

FY25

Impact Report

THE
SPAN
CENTER





About Us

The Span Center is the state-designated Area Agency on Aging for Planning District 15. We provide services, information, advocacy, and referrals for older adults, persons with disabilities, and caregivers. Most of our services are able to be provided at no cost.

SERVICE AREA

Charles Ciy
Chesterfield
Goochland
Powhatan

Hanover
Henrico
New Kent
Richmond



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Amy Strite



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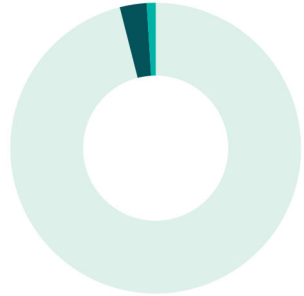
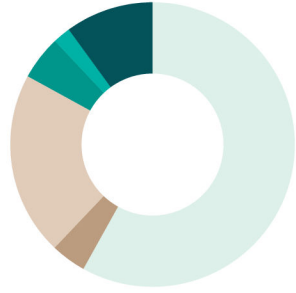
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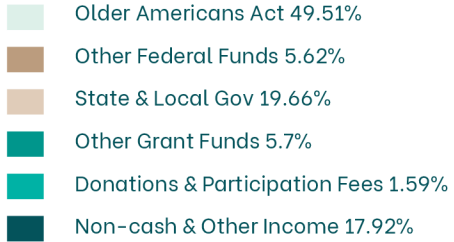
35+

SERVICES OFFERED

We currently support almost 40 vital and unique services and we are always adapting to address the changing needs of the community.

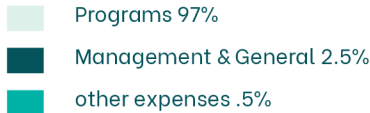
REVENUE

\$11,807,709



EXPENSES

\$10,277,982



Form 990 available on our website

EIN 54-0950714

90+

STAFF MEMBERS

It takes a lot of skilled individuals and hard work to provide such diverse and comprehensive services to the community.

150+

OVER 150 VOLUNTEERS

In addition to our staff, it takes dozens of dedicated volunteers to assist with outreach, benefits enrollment, and much more.

Dear Community, Partners, and Friends,

At The Span Center, we provide essential support, connection, and advocacy for older adults, people with disabilities, and caregivers throughout the City of Richmond and the counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan. Our work spans the gap between isolation and community. Whether we are providing meals, respite for a family caregiver, a place for people to come together, a listening ear, or advocating for resources, we work to make sure that every individual has a reliable partner in navigating the challenges and opportunities of aging.

One of our main areas of focus this past year centered around expanding accessibility. We were intentional about showing up in our region to ensure that support is available to everyone, regardless of their location or background. Our goal is simple...all of our neighbors will be seen, heard, and valued.

The impact of our work shared in this report belongs to all of us. It is the result of a staff who lead with heart, volunteers who give their time generously, and neighbors who look out for one another. Together, with committed community partners, we make a difference in the lives of older adults, people with disabilities, and caregivers. We are honored to serve as your resource for aging and remain dedicated to fostering a community where everyone belongs.

Thank you for joining us,



Amy Strite

A handwritten signature in black ink that reads "Amy Strite".

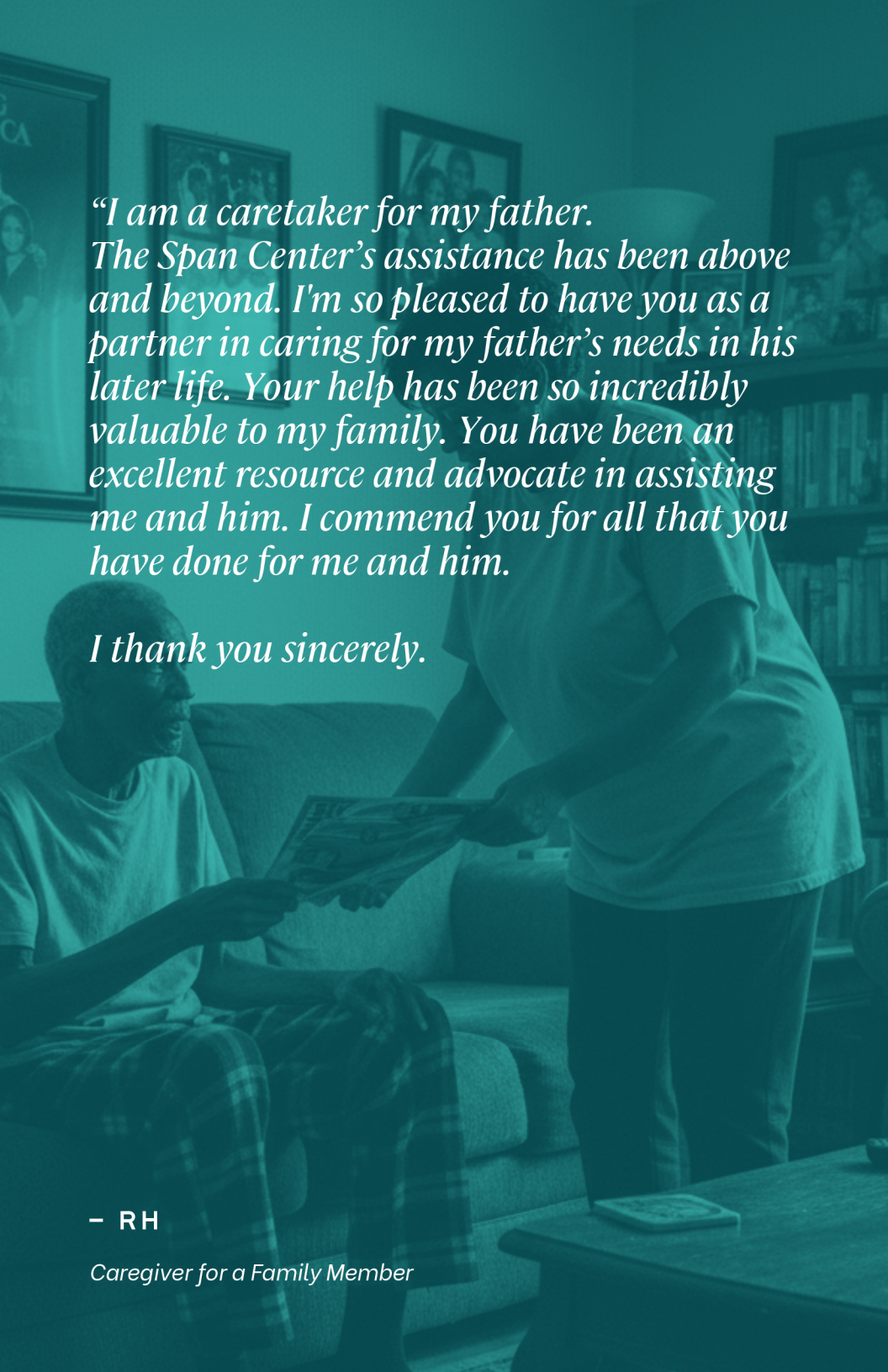
President/CEO
The Span Center



Sarah Snead

A handwritten signature in black ink that reads "Sarah Snead".

Board Chair
The Span Center

A photograph of a caregiver assisting an elderly man. The caregiver is standing and holding a newspaper open for the man, who is sitting on a couch. The scene is set in a living room with framed pictures on the wall and a bookshelf in the background. The entire image has a teal color overlay.

“I am a caretaker for my father. The Span Center’s assistance has been above and beyond. I’m so pleased to have you as a partner in caring for my father’s needs in his later life. Your help has been so incredibly valuable to my family. You have been an excellent resource and advocate in assisting me and him. I commend you for all that you have done for me and him.

I thank you sincerely.

– RH

Caregiver for a Family Member

Volunteer

Dedicated to Giving Back!

John Hagadorn is a committed member of our Advisory Council.

John has served on the council for three years, bringing a unique perspective shaped by both his professional background and personal life. An actor with a career in theater, John balances his creative pursuits with the responsibilities of being a caregiver for his sister, who lives with dementia. This firsthand experience fuels his desire to help older adults.

“Giving back is my life’s work. My grandmother taught me to show grace and compassion, and her guidance stays with me every day.”

John recognizes the growing needs of the aging community and focuses his efforts on ensuring his neighbors have the supports they need. Through his work with The Span Center, he translates his personal experience as a caregiver into advocacy for others. John is a steadfast believer in our mission because he sees the impact aging can have in his own family and our community.

– JOHN HAGADORN



Team Spotlight

Expertise with Empathy

Linda is a cornerstone of our VICAP customer service team. She has supported The Span Center with over 11 years of dedication and brought a wealth of professional expertise to our agency. After a high-level career as a corporate trainer, Linda chose to “reinvent” herself at age 62, seeking a meaningful way to stay active and serve her community. Now a recent recipient of the agency’s Bertha M. Anderson Memorial Award for Superior Customer Service, she uses her extensive background in service to help her peers navigate complex resources with empathy and clarity.

“It is such a feeling of reward to be able to do what I do. At my age, to be able to support my peers and ensure they have a safe place to land and the resources they need to age comfortably at home—it’s truly a blessing.”

– LINDA JACKSON - VICAP SPECIALIST



Our Agency in Numbers

These numbers represent **just a small portion** of our community impact. With around 20 programs and over 35 unique services offered, The Span Center positively impacts the lives of thousands of individuals throughout Central Virginia.



214,072

MEALS SERVED



17,743

VOLUNTEER HOURS



17,958

RIDES TO MEDICAL
APPOINTMENTS, FOOD, &
SOCIALIZATION



26,045

HOURS OF SUPPORT WITH
IN-HOME & ADULT DAY CARE



1,133

OLDER ADULTS RECEIVED
FREE LEGAL SERVICES



68

HOMES REPAIRED, CLEANED,
& MADE MORE ACCESSIBLE



250

CHILDREN MENTORED BY
FOSTER GRANDPARENTS



98,000 +

INDIVIDUALS REACHED,
SUPPORTED, AND INFORMED



SUPPORT · CONNECTION
· ADVOCACY ·



SERVICE IN ACTION

Going the Extra Mile

A Henrico grandmother, who is the legal guardian of her pre-teen grandson, was referred to us to see if she would be eligible for our Home Delivered Meals program. Typically, it takes 1.5 to 2 weeks to fully enroll in the program. However, she had no access to food and was in immediate need. Understanding the urgency, one of our Care Coordinators acted quickly, working with a nonprofit partner to arrange for emergency meals until she was fully enrolled and personally delivered them to her apartment.

While discussing the Home Delivered Meals coordination, the grandmother expressed deep concern that she might not qualify for the program because she didn't have a working stove or microwave to heat the food. Our Care Coordinator reassured her that we would make sure she was taken care of and was able to arrange a microwave for her. After the assessment, Home Delivered Meals were scheduled to start the following week, providing relief and a level of food security for both her and her grandson.

Sponsors

Thank you to all of our valued sponsors! Your generous contributions directly fuel the essential work of The Span Center, providing vital Support, Connection, and Advocacy for Older Adults, Persons with Disabilities, and Caregivers right here in the community.



Thank You!

This report is a testament to what we can achieve together, but the data and stories within these pages only tell half the story. The other half is found in your unwavering belief in our mission.

We simply could not do this work without you and we are deeply honored to have you by our side as we look toward the year ahead. Thank you for all you have done.

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LEARN HOW YOU CAN HELP

spancenter.org/give



With Gratitude: Remembering Dr. Marilyn Biggerstaff

With deep gratitude, we remember Dr. Marilyn Biggerstaff and the many ways she strengthened The Span Center. Marilyn invested generously in the people of The Span Center through her philanthropic giving, the art she so freely shared, and the time she gave as a volunteer.

She also gave of her wisdom, personally teaching and guiding leadership development through education and training that enriched both staff and the organization. In many ways, Marilyn served as a thoughtful and strategic voice, encouraging reflection, growth, and strong leadership.

We are, without question, a stronger organization because of her generosity, her teaching, and her belief in our work. While we mourn her death, we remain profoundly grateful for the legacy she leaves behind.

LEARN HOW YOU CAN HELP

spancenter.org/give



Please know that we have made every effort to ensure this list is accurate and inclusive; if we have inadvertently missed anyone, please accept our sincere apologies and our gratitude for your support.

The Empty Plate Luncheon

The 2025 Empty Plate Luncheon was a huge success with speakers Dr. Ellen Netting and Renada Lewis as well as touching performances by Kendall Ezzell.

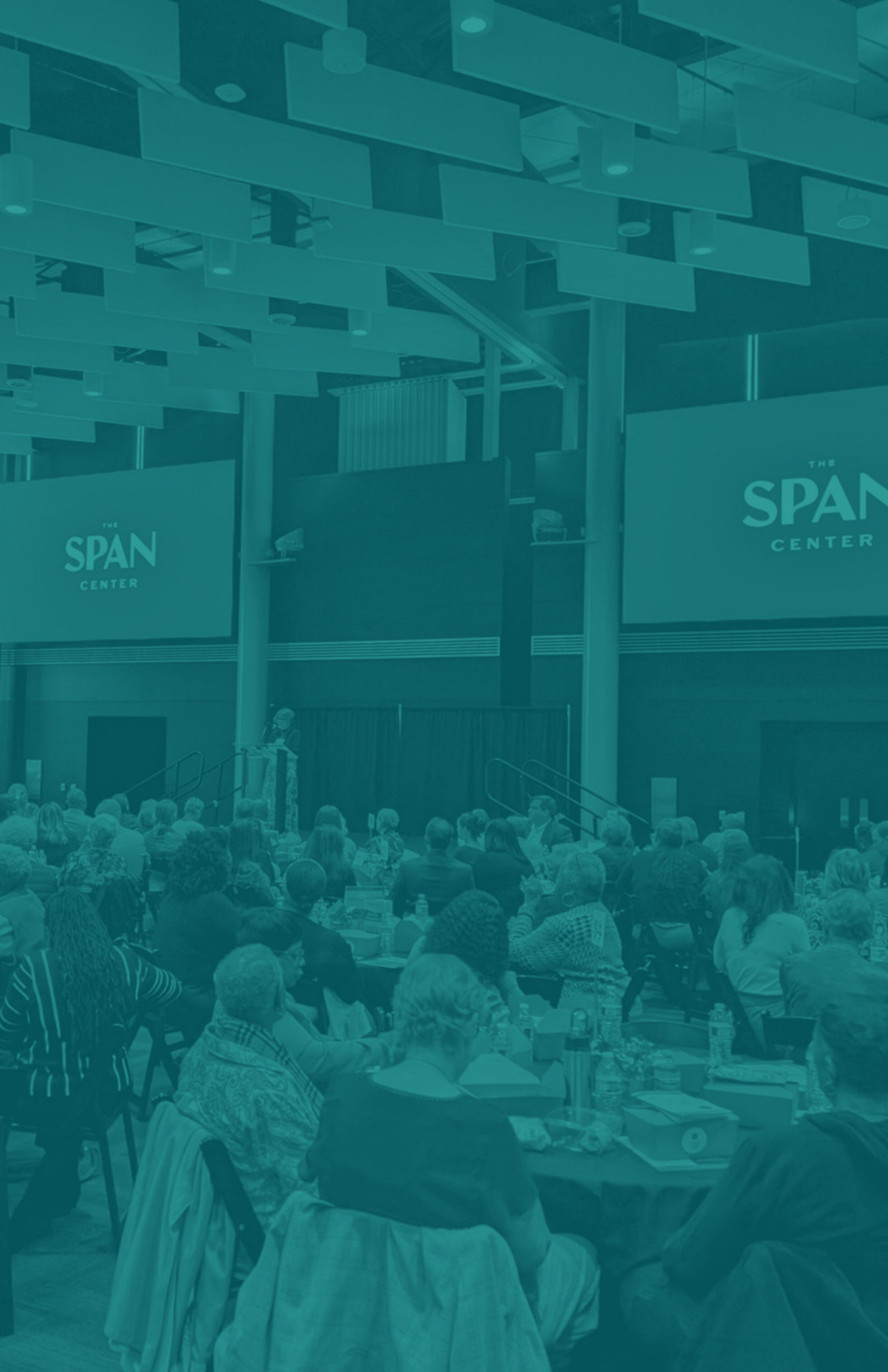
The Empty Plate Luncheon is our annual celebration of the aging advocacy community. It serves as the culmination of our yearly fundraising and also as a platform to recognize the invaluable contributions our donors provide to the work of the agency and the overall wellbeing of older adults, persons with disabilities, caregivers, and their families in Central Virginia.

Donations and Sponsorships support essential services such as Home Delivered Meals, In-Home Care, Emergency Services, Transportation, & Activities to Reduce Social Isolation, and much more.

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OUR OFFICE

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The Capital Area Agency on Aging

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