

DAVIDSON FAMILY SERVICES

2022

ANNUAL REPORT

LOOKING at 2022

Accreditation Success!

In 2022 Davidson Family Services (DFS) was visited virtually by the CARF Accreditation Team in July. After spending the better portion of 2 days talking to many DFS team members and stakeholders, the CARF Accreditation Team awarded DFS another 3 year Accreditation. DFS is strong in Performance Improvement, Member Services, Member and Guardian Input and Involvement, Staff Management, Program Goals and CARF noted our very strong Foster Care Program, positive feedback from Members and Staff and a “strong familial atmosphere which lends itself to cooperation and quality services.” DFS continues to work on the recommendations and considerations shared by the CARF Accreditation Team as we grow into the future.

Davidson Family Services Mission Statement:

Our team is committed to assisting individuals and their families in achieving the highest quality of life. Our goal is to provide personalized care, support, and choice to those we serve while they pursue their dreams, goals, and aspirations.



INSIDE THIS ISSUE

1	Looking at 2022
2	Employee and Consumer Facts 2022
3	A Message from the Owners
4	A Message from the Executive Director
5	Revenue Report 2022
6	Cost Center Reports 2022
7	Relative Revenue Reports 2022

8	2020-2022 Surveys Overall Satisfaction
9	LME Funding Sources 2022
10	Utilization Report 2022
11	Performance 2022
12	Goals 2023
13	Accessibility, Safety and Health Reports 2022
14	Looking Forward to 2023
15	Messages from our DFS Programs
16	DFS Program Contact List 2023

2022 DFS Employee and Consumer Facts:

260 Total Employees
44% White
5% African American
1% Hispanic
50% No Race Specified
181 Female
79 Male

285 Total Consumers
9% White
2% African American
.5% Other
88% No Race Specified
118 Female
167 Male

A Message from the Owners

Happy New Year All,

Here we are already in 2023 and I can't believe we are in our 25th year of business. We have developed many relationships during this time and God has blessed us tremendously. He has brought many wonderful and compassionate people our way who have quickly become family! You all have put the Family in Davidson Family Services. We are honored to continue serving our community in Western NC and the Piedmont area.

Thank you for your partnership and dedication to serving others!

We can't do This without you!

God Bless each and every one of you!

Cindy and John,
Founders and Owners

DFS Executive Director Message

Happy 2023.

Thank you to all of our amazing DFS family for another successful year. We appreciate all of the hard work, dedication and quality of care given to the individuals we serve. You all are making a difference in the lives of so many. We have been blessed to welcome many new faces in 2022 and look forward to these new relationships and the many more to come. I wish all of you a happy and healthy year!

Colleen Hahn,
Executive Director

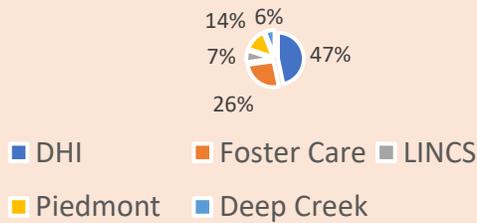
The financial history for Davidson Family Services for 2022 is presented in the following pages.

Illustrated below is the 2022 representation of 2022 revenue for Davidson Family Services by funder type.

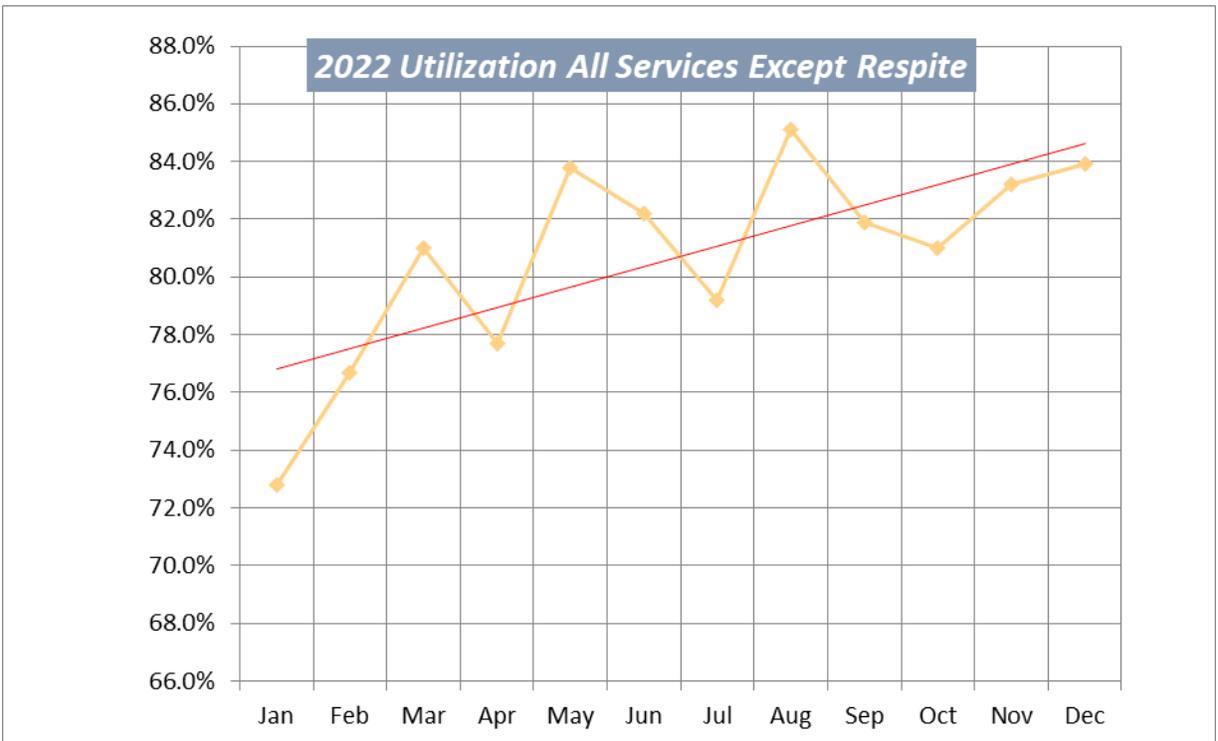
2022 Davidson Family Services / Revenue %'s by Funder Type	
Funder Type	% of Total Revenue
LOCAL MANAGEMENT ENTITY	74
FOSTER CARE	22
DIVISION OF SOCIAL SERVICES	3
OTHER	1
Total	100.00%

The distribution of revenue for Davidson Family Services for 2022 is shown in the table above. Local Management Entities(LME) that include Vaya Health, Partners Behavioral Health, and Alliance Health made up 74 % of the revenue for Davidson Family Services. This revenue supports residential and periodic services for the IDD population served by Davidson Family Services. Foster Care Funding from LME's contributed 22 % to the revenue while the Division of Social Services provided 3 % of the revenue that supported the Foster Care Program.

Cost Center Revenue for 2022



The revenue contribution for 2022 by Cost Center is presented above. The DHI Cost Center was the largest contributor by Cost Center by providing 47 % of the total revenue for the year. This includes residential and periodic services provided in the Asheville, NC area. Most of this revenue is provided by Vaya Health. The Foster Care Program provided 26 % of the revenue for 2022. The Foster Care Program has grown significantly during the year and is expected to continue to grow in the upcoming years. The Piedmont Cost Center contributed 14 % to the total revenue and is primarily funded by Partners Behavior Health. Residential and periodic services are provided to the IDD population in the Piedmont area of NC by the Piedmont Cost Center and has an office in Hickory, NC. The LINC'S Cost Center which provides day supports services in the Asheville area provided 7 % of the 2022 revenue. The Deep Creek Cost Center located in Andrews, NC also contributed 6 % to Davidson Family Services 2022 revenue.



The overall utilization of services provided by Davidson Family Services during the year 2022 is illustrated above. The graph shows the average utilization for all services other than respite. It is clear from the graph that utilization increased during the year. January 2022 began the year with an utilization of approximately 73%. By July the average utilization was near 79% and the year ended with the December utilization at approximately 84%. It is felt that the increasing trend in utilization is due to the declining effect of the COVID 19 pandemic. Significant improvements were realized in the areas of day supports and periodic services.

2020-2022 SURVEY RESULTS

Overall

2022 Surveys	Total	Responses	Most Satisfied
Employee		35	78%
Consumer		23	76%
Guardian		23	75%
2021 Surveys			
Employee		43	83%
Consumer		17	78%
Guardian		4	100%
2020 Surveys			
Employee		32	60%
Consumer		7	87%
Guardian		14	89%

LME Funding Sources: 2022

(281 Members)

VAYA:	220	[78%]
Partners:	32	[11%]
Alliance:	3	[2%]
Other:	26	[9%]

Davidson Family Services: Service Utilization for 2022

Service	Qtr.:	1	2	3	4	Avg.
CN		44%	44%	59%	48%	50%
DS		48%	57%	61%	57%	58%
CLS		45%	62%	65%	67%	63%
PA		75%	76%	77%	73%	75%
Respite		3%	2%	2%	2%	2%
RS		93%	95%	96%	98%	96%
TFC		98%	97%	97%	98%	97%
SE		47%	61%	63%	69%	64%
IS		71%	81%	50%	64%	64%
Avg		73%	79%	83%	84%	82%

The Chart displays service utilization by quarter for 2022 for several key services provided by Davidson Family Services. Trends for 2022 were mostly governed by COVID 19 and availability of services given federal and state health restrictions and services exceptions and flexibilities.

Generally, the in home services (CLS, RS, TFC, IS) remained consistent regardless of COVID 19 restrictions. There were subtle to significant variance in utilization in services rendered in the community due to COVID 19 restrictions (CN, DS, SE). PA utilization was higher indicating an opposite variant due to the distribution of services.

Performance 2022

<u>Program</u>	<u>Performance Goal</u>	<u>Target</u>	<u>Actual</u>
Foster Care	Increase the number of children served in our Foster Care Program.	50	50
Respite Program			
AFL	Increase available homes for AFL services	12	18
Employment	Increase access to employment locations	15	26
Group Home	Step down Members into a less restrictive placement	1	1
Community	Maintain staffing to implement services	100%	90%
CLS	Maintain Member health by completing Member annual Physicals	100%	100%

GOALS FOR 2023

<u>Program</u>	<u>Performance Goals</u>	<u>Target</u>
Foster Care	Increase the number of children served in our DFS Foster Care program.	65
Respite Program	Increase number of occasions for Member respite and back up services.	10
AFL	Increase MH trainings for AFLs.	2/qtr
Family-CLS	Increase annual utilization of CLS service	85%
Employment	Increase access to employment opportunities	4/qtr
Group Home	Decrease the number of behavior related incidents	3/qtr
Supported Living	Provide staff to cover SL hours of service in Plan of Care	90%
Community	Increase utilization of Community Networking services	75%
ALL	Increase overall utilization of Member services	85%

Accessibility Report 2022

Member Accessibility is on the agenda for every Davidson Family Services (DFS) Safety Team meeting.

The primary Accessibility challenges for 2022 were:

- Finding enough training for staff and Members resources for those with more profound mental health and behavioral challenges.
- Finding consistent access to qualified staff to proficiently meet the services needs of Members.
- Finding less invasive solutions for Members with sleep apnea and other sleep challenges.
- Finding supports for our LGBTQ+ Members to be able to navigate specific life challenges.
- Finding supports for our Members who smoke to lessen the impact of the habit.
- LINC'S: middle driveway and parking lot repairs.
- LINC'S: entry and ramp repairs.
- DFS Main Office: Bldg 2 ramp and deck repair and safety.
- DFS Main Office: Bldg 2 ceilings and fans being safe, dry and working properly.
- DFS Main Office: Bldg 1 front door hydraulic closure system working properly.
- Foster Care: Finding placement for difficult to place Members.
- Piedmont: Lights, alarms, electrical and elevator repair, safety and operation.
- Deep Creek: Leaks in the ceiling when it rains.
- Deep Creek: Decision on splitting the main activity room space based on diagnoses.

2022 Safety and Health Report

Drills—All DFS Programs report drills being completed regularly with no significant procedural or policy concerns.

DFS Main Office-Fire Inspection completed as required. Fire Extinguishers internally inspected monthly and externally inspected annually as required.

LINC'S- Roof eaves repaired, rerouted and installed for safety and efficiency. Water pipes and access repaired for consistent water supply. Laminate flooring installed in both buildings; all rooms. Bathroom remodeling completed.

Beacon Lodge Respite: Facility repaired for passing onto a new Provider Agency in February, 2022. Facility and Program passed onto a new Provider Agency, March, 2022.

Foster Care: Foster Care Team completes walk through inspections of all DFS Foster Care homes on a monthly basis.

Piedmont: New Owners of the building in Hickory have caged electrical boxes, repaired lights and alarms. Piedmont Team do regular walk through inspections of all AFL homes.

Deep Creek: Landlord continues to monitor leaks in ceiling and air quality and mold. Deep Creek Team do regular walk through inspections of Group Homes and AFL homes.

Client Rights-- Client Rights are categorically reviewed at every DFS Safety Team meeting, subsequent Staff and QP meetings and at all staff NCI+ trainings and recertifications.

Advocacy- Invitation to Members to attend all meetings regarding their care is reviewed at all DFS Safety meetings, subsequent Staff and QP meetings and at all NCI+ trainings and recertifications.

LOOKING FORWARD TO 2023

During the coming fiscal year, Davidson Family Services will continue to improve the quality of its service delivery through the achievement of the following efforts and events:

1. Continuing to keep the DFS connection to the community through Cultural Competency education, information and growth of sensitivity.
2. Continuing to lead the way in supports and resources for our LGBTQ+ Members.
3. Continual improvement in Members' health through tracking and reporting appointments and completing necessary follow up.
4. Continuing to work hard and continuously in partnership with DSS, agencies, LMEs, to find placements and services for Members.
5. Growing the SE and CN services and all periodics by increasing utilization of services and partnerships and locations for these services.
6. Continuing to put maximum effort forth in finding and hiring highly qualified staff to help meet all services.
7. Supporting Members advancing in quality of life in order to help them step down in services.
8. Growing the number of Foster Care Members receiving services to 65 Members.
9. Expanding Foster Care services in the Piedmont area.
10. Expanding Foster Care services in the Deep Creek area.
11. Hiring and establishing more AFL homes in the Deep Creek area.
12. Hiring and supporting excellent quality and support staff at LINCS Day Program.
13. Improving compliance consistently through performance improvement and efficiency progression in electronic billing, paperless documents and documentation coordination.
14. Continuing to lessen the occurrence of Medication Errors.
15. Improving behavior responses and lessening the occurrence of consumer behavior related incidents.
16. Performance improvement in updating Members' Plans.
17. Performance improvement in company vehicle safety given weekly monitoring and reporting.
18. Continuing to track, monitor, report and complete all Accessibility tasks for optimum safety and health.
19. Work toward obvious measurability by quantifying occurrences of objective based tasks within a certain period of time for staff Supervisions.
20. Audit and improve Drill Tickets to clearly indicate Members' engagement to safety preparation.
21. DFS hosting community based events (Yard Sale, LINCS events, Holiday events.)

MESSAGES FROM OUR DFS PROGRAMS

LINCS Day Program:

Linking individuals to natural and community supports (LINCS) – LINCS has been one of the only day programs that have been open through the entire time of COVID-19. During the mid of 2022, we transition most of our respite staff to the Day program to increase the number of employees to cover community base services while providing quality care for our members. We work hard to ensure that our staff are trained and ready to hit the ground running. We are happy and proud to say that we were able to keep all our members through the entire year. Thanks to the entire DFS management Team and the Heroes that work at LINCS who came Monday-Friday to help create a happy and safe environment for our members. LINCS strive on the relationships we have developed with our Guardians, ALFs and VAYA Health. We were about to work together to create the best and appropriate plans for our members to meet their needs. The LINCS program will continue to strive to provide the utmost care and support to our members in 2023. Our goal for this program is to create an environment where our members can work to develop independence while learning to accept help in the daily lives. The focus on this year is to bring in more quality staff to provide quality services to our members. We are ready and looking forward to connecting with the community and businesses to open opportunities for our members to learn and give back to the community while volunteering. We are blessed to have this program through DFS to continue to serve our members.

-Norque Smith, Program Director

Foster Care Program:

The DFS Foster Care program has served a total of 78 children during the year 2022. We licensed a total of 11 new families (we currently have 36). At the end of 2022 we had met our goal of 50 kids in care. We were able to hire two new staff during 2022 and promoted Kristy Barnes to a recruiter position. We were able to increase foster parent pay and developed our three tier system. The additional monies we were granted from the local MCO's were intended to be used to increase the number of foster families, retention of foster families and provide more training. We continued our monthly support groups during 2022 and provided additional training. Our biggest achievement was being able to assist our families with adoption of the child they fostered. During 2022 we had five children find a forever home within our foster program. We feel our program is successful due to the professional staff we have and the knowledge they bring with them. During the year 2023 we hope to have 65 children in foster care and a total of 50 families licensed. Our goal is to target the Piedmont area and hire another worker to support the families. We have linked up with Foster Family Alliance (Gaile Osbourne) for additional trainings for foster parents and staff. We are continuing to provide monthly support groups (different staff will host). Kristy Barnes and Debbie Smiley will post a recruitment video monthly along with informational meetings (virtually) We are meeting with our marketing team monthly to find new ways to reach and community and have more families so we can serve more children. We are fortunate to have the continued support from DFS management who believe in our program and the work we do.

--Debbie Smiley, Executive Director of Foster Care

Piedmont Office:

The Piedmont office went through positive changes this year. We added Marion to our growing area. We hired 2 additional QP's to take on the increasing caseloads. The QP's hit the ground running, offering great support to our members, AFLs, and Guardians. We focused on the quality of our services and have increased communication with all areas of the members team. We have increased in person supervisions and staff meetings to 100% post COVID. Piedmont staff work to support diversity with additional education for LGBTQ and dually diagnosed members. This additional education has created great communication between our QPs and staff. As we continue to struggle through the staffing shortage, we have experienced support from our DSPs and AFLs with employee referrals. At the end of 2022 we began to discuss the beginning stages of AFL Support Groups. We look forward to the upcoming year as The AFL Support Group begins to grow. We have a great team, and we are very excited to see where 2023 takes us.

-Lori Marshall, Clinical Director

Deep Creek Homes/Day Program:

The Deep Creek program had a successful and productive 2022. Throughout the year, the program was able to stay open and running safely and effectively in order to provide ongoing services and supports to our members. We increased our focus on on-going training opportunities for staff. We implemented quarterly refresher training sessions to promote continuing education, and opportunities for staff to engage with one another, ask questions and gain knowledge. We also continued our focus on client advocacy in the first quarter to assist with providing a greater sense of voice and control to both clients and staff. Community outings continue to be monitored closely for safety and well being of the members. We were able to increase overall community integration, as well as implement several new and creative activities for participation within the program. Appropriate and timely step down to less restrictive living was, and continues to be, a main goal of our program. The focus of the Deep Creek program remains, to address the behaviors of the members, while maintaining safety for everyone in the program and the community. The Deep Creek program continues with plans to grow in 2023, and we look forward to all that the year brings.

--Aubrie Michaels, Deep Creek QP

2023 DFS CONTACT INFORMATION

DFS MAIN OFFICE
2084 US HWY 70
SWANNANOVA, NC, 28778
828-299-1720

DFS FOSTER CARE PROGRAM
2084 US HWY 70
SWANNANOVA, NC 28778
828-299-1720 EXT. 251, 262

DFS LINCS DAY PROGRAM
6 BYAS LANE
SWANNANOVA, NC, 28778
828-299-1720 EXT. 272

DFS PIEDMONT OFFICE
246 UNION SQUARE COMMON
HICKORY, NC 28602
828-775-1616

DFS DEEP CREEK DAY PROGRAM
116 MAIN ST.
ANDREWS, NC, 28901
828-321-4111



