



2023-2024 Annual Report

Davidson County Department of Senior Services

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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

A WORD FROM OUR DIRECTOR

Dear Friends and Supporters,

As we reflect on the past year, I am filled with pride and gratitude for all that we have achieved together at Senior Services. It has been a year of resilience, growth, and unwavering commitment to serving our seniors with compassion and excellence.

Our mission to empower older adults has guided us through both challenges and successes. This year, we were able to expand our programs, increase access to vital services, and deepen our connections with the communities we serve. Through the dedication of our staff, volunteers, and partners, we reached more seniors than ever before, providing them with the care, resources, and support they need to thrive.

Here are just a few highlights of what we accomplished in FY 2024:

Expanded Services: We introduced DoorDash for meal delivery and added to our Medically Tailored Meals selections, which has already benefited over 65 seniors.

Community Impact: Our team provided 2,361 Resource and Benefits Counseling's, 33,875 meals served at The Café's, 75,580 meals delivered to homebound elderly, 21,050 transportation rides, 2,487 participated in senior center programs and activities, 8,922 hours of In-Home Aide Services, ensuring that seniors remain connected and supported.

Partnerships: We strengthened collaborations with local organizations and stakeholders, allowing us to improve our reach and impact.

Innovation: We taught classes for technologies, such as AI, Podcasts, and Smart devices to enhance the quality of our programs and make our services more accessible.

Volunteerism: Our incredible network of volunteers dedicated 18,758 hours of their time, a testament to the power of community.

These accomplishments reflect the shared commitment of everyone involved in our organization. I want to express my deepest gratitude to our team, our board of directors, our donors, and, most importantly, the seniors we have the honor of serving.

As we look to the year ahead, we remain steadfast in our vision of creating a world where every senior feels valued, supported, and connected. Together, we will continue to adapt, innovate, and advocate to meet the evolving needs of older adults in our community.

Thank you for being part of our journey. Together, we are making a meaningful difference, one life at a time.

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, Ramon Grijalva

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 Wickle, 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
Doug Duffey, Financial Specialist I
Lisa Smith, Financial Specialist I
Meredith Clemmer, Senior Transportation Coordinator

IN-HOME SERVICES DIVISION

Amanda Parris, In-Home Services Manager
Rhonda Tomlinson, CNA Coordinator
Darlene Vanderhyde, Certified Nursing Assistant I
Mary Dockery, Certified Nursing Assistant I
Chloe Brightwell, Certified Nursing Assistant I
Lawanda Thomas, 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

NUTRITION PROGRAMS DIVISION

Ron Bellini, Nutrition Programs Manager
Cameron Hartwell, Meals on Wheels Coordinator
Melissa Bennett, 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
Debra Freeman, Nutrition Site Coordinator I
Leslie Hodge, Nutrition Site Coordinator I
Shirley Davis, Delivery Driver

SENIOR CENTER DIVISION

Christie Smith, Senior Center Manager
Vacant, Community Engagement Manager
Chris Bitterman, Volunteer Services Coordinator
Brooke Adams, Special Events Coordinator
Anna Claire Kelly, Senior Activities Coordinator
Vacant, Evidence-Based Program Instructor
Nancy Earnhardt, Resources & Benefits Specialist
Gina McLain, Resource & Benefits Specialist
Stefanie Poore, Administrative Secretary II
Donna Berry, Office Support III
Vickie Whitehead, Senior Outreach Coordinator

THE MANAGERS



Thessia Everhart-Roberts
Senior Services Director



Doug Duffey
Financial Specialist I



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 75,580 meals to 462 unduplicated clients; 25 meal routes served throughout Davidson County.



Meals on Wheels Loves Pets provided pet food to 21 clients' cat or dog.



Congregate Nutrition Cafes served 33,875 meals to 469 unduplicated clients.



In-Home Services aides served 55 clients with 8,922 hours of care; served 4 private pay clients.



Senior Transportation provided 21,050 trips to 381 unduplicated clients.



Resource & Benefits Counseling assisted with 2,361 information and resource requests.



Davidson County Senior Centers conducted 299 activities and events; served 2,487 unduplicated clients.



Volunteer Program had a total of 425 registered volunteers and recorded 18,758 hours of services, valuing at \$628,205.42.

WORDS FROM OUR CLIENTS

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 really appreciate all that the Meals on Wheels workers have done for me. They have all gone out of their way to help me. I never knew people could be so kind. The meals have been good, and seeing the volunteers daily has been such a blessing.”

-Meals on Wheels Client

“A volunteer had gone to give my mother her meal, and could tell immediately that something was wrong. She had told him that she had fallen six times, and he noticed her speech was slurred. He got his phone, called 9-1-1, and then notified our family. It turns out that she had a stroke, and if it wasn’t for that volunteer, my mom may not have survived.”

-Volunteer Services Recipient

“The Senior Center has been a life saver to me. Being recently widowed, the center has given me a place to go, have people to talk to, and fun things to do. This has been a tremendous help to curb the isolation and loneliness that comes with being widowed.”

-Senior Center & Cafe Participant

“My dad will be receiving hospice care, and today he was praising everyone from Senior Services who has helped him. He shared that the care he received was excellent, and he is saddened that it is coming to an end. Dad and the family will miss all of the In-Home Services ladies, they are always welcome in our home.”

-In-Home Services Client

FINANCIAL REVIEW

	FINAL BUDGET	ACTUAL	ACTUAL REVENUE OVERAGE (SHORTAGE)
Federal/State/Local Grants	\$1,425,414	\$1,221,586	(\$203,828)
Transportation 5310 Grants	\$475,600	\$288,389	(\$187,211)
Consumer Contributions	\$32,500	\$54,795	\$22,295
Private Pay	\$30,435	\$30,560	\$125
Donations & Program Fees	\$42,721	\$73,952	\$31,231
ARPA Support Services	N/A	\$317,596	\$317,596
Davidson County	\$1,638,401	\$1,638,401	N/A
Total Revenue	\$3,645,071	\$3,625,279	(\$19,792)
	FINAL BUDGET	ACTUAL	ACTUAL EXPENDITURE SAVINGS (OVERAGE)
Administrative	\$1,890,012	\$1,879,044	\$10,968
Programs & Services	\$1,594,803	\$1,469,123	\$125,680
Operations	\$160,256	\$114,197	\$46,059
Total Expenditures	\$3,645,071	\$3,462,364	\$182,707

PERFORMANCE BASED BUDGETING

Goals for the Year (%, \$ savings, time, etc.)	Accomplishment (workload, efficiency, effectiveness)	Results for the Year (%, \$ savings, time, etc.)
Fully transition to using SERVTRACKER software for operational and data management purposes.	Accomplished the goal at 100%	All 22 necessary employees were trained along with the Meals on Wheels Volunteers, 70% use the SERVTRACKER GPS phone app for delivering meals daily.
Increase Transportation Consumer Contributions by 10%.	Accomplished the goal at 100%	Value of contributions were \$1,535.
Development and implementation of a Marketing plan.	Accomplished the goal at 100%	The marketing plan implementation increased revenue in sponsorships by 52.5% over the previous FY23 amount by \$4,357.
Ensure a daily client fill rate for Meals on Wheels of 98%.	Accomplished the goal at 100%	Out of 248 MOW operating days for Meals on Wheels, there were zero days when the fill rate fell below 98%.
Combining all 5 Congregate nutrition sites, no more than 75 unserved meals per month.	Accomplished the goal at 75%	For the annual monthly period, there were only 3 months that exceeded the 75 unserved meals allotment at all 5 Cafes combined.



Lexington

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DAVIDSON COUNTY

Department of Senior Services

