reflection, and connection.

The photo collage captures event highlights, including guest speaker Michael Pope, who shared an engaging message on the importance of communication in strengthening teamwork, relationships, and service.

The retreat offered staff an opportunity to honor fellow team members and connect across programs while reinforcing shared values and organizational mission.



2026 Staff Award Winners

Each year, staff vote on who will receive awards at our Staff Retreat. This year's winners are as follows:



PRESIDENTS AWARD - Lisa Walker (VP, Advocacy Resources)

This award, chosen by our President/CEO, recognizes an individual who demonstrates exceptional commitment and selfless service to our community.



UNSUNG HERO - Julie Horner (Nutrition Programs Manager)

The Unsung Hero is the person everyone can count on, rain or shine. This award honors an individual who takes initiative behind the scenes, maintaining a steady and positive presence even in high-pressure situations. Their exceptional reliability and proactive approach ensure that operations run smoothly, making them an indispensable asset to the team.



INSPIRATIONAL LEADER - Tamara Wright (VDC Customer Service Manager)

This award recognizes a role model who leads by example from any level of the organization, regardless of their official job title. They create a ripple effect of positivity and are dedicated to the growth of those around them. By empowering others to reach their full potential and fostering a culture of excellence, they help make the entire Bay Aging team the best it can be.



SUPERIOR CUSTOMER SERVICE - Emy La-Villa (VDC Options Counselor)

This award celebrates those who represent the very heart of Bay Aging's mission. Whether they are assisting a colleague (internal) or a community member (external), this nominee is a master of empathy and efficiency. They are frequently praised for their ability to navigate complex needs and are considered a gold standard for how we serve our community.



TEAM PLAYER - 1 Winner Per Division

This award recognizes an individual who is the ultimate "glue" of their department. They possess a genuine desire to step in and support their colleagues, often anticipating needs before they are even voiced. This person contributes their time and effort without seeking the spotlight, embodying the true spirit of collaboration and selfless service.

Admin



Patricia Palmer
(Administrative Specialist)

Housing



Dianne Wilkins
(Property Management Compliance & Training Specialist)

Health



Lynette Thurston
(Assistant VICAP Coordinator & LTC Ombudsman)

Transportation



Pat Sanders
(Operations Manager: Transit)

Virginia Community Care Hub

Evaluation Support Expanded Through Statewide Collaborative

Bay Aging's Virginia Community Care Hub, the **Community Care Innovations Collaborative**, is sponsoring a no-cost action learning program titled **Streamlining Program Evaluation** designed to strengthen program evaluation capacity across partner organizations.

- With 36 participants from 18 organizations statewide, the initiative provides practical tools for conducting program evaluations, streamlining processes, and improving positioning through virtual training, online resources, and individualized technical assistance to help community-based, healthcare, and government partners better measure impact and improve outcomes.

This program reflects a continued commitment to building data-informed practices and improving outcomes across participating organizations.

Community Chaplain

Bringing Care and Encouragement Across the Region

Rev. Dr. Mary Ligon continues to offer compassionate emotional and spiritual support to Bay Aging staff across the 10-county region, while also providing direct support to Lancaster County residents and the clergy and health and human service providers who care for them.

In the first six
months of FY26

Supported
147
New Clients

Facilitated
91
Group Sessions

Reaching
1,089
Individuals

She continues to expand her presence with Bay Aging employees, strengthening workforce well-being by supporting resilience, connection, and purpose among staff - connecting with new employees through monthly orientation sessions and recently offered an opening reflection at the Annual Bay Aging Retreat.

- Through weekly **Your Best Self** virtual gatherings for staff, and **Mindful Minutes** submissions to Bay Aging's internal newsletter, her work continues to bring encouragement, connection, and care across the organization.



Feedback from a staff member: *"Happy Friday! Just a note of thanks for the Mindful Minute about 'blooming'—love it! Your positive energy is what was missing here. Thank you for you!"*

Strengthening Connections Through Visits and Outings

Community Champions Week brought special moments at our Active Lifestyle Centers, including a visit from Bay Aging board representative Donna Givens, who joined Mathews ALC participants for lunch and conversation, and Chuck Walsh of the Middlesex Family YMCA Advisory Board, who spent time serving lunch and visiting the Middlesex ALC.

In Mathews, participants also enjoyed a fun outing to Nick's Spaghetti & Steak House, with thanks to Bay Transit and Driver Benny for making the trip possible.

Together, these visits and outings brought smiles, fellowship, and meaningful connection to participants across our centers.



Chuck Walsh, Middlesex Family
YMCA Advisory Board



Pictured (clockwise from top right): Dee Dee Lockwood, Bay Aging Board Director Donna Givens, Barbara Thiel, Ida Davis, Amy Jones, and Marjorie Hayes.



Pictured to right:
Bay Transit Driver
Benny Frank



Pictured to left (clockwise from top right): Carol Swartz, Linda Ware, ALC Manager Laura Matthews, Barbara Thiel, Laura Hill, Jimmy Davis, and David Watts.

Hoppy Easter from our Active Lifestyle Centers. Participants enjoyed challenging games, bunny-themed art projects, and rock painting for Daffodil Days to celebrate the season. Special thanks to Gloucester County Employees' community project Bunny Bags for ALC and Meals on Wheels clients.



Spring in Full Bloom at Our Active Lifestyle Centers

Spring brought plenty of joy to our Active Lifestyle Centers, from a bird-themed craft and shared reflection in West Point to the return of Gloucester Garden Club, where participants are eagerly planting seeds and watching new growth begin while sharing fond memories of family gardens and childhood harvests.

In Mathews, participants were treated to a beautiful High Tea in celebration of Mother's Day, complete with special touches that made the day feel truly festive and memorable. Together, these activities highlight creativity, fellowship, and seasonal celebrations that make our centers such special places.

