



ORIENTATION 2023

Davidson County Department of Senior Services Advisory Board

WHAT'S THE PURPOSE?



The **Davidson County Department of Senior Services serves** as a provider of services and an advocate for the needs of aging and older adults in Davidson County.

The Departments **Senior Services Advisory Board** serves in an advisory and review capacity to The Department of Senior Services, under the authority of the Davidson County Board of Commissioners.

WHAT ARE THE OBJECTIVES?

Objectives of The Department of Senior Services

- ✓ Serve as the Lead Agency for the administration of Older American Act Funds in Davidson County.
- ✓ Participate in local, regional, state, and federal planning functions that identify, plan, coordinate, and implement county programs and policies with respect to the needs of older adults.
- ✓ Engage in special, short-term initiatives that would enhance the health and welfare of older adults living in Davidson County.
- ✓ Serve generally as an advocate in promoting new or expanded services for older adults.



WHAT'S THE OBJECTIVES?

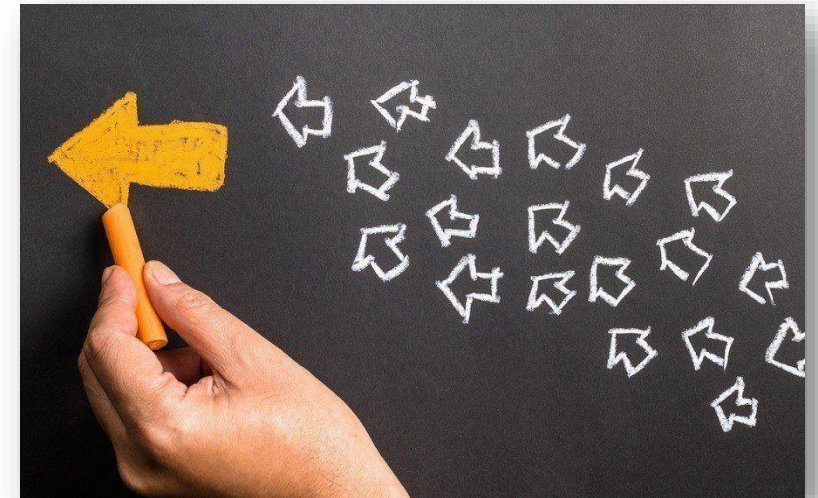
Objective of the Senior Services Advisory Board

- ✓ Advise the director of the Department of Senior Services on planning and implementation of service programs and activities as they relate to older adults in the county.
- ✓ Act as an advocacy group on all matters concerning the elderly population in Davidson County.
- ✓ Be a clearinghouse on ideas for change and redirection of resources as programs progress.
- ✓ Be a forum where issues are raised which help chart and define the range of existing or proposed services offered by the department.



WHAT'S THE OBJECTIVES?

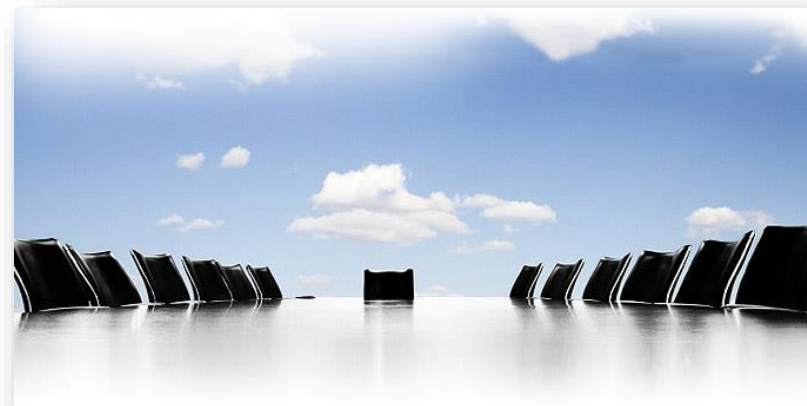
- ✓ Be a discussion group to review and monitor program performance goals.
- ✓ Have a representative serving on the Region G, Area Agency on Aging's (AAA) Regional Advisory Council on Aging (RACA)
- ✓ Be a guardian of the rights of clients to receive services which are adequate, appropriate, and in compliance with relevant federal, state and local laws, rules and regulations.



MEMBER EXPECTATIONS

General Expectations

- ✓ Support the department's mission, purposes, goals, policies, and programs while knowing its strengths and needs.
- ✓ Advise the director of the department on planning and implementation of service programs and activities as they relate to older adults in the county.
- ✓ Suggest possible nominees to the board who are men and women of achievement and who can make significant contributions to the work of the board and the progress of the department.
- ✓ Serve actively on committees of the board as requested by the chairperson.
- ✓ Attend activities and events sponsored by the department whenever possible.



MEMBER EXPECTATIONS

Meetings

- ✓ Prepare for and participate in board meetings and scheduled Ad Hoc committee meetings, including appropriate department activities.
- ✓ Ask timely and substantive questions at board and committee meetings consistent with personal conscience, convictions, and ethics, while supporting the majority decision on issues decided by the board.
- ✓ Maintain confidentiality of information discussed in meetings regarding clients, former clients, and department administration.
- ✓ Suggest agenda items for board and committee meetings to ensure that significant policy-related matters are addressed.



MEMBER EXPECTATIONS

Avoiding Conflicts

- Avoid even the appearance of a conflict of interest that might compromise the board of the department, and disclose any possible conflicts to the board in a timely fashion.
- Never accept or offer any favors or gifts from or to anyone who does business with the department.



Fundraising and Fiduciary Responsibility

- Make the department one of your giving and serving priorities with the realization of the leadership role the board plays in fund development.
- Assist the department with development of and implementation of funding strategies.
- Faithfully read and understand the department's financial reports and budgets to help the department fulfill its fiduciary responsibilities as good stewards of public funds.

OFFICERS JOB DESCRIPTIONS

SENIOR SERVICES ADVISORY BOARD OFFICERS JOB DESCRIPTIONS

Position: Chairman

General Responsibilities:

The chair of the Senior Services Advisory Board provides leadership to members of the board to ensure it functions effectively.

Key Duties and Responsibilities:

- Preside at all meetings of the Board and shall represent the Board in approved activities on its behalf.
- Give leadership to the Director and Board in programmatic and fiscal planning and services for the elderly in the county, and assure that the Board fulfills its advocacy role on matters relating to the older adult population in the county.
- Appoint standing and ad hoc committees and serve as ex-officio member of all committees.
- Call special meetings if necessary.
- Collaborate with the Membership/Nominating Sub-Committee Lead in identifying and recruiting new steering committee members.
- Other tasks that may arise or as needed by the NCSA Steering Committee.

Position: Vice-Chair

General Responsibilities:

In the absence of the Chairman, the Vice-Chairman shall perform the duties of the Chairman. Should the office of Chairman be vacated before the term expires, the Vice-Chairman will fill the unexpired term of the office and a new Vice-Chairman shall be elected by the Board. Assist the Chairman in his/her duties as requested.

Specific Responsibilities:

- In chair's absence, presides at meetings of the board.
- Advises the chair on appointing board members to leadership positions, such as, ad hoc committees.
- Represents the board at events at which the Chairman cannot attend.
- Other duties as delegated by the chair.

BOARD MEMBER BIOS

Karen Watford, County Commissioner

Commissioner Watford has been married to Samuel Watford of Thomasville for 40 years. Commissioner Watford has

Cody Beck

Cody Beck has been a resident of Davidson County for over 20 years.

Fred McClure, County Commissioner

Commissioner Fred McClure was born in Tulsa, Oklahoma. He resides in the Welcome

Nancy Estep

Nancy Estep is a native of Davidson County and has lived in Davidson County for over 20 years.

Berline Thomas

Berline Thomas has been a resident of Davidson County for over 60 years. She is a retired Certified Nursing Assistant and was previously employed at Davidson County Senior Services. She received her CNA training at Davidson County Community college. Prior to

Jean Garner

Jean Garner was born in Lexington and moved to Davidson County after her mother's passing. She attended Davidson County Community College and worked for Davidson County for over 20 years.

Emma Crump

Emma Crump resides in the city of Lexington and has lived in Davidson County for over 20 years. She is a retired school teacher. Crump enjoys working in the community and is active in several organizations.

Roger Daniels

Roger Daniels resides in the Central Davidson community. Daniels served in the United States Air Force. He then attended NC State University where he received his Bachelor of Science in Engineering.

Jane Murphy, Vice-Chairman

Jane Murphy has been a resident of Davidson County for over 20 years. She resides in the Thomasville area with her husband. She graduated from Davidson County Community College and earned her BS in Health Administration from Davidson County Community College. She also earned her Master's in Health Administration from Davidson County Community College.

Dwight Cartner, Chairman

Dwight Cartner resides in the city of Lexington and has been a resident of Davidson County for over 30 years. He is a graduate from High Point University and Duke University. Cartner is retired a United Methodist minister and has served as a minister for 55+ years in the Western North Carolina conference.

THE **AGING** NETWORK

US Administration for Community Living

Administers funding for programs and services on the federal level.
(The Older Americans Act)



NC Division of Aging and Adult Services

(One of 50 State Units on Aging)
Administers the NC Home and Community Care Block Grant.

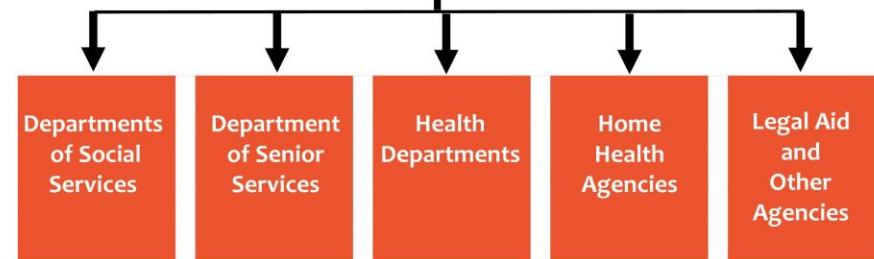


NC Area Agencies on Aging

17 AAA's in NC. Dav. Co. is a part of Region G, the largest in the state serving 12 counties.
The Region G AAA is under the authority of the Piedmont Triad Regional Council of Governments.



County Level Service Providers



WHERE IT ALL BEGIN...

The Older Americans Act

Enacted in 1965 in response to concerns by policy makers about the lack of community social services of older individuals.

Services included: supportive services, senior centers, congregate nutrition services, home delivered nutrition services, family caregiver support, community service employment, the Long-Term Care Ombudsman Program, and services to prevent the abuse, neglect, and exploitation of older persons.

Established the Administration on Aging.



President Lyndon B. Johnson signed the Older Americans Act into Law, July 14, 1965



DAVIDSON COUNTY DEPARTMENT OF SENIOR SERVICES HISTORY

Around 1970, a group of individuals formed a private, non-profit organization known as the Council on Aging with the specific purpose of taking advantage of the Older American's Act, which was established in 1965 by Congress to help older people maintain maximum independence in their homes and communities and to promote a continuum of care for the vulnerable elderly, because this service was not offered in Davidson County for all seniors....



DAVIDSON COUNTY DEPARTMENT OF SENIOR SERVICES MISSION

Adopted by the Senior Services Advisory Board, November 18, 2019

Empower, Engage, and Encourage the Aging Population of Davidson County

Tagline:

Aging Empowered!





DAVIDSON COUNTY STATEMENT OF PHILOSOPHY AND GUIDING PRINCIPLES

Davidson County delivers services devoted to excellence, maintaining standards of professionalism and integrity while enhancing the well-being of our community.

The Philosophy is Based On:

- Encouraging teamwork through collaboration and partnerships
- Offering responsive services to obtain positive results
- Delivering excellent services through committed employees who are sensitive to the needs of our citizens
- Creating and maintaining a safe, professional work environment that promotes leadership and empowers employees
- Providing fiscal accountability and environmental stewardship by effectively using human and natural resources



DAVIDSON COUNTY CODE OF ETHICS

As an employee of Davidson County, I will maintain the highest standards of personal integrity, truthfulness, honesty and fairness in discharging my public duties, and never abuse my position or power for improper or personal gain.

The Code Of Ethics Is Based On:

- Treating others as I would like to be treated – “The Golden Rule”.
- Being accountable to the public I serve and to my fellow employees.
- Being a public servant to the citizens of Davidson County: assisting citizens with their needs at all times, even if it is outside of the scope of my job.
- Being an ambassador of Davidson County Government; reflecting a positive image upon the county at all times

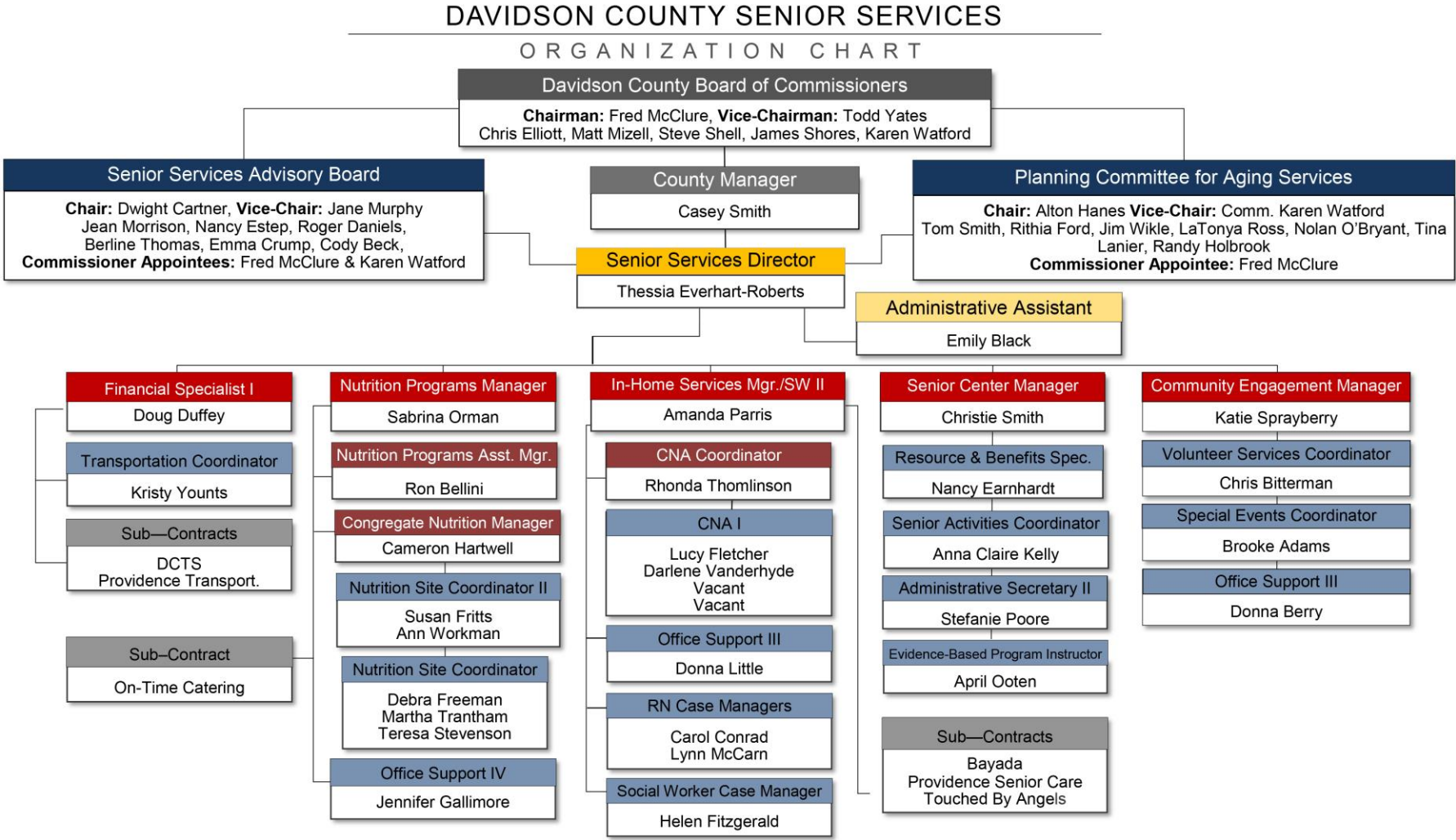
SENIOR SERVICES OPERATING ENVIRONMENT

Senior Services is charged by the Davidson County Board of Commissioners to establish an efficient and effective service delivery system meeting the needs of a rapidly growing older and disabled adult population.

This is done through a series of comprehensive services and programs designed to improve the quality of life for older and disabled adults.



SENIOR SERVICES ORGANIZATIONAL CHART



DIRECTOR AND MANAGERS BIOS

Thessia Everhart-Roberts, Director

Everhart-Roberts is the Director of the Davidson County Department of Senior Services where she has been employed for 30 years.

Doug Duffey, Financial Specialist I

Doug Duffey is the Financial Specialist I for Davidson County Department of Senior Services. He has been employed for fourteen years at Senior Services and is responsible for the

Amanda Parris, In-Home Services Manager

Amanda Parris is the In-Home Services Manager for Davidson County Department of Senior Services where she has been employed for 25 years. She is a 1995 graduate of the University of

Sabrina Orman, Nutrition Programs Manager

Sabrina Orman is the Nutrition Program Manager with Davidson County Department of Senior Services. She has worked at Senior Services for 22 years overseeing the daily operations

Cameron Hartwell, Congregate Nutrition Program Manager

Cameron Hartwell is the Congregate Nutrition Program Manager with Davidson County Senior Services where she has been employed for fourteen years.

Christie Smith, Senior Center Manager, Lexington

Christie Smith is the Lexington Senior Center Manager with Davidson County Senior Services. She has been with the agency since September 2012.

Katie Sprayberry, Community Engagement Manager

Katie Sprayberry is the Community Engagement Manager with Davidson County Department of Senior Services. She has been with the agency since May 2021.



SENIOR SERVICES FACILITIES



SENIOR SERVICES, LEXINGTON
555-B WEST CENTER STREET EXT.

OPEN MONDAY – FRIDAY
8 A.M. – 5 P.M.

SOUTHMONT CIVIC CENTER – NUTRITION SITE
OPEN MONDAY – FRIDAY, 9 A.M. – 1 P.M.

DENTON CIVIC CENTER – NUTRITION AND ACTIVITIES
OPEN MONDAY – FRIDAY, 9 A.M. – 1 P.M. – AFTERNOON HOUR FOR ACTIVITIES VARY

FIRST BAPTIST CHURCH, WELCOME – NUTRITION SITE
OPEN MONDAY – FRIDAY, 9 .M. – 1 P.M.




SENIOR SERVICES, THOMASVILLE
211 WEST COLONIAL DRIVE


OPEN MONDAY – FRIDAY
8 A.M. – 5 P.M.
TUESDAYS



SENIOR SERVICES BROCHURE



DAVIDSON COUNTY
SENIOR SERVICES
Aging EMPOWERED!



**Independence.
Education.
Support.**

EMPOWERING AGING!

Overview

The Davidson County Department of Senior Services offers a comprehensive array of activities to those who are 60+ years of age and services to those 60+ years of age. Services are designed to enable those in their later years remain independent and lead fulfilling lives.

Our Mission

Empower, Engage, and Encourage the Aging Population of Davidson County.



Helping you remain in your home is our top priority.

Programs & Services

COUNSELING

Counseling is offered onsite in coordination with community agencies. Services include, insurance counseling through S.H.I.L.P. (Senior Health Insurance Information program), and Legal Assistance.

THE CAFÉ'S

Provides a nutritious meal at noontime, five days per week, for those who prefer to eat in an atmosphere of fellowship. Also offers nutritional educational and social programming. Café's are located in Denton, Lexington, Thomasville, Southmont and Welcome.

MEALS ON WHEELS

Noontime meals are delivered, five days per week to eligible homebound older adults who have physical and/or mental disabilities that render them unable to grocery shop and prepare meals for themselves. Twenty-three meal routes are located throughout the county.

IN-HOME SERVICES

Trained Certified Nursing Assistants assist those who need help with home management, personal care or respite care. This enables the individual and/or family to function effectively and remain at home longer. Level of care is determined by assessment of the client's needs by the In-Home Services Coordinator and registered nurse.

RESOURCES AND BENEFITS COUNSELING

Central access point for answers to questions in information about community resources and benefits available as well as, followup activities to ensure that the needs of an individual are being met.

TRANSPORTATION

Coordinated with the Davidson County Transportation System, program transports to The Café's, grocery shopping, medical appointments, and pharmacies. Rides should be scheduled at least three days in advance.

VOLUNTEER DEVELOPMENT

Opportunities to volunteer time and talents in the areas of delivering meals, office assistance, and special events. Volunteer appreciation is expressed through special recognition.

CENTERS FOR WELLNESS & THE ARTS

Located in Lexington and Thomasville, centers are nationally accredited by the National Institutes of Senior Centers (NISC) and the NC Division of Aging and Adult Services. Centers provide a variety of programs designed to promote the physical, social and emotional well-being of the older adult. Activities include fitness based classes, computer training, periodic health screenings, arts and crafts, educational seminars, special interest classes, chorus groups and social activities.

EVIDENCE BASED HEALTH PROMOTION

Programs that aim to engage and empower individuals to choose healthy behaviors, and make changes that reduce the risk of developing chronic diseases and other morbidities.



How are services funded?

Senior Services is a not for profit county government agency. Funds are received from federal, state and local grants, cost sharing, donations, fundraising and business and industry sponsorships.

Is there a charge for services?

Many Senior Center activities are provided to seniors at low or no cost and on a donation basis. Seniors receiving home and nutrition services are asked to share the cost in order to expand services to others in need. The contribution amount is mutually agreed upon. No one will be turned away for inability to pay.

Private Pay option

Private Pay services are available for in-home care and Meals on Wheels. Private Pay enables a person who can pay a portion of their service rate to bypass waitlists.

Private Pay rates:
Meals on Wheels - \$5 per meal
In-Home Aid - \$18 per hour
Light housekeeping - \$16.50 per hour

Planned Giving

We accept bequests in several forms, including cash, securities, estate bequests, inheritance and other items of personal property.

All donations are tax deductible and greatly appreciated.



For More Information about Senior Services

336.242.2290 (Lex.)
336.474.2754 (Thom.)

Davidson County Senior Services @Davidsoncountync.gov

www.co.davidson.nc.us/seniorservices

Find us on Facebook
Davidson County Senior Services

Follow us on Twitter
www.twitter.com/dcseniors

555-B West Center Street, Ext. Lexington • NC • 27295

211 W. Colonial Dr. Thomasville • NC • 27360





Our Mission: Senior Services 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 their present and future needs regarding their well-being, independence, involvement in their community, and the ability for them to remain in their own home.

SERVICES

- ✓ Case Assistance
- ✓ Community Alternative Program for Disabled Adults (CAP/DA)
- ✓ Congregate Nutrition (5-Sites)
- ✓ Crisis Financial Assistance
- ✓ Daily Wellness Checks
- ✓ Meals on Wheels (23 Routes)
- ✓ Information and Options Counseling
- ✓ In-Home Aide Services
- ✓ Private Pay Services
- ✓ Caregiver Respite
- ✓ Transportation
- ✓ Volunteer

COUNSELING

- Legal Assistance
- Low Income Energy Assistance (LIEAP)
- Medicaid Information and Enrollment
- Senior Nutrition Assistance Program (SNAP) Enrollment
- Social Security Assistance
- Tax Assistance and Preparation

PROGRAMS

Evidence Based Health & Wellness Classes

- ✓ A Matter of Balance (Falls Prevention)
- ✓ Living Healthy with Diabetes
- ✓ Living Healthy with Chronic Disease
- ✓ Walk with Ease (Arthritis)

Farmer's Market Vouchers
Operation Fan/Heat Relief

Senior Centers
Two nationally accredited senior centers provide a wide variety of programs and activities including:

Educational
Book Nook & Exchange • Social Media Courses • Computer Labs and Courses • 55 Alive Driver's Safety Course • Monthly Educational Seminars • Disaster Preparedness, Planning and Response • Advocacy • Health Fairs • Elder Abuse Awareness • Scam Jams • Senior Living Newspaper • Financial Planning

Health and Wellness
Exercise Classes (A.H.O.Y. Add Health to Our Years • 4ever Fit/Strong • Fit-Wise • Strength Training • Tai Chi • Yoga • Fitness Gyms • SilverStriders Walking Club • Massage Therapy • Blood Pressure/Sugar/Cholesterol Screenings • Hearing Aid Screening and Repairs

Recreational Activities and Social Events
Davidson County Senior Games • Bingo • Billiards • Card Games (Bridge, Rook, Canasta, Phase 10) • Table Tennis • Wii Games • Bowling League • Singles Club • Shag Club • Veteran's Recognition • Seniors Day at the County Fair • Holiday Parties (Christmas and Independence Day)

Performing, Heritage and Literary Arts and Crafts
Chorus Groups
Talent Showcase
Quilting
Plastic Canvas
Painting Classes
Craft Classes
Legacy Writing Club
Senior Games
Performing Arts
Follies Show
SilverArts
Line Dancing



Programs and Counseling services are provided to adults 60 and older, CAP/DA services to disabled adults 18 and older and Senior Center Activities and Special Events to adults 55 and older.

SENIOR SERVICES PROGRAMS & SERVICES



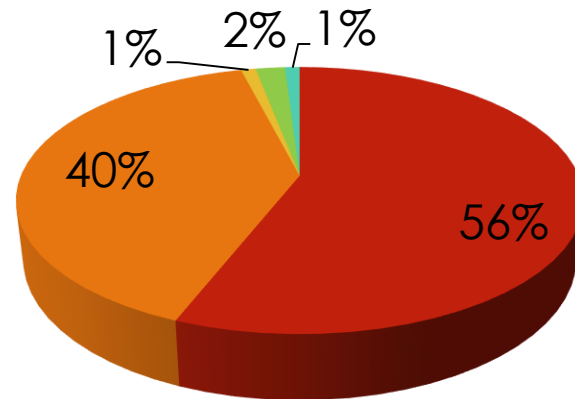
2021-2022 ANNUAL REPORT



SENIOR SERVICES BUDGET FY 2023

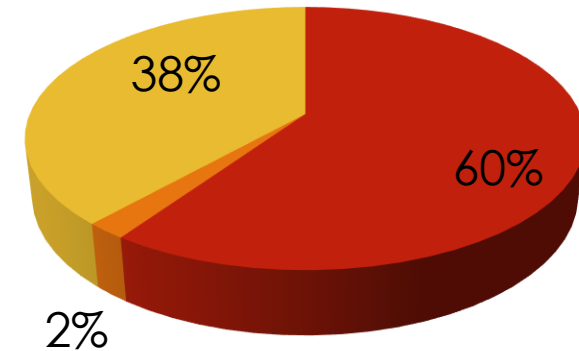
Revenue

- Federal, State and Local Grants
- Davidson County Government
- Client Cost Sharing
- Private Pay
- Donations



Expenditures

- Administrative
- Programs & Services
- Operations



Departmental Budget: \$2,756,197

Senior Services Department

OVERVIEW OF THE COST OF SERVICES

ACTUALS BY SERVICE

Actuals by service

Service	Actual cost	Difference/ Other funding	% HCCBG funds	Clients served
Medical Transportation	\$285,250	\$268,000	6.05%	116
General Transportation	\$78,435	\$77,535	1.15%	53
Congregate Meals	\$204,321	\$34,065	20%	261
Meals on Wheels	\$319,690	\$78,372	32.48%	448
In-Home Level I	\$124	\$12	10.71%	1
In-Home Level II	\$185,620	\$34,820	23.09%	49
In-Home Level III	\$80,175	\$25,390	46.344%	12
Senior Center	\$300,772	\$30,141	11.13%	1,409
Other: Admin/Capital	\$1,1,046,064	N/A	N/A	N/A
Total:	\$2,500,451	\$548,335	36.31%	

AGING SERVICES PLAN 2019-2023



Davidson
county
senior
services
department

AGING SERVICES PLAN
2019 – 2023

STRATEGIC GOALS

empower older adults, their families, and other consumers to make informed choices and to easily access existing health and long-term care options
enable older adults to remain independent and age in the place of their choice with appropriate services and supports
enable older adults to have optimal health status and a healthy lifestyle
protect the safety and rights of older and vulnerable adults and prevent the occurrence of abuse and exploitation
enable older adults working together to plan and prepare for their future
ensure accountability and responsiveness


DAVIDSON COUNTY SENIOR SERVICES FY 2022 PERFORMANCE-BASED BUDGETING GOALS

1. Ensure MOW clients receive a call back from MOW staff within 48 hours from receiving their referral.
2. Ensure the reduction of falls by increasing the number of participants in for evidence-based falls prevention classes by 10% over FY 2021.
3. Combining all 5 Congregate Nutrition sites, no more than 75 unserved meals per month.
4. Increase the amount of revenue generated annually by 10% through consumer contributions for In-Home Aide Services over FY 2021.
5. Increase the amount of revenue generated annually by 10% through consumer contributions for Transportation over FY 2021.




MEALS ON WHEELS
DAVIDSON COUNTY

Consumer Welcome Packet



Meals on Wheels Davidson County is a Division of the Davidson County Department of Senior Services



DAVIDSON COUNTY
SENIOR SERVICES



**Congregate Nutrition
Welcome and Information Packet**

INFORMATION
& OPTIONS
COUNSELING




Policies and Procedures




DAVIDSON COUNTY
DEPARTMENT OF SENIOR SERVICES


**In-Home Aide Services
Welcome Packet**



DAVIDSON COUNTY
DEPARTMENT OF SENIOR SERVICES


In-Home Services Program

Private Pay Welcome Packet






DAVIDSON COUNTY
SENIOR SERVICES

**Senior Center
Policies and Procedures**


Davidson County
Senior Services
**Transportation
Policies and Procedures**

Davidson County
Department of
Senior Services

**Volunteer Application
packet**

Please return completed application to:
Jacob Gordon
Volunteer Services Coordinator
355-B West Center Street Extension
Lexington, NC 27295



GET INVOLVED
Be a volunteer and reap the rewards

Revised Application Form - Approved by Authority Board 08/15/14
Revised Application Form - Approved by Authority Board 08/15/14
Revised Application Form - Approved by Authority Board 08/15/14

NUTRITION PROGRAM

- Meals on Wheels
- Meals on Wheels Private Pay
- Meals on Wheels for Pets
- Congregate Nutrition



MEALS on WHEELS
DAVIDSON COUNTY
TOGETHER, WE CAN DELIVER.

Staffing:

- Nutrition Program Manager
- Nutrition Program Assistant Manager
- Congregate Nutrition Program Manager
- Nutrition Site Coordinator I (3 positions)
- Nutrition Site Coordinator II (2 positions)
- Office Support IV

MEALS ON WHEELS

PURPOSE

- Focused on individuals who have no reliable means for maintaining a healthy diet, MOW helps keep consumers independent and in their own homes for as long as possible.
- Trained volunteers delivering meals reduce isolation and provide a safety and wellbeing check. This allows the program to extend far beyond just being served a meal.

Eligibility

- MOW are available for Davidson County residents, 60 years of age and older who are homebound and unable to prepare their own meals.



MEALS ON WHEELS

- **GRANT ASSISTANCE** - May participate in the federal grant assistance option. This option provides meals at no cost and allows for a cost sharing option if feasible.
- **COST SHARING** - No one is ever turned away because of inability to pay or cost share, however, contributions are needed for program maintenance. With the Grant Assistance option, a cost sharing statement will be mailed to the consumer each month showing the total number of meals received for that month.
- **PRIVATE PAY** - Consumers may elect to pay for their meals using the private pay option. This option allows the consumer to by-pass waiting list for routes and begin receiving meals within 3 -7 working days of the initial service request. In the event there is a waiting list for a route, the private pay consumer will be served their choice of frozen or shelf-stable meals until there is a route opening.



MEALS ON WHEELS FOR PETS

- Meals on Wheels for Pets started in 2016
- Services are funded by grants, fundraisers, and donations
- Serves up to two companion animals of Meals on Wheels Consumers
- Services provided can include pet food, supplies, boarding, grooming, spay/neuter and storage.
- Services are limited to cat and dogs



CONGREGATE NUTRITION



Denton

Denton Civic Center
459 Salisbury St. Denton NC 27239

Lexington

Davidson County Senior Services
555-B W. Center St Ext
Lexington NC 27295

Southmont

Southmont Community Center
13424 Linwood-Southmont Rd
Lexington NC 27292

Thomasville

Davidson Co Senior Services
211 W Colonial Dr
Thomasville NC 27360

Welcome

First Baptist Church
404 Welcome Arcadia Rd
Lexington NC 27295

RESOURCE AND BENEFITS PROGRAM

Information and Resources

When individuals have questions or need assistance, the Resource and Benefits Specialist can provide information and connect them to community resources, programs and services.

This can be done:

- Via the telephone
- In-person office visits
- Email
- Virtual via Zoom



RESOURCE AND BENEFITS PROGRAM

Benefits Checkup®

Benefits Checkup® is a free service of the National Council on Aging that matches an individual's needs to benefit programs and eligibility requirements.

The Resource and Benefits Specialist can assist someone with this online tool by entering information provided by the client and then helping to navigate the resources and benefits generated from the individualized report.



IN-HOME SERVICES

The In-Home Services Program provides Level II & III Personal Care and Level II & III Respite Care in the home to help clients avoid facility care as long as safely possible.

Who is Eligible?

Davidson County Residents 60 years of age and older without a responsible and available person to assist them with their unmet personal and home management needs; or the primary caregiver is in need of relief.

Types of tasks and assistance offered:

- Home Management (cleaning, laundry, bed change, cooking, shopping, errands, transportation to medical appointments)
- Personal Care (bathing, hair care, grooming, dressing, mouth care, toileting, ambulation)
- Respite (relief for a 24-hour unpaid caregiver such as a spouse or family member)

IN-HOME SERVICES

Staff:

- In-Home Services Manager/Social Worker: Amanda Parris - since 1997 (26 years)
- Part-time Registered Nurse: Carol Conrad - since 2020 (3 years)
- Part-time Registered Nurse: Lynn McCarn - since 2022 (1 year)
- Part-time Social Worker: Helen Fitzgerald - since 2016 (7 years)
- CNA Coordinator/CNA: Rhonda Tomlinson - since 2003 (20 years) ★
- CNA: Lucy Fletcher - since 2005 (18 years) ★
- CNA: Darlene Vanderhyde - since 2021 (2 years)
- Office Support III: Donna Little - since 2018 (5 years)
- Contracted Provider Agencies:
 - Bayada Home Health Care - since 2011 (12 years)
 - Providence Senior Care - since 2015 (8 years)
 - Touched By Angels Healthcare - Since 2018 (5 years)

★ = NCAOA Award Recipients



IN-HOME SERVICES

How to receive services:

- Anyone can make a referral (clients, family, friends, physicians, social workers).
- Referrals typically come through our Resource and Benefits Specialist.
- IHS staff reviews, determines priority and promptly responds as appropriate by telephone or letter.
- 5 levels of priority based on risk of facility placement. Highest level of priority is reserved for those that are being abused, neglected or exploited as substantiated by Department of Social Services.
- Waiting list averages around 30+ for people needing grant assistance.

IN-HOME SERVICES

Costs:

- Consumer Contribution opportunity for Home and Community Block Grant (HCCBG) cases
- \$20.00 per hour for Private Pay cases

Private Pay services has generated \$294,335 in revenue since it was introduced in 2015.

Data:

2016-2017 served 85 clients (11 Private Pay/74 HCCBG)

2017-2018 served 89 clients (17 Private Pay/72 HCCBG)

2018-2019 served 78 clients (16 Private Pay/63 HCCBG) *1 dual

2019-2020 served 62 clients (12 Private Pay/51 HCCBG) *1 dual

2020-2021 served 75 clients (8 Private Pay/67 HCCBG)

2021-2022 served 69 clients (5 Private Pay/65 HCCBG) *1 dual



SENIOR CENTERS - PROGRAMS

LEXINGTON & THOMASVILLE

Activities offered include those related to:

- ✓ Health & Wellness
- ✓ Cognitive Function
- ✓ Skill Development
- ✓ Creative Aptitude
- ✓ Socialization
- ✓ Recreation
- ✓ Self Efficacy
- ✓ Community Leadership

SENIOR CENTERS - STAFF

LEXINGTON & THOMASVILLE

Senior Center Staff – Lexington

- Senior Center Manager – Christie Smith
- Senior Activities Coordinator – Anna Claire Kelly
- Administrative Secretary II – Stefanie Poore
- Evidence-Based Program Instructor – April Ooten

Community Engagement Staff – Thomasville

- Community Engagement Manager – Katie Sprayberry
- Special Events Coordinator – Brooke Adams
- Volunteer Services Coordinator – Chris Bitterman
- Office Support III – Donna Berry

WHY SENIOR CENTERS? LEXINGTON & THOMASVILLE

- One in six seniors living alone in the United States are socially isolated
- Isolation can prevent older adults from receiving benefits and services that can improve their economic security and their ability to live healthy, independent lives.
- Referring isolated older adults to senior centers can go a long way toward creating valuable connections and reducing isolation.

COMMUNITY ENGAGEMENT

Senior Services is offering sponsorships with a level for every budget and one goal in mind: enabling seniors to “age in place” for as long as possible.

Whether it is providing activities that promote physical, mental/emotional health and wellbeing, serving a daily nutritious meal, or helping someone on the verge of going into a nursing home receive the support services they need to remain at home – it takes the compassion and generosity of caring individuals to make it happen.



**SPONSORSHIP
Package**

Davidson County
Senior Services

- **Senior Center**
- **Special Events**
- **In-Home Services**
- **Congregate Nutrition**
- **Meals on Wheels**
- **Senior Games**

SENIOR TRANSPORTATION

Davidson County Senior Services (DCSS) provides transportation to residents who are 60 and over and their caregiver, where appropriate, in need of services who have no other means of transportation.

Senior Services provides transportation to:

- Medical and Dental Appointments, Dialysis Treatments (Non-Medicaid recipients only)
Pharmacy trips
- Congregate Nutrition Sites (Lexington, Thomasville, Denton, Southmont and Welcome)
- Other general destinations, such as grocery shopping and Senior Center special events, will be administered under the ROAP grant guidelines.
- Out of County Medical appointments are provided to Winston-Salem and High Point, NC.
- Veterans are provided transportation to the VA Hospitals in Forsyth and Rowan Counties.



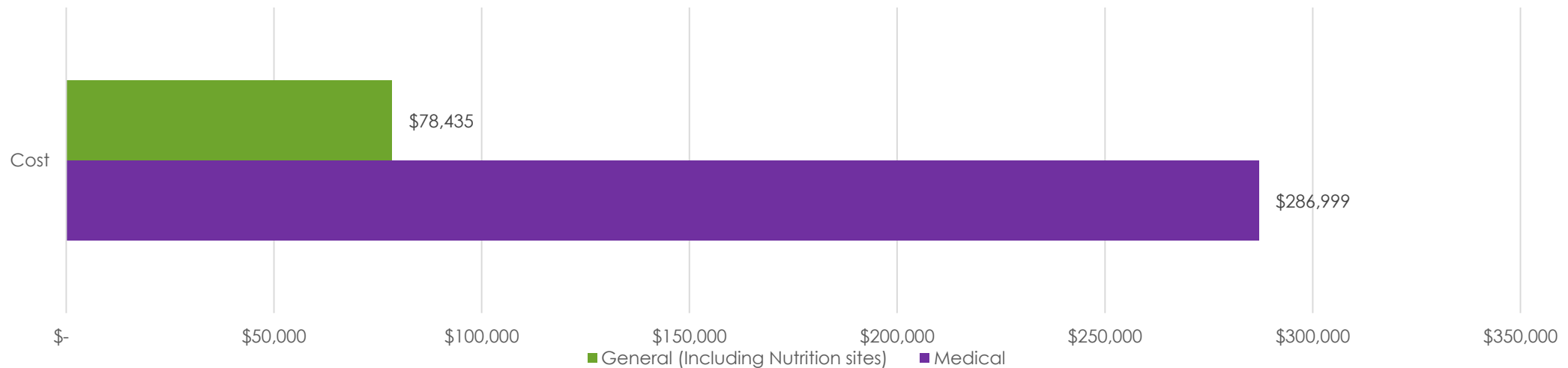
SENIOR TRANSPORTATION

- Senior Services is committed to compliance with the Americans with Disability Act and thereby will work with any client who requests reasonable accommodation to access services.
- Transportation options includes door to door and fixed routes. The fixed route schedules are available at the Senior Services offices in Lexington and Thomasville.

COSTS ASSOCIATED WITH PROVIDING TRANSPORTATION TO SENIORS

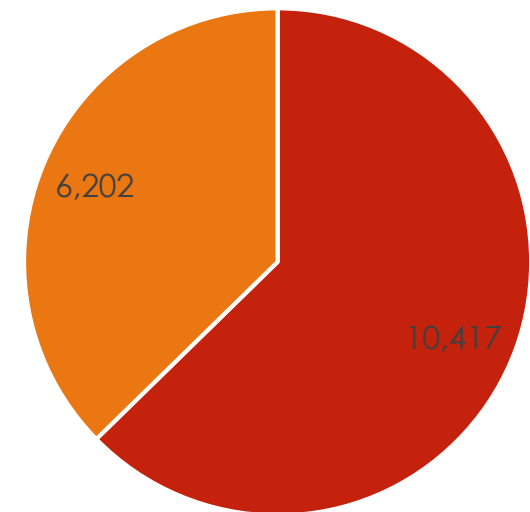
- Senior Services spent a total of \$365,434 for transportation in FY 2022, using Home and Community Block Grant, North Carolina Department of Transportation (NCDOT) and Winston-Salem Metropolitan Planning Organization (MPO) Federal Section 5310 of the Enhanced Mobility of Senior and Individuals with Disability Grants.
- \$78,435 for General transportation (Includes Nutrition Sites)
- \$286,999 for Medical transportation

Annual Cost of Transportation Fiscal Year 2021



TRIPS PROVIDED BY DAVIDSON COUNTY SENIOR SERVICES

- Senior Services provided a total of 16,619 trips in Fiscal Year 2022
- 5,371 were trips to the Nutrition Sites
- 831 for General trips such as groceries and Pharmacies.
- 2,595 were trips for medical appointments to Doctors and Dentist and
- 7,822 were trips to Dialysis.



■ Medical ■ General (Including Nutrition sites)

VOLUNTEER PROGRAM

CHRIS BITTERMAN, VOLUNTEER SERVICES COORDINATOR

Volunteers play a vital role in promoting the independence of seniors and helping them remain in their own homes.

68% of our volunteers are age 70 and older

Eligibility:

- (18) years of age
- US citizen/legal resident

Guidelines:

- Complete volunteer application (criminal background check, confidentiality statement and liability waiver)
- Submit (2) references
- Attend orientation and other program specific training



Volunteer Opportunities

Meals on Wheels

Senior Center / Special Events

Nutrition Sites

Senior Games

Outreach

Office Support

Committees

418 volunteers
recording
16,883.63 hours
of services in
2022

Recognition:

- Senior Living volunteer spotlight
- Birthday card
- Annual banquet (special recognition for 100+ hour volunteers, 20+ year volunteers and volunteer of the year)
- MOW Chairperson's Dinner

Evaluation:

- Survey administered at volunteer banquet annually

SENIOR SERVICES BOARDS AND COMMITTEES

DAVIDSON COUNTY DEPARTMENT OF SENIOR SERVICES SENIOR SERVICES ADVISORY BOARD MEMBERS

Voting Members	Address	Phone	E-mail
J. Dwight Cartner, Chairman	118 Avondale Dr. Lexington, Nc 27292	H: 336.248.4520 C: 336.242.8518	dwrightcarol58@wir
Jane Murphy, Vice Chairman	6 Eagle Dr. Thomasville, NC 27360	H: 336.250.0240 W: 336.476.2442	jwmurphy@nova
Jean Morrison	838 B Flat Swamp Rd. Denton, NC 27239	H: 336.859.4222 C: 336.225.4112	kini43@yahoo
Nancy Estep	1796 Bethesda Rd. Lexington, NC 27295	H: 336.731.3316 C: 336.250.6387	nestep1000
Roger Daniels	245 Frontier Dr. Lexington, NC 27292	H: 336.357.5552 C: 336.239.5591	rogergdani
Emma Crump	108 Hammond Rd. Lexington, NC 27295	C: 336.479.4166	emmacr
Berline Thomas	108 Markwood Ln. Lexington, NC 27295	H: 336.236.9802	USPS
Cody Beck	337 Walker Blvd. Thomasville, NC 27360	H: 336.804.0239	cod
Comm. Fred McClure	387 Bryan Woods Ln Lexington, NC 27295	W: 336.249.9269 C: 336.240.0223	fr
Comm. Karen Watford	4111 Denton Rd Thomasville, NC 27360	C: 336.802.7097	

Last Updated 12.5.2022

DAVIDSON COUNTY PLANNING COMMITTEE FOR AGING SERVICES MEMBERSHIP DIRECTORY

Voting Members	Address	Phone	E-mail	Int. Term	Term Expire	Term Serv.
Alton Hanes, Chair	140 Jack Young Rd. Lexington, NC 27292	H: 336.309.9531 W: 336.242.2280	Alton.Hanes@davidsoncountync.gov	9.24.19	12.31.25	1
Karen Watford, Vice Chair	4111 Denton Rd. Thomasville, NC 27360	H: 336.476.1567 C: 336.802.7097	KarenL1955@aol.com	7.13.17	7.13.23	2
Jim Wikle	PO Box 487 Welcome, NC 27374	H: 336.764.3126 C: 336.692.7746	Jim.Wikle@gmail.com	9.22.20	12.31.25	1
Comm. Fred McClure	PO Box 1236 Lexington, NC 27293	H: 336.243.1641 W: 336.249.9269 C: 336.240.0223	fred@fredmcclure.com	N/A	N/A	N/A
LaTonya Ross	9366 NC Highway 8 Lexington, NC 27292	H: 704.361.1549	latonyaross@gmail.com	6.28.21	6.28.24	1
Nolan O'Bryant	1 Lantern Lane Lexington, NC 27295	H: 336.239.4945	nsobryant@gmail.com	7.15.22	7.15.25	1
Tina Lanier	PO Box 1522 Denton, NC 27239	H: 336.250.2500	milanier@windstream.net	9.12.22	9.12.25	1
Randy Holbrook	240 Rabon Trail Linwood, NC 27299	H: 336.853.4740 W: 336.239.0265	rpholbrook@yahoo.com	1.9.23	1.9.25	1
Agency Representatives						
Thessia Everhart-Roberts	555-B West Center St. Ext. Lexington, NC 27295	W: 336.242.2946	Thessia.Everhart@davidsoncountync.gov			
Trish Baker	PO Box 1067 Lexington, NC 27293	W: 336.242.2562	Patricia.Baker@davidsoncountync.gov			
Beth Rummage	601 West Center St. Lexington, NC 27292	W: 336.249.2155	brummage@lifecenterdavidson.com			

Last Updated 1.10.2023



QUESTIONS?



A society that does not value its older people denies its roots and endangers its future. Let us strive to enhance their capacity to support themselves for as long as possible and, when they cannot do so anymore, to care for them.

— Nelson Mandela —

Thank You!

**FOR YOUR DEDICATION TO
DAVIDSON COUNTY AND SENIOR SERVICES
BY SERVING ON THIS BOARD!**

