BOARD NOTES

Aug - Sep 2026

BAY AGING
DIGNITY AT EVERY AGE

www.bayaging.org

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

September is Healthy Aging Month, a time to celebrate the positive aspects of growing older and promote habits that support wellness, independence, and quality of life.

The observance encourages prevention, physical activity, social connection, and proactive steps toward healthy aging at every stage.

State Health and Human Resources Leader Visits Bay Aging to Highlight Community Impact

Pictured (from left): Bay Aging President and CEO Kathy Vesley; Senior Counsel to the President Bobby Vassar; and Deputy Secretary of Health and Human Resources for the Commonwealth of Virginia Toni Blue.

Bay Aging recently welcomed Virginia Deputy Secretary of Health and Human Resources Toni Blue to its Urbanna campus for a visit focused on the organization's role in connecting health care, human services, and community-based supports across rural Virginia. (Continued on page 15.)

9/11 Day of Service Beautifies Tartan Village

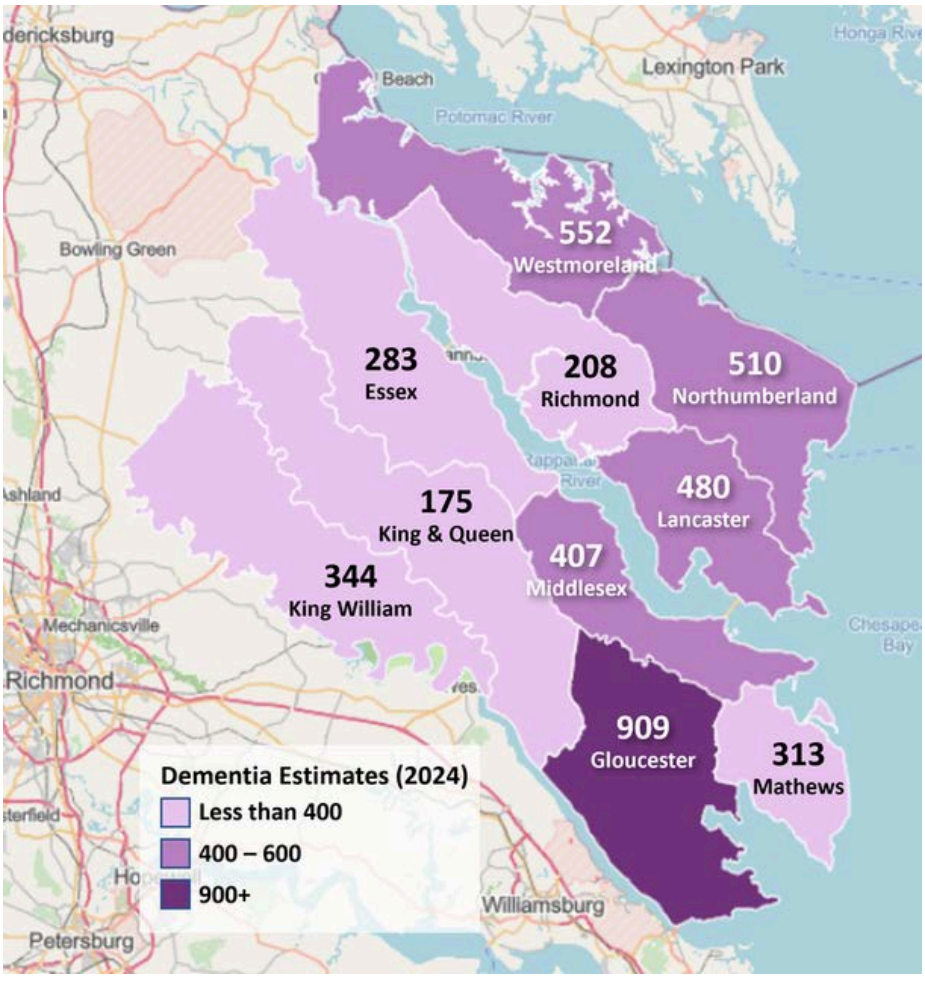
Pictured: Lancaster High School students and faculty joined representatives from Serve Virginia, Volunteer River Counties, and Bay Aging for a 9/11 Day of Service beautification project at Tartan Village.

In the spirit of remembrance and service, seven Lancaster High School students joined faculty members, Serve Virginia representatives, Volunteer River Counties, and Bay Aging to brighten Tartan Village. (Continued on page 17.)

Statistics

Dementia is Affecting a Growing Share of Our Region

- **Growing Need**: The estimated number of people living with dementia in Bay Aging's 10-county service area rose approximately 5.7% from 2022 to 2024, outpacing overall population growth of 1.6%.
- **Regional Impact**: An estimated 4,183 residents are living with dementia, based on approximately 11% of adults age 65 and older.
- **Highest Numbers:** Gloucester and Westmoreland counties are home to an estimated 909 and 552 residents living with dementia, respectively.
- **Disproportionate Impact:** More than 4% of residents in Lancaster and Northumberland counties are estimated to be living with dementia, compared with approximately 1.8% statewide.



Sources: American Community Survey 5-Year Estimates; Aging, Demographics and Memory Study; National Health and Aging Trends Study.

Caregiver Support

From National Leadership to Local Action: Advancing Caregiver Support and Community Connections

Across the region, Bay Aging's Caregiver Support Team is connecting caregivers with helpful information, meaningful relationships, and wellness-centered activities while building greater understanding of their needs throughout the community.

Community Events, Education, & Outreach

- Presented on the **separation of spouses** and its impact on caregivers at Gloucester Library.
- Hosted **GUIDE Information Sessions** at the Montross and Cooper branch libraries.
- Promoted the Memory Café and GUIDE program at **Northumberland's National Night Out.**
- Connected caregivers through an **Ice Cream & Bingo Social** at Commonwealth Senior Living in Kilmarnock.
- Ongoing support groups, Memory Cafés, caregiver lunches, and walking club

Pictured, from left: Lead Options Counselor Mary Arthur with Delegate Hillary Pugh at Northumberland's National Night Out where Delegate Pugh asked about the GUIDE program and shared her appreciation for Bay Aging's work in the community.

Bay Aging Shares Caregiver Support Successes at National Conference

Bay Aging's caregiver support team members Mary Arthur and Kelsie Houston presented at the USAging Annual Conference and Tradeshow in San Diego, CA. Their presentation, "Support to Sustainability: Strategies for Expanding Your Caregiver Program," highlighted Bay Aging's growth in caregiver support services, including its community-based outreach, caregiver education, GUIDE program participation, and strategies for building sustainable supports for family caregivers, demonstrating how innovative approaches can transform support systems.

Pictured (from left): Bay Aging Options Counselors Kelsie Houston and Mary Arthur at the USAging Annual Conference and Tradeshow.

Caregiver Support

Bay Aging Helps Reignite Gloucester TRIAD to Strengthen Older Adult Safety and Support

After a missing older adult with dementia prompted a coordinated community response, Bay Aging Caregiver Support Options Counselor Kelsie Houston shared her expertise on dementia-related behaviors with local emergency personnel.

Kelsie's guidance and continued collaboration with the Gloucester County Sheriff's Office helped reinforce Bay Aging's role as a trusted resource for caregivers, older adults, and community partners—and contributed to the formation of a renewed Gloucester TRIAD.

To kick off the partnership, the community is invited to the TRIAD Senior Fair and Lunch on Friday, October 9, from 10 AM to 2 PM at Newington Baptist Church, 6169 Main Street, Gloucester.

Keynote speakers will cover health, senior living, home health, financial security, safety, and caregiver support.

Northumberland Memory Cafe Launches with Strong Support

The new Northumberland Memory Café welcomed attendees on September 8, bringing together community members and Mid-County Rescue Squad volunteers for a warm afternoon of conversation, connection, and support.

Guests shared refreshments, built new relationships, and learned about helpful local resources.

Pictured above: Lead Options Counselor Mary Arthur provides training with the Callao Rescue Squad for the upcoming Memory Café. The cook squad will provide refreshments for each gathering.

A family attending the Mathews Memory Café for the first time shared that the gathering provided the hope they needed while navigating available resources. Their experience reflects the Café's impact as a compassionate source of guidance, connection, and reassurance—helping families know they do not have to face the dementia journey alone.

Virginia Insurance Counseling and Assistance Program (VICAP) and Senior Medicare Patrol (SMP)

VICAP Community Outreach

- **Medicare Updates and Healthcare Fraud Prevention** presentation to Upper King and Queen Baptist Church
- Presentations about **Medicare and changes for 2027** at Peninsula Agency on Aging (PAA) Lunch and Learn programs in Williamsburg and Newport News
- Represented Bay Aging at **King and Queen's National Night Out**
- **De-Mystifying Medicare** educational presentations in September and October at Bay Aging's Active Lifestyle Centers and PAA dining centers in preparation for upcoming Medicare Annual Enrollment

Bay Aging VICAP staff Lisa Walker presented to members of the Upper King and Queen Baptist Church on Aug 22 on Medicare Options and healthcare fraud prevention tips.

Bay Aging Connects with the Community at National Night Out

Outreach Specialist Jean Duggan represented Bay Aging at King and Queen County's National Night Out.

Despite the lingering summer heat, families of all ages enjoyed activities, food, and the opportunity to connect with police, fire and rescue, emergency services, and local health and human service organizations.

Outreach Specialist Jean Duggan attended King and Queen County's National Night Out on Aug 6.

Staying One Step Ahead of Fraud

C&F Bank guests Mike Renner and Kasey Law shared practical fraud-prevention guidance with Middlesex ALC participants recognize common scams, protect their personal information, and take steps to avoid becoming victims of fraud.

Pictured (from left): Kasey Law and Mike Renner from C&F Bank.

Virginia Insurance Counseling and Assistance Program (VICAP) and Senior Medicare Patrol (SMP)

Bay Aging Joins Statewide Conversation on Strengthening AAA and Tribal Partnerships

Pictured: Tribal dignitaries, Commissioners from Virginia's Department for Aging and Rehabilitative Services, and representatives from Area Agencies on Aging.

On August 10, Bay Aging President and CEO Kathy Vesley joined VICAP team members Jean Duggan and Lisa Walker at the Annual AAA & Tribal Convening in Richmond.

- The gathering brought together representatives from Virginia's Area Agencies on Aging (AAA) and Tribal communities for meaningful discussion around cultural awareness, available resources, and opportunities to strengthen partnerships with local Tribes and their citizens.

- The convening provided an important forum for learning, relationship-building, and identifying ways Bay Aging and its partners can continue advancing respectful, community-centered support for older adults and families across the Commonwealth.

Mathews ALC Creativity on Display

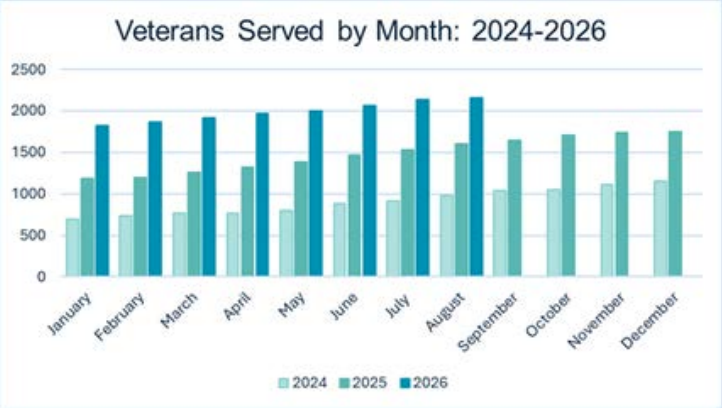
Mathews Active Lifestyle participant artwork was proudly showcased at the Bay School, celebrating local talent, creativity, and accomplishment.

Veteran Directed Care (VDC)

VDC Program Growth Impacts More Veterans

Bay Aging's Veteran Directed Care program continues to grow, with more than 320 new referrals received in July and August.

The Veteran Directed Care program served 2,156 veterans in August 2026.



Team Updates

The VDC team would like to welcome new Options Counselors:

- Kassidy Mannlein
- Hannah Swann
- Tameka Bromley

VDC Congratulates Recent Leadership Institute Graduates

Several members from the VDC Team graduated from Bay Aging's recent Leadership Institute 1.0, showcasing a commitment to personal growth and professional development. Investing in individual growth strengthens our leaders, our teams, and ultimately the success of the VDC Program. (Read more about the Leadership Institute on page 23.)

Kudos to Christine Figueroa-Margarito, Options Counselor

A veteran's family shared heartfelt appreciation for Christine's attentive guidance, kindness, professionalism, and dedication to supporting veterans and their caregivers. Her commitment and genuine spirit of service continue to make a meaningful difference for those caring for and protecting loved ones.

--Family of Veteran H

Veteran Directed Care (VDC)

Community Engagement

- Melissa Blake, Director of Veteran Directed Care, shared information about the VDC Program in King and Queen on September 1.

- The VDC Program will also be hosting a District American Legion Event on September 26, at 2:30 PM at Post 82 in Saluda.

    - The event will highlight the VDC Program and other Bay Aging programs, including GUIDE, while connecting veterans, caregivers, and community partners.

2,156

Number of Veterans that received Options Counseling and Financial Management Services through VDC in August 2026

2,700

Number of Employees Processing Through Bi-Weekly Payroll

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

FMS Team Celebrates the End of Summer with Potluck

The FMS Team celebrated the end of summer with a potluck on August 28, 2026! The team enjoyed great food, shared recipes, and plenty of laughter and good company. A wonderful way to wrap up the summer together!

Veteran Directed Care (VDC)

Cumulus Transition Receives Positive Feedback

The VDC Program has successfully completed the software transition from FMS to Cumulus. The design and implementation of this custom-built platform required significant time, collaboration, and engagement from our teams. Throughout the transition, teams led the way with confidence, patience, and calm.

Positive feedback has been received from team members and participants, along with a decrease in calls for assistance -- a great reflection of the team's hard work and dedication!

Kudos to Sheronda Baylor and Kassidy Mannlein, VDC Options Counselors:

Linda, an employee supporting Veteran B., praised Sheronda and Kassidy for promptly returning her calls, thoroughly answering her questions, and consistently providing helpful information. She shared how much she appreciates having such caring and dependable team members to turn to. Their responsiveness and dedication are making a meaningful difference, and their positive impact has not gone unnoticed.

-Linda, employee for Veteran B

Long Term Care (LTC) Ombudsman Program

Bay Aging Welcomes Newest Member to Regional LTC Ombudsman Team

Bay Aging's Regional Long-Term Care Ombudsman program welcomes Dr. Anne Bartlett as a part-time team member.

With her arrival, the program is now fully staffed with two full-time ombudsmen and four part-time staff members serving the Northern Neck, Middle Peninsula, Peninsula, and Hampton Roads regions.

Community Living Programs

Second-Round Funding Received for Farm Market Fresh Program

Bay Aging received an additional $2,100 in second-round funding for the Farm Market Fresh program, which began in May and ends in October. This will enable about half of the qualified clients previously waitlisted to access locally grown fruits and vegetables.

Agency awards are based on high issuance and high utilization. Bay Aging had a 100% issuance rate, and the second highest client redemption rate in the state, coming in at 41.7%.

Senior Cool Care Program

- Senior Cool Care Program fans are still available to qualified clients.
- To complete an application, please call 804-493-0238.

RSVP Expands Outreach to Meet Critical Volunteer Needs

Bay Aging's RSVP (Retired and Senior Volunteer Program) team is expanding recruitment efforts as the need for volunteers becomes increasingly urgent, especially in Middlesex, Northumberland, Westmoreland, and West Point.

Through community partnerships, a new brochure, and flexible opportunities—RSVP is helping more neighbors find meaningful ways to give back. **Ready to make a difference?** Contact Hyena Rose at 1-804-758-1260 Ext: 1314 to find an RSVP volunteer opportunity that's right for you. We welcome adults of all ages.

Behind the scenes, RSVP has updated its Volunteer Handbook and is preparing a new Workstation Handbook for print.

> "**Meals on Wheels has been such a blessing to our family.** As my mother's primary caregiver, I balance multiple jobs and school, so knowing she has meals available when I'm away—and quick, nutritious options when I'm home—gives me tremendous peace of mind. Mama can be a picky eater, but she absolutely loves the meals! Thank you for making life a little easier for both of us." --Mike

Community Living Programs

Westmoreland Active Lifestyle Center (ALC) Celebrates a Retirement and a New Beginning

After 13 years of service to Bay Aging as the Westmoreland Active Lifestyle Center Manager, Cindy Tucker retired at the end of August. We wish her nothing but good health and happiness as she enters this new chapter of life.

Linda Stillman has joined our team as the new ALC Manager, and we look forward to having her on board.

Westmoreland Active Lifestyle Center Manager Cindy Tucker retires after 13 years of service to Bay Aging.

Northumberland ALC Moves to Historic Holley Graded School

The Northumberland ALC recently relocated to the Holley Graded School in Lottsburg. Participants and staff are enjoying their new location and the rich history associated with this historic building.

Holley Graded School
Built in stages between about 1914 and 1933, Holley Graded School served African American students in Northumberland County until 1959 and remains an important reminder of the region's educational history during segregation.

Now used as a museum and adult-education facility, Holley Graded School was listed on the National Register of Historic Places in 1990.

ALC Management Team Meets for In-Service Training

Training topics included a review of the updated Policies & Procedures manual, volunteer recruitment tips, ALC and Meals on Wheels (MOW) marketing strategies, and a review of May Day feedback surveys.

Discussion was lively as staff shared ideas, best practices, and feedback.

ALC Management Team met in Montross for in-service training followed by lunch served from Bay Aging's Central Kitchen staff.

Home Care / Adult Day Center

A Place to Thrive - and Peace of Mind for Caregivers

When Kelsie's uncle began attending Bay Aging's Gloucester Adult Day Center, adjusting to a new routine brought understandable challenges. With patience, kindness, and close coordination, Adult Day Center and Bay Transit staff helped make the transition smoother for the entire family.

Today, her uncle loves attending and is thriving in a safe, positive environment that gives each day purpose and joy. For Kelsie, having both her mother and uncle participate offers more than trusted care—it provides reassurance, meaningful support, and the comfort of knowing her loved ones are embraced by a compassionate community.

Demand Growing for Respite Services

- The Home Care Department and the Gloucester Adult Day Center continue to experience increases in referrals related to GUIDE Model program respite services.
- Hiring efforts ramp up to meet increasing need.

★★★★★

"Suzanne, Shelley, and Gary are amazing. I cannot thank the Gloucester Adult Day Center staff enough for providing such an invaluable resource for our community and my family—a safe, welcoming place where each day is filled with happiness and purpose."

—Kelsie

VAAACares®/GUIDE Model

Care Navigators Convene for Annual Training

GUIDE Model Program team pictured, seated (from left): Lead Options Counselor Mary Arthur, CFO Tinsley Goad, Medical Director Dr. Barry Gross, PAA Dementia Care Navigator Cindy Smith, PAA Community Health Program Coordinator Clara Laury; standing (from left): Director of Community Living Programs Angie Alley, President and CEO Kathy Vesley, Options Counselor Kelsie Houston, Director of Strategic Analysis Julie Northcott-Wilson, PAA RN/Quality Analyst Catherine Iveson, PAA VP Care Coordination Diane Hartley, and Director of Health Services Tiffany Robins

VAAACares®/GUIDE Model

Bay Aging Earns Three-Year NCQA Reaccreditation

- Bay Aging successfully completed the **NCQA Long-Term Services and Supports Case Management Accreditation** survey, securing accreditation for another three years.
- This recognition affirms Bay Aging's commitment to high-quality, person-centered care coordination that helps individuals remain safely and independently in their homes and communities.

Aligned GUIDE Model Patients as of Sep 3

VAAACares® Earns National Recognition for Advancing Community-Based Care

Bay Aging Director of Health Services Tiffany Robins accepts the 2026 USAging Aging Achievement Award for Beyond Caregiver Support: Integrating Social Care With Health Care on behalf of GUIDE Model program team. Team members include Tiffany Robins, Julie Northcott-Wilson, Mary Arthur, and Kelsie Houston.

Pictured from left: Caregiving.com CEO Mike Eidsaune, Bay Aging Director of Health Services Tiffany Robins, USAging President Duana Patton, and Cumulus.care CEO John Byer.

VAAACares®, Virginia's Community Care Hub and a Bay Aging-led statewide collaborative, celebrates its selection as one of 12 Phase 1 winners in the national ACL **Health at Home Challenge** competition.

Pictured (from left): Director of Health Services Tiffany Robins; VAAACares® Director Cathey Eades; President and CEO Kathy Vesley, and Director of Strategic Analysis Julie Northcott-Wilson will help lead the initiative as VAAACares® advances in ACL's national Health at Home Challenge.

VAAACares®

VAAACares® Expands Transitional Care Support Across Virginia

- **MCO Contract:** Preparations are underway for the anticipated October 1 start, including updated workflows, Cumulus dashboards, and new AAA partnership and reimbursement agreements once the contract is signed.
- **Hospital Partnerships** continue to operate smoothly, with a new fiscal-year contract expected October 1. VCU Health Tappahannock has enrolled approximately 10 patients in Multi Visit Patient Care Coordination and 30 in Care Transitions.
- **Statewide Coordination:** The Clinical Administrative Coordinator team has processed more than 4,000 referrals and scheduled over 1,500 assessments since January 1, 2026, while coordinating services and supporting weekly outreach to approximately 120 maternity members who have been difficult to reach.
- **Assessment Support:** Bay Aging staff have completed 260 overdue LOCERI assessments across Virginia since January 2026.

Housing Choice Voucher Program

Bay Aging Selected for Virginia Housing Quality Control Pilot

Bay Aging's Housing Choice Voucher Program was one of only four local housing agencies selected for Virginia Housing's Quality Control Pilot Program. Recognized for strong, thorough program administration, Bay Aging will review 10–15 participant files to strengthen consistency, address compliance findings, and help identify best practices while continuing to provide high-quality service to families and landlords.

From Homelessness to a Safe, Stable Future

After nearly a decade without stable housing, a 27-year-old man was unable to consistently access the mental health care he needed. Bay Aging team members Takeia Jones and Suzanne Shepherd coordinated with community partners to secure temporary lodging, meet his nutritional needs, and connect him with Permanent Supportive Housing and Community Services Board programs. He now has a path toward a permanent home, stability, and a more hopeful future—support his mother says would not have been possible without Bay Aging.

Community Chaplain

New Partnership Brings "Living with Dementia" Program to Lancaster County

Bay Aging is proud to join Riverside Health and Rappahannock Westminster-Canterbury in bringing this meaningful seven-week program to Lancaster County for the first time.

Designed for individuals with early-stage dementia and their care partners, Living with Dementia will offer practical support, meaningful connection, and opportunities to find joy together.

Chaplain Mary has been instrumental in shaping and implementing the program and will facilitate the care partner group. The fact that every available slot is currently filled reflects the community's strong interest in compassionate, locally available dementia support.

Creating Connection Through Life Stories at Grace Haven

Through the Community Chaplaincy program, Chaplain Mary recently provided a presentation on adult development and life review to participants and staff at Grace Haven Senior Center in Kilmarnock.

Attendees actively engaged in sharing meaningful life stories and reflecting on their significance. The session was well received by both participants and staff and provided an opportunity for connection, reflection, and meaning-making.

Pictured: Chaplain Mary (center) with Grace Haven Senior Center Staff following the Aug 24 presentation.

State Health and Human Resources Leader Visits Bay Aging to Highlight Community Impact (Continued from cover)

Deputy Secretary Blue met with President and CEO Kathy Vesley and Senior Counselor to the President Bobby Vassar to learn more about Bay Aging's statewide partnerships, regional economic value, and essential services that help older adults, people with disabilities, veterans, caregivers, families, and rural residents remain healthy, housed, mobile, connected, and independent.

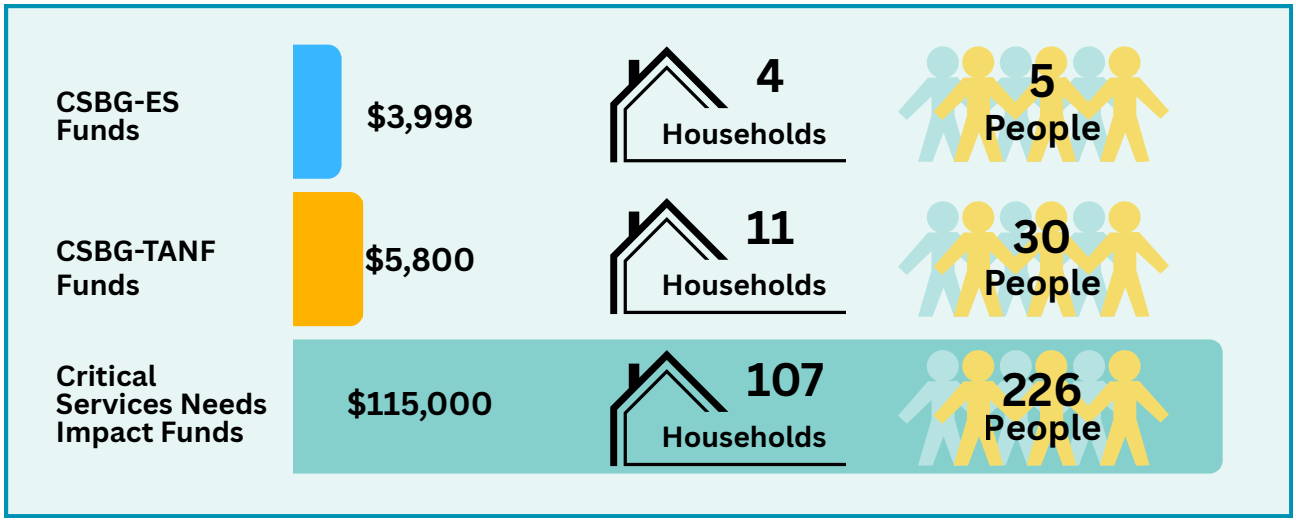
Community Action Program (CAP)

Strengthening Families Through Responsive Community Support

Bay Aging's Community Action Program (CAP) connects local families with timely assistance and community partnerships that promote stability, well-being, and opportunity.

- Community Services Block Grants (**CSBG**) for Emergency Service **(CSBG-ES)**
- Temporary Assistance for Needy Families **(CSBG-TANF)**
- **Critical Services Needs Impact Funds**

During June and July 2026, assistance was delivered throughout Essex, Gloucester, King and 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.



Community Partnerships Expand Opportunities for Families

From **October 1, 2025, through June 30, 2026**, CAP partnered with several community organizations including the Boys & Girls Club of the Northern Neck, Healthy Harvest Food Bank, and the YMCA of the Virginia Peninsulas to fund **8 projects** serving TANF-eligible families.

Through **$115,000 in CSBG-TANF funding**, these collaborations provided **802 families** with nutrition, youth enrichment, water safety, and other vital resources.

Assistance was provided across Essex, Gloucester, Lancaster, Mathews, Middlesex, Northumberland, Richmond, and Westmoreland counties.

Multifamily Housing

Learning Together to Advance Housing Equity

Bay Aging staff participated in Fair Housing training on August 17 led by Brenda Castañeda, Deputy Director of Advocacy for HOME of Virginia, strengthening the team's knowledge and commitment to equitable housing practices.

9/11 Day of Service Beautifies Tartan Village

(Continued from cover.)

Together, volunteers cleaned flower beds, pruned trees, and refreshed outdoor spaces, creating a more welcoming environment for residents.

Their generosity and teamwork offered a meaningful tribute to September 11 and a heartwarming example of community partners coming together to make a lasting difference.

Multifamily Housing - Development

Advancing Regional Housing Solutions in Essex County

On September 3, Bay Aging Assistant Director of Multifamily Housing Development Alan Walker joined Middle Peninsula Community Network Builder Darlene Watson in presenting to the Essex County Economic Development Authority (EDA). The discussion highlighted regional housing initiatives, key demographic trends, workforce housing needs, and the potential benefits of a regional housing study for Essex County.

Expanding Housing Opportunities Across the Region

Three housing projects are currently in development, advancing Bay Aging's commitment to expand affordable and workforce housing across the region.

- Bay Aging Apartments at Forest Heights, James City County: Bay Aging purchased the 2.812-acre property on August 13, marking an important step toward developing 50 service-enriched rental homes for adults age 55 and older with qualifying incomes. Preliminary site planning is underway, with a March 2027 Low Income Housing Tax Credit (LIHTC) application in progress.
- The Residences at Rawley Park, Middlesex County: The team is awaiting decisions on pending grant applications and seeking more competitive construction pricing, including modular housing options.
- Workforce Housing at Kingston Parish Episcopal Church, Mathews County: The rectory's conversion into a workforce housing duplex remains on schedule for completion by October 31, while the management agreement is finalized.

NNMPHC Tours Healthy Harvest Food Bank

Members of the Northern Neck Middle Peninsula Housing Coalition (NNMPHC) toured Healthy Harvest Food Bank following their July 21 meeting, learning more about the organization's work to address hunger and strengthen families across the region.

Single Family Housing

In June and July 2026, **Home Adaptability Impact Funds** and the **Weatherization Program (WX)** assisted families in Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, and Westmoreland counties, supporting contract work, home repairs, and other household needs.

Home Adaptability Funds		Weatherization (WX)	
$26,035	20 Households 23 People	13 Households 13 People	**$71,489**

One Call Connects a Family to Hope After Devastating Fire

When Ms. W reached out after a house fire displaced her family, Bay Aging staff quickly came together across departments to support her mother who is living with serious health challenges.

Through thoughtful coordination, the team secured and installed a window air conditioner the same day, arranged Meals on Wheels and a cooling fan, and connected the family with potential home care support through Medicaid.

What began as a single request became a powerful example of Bay Aging's compassionate, person-centered approach—staff listening closely, responding without hesitation, and working together to help a family find safety, comfort, and hope during an overwhelming time.

Caregiver Luncheons Offer A Moment to Breathe, Connect, and Recharge

At a recent caregiver luncheon, a first-time attendee shared, "I didn't realize how much I needed this!"

The gathering gave caregivers—who carry many responsibilities each day—a welcoming place to set those roles aside, connect with others, and focus on their own well-being. These moments of respite remind caregivers that caring for themselves is an essential part of caring for someone they love.

Transportation

DRPT Project Brings Rural Mobility Stories to Life

Bay Transit was selected by the Virginia Department of Rail and Public Transportation (DRPT) for a statewide storytelling project highlighting the essential role of public transit in rural communities.

Through rider stories, interviews, photography, and video, Bay Transit will demonstrate how its accessible, affordable services connect residents across the Middle Peninsula and Northern Neck to employment, healthcare, education, shopping, and community life—showcasing the impact and innovation of rural transportation in Virginia.

Bay Transit Welcomes Andrew Weather as Transit Director

Bay Transit is pleased to welcome Andrew Weather, whose more than 16 years of transportation leadership and people-centered approach will help support our employees, strengthen service for riders, and move our communities forward.

Pictured: Bay Aging's Transit Director Andrew Weather

Bay Transit Prepares for New Medicaid Transportation Partnership

As Bay Transit transitions to MTM, the new Medicaid Contractor for Virginia's non-emergency medical transportation, the team is focused on helping more Medicaid members reach the care they need through reliable, compassionate non-emergency medical transportation.

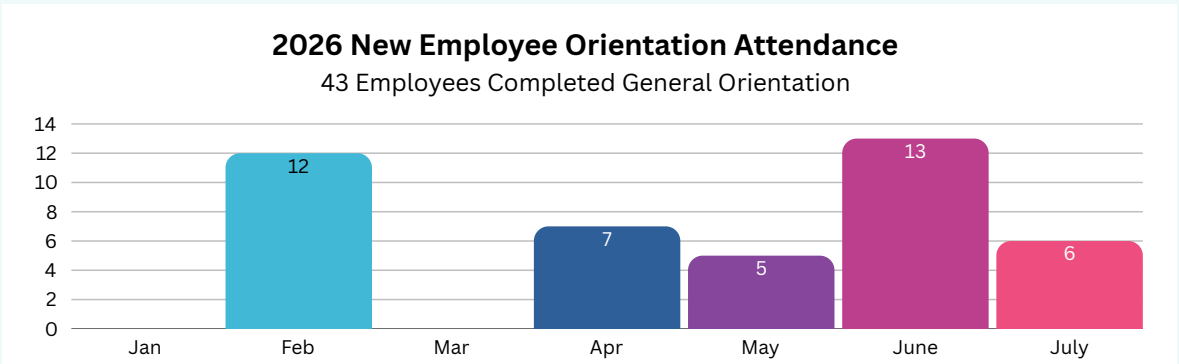
2026 Trolley Season Concludes Successful Season Connecting Residents and Visitors

- **"The Pearl"** provided 1,264 rides in Urbanna
- **"The Osprey"** provided 2,352 rides throughout Colonial Beach

Human Resources

Workforce Snapshot

355	11	43	13
Total Employees as of Aug 31	**Internal Transfers** since Jan 1	**New Hires** since Jan 1	**Open Positions** organization-wide



Flexible In-Person Options for Annual Training

To support staff in completing required annual training, Bay Aging is offering alternative in-person sessions throughout the year.

- Ten employees participated in August, with 13 registered for September and 14 for November.

Bay Aging's Leadership Institute Takes the National Stage

Stephanie Hudgins and MaDena DuChemin shared Bay Aging's Leadership Institute model with aging network peers at the USAging 2026 Annual Conference in San Diego, highlighting how the program develops emerging leaders and strengthens Bay Aging's workforce.

Pictured (from left): Director of Human Resources MaDena DuChemin, Planning Director for Lewis-Mason-Thurston AAA Kyle Sanchez, and Director of Administration and Operations Stephanie Hudgins.

Human Resources

Strengthening Workforce Communication Across Generations

Survey Snapshot		
77	**22.8%**	**5**
Employees Participated	Workforce Response Rate	Generations Represented

After reviewing staff preferences and common challenges, the Opportunity Committee identified immediate, short-term, and long-term recommendations to improve communication across the organization.

- **Preferences**: Most respondents' preference for written or verbal communication depends on the issue, while email remains the preferred electronic tool and most-liked technology.
- **Challenges**: Staff identified tone and clarity in written messages, overuse of acronyms, lengthy email threads, inconsistent follow-up, accessibility awareness, and varying comfort with multiple platforms.
- **Top Recommendations:** Communicate clearly and respectfully, confirm understanding, follow verbal conversations with written notes, practice patience and inclusion, and address issues directly rather than passing them along.

KEY TAKEAWAY:
Intentional, clear, and inclusive communication strengthens Bay Aging's culture, efficiency, and engagement across generations.

Bay Aging Highlights the Power of Community Care Hubs

President and CEO Kathy Vesley joined Executive Director of the CATCH Greater Houston Community Care Hub Janice Sparks, and Innovation and Strategy Lead for Whole-Person Health with the ACL Will Bleser, at the USAging 2026 Annual Conference to share how community care hubs strengthen connections between health care and trusted local services.

Pictured: Bay Aging President and CEO Kathy Vesley presenting at the USAging Annual Conference in San Diego, CA.

Sixteen Emerging Leaders Graduate from Leadership Institute 1.0

On August 5, Bay Aging recognized 16 employees who completed Leadership Institute 1.0 during a virtual graduation ceremony. Based on John C. Maxwell's The 21 Indispensable Qualities of a Leader, the program equips participants with foundational leadership skills while fostering confidence, self-awareness, and a commitment to leading with integrity and empathy. Congratulations to the Class of 2026!

Bengie Candelario Trujillo (VDC Options Counselor Team Lead)

Jennifer White (right) (Marketing & Comms Specialist)

Deanna Jackson (left) (Dispatcher/Scheduler/ Administrator Asst.)

(From L-R) VDC Enrollment Specialists Lauren Hutchens, Danielle Burcher, & Stephanie Rowe

David Fols (right) (Transit Director)

Cameron Pratt (left) (VDC Fiscal Assistant/ Invoice Specialist)

Ashley Benefield (right) (VDC Options Counselor)

Kimberly Billups-Swann (VDC Customer Service Specialist)

Robin Middleton (left) (Culinary Manager)

Melissa Blake (right) (VDC Director)

Katherine Angove (left) (VDC BIT Specialist)

Olivia Englehart (left) (Long Term Care Ombudsman)

"Gary" Arnest (left) (ADC Medication Aide)

Suzanne Shepherd (left) (Housing Support Specialist)

Graduates pictured with their supervisor.

Active Lifestyle Centers

A Taste of the Islands

Middlesex ALC participants enjoyed a festive luau filled with uplifting music, reflection, fellowship, and a delicious island-inspired meal generously donated by Donna Goodman of Goodman Fine Catering.

Paws, Smiles, and Special Visitors

Canine Companions Canto, Kobe, and puppy Patterson III brought comfort, connection, and plenty of smiles to Mathews ALC.

Special Summer Fun at Gloucester ALC

I scream, you scream, we all scream for ice cream—and colorful creativity! Gloucester ALC and Adult Day Center participants made sweet summer memories during an ice cream social filled with treats, conversation, and connection. Participants also enjoyed a favorite summer activity by creating bright, one-of-a-kind tie-dyed T-shirts.