

DAVIDSON COUNTY SENIOR SERVICES



Annual Report

2021-2022

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Our Mission

EMPOWER, ENGAGE, & ENCOURAGE THE AGING POPULATION OF DAVIDSON COUNTY



TO UPHOLD OUR MISSION, WE OFFER A WIDE RANGE OF PROGRAMS & SERVICES:

- ADVOCACY
- CAREGIVER RESPITE
- CASE ASSISTANCE
- CONGREGATE NUTRITION
- DISASTER PREPAREDNESS, PLANNING, & RESPONSE
- EVIDENCE-BASED WELLNESS CLASSES
- FARMERS MARKET VOUCHER PROGRAM
- FITNESS STUDIOS
- HEALTH & WELLNESS SCREENINGS
- IN-HOME AIDE SERVICES
- LEGAL ASSISTANCE
- MEALS ON WHEELS
- MEDICARE ASSISTANCE
- OPERATION FAN/HEAT RELIEF
- PRIME TIMES NEWSLETTER
- RESOURCE & BENEFITS SERVICES
- SENIOR CENTERS (ACTIVITIES, EVENTS, & CLASSES)
- SENIOR GAMES (SENIOR OLYMPICS)
- TAX PREPARATION SERVICES
- TRANSPORTATION
- VOLUNTEER OPPORTUNITIES



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A Word from the Director

Dear Friends and Supporters,

On behalf of the Davidson County Department of Senior Services, I am pleased to present to you our 47th annual report.

From the beginning, we have succeeded because we've stayed true to our core values — Putting People First, Pursuing Excellence, Embracing Change, and Acting with Integrity. 2021 was a year of embracing change. I've always believed that change is good; it maintains relevance, encourages growth, and promotes progress. Innovations are fueling our growth, and help us not only to appeal to those we serve but to future generations as well.

This year's annual report contains many examples of how Senior Services makes a difference. Thanks to the diligence, creativity, and commitment of our staff, we have remained steadfast to a high standard of excellence at a time of significant funding and staffing challenges.

Planning for current and future needs plays a significant role in any organization. This year, the management team worked to establish and accomplish a number of goals.

Our focus is to continuously improve our organization, to concentrate primarily on those who utilize our services, and then to measure the results of our efforts.

I welcome and value your questions, comments, and concerns in which to better serve. I'm looking forward to continuing to work with the Senior Services Board, Planning Committee for Services to the Elderly, community partners, staff, and stakeholders as we develop new and innovative practices that best serve the citizens of Davidson County.

Thessia Everhart-Roberts
Senior Services Director



Financial Review

Revenues			
	Final Budget	Actual Amounts	Variance
Federal/State/Local Grants	\$1,525,572	\$1,381,263	\$(144,309)
Davidson County	\$1,103,357	\$1,103,357	\$0
Consumer Contributions	\$29,555	\$31,503	\$1,948
Private Pay	\$48,500	\$58,804	\$10,304
Donations & Program Fees	\$48,125	\$57,318	\$9,193
Total Revenue	\$2,755,109	\$2,632,246	\$(122,864)
Expenditures			
	Final Budget	Actual Amounts	Variance
Administrative	\$1,425,512	\$1,407,856	\$(17,656)
Programs & Services	\$94,343	\$80,988	\$(13,355)
Operations	\$1,235,254	\$1,011,607	\$(223,647)
Total Expenditures	\$2,755,109	\$2,500,451	\$(254,658)
		Net Savings	\$131,794

Performance Based Budgeting

Goals for the Year (%, \$ savings, time, etc.)	Accomplishment (workload, efficiency, effectiveness)	Results for the Year (%, \$ savings, time, etc.)
Increase In-Home Services Consumer Contributions by 10%	Accomplished the goal at 100%	Value of donations were \$3,538
Increase Transportation Consumer Contributions by 10%	Accomplished the goal at 100%	Value of donations were \$1,220
Ensure the reduction of falls by increasing the number of participants for evidence-based falls prevention classes by 10% over FY2021	Accomplished the goal at 100%	There were a total of 3 evidence-based fall prevention classes held with a total of 39 participants attending.
Ensure MOW clients receive a call back for MOW staff within 48 hours from receiving their referral.	Accomplished the goal at 96%	Out of 290 MOW referrals only 12 did not receive a call back within the allotted time frame.
Combining all 5 Congregate nutrition sites, no more than 75 unserved meals per month.	Accomplished the goal at 84%	For the annual monthly period, there were only 3 months that exceeded the 75 unserved meals allotment.

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. By means of frugal spending and revenue generating activities, Senior Services successfully banked **\$182,102** with a total cumulative savings of **\$714,767**.

Program Highlights (FY21-22)



Meals on Wheels of Davidson County

served **66,688** meals to **448** unduplicated clients; **59** meals served to **1** private pay client; served **23** routes throughout Davidson County.



Meals on Wheels Loves Pets

provided pet food to **28** clients' cat or dog.



Congregate Nutrition Cafés

served **17,120** meals to **252** unduplicated clients.



In-Home Services

aides served **69** unduplicated clients with **11,416.25** hours of care; served **5** private pay clients.



Transportation

provided **16,619** trips to **120** unduplicated clients.



Resource & Benefits

assisted with **2,050** information and resource requests.



Davidson County Senior Centers

conducted **165** activities and events; served **1,260** unduplicated clients.



Volunteer Program

418 registered volunteers recorded **16,883.63** hours of services valuing at **\$504,167.22**.

We Rise so that They Can Shine



Boards & Committees

Under the direction of the Senior Services Advisory Board and Planning Committee for Aging Services, 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 the 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

Dwight Cartner

Commissioner Appointees

Fred McClure
Steve Shell

Vice Chairman

Jane Murphy

Voting Members

Nancy Estep, Roger Daniels, Jean Morrison, Berline Thomas, Emma Crump, Cody Beck

Planning Committee for Aging Services

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

Dwight Cartner

Commissioner Appointees

Fred McClure
Karen Watford

Vice Chairman

Jim Wikle

Voting Members

Thomas Smith, Diane White, Janette Deang, Alton Hanes, Rithia Ford,
Heidi Priest, LaTonya Ross, Nolan O'Bryant

Senior Services Staff

Thessia Everhart-Roberts, Director

In-Home Services Division

Amanda Parris, In-Home Services Manager
Rhonda Tomlinson, CNA Coordinator
Lucy Fletcher, Certified Nursing Assistant I
Darlene Vanderhyde, Certified Nursing Assistant I
Donna Little, Office Support III
Helen Fitzgerald, Social Worker Case Manager
Carol Conrad, Registered Nurse Case Manager
Lynn McCarn, Registered Nurse Case Manager
Vacant, Certified Nursing Assistant I
Vacant, Certified Nursing Assistant I

Nutrition Program Division

Sabrina Orman, Nutrition Programs Manager
Ron Bellini, Nutrition Programs Assistant Manager
Cameron Hartwell, Congregate Nutrition Manager
Susan Fritts, Nutrition Site Coordinator II
Ann Workman, Nutrition Site Coordinator II
Teresa Stevenson, Nutrition Site Coordinator I
Debra Freeman, Nutrition Site Coordinator I
Martha Trantham, Nutrition Site Coordinator I
Vacant, Office Support IV

Senior Center Division

Christie Smith, Senior Center Manager - Lexington
Katie Sprayberry, Community Engagement Manager
Chris Bitterman, Volunteer Services Coordinator
Brooke Adams, Special Events Coordinator
Anna Claire Kelly, Senior Activities Coordinator
April Ooten, Evidence-Based Program Instructor
Nancy Earnhardt, Resource & Benefits Specialist
Stefanie Poore, Administrative Secretary II
Donna Berry, Office Support III

Administrative & Financial Division

Emily Black, Administrative Assistant
Doug Duffey, Financial Specialist I
Kristy Younts, Senior Transportation Coordinator

DAVIDSON COUNTY SENIOR SERVICES



555-B W. CENTER STREET EXT.
LEXINGTON, NC 27295
☎ 336.242.2290



211 WEST COLONIAL DRIVE
THOMASVILLE, NC 27360
☎ 336.474.2754

✉ SENIORSERVICES@DAVIDSONCOUNTYNC.GOV
🌐 CO.DAVIDSON.NC.US/SENIORSERVICES

