



*Rose and Tony—  
Enduring  
Commitment  
and Courage*



*Virginia Beach residents Tony (left) and Rose Costa  
and Senior Services Community Living Program  
Service Coordinator Larry Ugarté*

Rose and Anthony Costa, a first generation couple with roots in the Napoli region of Italy as well as in Sicily, have been sweethearts for years, 54 to be exact. Their love made it possible to endure the last year of tribulations. Rose experienced Transient Ischemic Attacks (TIA's or mini-strokes) in March 2010 and there are new challenges for this couple who originally hailed from the Canarsie section of Brooklyn, NY.

Rose and Tony, as he prefers to be called, both 79, moved to Virginia Beach 11 years ago to be near their son, Tony Jr., his wife Laurie and their two grandchildren, Tony III and Briana. He's retired from his plumbing business and she owned and managed a nursery school. Tony, in his younger years, took third place at the Mr. Brooklyn Bodybuilding Championships and a photograph of Rose that hangs over the mantle of their fireplace looks as though she could have been a double for a Betty Grable pin-up.

Thanks to their physician's prompting, in September 2010 Rose and Tony contacted Senior Services for help. They are enrolled in the Community Living Program (CLP) sponsored by the Virginia Department for the Aging and Senior Services of Southeastern Virginia. Since October 2010 Larry Ugarté has been their Service Coordinator. "The Community Living Program offers self-directed long-term care alternatives for people who are at risk of nursing home placement and Medicaid spend-down. That means people 65 and older can improve their quality of life and continue to live in their home," Ugarté explained.

Being enrolled in the CLP allows Tony to benefit from respite care so he can go to the gym again. Before, he felt worried and stressed about leaving Rose. Tony adds, "I even get stressed about doing the bills and the everyday stuff." Besides the respite care, they qualify for a stipend which allows them to rehabilitate their upstairs bathroom for Rose's needs arising from her physical condition. As Rose says about her own circumstance in regards to communication, "It takes me a while to get my meaning across." Tony adds, "She doesn't sleep; she's on edge."

Thus, when they met Larry Ugarté from Senior Services, they were relieved. As Tony puts it when speaking of Larry, "We bonded." Ugarté discussed their CLP options and how the program makes it possible for them to age in place and maintain their independence.

*"The Community Living Program offers self-directed long-term care alternatives for people who are at risk of nursing home placement and Medicaid spend-down."*

When asked how the Community Living Program is going to help change their day to day routine, Tony said, "We were feeling isolated. We were used to having lots of guests in the house." The Costas, as Larry Ugarté observed have "everyday courage." Rose, who was hesitant about having her photograph taken for this story, as she prided herself on her looks for years, smiled quietly and said in her Brooklyn accent, "These are 'beauteeful'." Tony added, "This was great. Truth of the matter is it was wonderful to have the company."

*A Message from Senior Services of Southeastern Virginia*



Bill Murden



John Skirven

Rose and Tony Costa’s story reminds us of the importance of bonds forged among family, friends and new friends like Larry Ugarté. Also, it reminds us why it is so crucial for our seniors to age in place – be able to remain independent in their homes as long as it is possible. With programs like the Community Living Program, sponsored and funded by the Virginia Department for the Aging, it is a reality for a growing number of older adults.

Inside this annual report you’ll learn how our board of directors, staff, volunteers and many community partners are working toward making South Hampton Roads a livable community. We’re advocating for the aging wave, an expanding population of seniors, including ‘Baby Boomers’ who turn 65 in 2011.

The year ahead is filled with challenges and opportunities. We must continue to work shoulder to shoulder and nurture relationships with our family, friends, health care providers and lawmakers to service the needs of our seniors and adults with disabilities. Please enjoy this annual report and share it with others. We celebrate the successes in 2010 by Senior Services of Southeastern Virginia and invite you to find out how you can be part of our success going forward.

*We’re advocating for the aging wave, an expanding population of seniors, including ‘Baby Boomers’ who turn 65 in 2011.*

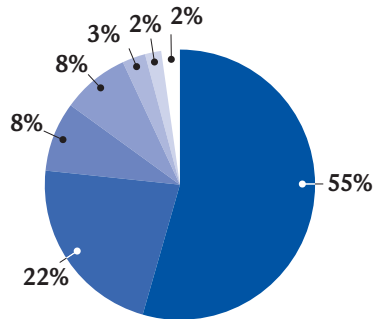
A handwritten signature in black ink, appearing to read 'Bill Murden'.

Bill Murden  
President, Board of Directors








A handwritten signature in black ink, appearing to read 'John N. Skirven'.

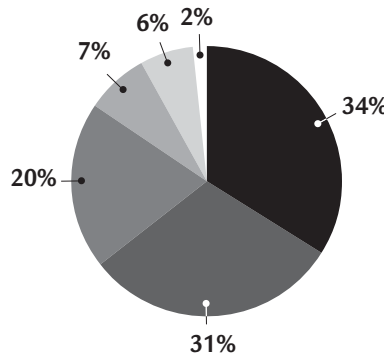
John N. Skirven  
CEO

*In fiscal 2010, there were 24,785 people served and reached through information, education, services and programs supported by public and private funding.*









**Public Support and Revenue**

	Federal	\$4,284,624
	State	\$1,730,161
	Contracts	\$ 662,168
	In-Kind	\$ 631,870
	Local	\$ 218,956
	Grants/Contributions	\$ 161,074
	Other	\$ 154,886
	<b>Total Revenue</b>	<b>\$7,843,739</b>



**Expenditures by Service Priorities**

	Access Services	\$2,665,794
	Long-term Care	\$2,416,284
	Health Promotion	\$1,573,643
	In-Kind	\$ 574,167
	Administration	\$ 505,132
	Volunteers: RSVP	\$ 123,523
	<b>Total Expenditures</b>	<b>\$7,858,543</b>

**People Served by Jurisdiction**

Chesapeake	1,889 people served
Franklin	5,364 people served
Isle of Wight	4,804 people served
Norfolk	4,451 people served
Portsmouth	1,449 people served
Southampton	872 people served
Suffolk	1,463 people served
Virginia Beach	3,615 people served
Outside Service Area	878 people served



**Southeastern Virginia Areawide Model Program** | September 30, 2010

Audited by Witt Mares, PLC, Certified Public Accountants and Consultants

## **Regional Keys – Making the Region a Livable Community**

In 2007, Senior Services launched the Hampton Roads Regional Lifelong Planning Partnership, an initiative committed to making the region a place for seniors, their families and caregivers, and adults with disabilities to live and age in place with independence, dignity and improved quality of life.

In fiscal 2010, the Partnership conducted surveys, convened focus groups and met quarterly to address two major questions:

- ♦ What are the keys to making the region a place where senior citizens and adults with disabilities desire to ‘age in place’? and
- ♦ What are the keys to making the region a ‘livable community’?

The result of community input and research was the production of *Regional Keys – Making the Region a Livable Community*. In 2011, Senior Services will continue working with regional community leaders and other organizations to develop a 10-year plan that will inform public policy, promote successful models and offer creative and practical solutions to build the region’s capacity to create a livable community. The four keys are:

- ♦ Improved regional transportation services;
- ♦ Improved access to services;
- ♦ Increased workforce capacity and
- ♦ Increased stock of accessible and affordable housing.

To download the *Regional Keys* visit [www.ssseva.org](http://www.ssseva.org).

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### **Lifelong Planning Partnership Steering Committee**

Jill Baker, *Norfolk Department of Human Services*

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Vantoria Clay, *Independence Center Inc.*

Pamela Cole, *Chesapeake Department of Human Services*

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William H. Wade, *Senior Services of Southeastern Virginia*

Sarah T. Waters, *Consumer*

Kristen Wentworth

Steve Zollos, *Bon Secours Hampton Roads Health System*

## Working Together for a Better Community

In fiscal 2010 Senior Services began a second year as a Virginia Department for the Aging (VDA) *No Wrong Door* (NWD) site. One of the statewide initiative's goals is to have aging and disability resource centers in every community to serve as highly visible and trusted places where people can turn for information about support options, programs and benefits. As a pilot NWD site as well as the aging and disability resource center in South Hampton Roads, Senior Services uses PeerPlace networking software which allows users to share client information and make quick referrals. As other public and private providers join the PeerPlace network, access to and delivery of services for seniors, adults with disabilities and their caregivers will be easier and more efficient.

The Center for Aging Affiliates program continued to grow, enabling Senior Services to reach older people and their families by connecting with them through local faith-based and community organizations. In September 2010, there were seven Affiliate sites in Chesapeake, 25 in Norfolk, five in Portsmouth, nine in Virginia Beach, two in Isle of Wight County and two in Suffolk. The program

was launched in May 2008 to provide easy access to Senior Services' programs, services, volunteer opportunities, resources and information through diverse and trusted neighborhood entities.



*Beverly Windley (left) with Cathy Spriggs, Senior Services program developer, at Miles Memorial United Methodist Church, a CFA Affiliate in Norfolk.*

*“Our seniors have greatly benefited from the Center for Aging Affiliates program. The informational presentations about Senior Services’ programs and other community resources have been excellent. Participants learned a lot and shared the information they received with their families, neighbors and friends.” — Margaret Branch, Affiliate volunteer, Trinity Baptist Church Faith Diamond*

## Transit and Wellness Programs Give People Access to Medical Care, Nutrition and Healthy Lifestyles

### Transit Highlights

*I-Ride serves more people.*

- ♦ I-Ride service to the Western Tidewater Free Clinic in Suffolk for Franklin and Southampton County residents began in July with grant support from the Franklin Southampton Charities.
- ♦ Sentara Health Foundation awarded a grant to start an I-Ride Wellness Shuttle in the Wards Corner area of Norfolk. The Shuttle provides transit service to medical appointments, out-patient treatments, pharmacies, grocery stores and other stops between Wards Corner and the Sentara Norfolk General Hospital/EVMS Medical Center complex.
- ♦ State funding and a grant from Franklin-Southampton Area United Way support the I-Ride routes in Franklin, Courtland and Smithfield.
- ♦ A Suffolk Foundation grant funded 150 medical appointment rides for Suffolk seniors and adults with disabilities.



- ♦ The Community Transportation Association of America (CTAA) sponsored an “observation” visit by their CTAA ambassador who evaluated Senior Services’ operations and provided valuable recommendations.

### Wellness Programs Highlights

- ♦ Center for Aging employees completed two four-week exercise and nutrition classes in the CHAMPS (Choosing Health and Maximizing Physical Stamina) program funded by the Virginia Department of Health to empower participants with a healthy lifestyle.
- ♦ The Virginia Department for the Aging awarded a two-year grant for Senior Services to lead the implementation of a community-wide Chronic Disease Self-Management Program for Older Adults. South Hampton Roads’ five municipal health departments and other community partners have joined together to host and recruit participants for workshops led by Master Trainers

### Timeline, Fiscal Year 2010

#### OCTOBER

Third annual Aging in Place: Creating Livable Communities conference hosted by the city of Norfolk, Norfolk Department of Human Services and Senior Services draws more than 300 people. Transportation, housing and health care are the topics addressed by panelists and in workshops.



#### NOVEMBER

The annual open enrollment period for Medicare Part D begins Nov. 15. By the Dec. 31 deadline, 1,301 beneficiaries receive help with their prescription drug plans from Senior Services counselors.

#### DECEMBER

Senior Services receives a special honoree award for “Outstanding Support of Seniors” and a grant for “exemplary grassroots efforts in the community” at the Amerigroup Foundation’s first “Breakfast of Champions.”

and Leaders. A statewide initiative, the goal is to enable adults 60 and older to manage their chronic conditions and to establish a sustainable delivery system that is embedded into the network of community-based services for seniors.

- ♦ The Anthem Blue Cross and Blue Shield Foundation awarded a grant to fund the People Ultimately Staying Healthy (PUSH) program. The program is a high-energy exercise and physical activity plan that includes nutrition training. Participants aged 60 and older receive health screenings, risk-factor evaluations and 26 weeks of strength, balance, flexibility and aerobic training.



- ♦ The Virginia Beach SPCA partnered with Senior Services to provide monthly supplies of pet food for dogs, cats and birds. Senior Services drivers deliver it to home-delivered meals recipients who also need food for their pet companions. Judith Parker and her companion, "Mr. Hobo", sent the following note.

*"Mr. Hobo and I want to thank you Senior Services and SPCA of Virginia for your kindness and concern, by donating the wonderful dry cat food for my cat, it helps me out so much!!"*

- ♦ Year 2 grant funds from the Charters Basic Needs Relief Program, awarded in December 2008 by the Hampton Roads Community Foundation, prevented 95 home-bound individuals aged 60 and older from being placed on a waiting list for meal delivery and nutritional supplements.

### JANUARY



Eleanor Bradshaw

The Crystal Award is presented to Mike Hughes in honor of his 16 years of enlightened leadership as the president and CEO of the United Way of South Hampton Roads. Former Senior Services board of directors president Eleanor Bradshaw is awarded the President's Award. Both awards recognize dedication to successful aging of all people in South Hampton Roads.

### FEBRUARY

The board of directors initiates a process to result in a revised strategic plan for programs and services.

### MARCH

Senior Services is one of nine area agencies on aging awarded a two-year grant by the Virginia Department for the Aging to implement a community-wide Chronic Disease Self-Management Program for Older Adults.

## Long-Term Care Programs and Services Help People Remain Independent in Their Homes

The Center for Aging's coordinated programs and services assist older Virginians to live with choice and dignity in their communities. Because of the increased need for services and concurrent decrease in resources, the CFA long-term care department staff works with other public and private organizations to make services, resources and information more accessible for those most in need. Federal, state and local government funding and grants from the Franklin Southampton Charities, Obici Healthcare Foundation and The Wachovia Wells Fargo Foundation made the following possible during fiscal 2010.

**3,925** individuals received long-term care assessment, care planning and coordination, and information and referral/assistance

**30,419** hours of in-home care for 276 customers

**55,395** hours of adult day care for 91 customers

**\$466,217** in free medications and supplies to 128 new customers of The Pharmacy Connection  
**3,401** Virginia Insurance Counseling Assistance Program interviews  
**192** long-term care ombudsman cases were opened and 155 resolved through investigation of care and mediation of problems between seniors and care facilities

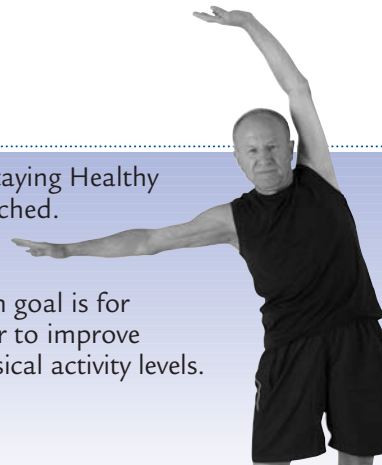


### APRIL

Connie Laws, a founding board member, is presented a special recognition award for her vision and commitment to the aging population at the 36th Annual Hampton Roads Volunteer Achievement Awards banquet.

### MAY

The People Ultimately Staying Healthy (PUSH) program is launched. Funded by the Anthem Blue and Blue Shield Foundation, the program goal is for 200 seniors 60 and older to improve and sustain healthy physical activity levels.



### JUNE

Seniors benefit from the generosity of Target employees who packed 10,320 emergency breakfast meals in 860 Target bags at the Target Import Warehouse in Suffolk and the Chesapeake Square Mall and First Colonial (Virginia Beach) stores.

## Volunteers Lead, Inspire, Change the World – Again

Sharing life experiences, talents and skills is a rewarding way for all ages to make a difference in the lives of seniors and their families. Volunteers participated in the following special project and programs:

- ◆ Teams of Target employees at the Target Import Warehouse in Suffolk and the Chesapeake Square Mall and First Colonial (Virginia Beach) stores packed 10,320 emergency breakfast meals in 860 Target bags over four days. The shelf-stable breakfast foods were delivered to hundreds of seniors for use in emergencies. More community events like this are scheduled for fiscal 2011.
- ◆ Ombudsman Program volunteers advocated for older people receiving long-term care in nursing homes, assisted living facilities or in the community.



- ◆ Volunteer medication education counselors assisted during the 2009 Medicare Part D open enrollment period.
- ◆ Retired and Senior Volunteer Program – 1,056 seniors 55 and older volunteered 175,999 hours at Senior Services and 152 schools, libraries, arts organizations, hospitals and other not-for-profit agencies throughout South Hampton Roads.
- ◆ Senior Companion Program – 206 seniors volunteered 33,397 hours to make friendly visits and assist 68 seniors.

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### Volunteer Advisory Council

Christine Antonucci, *Chair*  
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 Pat Craven  
 Jean D. Frey  
 Sharon Goumas

Linda Hoffler  
 Marvin Hoffler  
 Clare Krell  
 Katherine C. Manlove, *Vice Chair*  
 Linda Walker

### JULY

Advocacy 101 course empowers those who want to help seniors. The course is an extension of the board of directors' year-round advocacy efforts and desire to include public participation.

### AUGUST

Board members meet with South Hampton Roads' state legislators about Senior Services' priorities for the 2010 General Assembly.



### SEPTEMBER

Planning is completed for the Community Living Program which helps individuals 65 and older continue their quality of life at home, thereby avoiding nursing home placement and Medicaid spend-down. Implementation begins in October 2010.

## Senior Services Strengthens its Advocacy Role

The Board of Directors Advocacy Committee members continued their commitment to year-round efforts and initiated public participation.

On June 29 and July 1 Advocacy 101 course attendees learned the basics of advocating on governmental issues that are important to senior citizens and their families. Course topics that were covered included: why advocate, the legislative process, communicating with legislators and “The 11 Commandments of Advocacy.” CEO John Skirven, who taught the course, invited each citizen-advocate to accompany board members on advocacy visits to state senators and delegates who represent South Hampton Roads and on a trip to Richmond during the 2011 General Assembly session.

In August and September, board members visited the senators and delegates to introduce themselves, present the priorities, receive responses and let the legislators know they’ll be keeping in touch. The following questions address Senior Services’ 2011 legislative priorities and were put forth in a letter and during the visits with legislators:

- ♦ Will you support preventing further reductions to core services for older adults and setting the goal to eliminate waiting lists for core services in South Hampton Roads by 2016?

- ♦ Will you support legislation to exempt non-profit area agencies on aging from Virginia Fuel Taxes instead of allowing those agencies to apply for the fuel tax rebate?
- ♦ Will you support legislation to restore Care Coordination funding for area agencies on aging?



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**Our Mission**

*Senior Services of Southeastern Virginia is the regional organization in South Hampton Roads that supports and enriches the lives of older Virginians and their families through advocacy, education, information, products and comprehensive services.*

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Madeline Dunstan  
Christianne Fowler  
George Harden  
Carol King

## Donors Make a Difference

Senior Services gratefully acknowledges those who made contributions, awarded grants and provided in-kind support October 1, 2009 through September 30, 2010. These resources are necessary for existing and new programs and services for seniors, adults with disabilities and their families.

Opportunities to make a difference include:

- ♦ Making an unrestricted contribution to the Annual Fund
- ♦ Designating a gift to a program or project
- ♦ Acknowledging a special person or occasion
- ♦ Making a planned gift

If you would like to discuss these and other ways you can support Senior Services, please contact Mary Howell, director of development at (757) 963-9220.

### Community

Lee A. Barnes Jr.	Emma Lee Harrell
Cecil Jenkins Insurance Agency Inc.	Obici Healthcare Foundation
Crocker Funeral Home Inc.	Ken B. Shewbridge
Franklin Southampton Charities	Jackie and John Skirven
Charters Basic Needs Relief Program/Hampton Roads Community Foundation	Warren A. Stewart
	Suffolk Foundation
	USAA Employees
	The Wachovia Wells Fargo Foundation

### Gifts In-Kind

Theresa and Red Barber  
 Bayside Bait & Tackle  
 Cagney's American Restaurant  
 Chili's  
 Cracker Barrel  
 Dollar Tree  
 Fabric Hut  
 Farm Fresh  
 Charles Foster  
 Isle of Wight Department of Social Services  
 K&W Cafeteria  
 Kroger  
 #1 Kutz  
 Valeria Mayo  
 Office Furniture Outlet  
 Orapax Restaurant  
 Professional Printing Center  
 Ruby Tuesday  
 Sandfiddler Café  
 Arlene Schmid  
 Subway  
 Target  
 Taylor's Do It Centers  
 TCI Voice and Data Networks  
 The Bead Shop  
 The Wright Stuff Lawn Service  
 Treasures Feathers & Fins

### United Way Campaigns

Dominion Employee Giving Program  
 Franklin-Southampton Area United Way  
 United Way of Greater Richmond & Petersburg  
 United Way of South Hampton Roads

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- E-mail us at [services@ssseva.org](mailto:services@ssseva.org)
- Contact the office nearest you, listed below

### Chesapeake, Norfolk, Portsmouth, Virginia Beach

(757) 461-9481  
Interstate Corporate Center  
6350 Center Drive  
Building 5, Suite 101  
Norfolk, VA 23502

### Franklin

(757) 569-8206  
100 West 4th Avenue  
Franklin, VA 23851

### Isle of Wight

(757) 357-4050  
Mary Wells Community Center  
13036 Nike Park Road  
Carrollton, VA 23314

### Southampton

(757) 653-2105  
21776 Plank Road  
Courtland, VA 23837

### Suffolk

(757) 925-1449  
1226 White Marsh Road  
Suite 210  
Suffolk, VA 23434

### Ombudsman Program

(757) 461-9481 or  
1-800-766-8059



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- Home-delivered Meals & Senior Dining
- Companion, Homemaker & Personal Care
- Insurance, Medicaid, Medicare & Prescription Drug Assistance
- Long-Term Community-based Care
- Nursing Home Screening
- Ombudsman & Care Concern Investigation
- Transit and Wellness Services
- Volunteer Opportunities



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