

DAVIDSON COUNTY
SENIOR
SERVICES

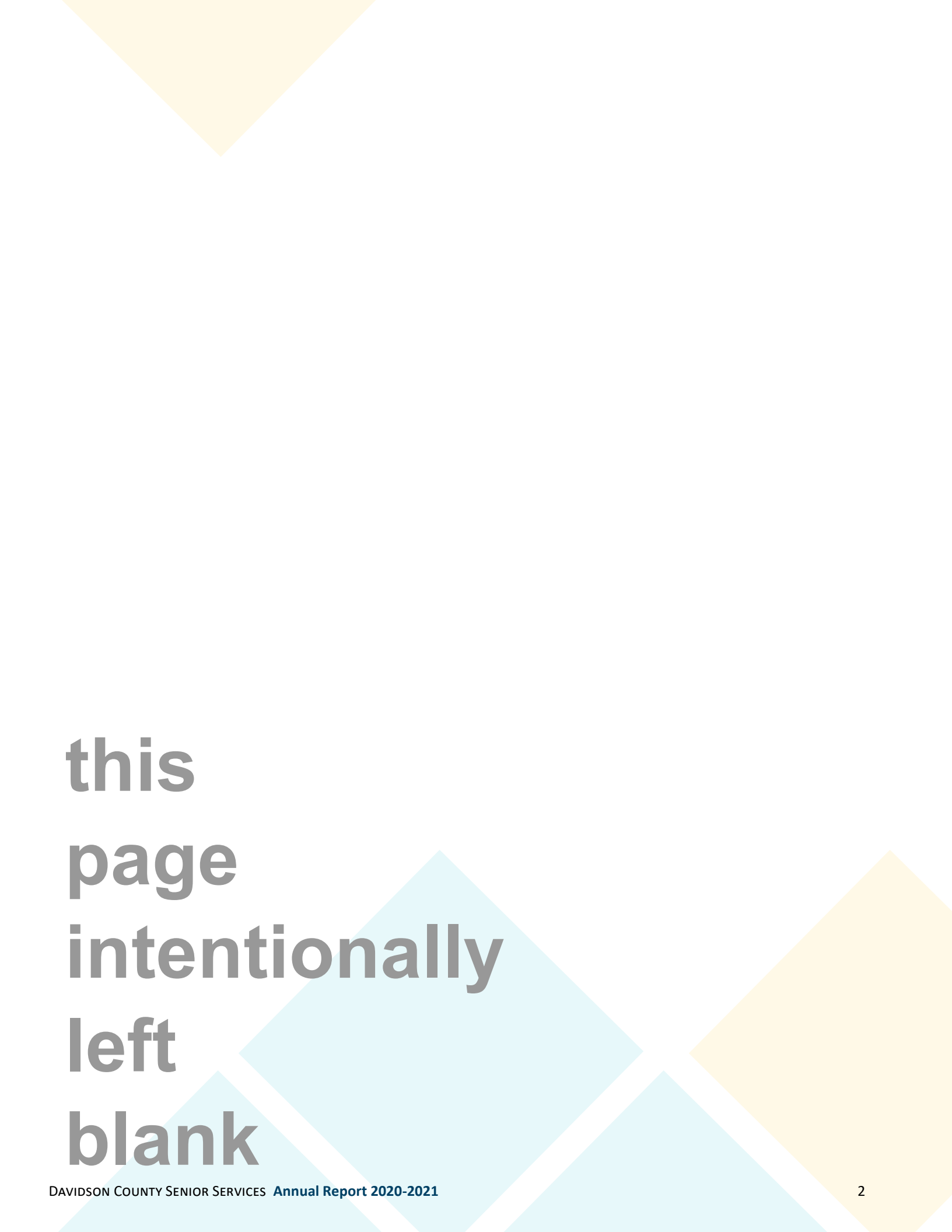
Aging EMPOWERED!



Annual Report

2020 - 2021





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**To uphold our mission
we offered a wide range of
programs and services.**

- ◆ Advocacy
- ◆ Caregiver Respite
- ◆ Case Assistance
- ◆ Congregate Nutrition
- ◆ Disaster Preparedness, Planning & Response
- ◆ Evidence-Based Wellness Classes
- ◆ Farmers Market Voucher Program
- ◆ Fitness Studios
- ◆ Health and Wellness Screenings
- ◆ In-Home Aide Services
- ◆ Legal Assistance
- ◆ Meals on Wheels
- ◆ Medicare Financial Assistance
- ◆ Operation Fan/Heat Relief
- ◆ Resource and Benefits Services
- ◆ Senior Centers (Activities, Events, Classes)
- ◆ Senior Games (Senior Olympics)
- ◆ Senior Living Newspaper
- ◆ Tax Preparation
- ◆ Transportation
- ◆ Volunteer Opportunities

Our Mission

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



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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 our 46th annual report.

Every year is different and this past year really pushed the envelope. Our department experienced challenges in so many senses of the word.

The Coronavirus pandemic brought with it much uncertainty and introduced many challenges for Senior Services. That said, the challenges brought opportunities and we took advantage of each and every one.

First and foremost, the department had to learn how to reinvent not only services offered but staffing. Executive orders and social distancing meant changes in how we reach and engage those we serve. Staff adapted and was phenomenal about investing their energy into caring for clients and leveraging resources to help meet unconventional needs.

The onset of the Coronavirus brought the lows of having to close facilities, along with the highs of discovering that we could modify ourselves and our workstyles to keep from disrupting services. In doing so, staff worked at home on a rotation basis to reduce the number of employees in the office setting. Virtual meetings became a regular part of workplace communications. Wearing masks, social distancing, and disinfecting the office became a common practice. Wellness checks for clients turned from face to face to telephone calls or outdoor visits. Health and fitness, education, games, and activities launched into being offered virtually using email, GoToMeeting, YouTube, or Facebook Live. The faces of volunteers changed from 68% older adults to county employees. Out of county medical trips were reintroduced while regular transport called for additional cleaning and passenger limitations. In-Home aides began wearing additional PPE, taking client temperatures, and conducting pre-screenings. A supply distribution program was created to offer toilet paper, paper towels, personal care items, cleaning supplies, nutritional supplements, incontinence supplies, and other essentials. We initiated a campaign to battle social isolation and loneliness. And because we cared more for those in need than ourselves, we risked possible exposure to the virus by providing emergency services such as grocery shopping, pharmacy pick-ups, shelf-stable meals, and supply deliveries so that high-risk seniors without family support could shelter in place.

We may have missed the Senior Games, the BBQ Festival, and the county fair, but we've learned we can adapt, modify and create new programs and services that keep those we serve engaged, active, and safe during a time of crisis.

Davidson County citizens are resilient, our staff is resilient, and we have, and will continue to weather this storm.

Thessia Everhart-Roberts, Director
Davidson County Dept. of Senior Services



Financial Review

Revenues			
	Final Budget	Actual Amounts	Variance
Federal/State/Local Grants	\$1,618,638	\$1,525,650	\$(92,988)
Davidson County	\$1,058,824	\$1,049,996	\$(8,828)
Client Cost Sharing	\$43,170	\$25,249	\$(17,921)
Private Pay	\$48,879	\$78,625	\$29,746
Donations	\$50,250	\$28,123	\$(22,127)
Total Revenue	\$2,819,761	\$2,707,643	\$(112,118)
Expenditures			
	Final Budget	Actual Amounts	Variance
Administrative	\$1,333,868	\$1,151,329	\$(182,539)
Programs/Services	\$79,349	\$69,455	\$(9,894)
Operations	\$1,406,544	\$944,818	\$(461,726)
Total Expenditures	\$2,819,761	\$2,165,602	\$(654,159)
		Net Savings	\$542,041

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 \$3,235
Increase Transportation Consumer Contributions by 10%	Accomplished the goal at 100%	Value of donations were \$550
Maintain a daily client fill rate for Meals on Wheels of 96%	Accomplished the goal at 91%	Out of 250 serving days, only 22 days were below the goal of 96%
Recruit an additional 10% of the active Meals on Wheels volunteers over the previous year	Accomplished the goal at 84%	Out of the 42 MOW volunteer applications received, 36 were approved and placed on meal routes

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**.

2020-2021

Program Highlights

Meals on Wheels of Davidson County



91,501

meals served to **408** clients. Served **23** routes throughout Davidson County.

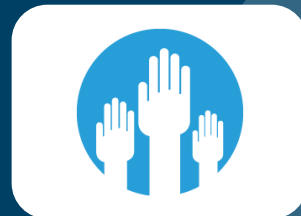
Congregate Nutrition Meal Sites



31,376

meals served to a total of **188** clients.

Volunteer Program



\$42,895.62

Total value of **506** registered volunteers recording **1,503** hours of services.

Transportation Services



provided **8,295** trips to **160** clients.

MOW Loves Pets Program



Provided pet food to **21** clients' cat or dog.

In-Home Services Aides



served **67** clients **6,502** hours of care; served **8** private pay clients.

Information & Options Counseling



assisted with **2,113** information and resource needs.

Senior Centers



conducted **97** activities and events, serving **416** unduplicated clients.

2020-2021 *Expanded Services Program*

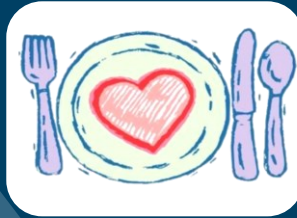
Following the onslaught of the Coronavirus pandemic and the Shelter in Place Executive Order, realizing high risk individuals may be isolated in their homes without needed essentials, Senior Services, with the Lexington Senior Center taking the lead, developed a hotline to a number of additional services to provide assistance. The services titled, "Expanded Services" included meal boxes of frozen prepared meals and shelf-stable, grocery shopping and delivery, pharmacy pick-up and delivery, pet food, transportation and distribution of incontinence products and nutritional supplements.

Assistance Request Calls



520 calls received;
141 of those were
first time callers.

Shelf Stable & Frozen Meals



801 meals delivered;
356 of those shelf
stable, and **445** frozen.

Groceries



128 trips made to
purchase and deliver
groceries.

Prescription Medication



22 trips made to pick up
and deliver prescription
medication.

Wellness Calls



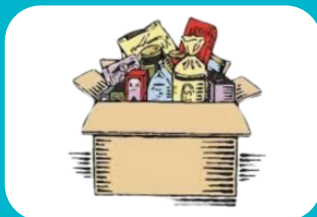
1,328 wellness calls

Friendly Visits



143 friendly visits

Donations



172 individuals received delivery of
donated nutritional supplements, incontinence
supplies, paper products, and cleaning supplies.

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 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

Jean Garner

Voting Members

Nancy Estep, Roger Daniels, Jane Murphy, 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

Rithia Ford

Voting Members

Thomas Smith, Diane White, Janette Deang, Alton Hanes, Jim Wikle,
Heidi Preist, LaTonya Ross

Senior Services Staff

Thessia Everhart-Roberts, Director

In-Home Services Division

Amanda Parris, In-Home Services Manager
Rhonda Tomlinson, CNA Coordinator
Lucy Fletcher, CNA
Keri Powers, CNA
Darlene Vanderhyde, CNA
Helen Fitzgerald, Contracted Social Worker
Pamela Jones, Contracted Registered Nurse
Carol Conrad, Contracted Registered Nurse
Donna Little, Office Support III

Nutrition Programs Division

Sabrina Orman, Nutrition Programs Manager
Ron Bellini, Nutrition Program 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
Rose Campbell, 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 Ingram, Senior Activities Coordinator
April Ooten, Evidence Based Program Instructor
Nancy Earnhardt, Resource & Benefits Specialist
Stefanie Poore, Administrative Secretary II
Frances Goddard, Office Support III

Administrative/Financial Division

Doug Duffey, Financial Specialist I
Emily Black, Administrative Assistant
Kathy James, Transportation Coordinator



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