

2024-2025 Annual Report

DAVIDSON COUNTY DEPARTMENT OF SENIOR SERVICES

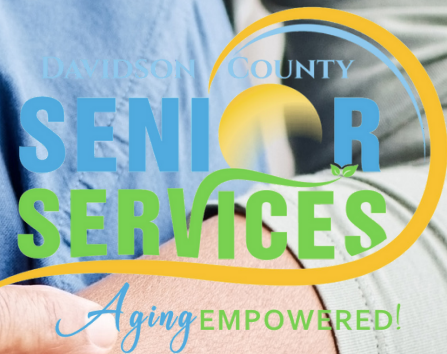




Table of Contents

02	A WORD FROM OUR DIRECTOR
03	BOARDS & COMMITTEES/PROGRAMS & SERVICES
04	MEET OUR TEAM & MANAGERS
05	PROGRAM HIGHLIGHTS
06	WORDS FROM OUR CLIENTS
07	FINANCIAL REVIEW

Our Mission

EMPOWER, ENGAGE & ENCOURAGE
THE AGING POPULATION OF
DAVIDSON COUNTY

TAGLINE: AGING EMPOWERED!

Our Vision

OUR VISION IS TO SEE THAT EVERY
OLDER AND DISABLED ADULT AND
CAREGIVER IN DAVIDSON COUNTY IS
ENGAGED, EMPOWERED, AND
EQUIPPED WITH SERVICES AND
RESOURCES ESSENTIAL TO LIVE
INDEPENDENTLY WITHIN STRONG AND
HEALTHY COMMUNITIES.



A WORD FROM OUR DIRECTOR

Dear Friends and Supporters,

This past year has been one of remarkable progress, collaboration, and continued commitment to enhancing the lives of older adults throughout Davidson County. Each success we celebrate is the result of a dedicated team of staff, volunteers, and community partners working together to ensure that seniors can live with dignity, independence, and purpose.

I am incredibly proud to share several key highlights from the year:

- **Volunteer Impact:** Senior Services now has 421 registered volunteers, with 315 actively serving in programs such as Meals on Wheels, Senior Transportation, and Senior Center activities. Through their invaluable efforts, our department is able to expand support to older adults without incurring additional staffing costs,
- **Evidence-Based Programming Growth:** Our Senior Centers increased participation in evidence-based programs by 35%, surpassing the original goal of a 10% increase. This growth reflects both the dedication of our staff and the commitment of older adults to improving their health and wellness.
- **Reaching Pre-Pandemic Participation:** Senior Center participation exceeded 2,000 individuals, marking a full return to pre-COVID attendance levels. This milestone demonstrates the renewed sense of connection and community engagement among our seniors.
- **Innovation in Meals on Wheels:** Meals on Wheels Davidson County received a \$10,000 grant for participation in the Core Client Insights Pilot Program, which utilizes practice-tested tools to assess client risk levels and measure outcomes over time. This initiative enhances our ability to identify needs earlier and respond with the most appropriate level of support.
- **Reduced the Meals on Wheels Waiting List:** To ensure services reach those with the greatest need, Davidson County Senior Services conducted semi-annual assessments of the Meals on Wheels waiting list to identify individuals whose health or homebound status had improved. A new policy was implemented to enhance this process, incorporating refined assessment questions to more accurately determine eligibility and level of need.

Through the diligence and care of staff, the waiting list was reduced from 191 to 117 individuals. These improvements, along with appropriate referrals to the Congregate Nutrition Program, allowed Senior Services to better align clients with the most suitable services while responsibly managing available resources.

As we continue to look ahead, our focus remains steadfast, ensuring that every senior in Davidson County has access to the services and connections they need to thrive.

With gratitude,

Thessia Everhart-Roberts

SENIOR SERVICES DIRECTOR





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

BOARDS & COMMITTEES

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

VICE CHAIRMAN:

Nancy Estep

COMMISSIONER APPOINTEES:

Fred McClure, Karen Watford

VOTING MEMBERS:

Nancy Estep, Emma Crump,
Berline Thomas, Charley Rowe

DAVIDSON COUNTY PLANNING COMMITTEE FOR AGING SERVICES

The Davidson County Planning Committee for Aging Services 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 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.

CHAIRMAN OF THE BOARD:

Alton Hanes

VICE CHAIRMAN:

Karen Watford

COMMISSIONER APPOINTEES:

Fred McClure, Karen Watford

VOTING MEMBERS:

Jim Wikle, Randy Holbrook, William Key, Patricia Call, Bill McMurray, Sheila Ward, Sheila Killebrew, Mary Stalter, Linda Engstrom

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



MEET OUR TEAM

ADMINISTRATIVE & FINANCIAL DIVISION

Thessia Everhart-Roberts, Director
Rylee Merrill, Administrative Assistant
Lisa Smith, Financial Specialist I
Meredith Smith, Senior Transportation Coordinator

IN-HOME SERVICES DIVISION

Amanda Parris, In-Home Services Manager
Rhonda Tomlinson, CNA Coordinator
Darlene Vanderhyde, Certified Nursing Assistant I
Destiny Valentin, Certified Nursing Assistant I
Deborah Davis, Certified Nursing Assistant I
Joany Solis-Hernandez, Certified Nursing Assistant I
Jina Wilson, Office Support III
Helen Fitzgerald, Social Worker Case Manager
Carol Conrad, Registered Nurse Case Manager
Lynn McCarn, Registered Nurse Case Manager

NUTRITION PROGRAMS DIVISION

Ron Bellini, Nutrition Programs Manager
Cameron Hartwell, Meals on Wheels Coordinator
Lori Hooker, Congregate Nutrition Program Coordinator
Jennifer Gallimore, Office Support IV
Susan Fritts, Nutrition Site Coordinator II
Ann Workman, Nutrition Site Coordinator II
Teresa Stevenson, Nutrition Site Coordinator I
Jacquelyn Thomas, Nutrition Site Coordinator I
Leslie Hodge, Nutrition Site Coordinator I
Shirley Davis, Delivery Driver

SENIOR CENTER DIVISION

Christie Smith, Senior Center Manager
Angela Grubb, Senior Center & Volunteer Programs Manager
Chris Bitterman, Volunteer Services Coordinator
Brooke Adams, Special Events Coordinator
Anna Claire Kelly, Senior Activities Coordinator
Lisa Mason, Evidence-Based Program Instructor
Nancy Earnhardt, Resources & Benefits Specialist
Gina McLain, Resource & Benefits Specialist
Stefanie Poore, Administrative Secretary II
Donna Berry, Office Support III
Sherry Russell, Senior Outreach Coordinator

THE MANAGERS



Thessia Everhart-Roberts
Senior Services Director



Lisa Smith
Financial Specialist I



Amanda Parris
In-Home Service Manager



Christie Smith
Senior Center Manager



Ron Bellini
Nutrition Programs Manager

PROGRAM HIGHLIGHTS



Meals on Wheels of Davidson County served 77,562 meals to 558 unduplicated clients; 23 meal routes served throughout Davidson County.



Meals on Wheels Loves Pets provided pet food to 26 clients' cat or dog.



Congregate Nutrition Cafes served 29,453 meals to 439 unduplicated clients.



In-Home Services aides served 56 clients with 9,203 hours of care and 3,444 baths.



In-Home Services aides served 6 Private Pay clients with 2,213 hours of care, 248 baths.



Senior Transportation provided 22,478 trips to 309 unduplicated clients.



Resource & Benefits Counseling assisted with 2,212 information and resource requests.



Davidson County Senior Centers conducted 335 activities and events; served 2,773 unduplicated clients.



Volunteer Program had a total of 435 registered volunteers and recorded 19,764 hours of services, valuing at \$687,589.56.

“I love coming to the Senior Center. It allows seniors to meet others, participate in activities, and the staff here is very polite. Thank you for all you do for us seniors!”

-Senior Center & Cafe Participant

“I hope the service continues! It is very needed and very appreciated.”

-Transportation Rider

A Volunteer Services Recipient called to express her gratitude for Senior Services and its volunteers. She shared that her home visit to qualify for Meals on Wheels eased her fears about being removed from her home, and she is deeply thankful. She said she now looks forward to the volunteers’ visits and believes they have saved her life.

-Volunteer Services Recipient

“The senior center has changed my life for the better. I’ve learned how to read labels and now understand how to make healthy choices for myself..”

-Senior Center & Cafe Participant

“I am so thankful for my nurse, Lynn. When she visits, she checks to see if I’m doing what I’m supposed to be doing. I do not know what I would’ve done without Senior Services, In-Home Aide and Meals on Wheels!”

-In-Home Services Client

FINANCIAL REVIEW

REVENUES	FINAL BUDGET	ACTUAL AMOUNTS	ACTUAL REVENUE OVERAGE (SHORTAGE)
Federal/State/Local Grants	\$1,132,980	\$1,133,187	\$207
Transportation 5310 Grants	\$387,000	\$309,348	(\$77,652)
Consumer Contributions	\$38,875	\$56,982	\$18,107
Private Pay	\$30,435	\$38,426	\$7,991
Donations & Program Fees	\$80,567	\$117,482	\$36,915
Davidson County	\$1,793,597	\$1,793,597	N/A
Total Revenue	\$3,463,454	\$3,351,839	(\$14,433)
EXPENDITURES	FINAL BUDGET	ACTUAL AMOUNTS	ACTUAL EXPENDITURE SAVINGS (OVERAGE)
Administrative	\$1,929,269	\$1,800,836	\$128,433
Programs & Services	\$1,458,406	\$1,463,097	-\$4,691
Operations	\$75,779	\$87,906	-\$12,127
Total Expenditures	\$3,463,454	\$3,351,839	\$111,615

PERFORMANCE BASED BUDGETING

Accomplishment (workload, efficiency, effectiveness)	Goals for the Year (%, \$ savings, time, etc.)	Results for the Year (%, \$ savings, time, etc.)
Reduced costs involved in purchasing unserved meals at the Café's. Nutrition Site Coordinators will retain a combined monthly rate of 80 or less unserved meals.	Accomplished the goal at 100%	The goal was met every quarter
Increase participation in evidence-based learning programming by 10% over previous year.	Exceeded goal by 113%	Participation was increased to 95.
Increase In Home Care consumer contributions of \$1395 by 20%	Accomplished the goal at 100%	Exceeded goal and received \$4185 in consumer contributions



Lexington

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WEBSITE

co.davidson.nc.us/seniorservices

DAVIDSON COUNTY Department of Senior Services

