As we reflect back to 2020, we are proud of our ability to respond to the needs of our clients during such a time of uncertainty. We are appreciative of the ongoing support of our community partners, volunteers, funders, and employees whose skills, talents, and contributions make a difference in the lives of those we serve. As we recognize the positive impact of our work for the betterment of older adults and caregivers throughout our planning district, we are thankful for all those who have been instrumental in this work. There are so many who support our mission of “empowering seniors to live with dignity and choice” and our vision for a region that has “seniors with improved quality of life.”

The coronavirus pandemic has had unprecedented impacts on many older adults and, through the support of many organizations and individuals, Senior Connections, The Capital Area Agency on Aging has continued to serve those in need. We along with our community partners adapted our programs and services to ensure the needs of the older adults were met. Many individuals were contacted over the phone to coordinate the setup of needed services, devise plans for continuing services, and simply stay connected through conversation. A vaccine resource center was staffed to inform older adults how to register for the vaccine. Food was ordered, packed, and delivered to those in need throughout our planning district.

Our services and programs enhance the health and wellness of the community, people, and places. We continue to have a wide range of services and programs that offer a person-centered approach to serving older adults living in the community.

We are grateful for the hard work of our employees, collaboration with community partners, our funders at the state, local and national levels, and private contributors. In addition, the Advisory Council and Board of Directors have generously contributed their skills and expertise to continue to move us forward.

Our upcoming 50th anniversary in 2023 is an opportunity to reflect on our rich history and the positive impact on individuals and the community and to extend our gratitude to those who have made it possible.

With our thanks to all.
### By the Numbers: Programs & Services

<table>
<thead>
<tr>
<th>BEC</th>
<th>Care Coordination</th>
<th>Caregiver Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>479 Medicare Beneficiaries Assisted with Benefit Applications</td>
<td>2,657 Unduplicated Clients</td>
<td>442 Caregivers Served</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Care Transitions</th>
<th>Congregate Meals</th>
<th>Home Delivered Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,026 Home Visits with Patients</td>
<td>752 Unduplicated Clients 79,234 Meals Served</td>
<td>1,085 Unduplicated Clients 123,511 Meals Served</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LTC Ombudsman</th>
<th>VMMP</th>
<th>No Wrong Door</th>
</tr>
</thead>
<tbody>
<tr>
<td>195 Closed Cases 424 Closed Complaints</td>
<td>47 Unduplicated Clients 1,632 Hours of Service Provided by Volunteers</td>
<td>28 NWD Partners</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Care</th>
<th>Public Guardian Program</th>
<th>Ride Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>93 Unduplicated Clients 6,384 Hours of Personal Care Provided</td>
<td>40 Clients Served</td>
<td>406 Unduplicated Riders 3,939 One-Way Rides</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEP</th>
<th>Telephone Reassurance</th>
<th>VICAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>152 Intake and Resume Reviews</td>
<td>985 Hours of Telephone Service Provided by Volunteers</td>
<td>1,805 Contacts with Medicare Beneficiaries</td>
</tr>
</tbody>
</table>

**

BEC - Benefits Enrollment Center  
LTC Ombudsman - Long Term Care Ombudsman  
VMMP - Volunteer Money Management Program  
SEP - Senior Employment Program  
VICAP - Virginia Insurance Counseling & Assistance Program
All of Senior Connections programs and services were affected by COVID-19, especially our Care Coordination program. Instead of meeting older adults in their homes and completing in-person assessments as is our general practice, our Care Coordinators conducted most of their work virtually and by phone to ensure the safety of our clients. Care Coordinators continued to make home visits when a client's needs required it and as needs increased, our Care Coordinators found ways to continue providing service despite increases in their regular caseloads.

Senior Connections Care Coordinators conduct assessments in order to understand each individual's full range of needs. They also develop care plans, and coordinate services through programs at Senior Connections and they make referrals to community partners.

Our Care Coordinators are resource specialists with a keen understanding of the needs of older adults in our community. In 2020, Senior Connections joined other community partners to address the housing crisis that is adversely affecting older adults in our region. As a result, two programs were established at Senior Connections to assist older adults to remain independent and safe in their homes. The Chore Program assists clients with bulk junk removal, deep cleaning, and other heavy-duty tasks. Eligible participants are often facing eviction due to the condition of their homes and through the Chore program, many avoid these situations. Additionally, the Residential Repair and Rehabilitation (RR&R) Program complements the Chore Program by assisting eligible homeowners with critical home repairs that may otherwise force them into homelessness. Homes with code violations require homeowners to make costly repairs or vacate the property. The RR&R program keeps older adults in their homes by covering all or a part of the repair cost needed to make their homes safe and livable.

The Housing Stability Program was also established in late 2020. The program was originally set up in partnership with the 7th Street Christian Church who donated $40,000 to help pay the mortgages and rents of older adults facing imminent eviction or housing foreclosure. Through the program, a Housing Stability Coach assists older adults living in rural areas plan for their financial and housing futures after the loss of a spouse or partner.

New Assistance Programs

Chore Program
5 clients served

Residential Repair & Rehabilitation Program
19 clients served

Housing Stability Program
13 clients served
Missi Boyer, Director of Nutrition and Wellness, and Diane Foster, Client Services Coordinator, have worked together for over ten years but they have never spent as much time together as they did in 2020 when program operations had to change in order to meet changing needs.

Senior Connections’ Friendship Cafés are neighborhood gathering places for older adults. Prior to the pandemic, program participants met during the week to engage in social activities and receive a hot, nutritious meal. When the pandemic hit, our Friendship Cafés closed and our nutrition and wellness team developed a new strategy to meet the ongoing needs of individuals who relied on the cafés for their daily hot meal and social interaction.

To meet changing needs, the Covid Community Café program was established in 2020. The program provides participants a weekly café care package. Each week, participants receive five meals, supplies to keep participants active, and essentials such as masks, hand sanitizer, toilet paper, and more. Each package includes a menu put together by Senior Connections nutritionist, along with instructions on how to prepare the meals.

Feed More graciously donated workspace and every Monday Senior Connections staff and volunteers worked to put the packages together and most of the items included in the care packages were donated by community partners and supporters. In addition, transportation providers, who previously drove program participants to our Friendship Cafés, delivered the café care packages to the homes of each Friendship Café participant.

During the 2020 Fiscal Year, over 3,500 café care packages were delivered through the Covid Community Café program. As a result and because of their hard work and dedication, Missi and Diane were named as 2020 Health Heroes by the Richmond Times-Dispatch. Senior Connections Congratulates and Salutes our 2020 Health Heroes!
BY THE NUMBERS: FINANCIAL STATEMENT

SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Americans Act (Federal)</td>
<td>3,929,779</td>
</tr>
<tr>
<td>Other Federal Funds</td>
<td>465,934</td>
</tr>
<tr>
<td>State and Local Government</td>
<td>2,032,806</td>
</tr>
<tr>
<td>Other Grant Funds</td>
<td>646,672</td>
</tr>
<tr>
<td>Donations &amp; Participation Fees</td>
<td>284,296</td>
</tr>
<tr>
<td>Noncash &amp; Other Income</td>
<td>186,181</td>
</tr>
<tr>
<td><strong>Total Support and Revenue</strong></td>
<td><strong>7,545,668</strong></td>
</tr>
</tbody>
</table>

EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs</td>
<td>6,387,056</td>
</tr>
<tr>
<td>Management and General</td>
<td>213,086</td>
</tr>
<tr>
<td>Fundraising</td>
<td>6,617</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>7,056,759</strong></td>
</tr>
</tbody>
</table>

| Change in Net Assets            | 488,909       |
| Net Assets, Beginning of Year   | 1,965,926     |
| Net Assets, End of Year         | 2,454,835     |

BOARD OF DIRECTORS

Michelle Johnson (Chair)  
County Administrator  
Charles City County  
Lisa D. Adkins  
Dept. of Community Resources  
Hanover County  
Barbara Chapman, Ed.D  
Retired School Administer  
Jane Crawley  
Retired Deputy County Manager  
Henrico County  
Mary P. Devine  
Community Advocate  
Willis A. Funn  
Former Administrator  
Henrico County Health Dept.  
Reginald (Reggie) Gordon  
Office for Human Services  
City of Richmond  
Danny Green  
Community Advocate  
Bernie L. Henderson  
Nelson Funeral Home & Crematory  
Lee Householder  
project:HOMES  
Kimberly Jefferson  
Goochland Dept. of Social Svs.  
Rob Jones  
The Alliance Group  
Okpil Kim, C.P.A.  
Retired Controller  
Virginia Dept. of Social Services  
R. Larry Lyons  
Retired President and CEO  
Central Virginia Bank  
Debapiiya (Deb) Mitra  
Business Strategy & New Ventures  
Kathryn Scott  
Homekeepers  
Alexander N. Simon, J.D.  
Attorney  
Sarah Snead  
Hanover County  
John T. Robertson  
Homekeepers  
Sarah Snead  
Hanover County  
Vera Thoms  
Dominion Energy Corp.  
Gloria B. Johnson  
Board Member Emerita
A SPECIAL THANK YOU TO OUR COMMUNITY PARTNERS & SUPPORTERS

CORPORATIONS & BUSINESSES

Always Best Care Senior Services
Anthem HealthKeepers, Plus
Assisting Hands Home Care
Bankers Insurance, Inc.
Bellatrix Consulting Group, LLC
Bon Secours Mercy Health
Boomer3 Solutions
Bremo Pharmacies
Capital Area Health Network
Cedarfield
Central Virginia Coalition of Healthcare Providers, LLC
Circle Center Adult Day Care
Comcast Spotlight
Companion Extraordinaire Home Care
Colonial Downs Group, LLC
Covenant Woods
Covenant Home Care
Design Source
Dominion Energy
ElderCare Solutions
Genworth
Health & Community Resource Network
The Hermitage at Cedarfield
Herndon Law, P.C.
HomeKeepers, LLC
innovAge

Lucy Corr Village
Matz, Blancato & Associates, Inc.
MHWest & Co. Inc.
Magellan Complete Care
MedaRVA Healthcare
Mutual of Omaha Mortgage
Moms Inc.
Monarch Benefits Senior Solutions
Nelson Funeral Home & Crematory
One Digital Health & Benefits
phRma
Pinnacle Living
Ringley Insurance and Financial Svcs
Sales Recruiters of Virginia, LLC
Spring Arbor of Salisbury (HHHunt)
Sprint
SunTrust
Trinity Family Life Center
United Healthcare
VanGo
Virginia Credit Union
Vital Solutions 4U
Wells Fargo
Westminster Canterbury
Woody Funeral Homes
You Cause, LLC

GOVERNMENT PARTNERS

City of Richmond
Charles City County
Chesterfield County
Goochland County
Hanover County
Henrico County
New Kent County
Powhatan County
FOUNDATIONS & ORGANIZATIONS

AARP
Alzheimer's Association Greater Richmond
Alfred Street Baptist Church
Barrington Family Foundation
CA Human Services
Commonwealth Catholic Charites
Family Lifeline
Central Virginia Coalition of Healthcare
Centerville Homemakers
Crossroads Art Center
Dominion Energy Charitable Foundation
Feed More
Genworth Foundation
Jewish Family Services
Little Elam Baptist Church
Memorial United Methodist Church
Parrish Hill Baptist Church
project:HOMES
The Payne Family Gift Fund
Publix Super Markets Charities
RRHA
Rebuilding Together
Richmond Memorial Health Foundation
St. Paul's Episcopal Church
Samaria Baptist Church
United Way of Greater Richmond and Petersburg
Virginia Navigator
VCU Health System

Advisory Council

Carol Young, Chair
Henrico County
Harvey Chambers
Henrico County
Mary Beth Murphy
City of Richmond

Charles Barker, Vice Chair
City of Richmond
Nancy S. Goodman
New Kent County
Debbie Preston
Chesterfield County

Nancy H. Nagle-Bolio
City of Richmond
Sheryl Herndon
Henrico County
Sharon Rochelle
Powhatan County

Linda D. Brown-Burton
Chesterfield County
E. Yvette Jones
City of Richmond
Michael Smith
Hanover County

Nikki Carrington
City of Richmond
Bettina Mason
City of Richmond
Natasha Stevens
Chesterfield County

Brenner Carter
Charles City County
Ryan May
City of Richmond
Jelisa S. Turner
Henrico County

Keisha Carroll
Goochland County
Sara Morris
Henrico
Senior Connections Transforming Perspectives Mural

The mandala design represents the shared experience of life and all of its changes. The interviewees shared positive stories of transformation and freedom that led to the butterfly symbolism. The palette of rainbow colors reflects the respondent's diverse experiences and vibrant personalities. Eight key themes for greeting aging in a positive way emerged from the research and are featured on the flower petals. Tips and quotes gathered from respondents are painted on the mandala and the wings of the large butterfly.