



FISCAL YEAR
**2022
2023**

ANNUAL REPORT

Davidson County Department of Senior Services

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OUR MISSION

EMPOWER, ENGAGE, AND
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.



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A WORD FROM OUR DIRECTOR

Dear Friends and Supporters,

On behalf of the Davidson County Department of Senior Services, I am pleased to present to you our 49th 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. 2023 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. Our focus is to continuously improve our organization, to concentrate primarily on those who utilize our services, and then measure the results of our efforts.

I welcome and value your questions, comments, and concerns in which to better serve. I look forward to continuing to work with the Senior Services Advisory Board, Planning Committee for Aging Services, 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



TO UPHOLD OUR MISSION,
WE OFFER A WIDE RANGE OF

PROGRAMS & SERVICES

- ADVOCACY
- CAREGIVER RESPITE
- CASE ASSISTANCE
- CAFÉS
- 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
- TAX PREPARATION
- TRANSPORTATION
- VOLUNTEER OPPORTUNITIES



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:
Cody Beck

COMMISSIONER APPOINTEES:
Fred McClure, Karen Watford

VOTING MEMBERS:
Nancy Estep, Jean Morrison,
Berline Thomas, Emma Crump, Ty May

➤ 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 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 CHAIR:
Alton Hanes

COMMITTEE VICE CHAIR:
Karen Watford

COMMISSIONER APPOINTEES:
Fred McClure, Karen Watford

VOTING MEMBERS:
Tom Smith, Jim Wickle, Rithia Ford, LaTonya Ross, Nolan O'Bryant, Randy Holbrook, Billy Key, Patricia Call, Bill McMurray

MEET OUR TEAM

ADMINISTRATIVE & FINANCIAL DIVISION

Thessia Everhart-Roberts, Director
Emily Black, Administrative Assistant
Doug Duffey, Financial Specialist I
Meredith Clemmer, Senior Transportation Coordinator

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
Lucille Beliveau, 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
Kim Latham, Care Advisor I
Vacant, Certified Nursing Assistant I

NUTRITION PROGRAMS DIVISION

Sabrina Orman, Nutrition Programs Manager
Ron Bellini, Nutrition Programs Assistant Manager
Cameron Hartwell, Congregate Nutrition Manager
Jennifer Gallimore, Office Support IV
Susan Fritts, Nutrition Site Coordinator II
Ann Workman, Nutrition Site Coordinator II
Teresa Stevenson, Nutrition Site Coordinator I
Debra Freeman, Nutrition Site Coordinator I
Leslie Hodge, Nutrition Site Coordinator I
Melissa Bennett, Delivery Driver
Shirley Davis, Delivery Driver

SENIOR CENTER DIVISION

Christie Smith, Senior Center Manager
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
Gina McLain, Resource & Benefits Specialist
Stefanie Poore, Administrative Secretary II
Donna Berry, Office Support III
Sherry Russell, Senior Outreach Coordinator
Vickie Whitehead, Senior Outreach Coordinator

& OUR MANAGERS



Thessia Everhart-Roberts
Senior Services Director



Doug Duffey
Financial Specialist I



Amanda Parris
In-Home Services Manager



Sabrina Orman
Nutrition Programs Manager



Cameron Hartwell
Congregate Nutrition Manager



Christie Smith
Senior Center Manager



Katie Sprayberry
Community Engagement Manager

PROGRAM HIGHLIGHTS



Meals on Wheels of Davidson County
served **69,238** meals to **478**
unduplicated clients; **22** meal routes
served throughout Davidson County.



Meals on Wheels Loves Pets
provided pet food to **24**
clients' cat or dog.



Congregate Nutrition Cafés
served **28,144** meals to **363**
unduplicated clients.



In-Home Services
aides served **46** clients with
8,660 hours of care; served **2**
private pay clients.



Senior Transportation
provided **19,169** trips to **266**
unduplicated clients.



Resource & Benefits Counseling
assisted with **2,324** information
and resource requests.



Davidson County Senior Centers
conducted **325** activities and events;
served **1,987** unduplicated clients.



Volunteer Program
379 registered volunteers recorded
18,392 hours of services valuing
at **\$584,865.60**.

WORDS FROM OUR CLIENTS

“Thank you, Lucy, for taking such GREAT CARE of my mom. Mom was always in a happy mood on the days you were there. To her, you were a dear friend. I will always be grateful to you for everything. Wishing you the best, C.”

- *In-Home Services Client*

“The Senior Center has been a life saver to me. Being recently widowed, the center has given me a place to go and have people to talk to and fun things to do. This helps curb the isolation and loneliness that comes with being widowed. I hope others will give it a try!”

- *Senior Center & Café Participant*

“I wanted to express our gratitude for the services provided to my mother through the Meals on Wheels Program for the past years. On October 29, 2022, she was placed in an assisted living facility. Without the help of your staff and the volunteers that brought the meals, placement would have been necessary years before this date. The meals provided not just the food, but, more importantly to our family, a contact for Mother in the middle of the day. Mother found your staff very professional, and she particularly enjoyed the visits by Susan Fritts. Mrs. Fritts was most understanding and patient with what I know was Mother’s desire to talk about everything. The volunteer staff was most kind and concerned about her welfare. Please accept our family’s appreciation and commend your staff as well as the volunteers.

- *Meals on Wheels Client*

“I want to thank Senior Services for what you are doing for my mother and father in law! Your meals are so great; thank you! They are in their 80’s and at one point we had to turn off their stove; I would go over there and find out they had not eaten all day! They were losing weight. I try to cook for them but I work full-time. We are trying to fatten them up. Recently, they began receiving MOW. Since they are getting the daily meals they are gaining weight! MOW has been a great help! Thank you for all you are doing!”

- *Volunteer Applicant’s Reference*

“It takes all my SSI check to pay bills now, as I don’t get much to live on. When warm weather gets here and I don’t have to pay gas bill for heat, I will have a little money left to help pay for rides I get. I thank you so much for helping me. As I am not able to walk to doctors as my legs are really bad. God bless you all for helping me. I thank you all for helping me. The lady who drives me is so nice and I thank her too. God Bless.”

- *Senior Transportation Client*

FINANCIAL REVIEW

REVENUES			
	FINAL BUDGET	ACTUAL AMOUNTS	ACTUAL REVENUE OVERAGE (SHORTAGE)
Federal/State/Local Grants	\$1,519,644	\$1,302,852	\$(216,792)
Consumer Contributions	\$33,685	\$46,871	\$13,186
Private Pay	\$46,000	\$32,650	\$(13,350)
Donations & Program Fees	\$46,230	\$73,809	\$27,579
ARPA Nutrition Services	\$280,364	\$43,704	\$(236,660)
Davidson County	\$1,271,022	\$1,271,022	n/a
Total Revenue	\$3,196,945	\$2,770,908	\$(426,037)
EXPENDITURES			
	FINAL BUDGET	ACTUAL AMOUNTS	ACTUAL EXPENDITURE SAVINGS (OVERAGE)
Administrative	\$1,666,409	\$1,667,374	\$(965)
Programs & Fees	\$1,400,451	\$1,074,285	\$326,166
Operations	\$130,085	\$68,252	\$61,833
Total Expenditures	\$3,196,945	\$2,809,911	\$387,034
		Net Savings	\$(39,003)

**Due to issues with agreements and contracts with American Rescue Plan Act funding, most reimbursements were not received until after the close of the 2023 fiscal year, resulting in a deficit in revenue that offset the savings in expenditures for the fiscal year and therefore, Senior Services was not able to bank any additional PBB funding. The revised banked savings for 2023-2024 is \$62,716.*

PERFORMANCE BASED BUDGETING

GOALS FOR THE YEAR (\$, \$ savings, time, etc.)	ACCOMPLISHMENT (workload, efficiency, effectiveness)	RESULTS FOR THE YEAR (\$, \$ savings, time, etc.)
Ensure MOW clients receive a call back from MOW staff within 48 hours	Accomplished the goal at 94%	Out of 343 MOW referrals, only 20 did not receive a call back within the allotted time
Ensure the reduction of falls by increasing the number of participants for evidence-based falls prevention classes by 10% over FY21	Accomplished the goal at 100%	There was a total of 8 evidence-based fall prevention classes held with a total of 93 participants attending
Reduce costs involved in purchasing unserved meals at the Cafés, Nutrition Site Coordinators will retain a combined monthly rate of 75 or less unserved meals	Accomplished the goal at 100%	For the annual monthly period, there were zero months that exceeded the 75 unserved meals allotment
Increase attendance for Senior Center technology-based classes by 10% over FY22	Accomplished the goal at 100%	For FY22, there were a total of 74 participants in technology-based classes and in FY23, there were a total of 118 participants for an increase of 44 participants
Increase Transportation consumer contributions by 10%	Accomplished the goal at 100%	The previous year's Transportation consumer contributions totaled \$1,220. For 2023, the total was \$1,830 for an increase of \$610



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DAVIDSON COUNTY

Department of Senior Services

