



# ANNUAL REPORT 2022 - 2023

*Helping People, Changing Lives  
Since 1965*



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“The test of our progress is not whether we add more to the abundance of those who have much; it is whether we provide enough for those who have too little.”

—Franklin D. Roosevelt



# Message from Executive Director & Board Chair



Mr. Elroy Brittingham  
Board Chair



Mr. Freddy L. Mitchell  
Executive Director

It is with great pleasure and deep gratitude that we present to you SHORE UP's Annual Report for Fiscal Year 2023, documenting the outstanding achievements of our community action agency over the past year. As we reflect on the milestones, challenges, and transformative moments of the year, we are reminded of the enduring spirit of community and the collective dedication that propels us forward.

FY 2023 was a year of resilience, compassion, and growth. We faced unprecedented challenges, but we also witnessed the extraordinary capacity of our organization and our community to come together in times of need. As you delve into this report, you will find numerous stories of impact, the tireless efforts of our team, and the incredible support from our donors and partners.

The accomplishments detailed in this report stand as a testament to the dedication and hard work of our staff, the tireless efforts of our volunteers, and the generosity of our donors and partners. Together, we have made a profound impact on the lives of our community members, and we are truly grateful for your unwavering support.

As we look forward to the coming year, we are excited about the possibilities and opportunities that lie ahead. Our mission to create positive change, alleviate poverty, and empower individuals and families in our community remains resolute. Your continued support is instrumental to our continued success, and we invite you to stand with us in this ongoing journey of impact and transformation.

Thank you for your commitment to SHORE UP!, Inc., and we eagerly anticipate another year of growth, resilience, and change.

# About SHORE UP!, Inc.

## **OUR MISSION:**

SHORE UP!, Inc. is dedicated to strengthening communities, achieving goal-driven outcomes, and empowering individuals and families through a comprehensive system of services, resources, and strategic partnerships that charter a path to economic security and long-term independence.

## **OUR VISION:**

SHORE UP!, Inc. envisions communities on Maryland's Eastern Shore where individuals and families have the opportunities and resources to live with dignity, achieve their fullest potential, and become economically self-sufficient.

## **Board of Directors 2022-2023**

Elroy Brittingham, Chair

Craig Mathies Sr., Vice Chair

Dr. Tyrone Chase, Secretary

William Dennis, Treasurer

### **Elected Public Officials:**

Troy Brittingham, Jr.

Marshall Corbin

Josh Hastings

April Jackson

Dr. Jennifer Jewell

Craig Mathies, Sr.

Diana Purnell

### **Consumer Representatives:**

Dr. Tyrone Chase

Cullina Cornish

Nicole Frantz

Michael Hoy

Nicole Moreno

Lakeisha Pinder-Jackson

### **Private Sector Representatives:**

Elroy Brittingham

William Dennis

Dr. Kirkland Hall

Carroll Mills

Dr. Bernita Sims-Tucker

Ivory Smith

# Strategic Priorities & Goals

Based on the findings of our most recent community needs assessment, SHORE UP! staff identified six strategic priorities on which to focus:

Limited and up-to-date resources

Living wage employment

Comprehensive and holistic service delivery with a whole family approach

Need for safe and affordable housing

Educational attainment from early childhood to post-secondary

Recruitment and retention of qualified workforce sufficient to achieve mission

By defining our priorities, we were able to envision four strategic goals for the agency. They are:

1. SHORE UP! will implement high quality and innovative early childhood education programs that achieve outcomes for the whole family.
2. SHORE UP! will assist individuals and families with achieving economic security and maintaining long-term independence.
3. SHORE UP! will implement intentional strategies to enhance its performance and capacity to achieve outcomes.
4. SHORE UP! will collaborate with low income individuals to revitalize and improve the communities in which they live.

# Education & Employment Services

SHORE UP! utilizes partnerships with area universities and businesses to ensure that our program participants secure employment that pays a living wage. Skills training, career assessment, job matching, job search workshops, re-employment services and other mechanisms are used for the attainment of gainful employment. Many of these services are provided through SHORE UP!'s Two Generation Whole Family Approach (2Gen), assisting families in combatting intergenerational poverty through education, work, financial literacy, and early learning.

Our Head Start and Early Head Start programs prepare children for Kindergarten. Utilizing the 2Gen Approach, our staff works with the parents of our Head Start pupils to find effective methods in dealing with issues such as literacy, single parenting, health, nutrition, budget, financial literacy, and more. Parents may enrolled in GED Preparation courses, train to receive a Commercial Drivers License (CDL), or participate in Certified Nursing Assistant (CNA) training.

**57**

Unemployed adults

**162**

Participants reported  
improved financial

**309**

Children and their  
families enrolled in  
Early Head Start

**180**

Children and their  
families enrolled in  
Head Start

# Head Start Leaves a Lasting Impression

When a child enters the doors of a Head Start classroom, their entire future is ahead of them. Where will the foundation of our early childhood education program take them in life? If we are lucky, some of those students will come work at SHORE UP.

**Tomese Elliott** attended a Head Start program in Cambridge, MD when she was a preschooler. Her grandmother was the program director there for 14 years. Tomese remembers that her Head Start center had a formal dance/prom and they chose a king and queen for the event. Tomese was chosen as queen and was crowned Little Miss Head Start.

When Tomese was enrolling her daughter in the Head Start program, she was asked about her employment and education (standard demographic data for Head Start). She stated that she had a Bachelor's Degree in Early Childhood Education and she was not employed at the time because she had no child care for her daughter. SHORE UP's staff knew that we could use someone like her in the program, and she was encouraged to apply for employment. A few months later, she came on board as a teacher at our Eden center. She spent the next 13 years as a teacher in the Head Start program at multiple sites, then worked in other program positions such as Site Coordinator, Operations Supervisor, and Education Specialist. Currently, she is Site Coordinator for our Salisbury center and has been with us for nearly 24 years!

When asked what she enjoys most about her work, Tomese replied, “ I like being able to coach the teachers and make sure they have everything they need to do their jobs. I also enjoy helping families get the assistance they need.”



**Denise White** was a student in SHORE UP's Snow Hill Head Start center. When asked about her memories of those days, she stated that she remembers really loving her teacher and being excited to go to the center each weekday.



Years later, when she was a teenager, Denise returned to participate in another SHORE UP program, the Youth Employment Program. That program gave teens work experiences to increase their skills and employability. Upon completion of high school and then secretarial school, Denise was hired at SHORE UP as a secretary. She worked here in a variety of positions, including Director of our Foster Grandparent Program.

She retired after 30 years of service, and enjoyed retirement for about a year before agreeing to come back and work in our Adult Medical Day Care program at Shady Pines. Following that, she became a HUD-certified Housing Counselor, and she is still working in our Housing Counseling Program today!

# 2Gen Approach Helps Women Embark on New Careers

2Gen is an approach to services that addresses multi-generational poverty by looking at the needs of the entire family and providing the necessary supports to allow the family to break free from poverty. If a child is enrolled in Head Start, we make efforts to address the needs of the child's parents. If someone receives energy assistance and states that they cannot find employment because they have preschool-aged children with no daycare, we encourage them to enroll their children in Head Start or Early Head Start.

The cycle of poverty cannot be broken until all household members have the necessary supports to encourage independence. The 2Gen Approach seeks to support one or more of the building blocks of a stable family – social capital, postsecondary education & employment, health & well-being, economic assets, K-12 education, or early childhood education. This approach is especially ideal for SHORE UP! because we offer multiple programs to assist families.

SHORE UP paid for the instruction and licensing fees for these three individuals to complete the training necessary to receive a Class B Commercial Driver's License. Their successful completion of the program paves the way for a new career and opportunities for entrepreneurship!



*Jazlyn did not have child care, which made working difficult. We enrolled her child in our Early Head Start program, which enabled her to pursue training to become a CDL driver!*



*Jade is a single mom of three children who wanted to improve her finances by learning a marketable skill. With the steady demand for licensed CDL drivers, she's well on her way!*



*Tonya started the program with a bang and got her permit after just one week of studies! With her new CDL, she applied for and secured employment with the US Postal Service.*

# Housing Services

Each year, SHORE UP works with individuals who are in need of decent and affordable housing. In order to accomplish that goal, the agency provides various housing services, like budget and credit counseling, first time homebuyer education, post-purchase education, and default and delinquency education. No matter the service, program participants begin to understand the responsibilities of owning or renting a home.

In addition to the housing counseling services described above, SHORE UP offers subsidized housing units in Somerset County. Our Loretta Village is a neighborhood of units designed for senior citizens age 62 and above and multi-family housing units for families with a head of household 18 and older.

Weatherization and Housing Preservation are two additional aspects of SHORE UP's housing-related services. Weatherization Assistance lowers energy costs by stopping heat loss and offering improvements to make heating systems more efficient. Housing Preservation assists in making important repairs to a home in order to make it more safe and comfortable.

Under Energy Assistance, SHORE UP provides grants to program participants to help them pay current or delinquent home heating and/or electric bills. Low income families may also be protected from utility shut off for non-payment during the heating season.

In June of this year, the Emergency Rental Assistance Program (ERAP) in Wicomico County came to a close when its funding ran out. This program provided households who have suffered a loss of income due to the COVID-19 pandemic with assistance in paying their rent and utilities, thus avoiding eviction.

**47**

**2435**

**67**

Households experienced  
energy efficiency and/or  
reduction of energy  
burden

**1108**

Households avoided  
eviction

Households avoided  
utility shut off

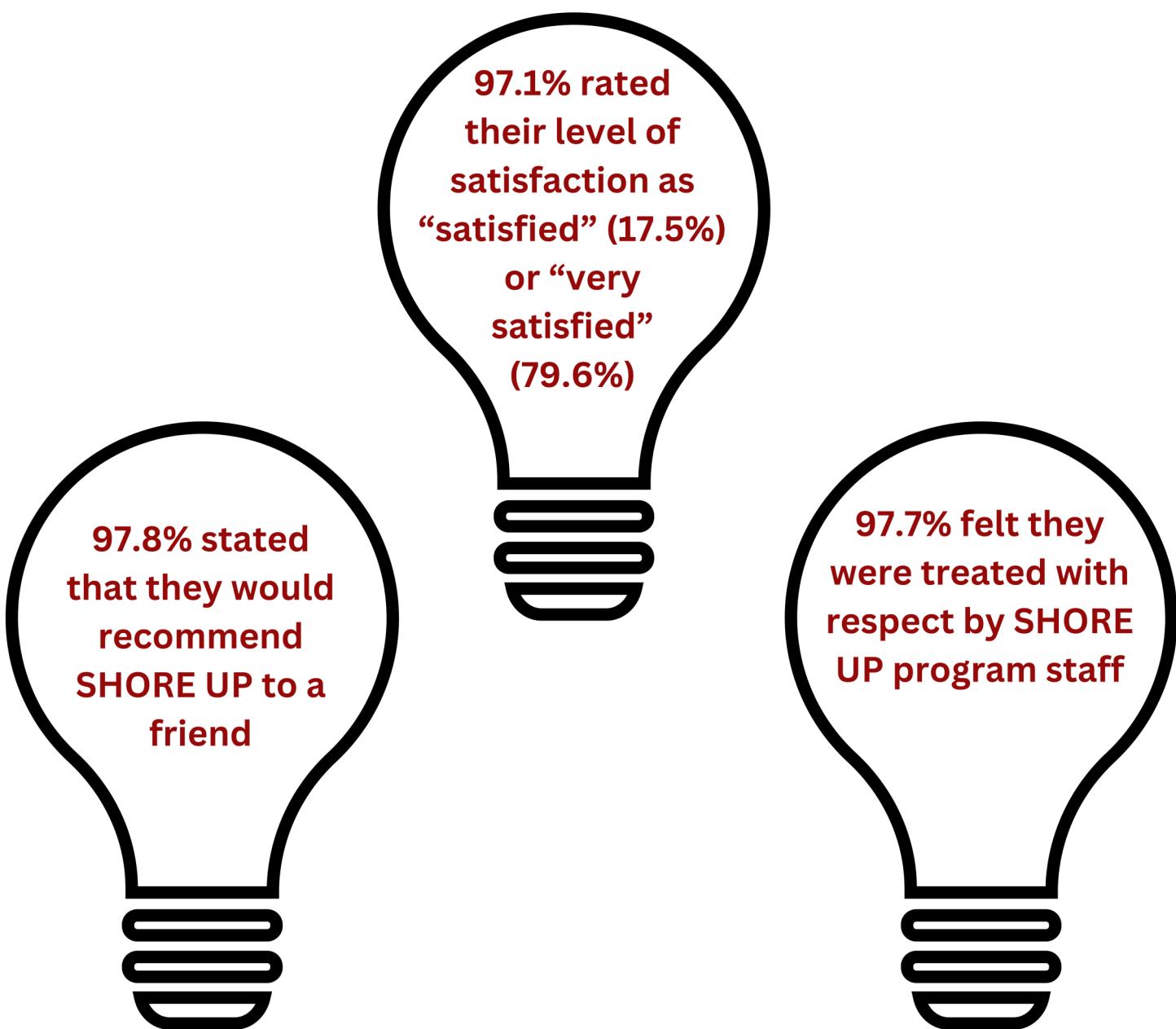
**1**

Individual used their  
assets to achieve home  
ownership

Households improved  
health & safety due to  
home improvements

# Energy Assistance Participants Speak Up

SHORE UP surveyed 3369 households who received Energy Assistance from us in FY23. We were pleased to learn that our program participants are overall very satisfied with the service they receive at SHORE UP. Some highlights of the survey:



# Health Services

SHORE UP! ensures that our program participants understand the importance of good health and works with them on improving health conditions.

Children enrolled in our Head Start and Early Head Start programs receive medical, dental, and mental health assistance. Health and dental screenings are performed annually. Meals provided through the Child and Adult Care Food Program are nutritionally balanced for optimal health. Education and training on health-related issues and nutrition are also provided for our Head Start families.

Another component of our health-oriented services is SHORE UP's Adult Day Services Program and Residential Services. Adult Day Services offers daily assistance to the elderly and individuals age 16+ with disabilities. Located at the Shady Pines Center in Salisbury, program participants are provided with a safe, friendly place to spend the day while their caretakers are working. Well-trained staff are on hand to engage participants in group activities and administer any needed medications. This program reduces isolation and helps participants maintain an independent living situation for a longer period of time, preventing or delaying institutionalization.

Our Residential Services Program includes personal care, laundry, light housekeeping and respite care. These services are provided to homebound chronically ill or disabled program participants.

**36**

Seniors age 65+  
maintained an

**341**

Children received health  
and dental screenings in our  
Head Start/Early Head Start  
programs

# Socialization Brings Health & Happiness

Socialization plays a crucial role in enhancing the well-being of elderly or disabled adults, providing a myriad of physical, emotional, and cognitive benefits. Firstly, regular social interaction helps alleviate feelings of loneliness and isolation, promoting mental health and reducing the risk of depression. Engaging in social activities fosters a sense of belonging and purpose, contributing to a positive self-image and improved overall mood.

Physically, socialization can have significant health benefits for elderly or disabled individuals. It often encourages physical activity, whether through group exercises, outings, or simply participating in social events, thereby promoting better cardiovascular health and maintaining mobility. Additionally, social engagement has been linked to a strengthened immune system, potentially lowering the risk of certain illnesses.

Cognitively, staying socially active stimulates the brain, enhancing cognitive function and potentially delaying the onset of cognitive decline. Meaningful conversations, games, and shared activities can provide mental stimulation, keeping the mind sharp and engaged. Overall, the positive impact of socialization on the holistic well-being of elderly or disabled adults underscores its importance in fostering a healthier and more fulfilling life.

SHORE UP's Adult Day Services program provides elderly or disabled adults with many opportunities for socialization. Our program participants are a tight knit group that enjoys being engaged in fun activities together.



# Professional Development

To meet the needs of the approximately 12,000 program participants we serve, our staff must be knowledgeable. In order to equip our staff with the latest techniques and trends, we provide employees with opportunities for professional development.

Our Head Start & Early Head Start programs provided teachers with 22 trainings this year, covering a wide range of topics including supporting social-emotional development, reducing challenging behaviors, engaging children and families from diverse communities, interpreting and implementing IEPs & IFSPs within the classroom, culture of safety and active supervision, and curriculum implementation.

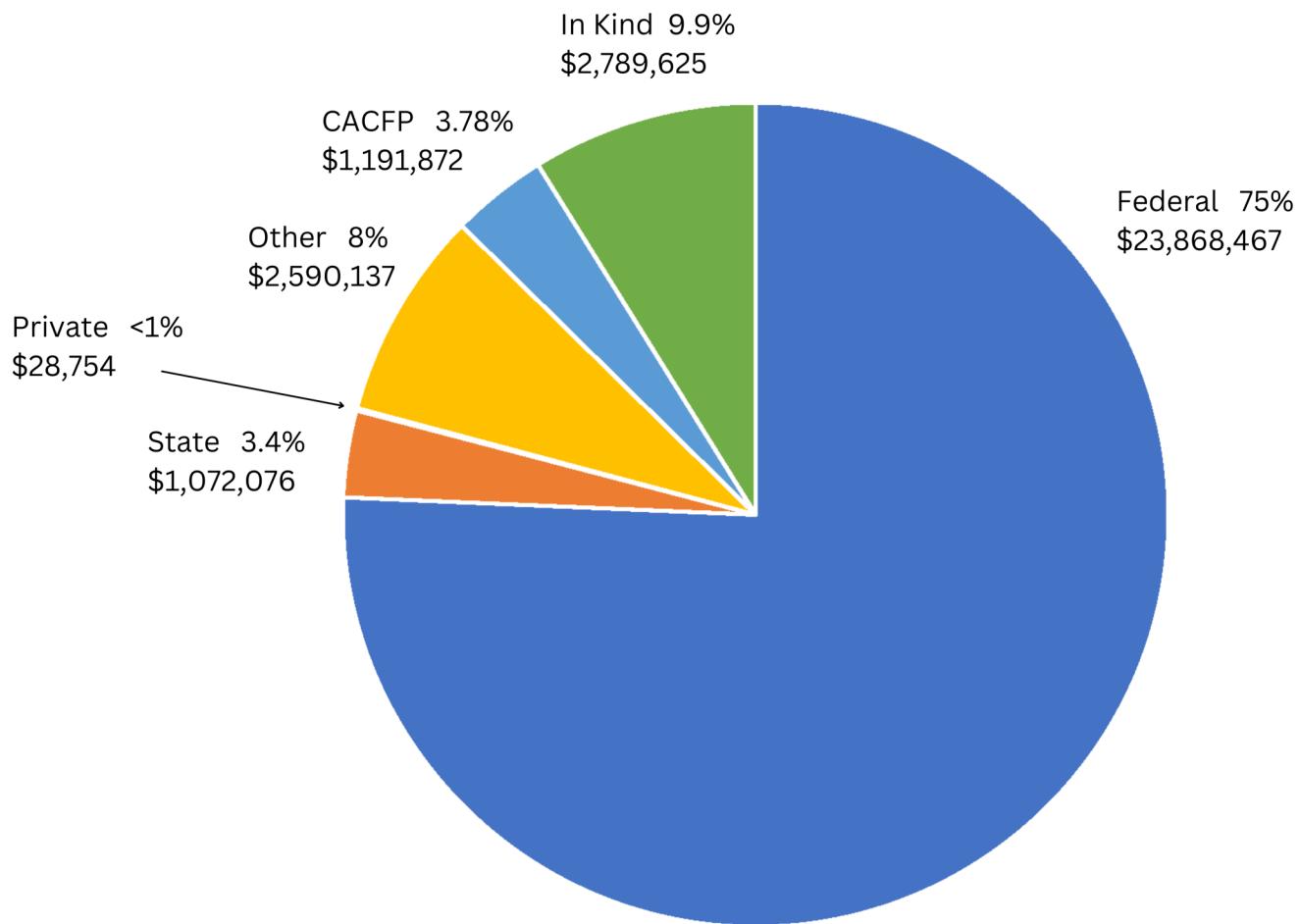
We have two employees certified in Results-Oriented Management and Accountability (ROMA). ROMA is particularly helpful in focusing on outcomes and understanding how to properly implement programs, services, and strategies for the best results.

**200** **2**

Full-time staff increased  
their knowledge, skills, and  
abilities.

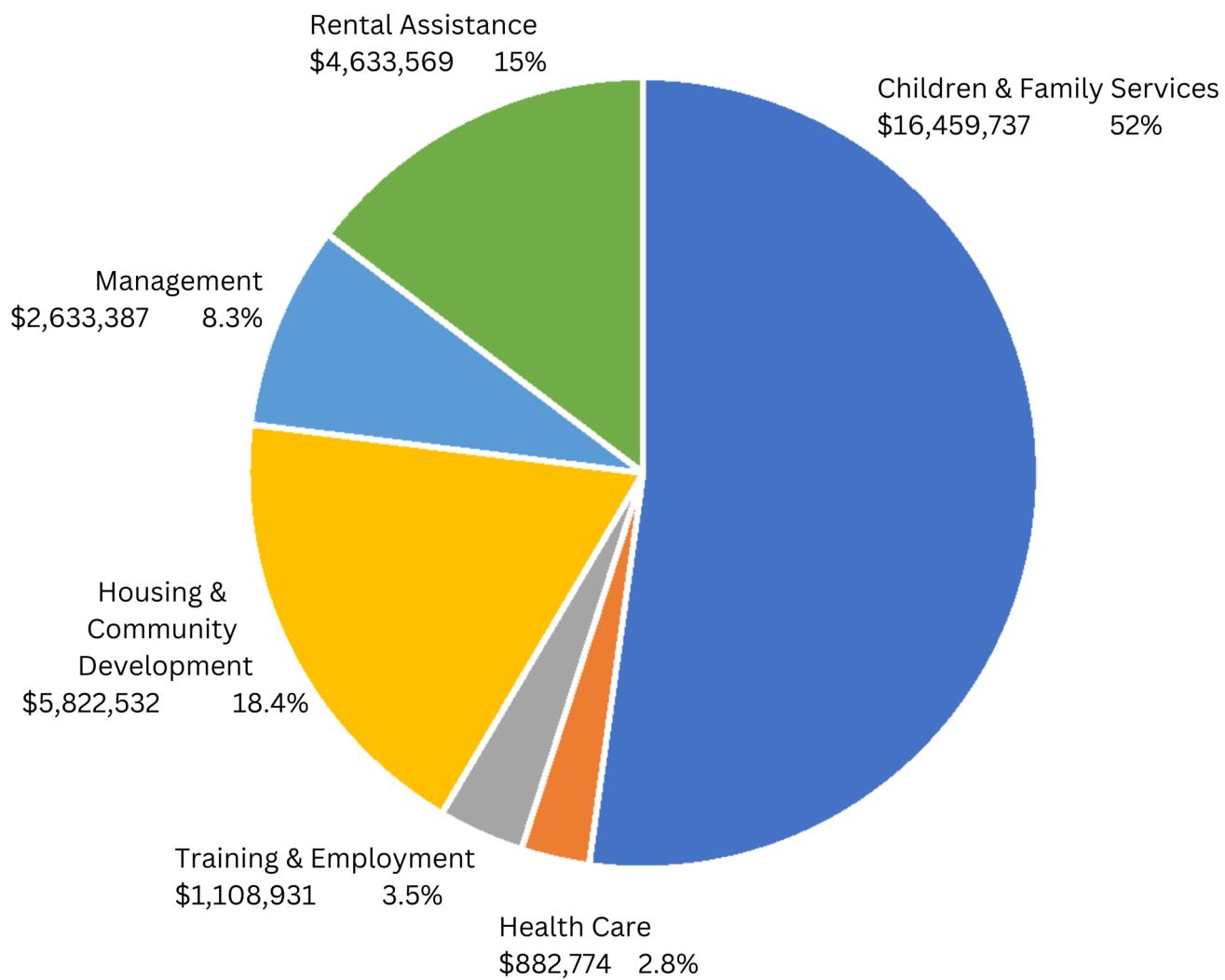
Employees are  
ROMA-certified

# Agency Revenue



The Agency's total revenue in FY 2023 was \$31,540,931.

# Agency Expenses



The Agency's expenses in FY 2023 totaled \$31,540,930.

# Thank you!

Thank you to our many community partners who provide the resources and assistance essential in helping us serve low-income populations on the Eastern Shore. Our partners in FY 2023 included:

Chesapeake College	Latrice Gray, Creative Space	Talbot County Public Schools
Chesapeake Health Care	Child Therapy	University of Maryland Cooperative Extension
Choptank Community Health	Maryland Department of Housing and Community Development/CSBG	University of Maryland Eastern Shore
Creative Spaces	Maryland Department of Human Services	US Department of Housing & Urban Development
D3 Corp	Maryland Department of Oral Health	WBOC—Bless Our Children
Delmarva Power	Maryland Food Bank	WIC—Wicomico County
Departments of Social Services (Somerset, Wicomico, Worcester)	PNC Bank	Wicomico County Council
Dorchester County Public Schools	Project Right Steps	Wicomico County Library Bookmobile
Eastern Shore Oral Health and Outreach Program	Queen Anne's County Public Schools	Wicomico County Public Schools
Faith Based Organizations	Salisbury University	Worcester County Council
Judy Centers — Dorchester, Kent, Queen Anne's, Somerset Talbot, Wicomico, Worcester Counties	Somerset County Commissioners	Worcester County Public Schools
Kent County Public Schools	Somerset County Public Schools	Wor-Wic Community College

## Need help? Have questions?

If you or someone you know needs assistance, contact SHORE UP! today. We have a wide variety of programs to assist in achieving economic security and long-term independence.



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