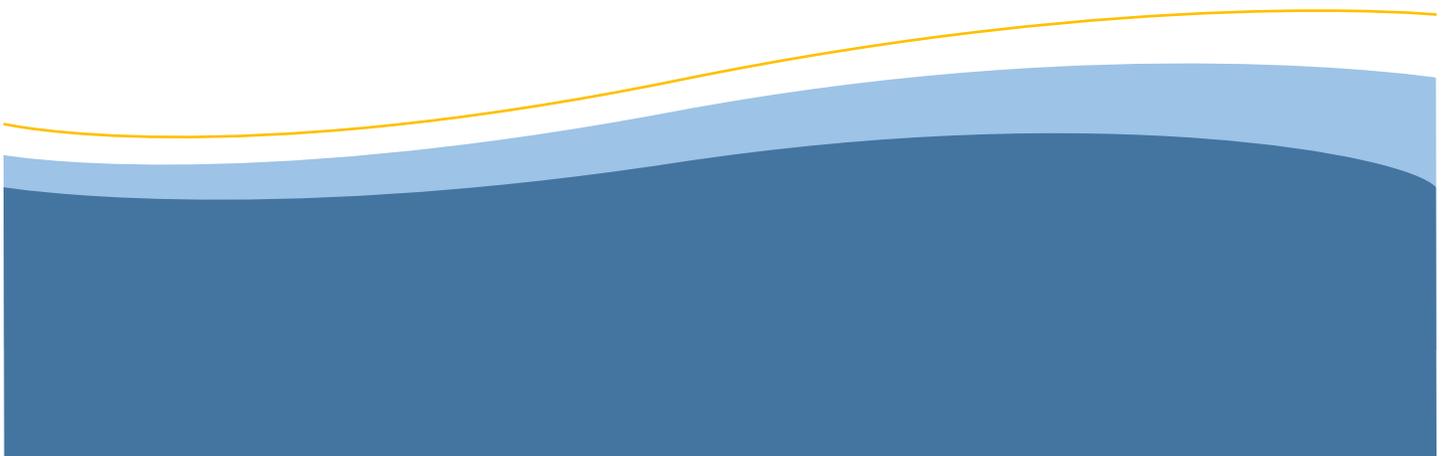


Davie County Senior Services

Part of Davie County Health & Human Services - Aging and Adult Services Division

*2020/2021
Annual Review*





It is the mission of Davie County Senior Services to provide seniors with accessible services and opportunities for fellowship, fun and learning, through activities and programs that enrich lives.

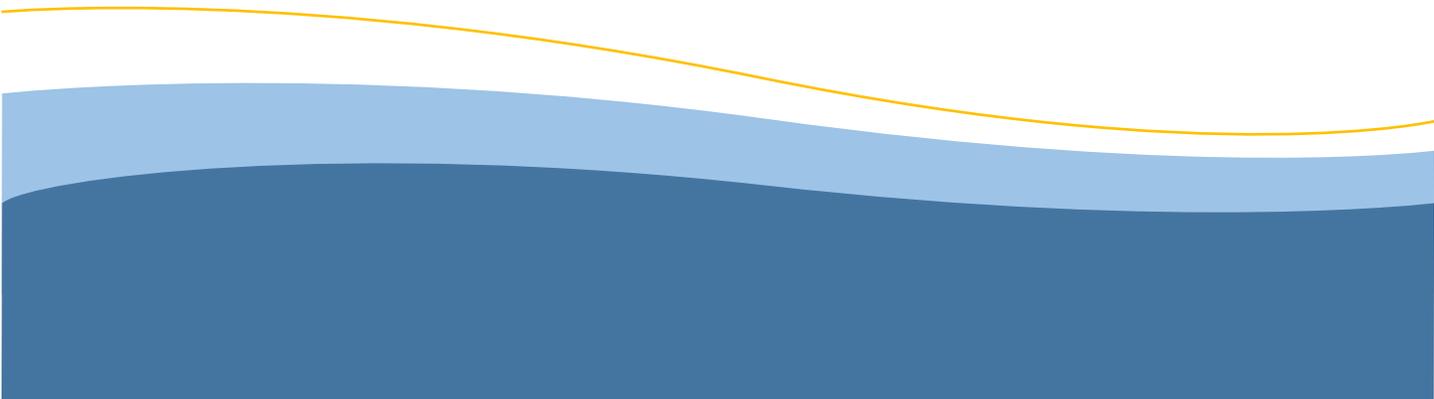


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Director's Report

I am pleased to bring you the annual review for 2020/2021 which highlights what is undeniably one of the most unique years in our history. Due to the COVID-19 pandemic, our agency restricted public access to our building on March 14, 2020. That means our building was closed to the public for this entire fiscal year.

However, that does not mean our work stopped. Throughout the year, we continued to tweak and enhance the altered way of conducting business. We held regular Senior Center events through drive-thru, parking lot, and virtual platforms. We continued with frozen meal delivery and pick up options. We held virtual Caregiver meetings. We even visited some of our participants' home during our Porch Hoppin' event to celebrate Senior Center Month!

Fortunately, as the year progressed, we began to see some semblance of normalcy. We were able to hold socially distanced one-on-one Medicare counseling sessions during the Open Enrollment Period, and one-on-one appointments during tax season. After being canceled completely in 2020, we were able to hold a modified version of Senior Games in the Spring. We also were able to bring in small groups to participate in a new Seniors and Technology program where participants learned to use technology to help avoid social isolation. Daily delivery of hot meals resumed on May 3.

The really exciting news was when a re-opening date of July 1, 2021 was announced, and a newsletter filled with activities scheduled for July - Sept., 2021 was published. Not only were plans made to re-open our main site, but also a second location at the Brock Recreation Center to house all our health and fitness activities. This new space will mean greater opportunities to bring health and fitness offerings to our participants.

Director's Report

I am proud of our staff, our county, and our supporters who worked tirelessly throughout the year to serve the seniors of our county. Even as we re-open our doors, some of the new way of doing business will remain. For example, clients will still have the option to pick up frozen meals if they are not comfortable coming in for lunch. Several exercise classes, and at least one seminar each month, will be available through Zoom for those who cannot attend in person. While this does require extra work for our team, it remains our commitment to serve our seniors in the best way for them.

Browse through this report to see some of the year's highlights and to get information on all of the programs and services. As always, we welcome your comments and suggestions on ways to improve our service. On behalf of our staff and Advisory Council, thank you for your interest in Senior Services and the seniors of our county. We look forward to another successful year ahead!

Kim Shuskey, Aging & Adult Services Director

2020/2021 Facts:

Unduplicated number of people who were served: 2,039

Compared to 2,671 last year

Total visits to the center / units of service provided: 102,317

Compared to 105,525 last year

Numbers were down, as expected, due to closure of building for entire year.

Staff & Board

Full Time Staff:

Kim Shuskey, *Aging and Adult Services Director*
Michelle Ellis, *Senior Services Assistant Director*
Michelle Brake, *Adult Social Worker*
Carrie Miller, *Events Coordinator*
Kelly Sloan, *Services Coordinator*
Stacey Southern, *Nutrition Program Coordinator*
Tracy Veach, *Administrative Assistant*

Part Time Staff:

Louise Boudreau, *Nutrition Site Aide*
Michael Garner, *Trip Coordinator/Rental Staff*
Teresa Stovall, *Morning Receptionist*

Staff & Board

Advisory Council:

Rick Cross, *Chair*
Gary Snow, *Vice-Chair*
Matthew Britt
Steven Corriher
Peggy Evans
Ruth Hoyle
Mark Jones
Linda Leonard
Lash Sanford
Gladys Scott
Eric Southern
Priscilla Williams

Health and Human Services Board:

Terry Renegar, *Chair*
Clio Austin
Brian Baker
Joe Boyette
Sara Buchanan
Andreia Collins
Kathy Cornatzer
Kathy Hedrick
Sherri Jeffries
Jessica McCaskill
Richard Poindexter
Andrew Rivers

Family Caregiver Support Group

This program assists family members and other unpaid persons providing in-home care to an older adult. Through vouchers, caregivers can obtain respite, a temporary break from their caregiving duties. They can also purchase nutritional supplements and/or incontinence supplies at a participating pharmacy or through an online delivery service.

2020/2021 Facts:

- 54 caregivers helped
This is up 2 clients since last year.
- 1,660 units of service provided
This is up 6 units since last year.
- Won the AIRS Innovation Award 2021 (both in the I&R Service Delivery Category & the overall Innovation of the Year Award) for our online delivery service.
 - Thanks to a new grant, we expanded the Caregiver program to include activity kits for those with dementia, robotic therapy pets, and GPS tracking systems for those who wander.

Info./Referral/Options Counseling

Information and Assistance provides a central access point for answers to questions and information about community resources for older adults and their caregivers.

Options Counseling helps persons make service and support choices that fit well with their needs, goals & preferences.

2020/2021 Facts:

- 3,097 information & assistance contacts
4,313 last year
- 1,189 identified unduplicated clients served
597 last year
 - Another 621 anonymous clients served
3,236 last year
- 2nd Social worker certified as an Options Counselor
- Our Community Resource Guide was updated this year and re-printed. Copies were distributed to all congregate and meals on wheels clients and handed out at our drive-thru resource fair. An updated version was placed on our website and printed copies are still available to those who need one.

In Home Aide

In Home Aide services assist individuals with essential home management tasks or personal care tasks to enable them to remain and function effectively in their own homes as long as possible.

2020/2021 Facts

- 8 clients / 471 hours of service through the Social Services Block Grant (SSBG) In Home Aide program

11 clients and 572 hours last year

- 59 clients / 3,383 hours of service through the Home Care Community Block Grant (HCCBG) In Home Aide program

61 clients and 4,078 hours last year.

Decrease in number of hours served was due to difficulty of the in home aide provider being able to secure enough staff during COVID.

This provider chose not to renew the contract for the 2021/2022 fiscal year and the program was put out for bid again.

Miscellaneous Services

Senior Services offers many other services for those older adults who need some help. Here is a snapshot of a few:

2020/2021 Facts:

- 8 fidget aprons, twiddlemuffs, walker aprons & bibs given out
7 last year
- 48 units of Legal service provided to 12 clients
80 units provided to 20 clients last year - grant reduced again this year and amount of cost share received from participants decreased drastically
- 97 SHIP clients helped
171 last year
- 272 Tax Aide clients
223 last year
- 15 Special Assistance In Home clients served
16 last year

Nutrition Program - Congregate Meals

Our on-site lunch program provides a meal to anyone 60 or older.

2020/2021 Facts:

- 53,795 congregate meals served
Compared to 23,611 last year - An increase of 128%
- 488 clients served
Compared to 437 last year
- During COVID, the program switched to a drive-thru meal pick up service. Participants could pick up 5 frozen meals each week. We saw incredible demand for this program, with the highest week peaking at 302 people served.
- We applied for, and received, several grants to help fund this increase. We also received extra HCCGB funding from the transportation provider in our county since they were not able to bring people in for lunch.

Nutrition Program - Meals on Wheels

This program delivers the lunch meal to those who are 60 and older, unable to cook for him/herself, and homebound.

2020/2021 Facts:

- 33,757 meals on wheels served
Compared to 38,247 last year
 - 211 clients served
Compared to 597 last year
- For most of the year, this was a weekly delivery of 5 frozen meals. Demand for the program dropped throughout the year.
- Hot meal service started back on May 3 and demand is starting to rise again.
- We received a \$10,000 grant to support the meals on wheels clients. Most of the funds were used to provide 3 activity kits throughout the year that had things such as games, adult coloring books, puzzle books, craft kits, etc. to keep participants engaged during this time.

Senior Center Program

Through our Senior Center we offer diverse programming to meet the needs and expectations of a wide range of older adults. We are certified by the State as a North Carolina Senior Center of Excellence.

2020/2021 Facts:

- 2,743 visits for senior center activities
 - 568 unduplicated people

22,607 visits last year and 1,424 unduplicated people

- This service is the one that has been most impacted by COVID. As the doors to the Senior Center were closed this entire fiscal year, we implemented various virtual, drive-thru, and parking lot events to continue our programming as much as possible.
- Some highlights were a drive-thru Resource Fair, a drive-thru Veterans Appreciation event, and parking lot Bingo.

Senior Center Program

2020/2021 Facts (continued):

- The most well attended event was our drive-thru Veterans Appreciation event with 142 participants.
 - This was followed closely by the drive-thru Christmas Party with 136 participants.
- We were excited to be able to offer some in-person Senior Games activities this year.
 - Most of the virtual seminars were not well attended. However, we were able to offer Yoga & Line Dancing classes via Zoom, and those did well. We will continue with these offerings once the building re-opens July 1 to accommodate those who are not yet comfortable coming in for those classes.
- We were able to use CARES Act grant funds to purchase equipment, technology, and resources to allow us to operate effectively and safely during COVID.

Volunteer Program

Senior Services could not provide such a comprehensive array of programs and services without our volunteers.

2020/2021 Facts:

- 212 volunteers during this year
385 last year
- Volunteers logged in 2,986 hours
9,934 last year

Decreases are due to the closure of our building for the entire year instead of 3 1/2 months last year and the fact that we ceased to use most of our volunteers during the pandemic.

- Value of volunteer hours: \$85,220

Based on National average of 28.54 per hour

- Our Volunteer Appreciation event was a drive-thru this year. The theme was “Thanks for Sticking With Us”, and gifts of a cactus and a Chick-fil-A lunch were given to the volunteers.
- Because of the change in schools this year, we were able to utilize many high school volunteers for various events. We were happy to be able to strengthen that partnership.

Financial / Other Info.

Budget:

Davie County Senior Services' 2020/2021 operating budget was \$1,066,233 (not including carry over donations). Funding for the budget was broken down as follows:

- County Funds = 49%
- Grants = 45%
- Donations / Cost Share = 4%
- User Fees = 2%

Due to the pandemic, we were unable to hold any of our fundraisers this year. However, we still received many donations from the community who support our efforts. In addition, we were able to secure several new grants that allowed us to continue services throughout the year.

Donation & New Grants:

- Individual Donations & Fundraising Efforts = \$20,077
- Endowment Funds = \$6,590
- Homebound Meal Donations = \$5,186
- BSBSNC/MOWNC COVID-19 grant for Nutrition Services- \$4,950
- SECU/MOWNC COVID-19 grant for Meals on Wheels - \$10,000
- CARES Act Seniors & Technology Grant - \$12,250
- CARES Act Supportive Services Grant - \$17,262
- CARES Act Nutrition Grant - \$59,328
- CARES Act Family Caregiver Support Program Grant - \$19,439

Financial / Other Info.

Performance Based Budgeting:

The county uses a Performance Based Budgeting approach. This approach focuses on outcomes along with historical spending trends to determine the amount of money allocated to departments. Savings that are realized can be reallocated in order to enhance the delivery of existing programs and services or create new ones as deemed necessary. The following represents the goals set for Senior Services for this fiscal year along with the results.

Goal #1: Promote citizenship

Strategy

Outcome

Engage High School and/or Early College volunteers by hosting students for volunteer opportunities at least 4 times.

We hosted students 25 times this year thanks to the flexibility of students with the altered school schedule.

Goal #2: Improve active lifestyles for seniors.

Strategy

Outcome

Have at least 119 participants in local Senior Games.

We were thrilled to be able to offer a modified version of Senior Games this year. As expected, we were not able to meet our goal, but did have 67 participants.

Hold at least 20 year-round Senior Games events (not including local games).

We held 21 events this years, exceeding our goal despite the altered method of delivery.

At least 90% of participants will report being satisfied to very satisfied with Senior Center programming.

96% of those who responded to the survey reported satisfaction.

Financial / Other Info.

Goal #3: Improve healthy lifestyles and nutrition access and programming.

Strategy	Outcome
Maintain 0 on Meals on Wheels waiting list.	We met the goal with 0 on waiting list all year.
Maintain 0 on Congregate waiting list.	We met the goal with 0 on waiting list all year, despite incredible demand for the service.
Process 100% of Special Assistance In-Home Applications within 7 working days	We met this goal with 100% of applications processed within the deadline.
Hold at least 12 health education seminars.	Being closed, we had to alter the method of delivery for these seminars. We combined information given out in weekly packets and virtual seminars to exceed our goal with 57 offerings.
Have at least 400 participants attend health education seminars.	Because the number of people who picked up packets was large, we greatly exceeded this goal with 8,545 participants.
At least 50% of health education seminar participants will report in a survey that they learned something that would influence them to adopt a healthier lifestyle.	95.4% of those who responded to the survey indicated they learned something that would influence them to adopt a healthier lifestyle.

Legacy Gifts Program

Any donation made to Senior Services (unless through a fundraising event or as cost sharing for services received) is counted in our Legacy Gift program. Donations of cash, stock, property, etc. help us meet our immediate needs and plan for long term needs. Senior Services wishes to thank the people and organizations listed on the following pages who contributed in 2020/2021:

Benefactors (\$10,000 - \$49,999)

Kathleen Hoth

Leaders (\$5,000 - \$9,999):

Patrons (\$1,000 - \$4,999):

Anonymous

Anonymous - *(To benefit Meals on Wheels)*

Bethlehem United Methodist Church - *(To benefit Meals on Wheels)*

Yyron Croslin

Drs. Roger and Lisa Davis

William O. Roberts

Investors (\$500 - \$999):

Anonymous

Bernice Knight

Legacy Gifts Program

Supporters (\$100 - \$499):

Anonymous - *(To benefit congregate meals)*

Mike & Alice Barnette

Carlyle & Dorothy Bloome

Alice Brown

Center United Methodist Women - *(To benefit Robotic Pet program)*

CR & Patsy Crenshaw

Ali & Azame Farahnakian

Doris Hinsdale - *(To benefit Meals on Wheels in memory of Novella Safley, Sadie Rice, Bill Beeding, Tag Bowers, Dot Horn, Richard Bishop, George Martin, Lester Martin, Jr, Karen Smith, and Nora Latham)*

Horn Oil Company - *(To benefit Robotic Pet Program in memory of Ronnie Hilton)*

Thomas & Janice Medlin - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Harold Rivers - *(In memory of Charlie Rivers)*

Carolyn M. Sloan - *(In memory of Kathleen Vogler)*

Dennis & Carolyn Sloan - *(In memory of Charles Pierce)*

Arlene Edwards Thompson

Ruby Thompson - *(To benefit Meals on Wheels)*

Rachel Throckmorton

Judith Whitaker

Rodger & Patricia Woods - *(To benefit Meals on Wheels)*

Legacy Gifts Program

Friends (\$1 - \$99):

Anonymous -(2)

Joel & Judy Anderson - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Mike & Alice Barnette - *(To benefit the Robotic Pet Program in memory of Helen Johnson)*

Tommy & Veronica Barney - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Stephen & Shirley Barron - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Kim & Kimberly Beauchamp - *(To benefit the Robotic Pet Program in memory of Helen Johnson)*

William & Kay Brown - *(To benefit the Robotic Pet Program in memory of Ronnie Hilton)*

Cindy Cairns - *(To benefit the Robotic Pet Program)*

Katherine Carter - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Center UMW

Larry & Elaine Childress - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Judy Collette

Terry & Pamela Couch - *(To benefit the Robotic Pet Program in memory of Helen Johnson)*

Davie Singing Seniors - *(In memory of Hayden Bowers)*

LJ & LG Davis

Steve & Peggy Evans - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Steve & Peggy Evans - *(To benefit the Robotic Pet Program in memory of Helen Johnson)*

S. Louise Gaither

William & Nancy Grooms - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Jerry & Patricia Grubbs - *(To benefit the Robotic Pet Program in memory of Ronnie Hilton)*

Gene & Doris Hinsdale - *(To benefit Meals on Wheels in honor of Alice Barnette)*

Grace Hoots

Donna L. Johnston - *(In memory of Kathleen Vogler)*

Legacy Gifts Program

Clyde & Gail Jordan - *(To benefit Meals on Wheels in honor of Alice Barnette)*
Judith Jordan - *(To benefit the Robotic Pet Program in memory of Helen Johnson)*
Nancy Luckey
Bruce & Jayne Marshall - *(To benefit the Robotic Pet Program in memory of Helen Johnson)*
Sheryl Martin
Mocksville Elementary School 1st Grade Team - *(In memory of Charlie Rivers)*
Bradley Moss & Rex Welton - *(To benefit the Robotic Pet Program in memory of Ronnie Hilton)*
Kim Newsom
Donald & Priscilla Nichols - *(To benefit the Robotic Pet Program in memory of Ronnie Hilton)*
Jeweline Norman
Linda Owings - *(To benefit Meals on Wheels in honor of Alice Barnette)*
Tim & Carla Prevette
Lois Rose - *(To benefit the Robotic Pet Program in memory of Ronnie Hilton)*
Barry & Ann Seachrest - *(To benefit Meals on Wheels in honor of Alice Barnette)*
Elaine, Dennis, & Angie Smith - *(In memory of Sara B. Jones)*
Terry Sorrell
Joseph & Diana Stine - *(To benefit the Robotic Pet Program in memory of Ronnie Hilton)*
Harry & Irene Stroud - *(To benefit Meals on Wheels in honor of Alice Barnette)*
Deborah Strube
Barbara Thornton - *(In honor of Karen Michael)*
Nancy Turner - *(To benefit Meals on Wheels in memory of Sam Myers)*
Nancy Tutterow - *(To benefit Meals on Wheels in honor of Alice Barnette)*
Nancy & Ray Tutterow - *(In memory of Novella Safley)*
Ray Tutterow - *(To benefit Meals on Wheels in honor of Alice Barnette)*
Carol Veach - *(To benefit Congregate Meals)*
Priscilla Williams



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"NC Certified Senior Center of Excellence"