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ANNUAL REPORT FY 2015-16



Senior Services Staff

Thessia Everhart-Roberts

Director

Home Care Services Division

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Rhonda Tomlinson
Lucy Fletcher
Donna Norman
Helen Fitzgerald
Pamela Jones

Home Care Services Manager
In Home Services Coordinator/SW II
Information and Options Counselor
CNA Coordinator
CNA
CNA
Contracted Social Worker
Contracted Registered Nurse

Nutrition Programs Division

Sabrina Orman
Ron Bellini
Liz Wilder
Susan Fritts
Deborah Warren
Lou Etta Harris
Debra Freeman
Martha Trantham

Nutrition Program Manager
Nutrition Program Assistant Manager
Office Support III - Nutrition
Nutrition Site Coordinator - Thomasville
Nutrition Site Coordinator - Lexington
Nutrition Site Coordinator (P/T) - Denton
Nutrition Site Coordinator (P/T) - Welcome
Nutrition Site Coordinator (P/T) - Southmont

Senior Center Division

Christie Smith
Cameron Hartwell
Kelly Burchette
Sarah Richards
Jacob Gordon
Vickie Weaver

Senior Center Manager - Lexington
Senior Center Manager - Thomasville
Senior Activities Coordinator - Lexington
Senior Activities Coordinator - Thomasville
Volunteer Services Coordinator
Office Support III - Thomasville

Administrative/Financial Division

Doug Duffey
Mary Ann Medlin
Stefanie Poore
Taylor Leonard
Kathy James

Accounting Technician IV
Office Support Supervisor
Office Support IV - Lexington
Office Support III - Lexington
Transportation Route Scheduler (DCTS)

Additional Comments from Consumers

“(I) enjoy the good warm food, fellowship with others and daily entertainment. I love the Congregate Nutrition Site.”

—Terry
Nutrition Site Consumer

“I am blind, my husband works out of town and my children all work. I do not know what I would do without Senior Services (transportation).”

—J. Gardner
Transportation Consumer

“I do not know what I would have done without Senior Services when I broke my hand.”

—M. Huneycutt
Transportation Consumer

“Awesome Program (In-Home Services)! So helpful! Without it – I don’t know what I’d do...it is amazing and has really been a life saver. I just love you all and the work you do for us and others...I am so grateful!”

—C. Williams
In Home Services Consumer

“I enjoy the good fellowship with others in my community. I get tired of sitting at home and the Congregate Nutrition Site gives me a reason to get out each day”

—Tom
Nutrition Site Consumer

The computer class was most enjoyable and all the participants benefitted greatly. The instructor was well prepared and kept us very interested in learning new skills.

—Senior Center Participant

“Volunteering at Davidson County Senior Services is like giving life to people who need your help and guidance. There is not another agency in our county that touches the lives of so many and brings joy and hope to make life better. One of the greatest trials of aging is loneliness, and being inactive, and our Senior Services offers this and more. There are more people to be loved and served and it takes volunteers to accomplish this.”

—L. Hunt
Advisory Board Member

“It (In-Home Services) helps me a lot and she (Aide) is really doing a good job!”

—L. Owens
In-Home Services Consumer

“I have to go to dialysis three time a week and I really need Senior Services transportation to get there and back.”

—G. Gandy
Transportation Consumer

“I enjoy the fellowship with others at the Congregate Nutrition Site. It also helps with the grocery bill since I’m on a fixed income.”

—Adrena
Nutrition Site Consumer

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“Being involved will make you feel better and it will give you opportunities to socialize and love life! People on the fence about going to the senior center should know that this has been one of the best decisions we’ve made.”

— G. Nifong & R. Mansukhani
Thomasville Senior Center Participants

A Word from the Director

Dear Friends and Supporters,

2015 – 2016 has been a year of planning and cultural change at Senior Services. The population we serve is growing yet the funds needed to provide care remains stagnant. The forecast for federal and state funding increases remains bleak making it necessary to plan creatively now and in coming years.

Realizing the importance of sustainability, Senior Services has steadily moved from operating as a social service model to a business model.

Healthcare Integration between community based services and medical service providers remains the hot topic in the aging network. Senior Services was selected by the National Resource Center for Nutrition and Aging to receive a \$10,000 grant as part of a four county collaborative with Forsyth, Guilford and Rockingham Counties. The purpose of the grant was to train service providers as business acumen for contracting community based services with healthcare entities. Senior Services fulfilled the requirements of the grant for the collaborative by securing a contract with Carolina Senior Care to serve Meals on Wheels to their high risk clients on days they do not attend their PACE (Program for All Inclusive Care for the Elderly) Center.

Our two Senior Centers offered marketable Evidence Based Wellness Programs, Falls Preventions and Chronic Disease Self-management, which paired with hospital patients with reoccurring admissions has been shown to help reduce insurance penalty rates.

In addition, major steps were taken to enable programs with a waiting list for services better manage grants funds. We did this by offering private pay services for In-Home Aide and Meals on Wheels. With the private pay option, consumers who choose to pay for their services benefit by not being placed on a waitlist which in turn enables consumers on the waiting list to be served more quickly and ensures grant funds are reserved for those who are unable to pay for services.

Please take time to review our annual report. We are excited to be an organization that is working diligently to improve the lives of older and disabled adults in Davidson County.

Thessia Everhart-Roberts
Senior Services Director

Davidson County Values Older Adults

Heather Burkhardt, Assistant Director of the NC Division of Aging and Adult Services presented Davidson County with the 2015 Ernest B. Messer Award at the January 12, 2016 meeting of the Davidson County Board of Commissioners.

The Ernest Messer Award recognizes a community in the State that has excelled in addressing the needs of its older citizens.



& Supporters

THANK YOU

In exchange for financial support, Senior Services' sponsorship program affords businesses, organizations, and individuals opportunities to market to seniors.

Silver Sponsors

Spring Arbor of Thomasville
Cigna HealthSpring

Passport Program Sponsor

Novant Health - Thomasville Medical Center

Gem Sponsors

Brookstone Retirement Center, LLC
Piedmont Crossing Retirement Community

Grants Received



\$1,250 grant awarded from the Meals on Wheels March for Meals campaign. This initiative is an effort led by Meals on Wheels America to present opportunities for volunteers, businesses & governments to support seniors in ways that make communities stronger, safer & healthier.

Davidson County Senior Services received a \$2,500 grant from Meals on Wheels America to start a client pet support program. Funding was used to provide food, supplies and care for Davidson County Meals on Wheels clients with pets – all of which can be financially and physically burdensome.



Boards & Committees

Under the direction of the Senior Services Advisory Board and Planning Committee for Services to the Elderly, Senior Services plans and implements its service delivery system. Members are appointed for service by the Davidson County Board of Commissioners.

Senior Services Advisory Board

The Senior Services Advisory Board serves in an advisory and review capacity to Senior Services. The main purpose of the board is to advise the Senior Services Director on planning and implementation of service programs and activities as they relate to older and disabled adults in the county, and act as an advocacy group on all matters concerning these populations.

Chairman of the Board
Rev. Lamar Moore

Vice-Chairman
Dwight Cartner

Commissioner Appointee
Fred McClure

Emma Crump
Roger Daniels
Jean Garner
Linda Hunt
Scott Isley
Berline Thomas



Planning Committee for Services to the Elderly

The Davidson County Planning Committee for Services to the Elderly is made up of consumers, public officials, and persons from the faith, medical, civic, and educational communities. It is the role of the planning committee to identify the needs of the aging and disabled population in Davidson County and identify resources to fill service gaps. The committee members educate the public about aging services, raise awareness of the need for volunteers, communicate important aging issues to local elected officials and make recommendations for funding through the Home and Community Care Block Grant to local officials as well.

Committee Chairman
Jim Wikle

Vice-Chairman
Rev. Lamar Moore

Commissioner Appointee
Fred McClure

Dwight Cartner, Ann Corn, Janette Deang, Dianne Ferguson, Evelyn Kepley, Catherine Lambeth,
Mary Michael, Boyd Morgan, Neal Pruett, Burr Sullivan, Nellie Tesh

Our Mission

Is to support, assist and advocate for older and disabled adults and their families. We do this by offering an evolving array of programs and services to meet present and future needs regarding well-being, independence, community involvement and the ability for them to remain in their own home.

To uphold our mission we offered a wide range of programs and services.

- › Advocacy
- › Caregiver Respite
- › Case Assistance
- › Community Alternatives for Disabled Adults
- › Congregate Nutrition
- › Crisis Financial Assistance
- › Disaster Preparedness, Planning or Response
- › Driver’s Safety Training
- › Evidence-Based Wellness Classes
- › Farmers Market Voucher Program
- › Fitness Rooms
- › Health and Wellness Screenings
- › Meals on Wheels
- › Information and Referral Services
- › In-Home Aide Services
- › Health Insurance Counseling
- › Job Training
- › Legal Assistance
- › Medicare Financial Assistance
- › Operation Fan/Heat Relief
- › Options Counseling (Long-term support options)
- › Quarterly Agency E-Newsletter
- › Senior Centers (Activities, Events, Classes)
- › Senior Games (Senior Olympics)
- › Senior Living Newspaper
- › Social Security Assistance
- › Support Groups
- › Tax Preparation
- › Transportation

“I enjoy the food and exercise the Congregate Nutrition Programs offers. It gets me out of the house and around others in similar situations like myself”

*—E. Hedrick
Nutrition Site Participant*

2015-16 Program Highlights

Meals on Wheels Davidson County



57,631

meals served to 420 clients. Served 23 routes throughout Davidson County.

Congregate Nutrition Meal Sites



32,928

meals served to a total of 442 clients

Volunteer Program



\$480,686.52

Total value of 542 registered volunteers recording 20,836 hours of services.

Transportation



services provided 19,240 trips to 263 clients.

Senior Living Newspaper



98,400 Senior living newspapers were distributed to over 8,000 readers.

In-Home Services Aides



served 93 clients 10,929 hours of care; served 6 private pay clients.

Information & Options Counseling



assisted with 2,139 information and resource needs.

Senior Centers



conducted 192 activities and events. serving 3,567 clients.

Financial Review

Revenues

| | Final Budget | Actual Amounts | Variance |
|----------------------------|---------------------|---------------------|---------------------|
| Federal/State/Local Grants | \$ 1,188,089 | \$ 1,074,372 | \$ (113,717) |
| Davidson County | 926,284 | 926,284 | - |
| Client Cost Sharing | 93,750 | 98,177 | 4,427 |
| Donations | 71,250 | 67,829 | (3,421) |
| Total Revenue | \$ 2,279,373 | \$ 2,166,662 | \$ (112,711) |

Expenditures

| | Final Budget | Actual Amounts | Variance |
|---------------------------|---------------------|---------------------|---------------------|
| Administrative | \$ 1,107,281 | \$ 1,060,562 | \$ (46,719) |
| Programs/Services | 1,066,673 | 880,540 | (186,133) |
| Operations | 105,419 | 92,684 | (12,735) |
| Total Expenditures | \$ 2,279,373 | \$ 2,033,786 | \$ (245,587) |
| Net Savings | | | \$ 132,876 |

By means of frugal spending & revenue generating activities, Senior Services returned \$132,876 back to the county fund

Performance Based Budgeting

Performance Based Budgeting (PBB) is characterized by focusing on outcomes as well as the evaluation of programs by measuring the relationship between resources and results.

Enhanced efficiency provides savings that can be reallocated to enhance the delivery of existing programs and services that otherwise could not be obtained without raising revenues to do it.

| Goal (%, \$ savings, time, etc.) | Accomplishment (workload, efficiency, effectiveness) | Results (%, \$ savings, time, etc.) |
|--|---|--|
| Survey 100 Seniors to determine and develop 3 on-going afternoon activities at the Thomasville Senior Center | A total of 214 surveys were completed by seniors and 3 new ongoing activities were established in FY2015-16 | 100% |
| Maintain a Health Department grade of <u>99%</u> or above at all <u>5</u> Congregate Nutrition sites | All five (5) sites met goal in second and third quarters. | 65% |
| Maintain a daily <u>95%</u> client fill rate for Home Delivered Meals | Client fill rate remained above 90% during all four quarters. | 100% |
| Increase total sponsorship revenue for 2015-2016 by 15% | \$10,200 was secured for the 2015-2016 fiscal year. | 100% |
| Increase the number of volunteers for Home delivered Meals by 10% for 2015-2016 | A total of 50 new volunteers were placed on Home Delivered Meals routes. | 100% |