

DAVIDSON FAMILY SERVICES

2023

ANNUAL REPORT

LOOKING at 2023

Coming out of COVID Stronger Than Ever!

In 2023 Davidson Family Services (DFS) was an example of success in regard to managing the COVID pandemic with calm, sound and strong strategy and setting the example in the IDD community in active preservation toward maintaining high quality services for our Members while keeping everyone safe and healthy. Due to this level approach, DFS is now stronger than ever and poised for additional growth in 2024 and beyond in our programs, services and facilities. DFS Foster Care continues to grow steadily. DFS Piedmont leads the way in pioneering a team approach through increased training and cooperation in the community. DFS LINCS Day Program has a new QP and the LINCS Director and staff are continuing to thrive. DFS Deep Creek is a beacon of advocacy for our Members. DFS is proud of our part in the IDD community.

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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.



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2023 DFS Employee and Consumer Facts:

Consumers: 336

Males: 187

Females: 149

White: 22

African American: 3

Other: 1

Non Specified: 310

Employees: 268

Males: 80

Females: 188

White: 82

African American: 8

Other: 2

Non Specified: 176

A Message from the Owners

Happy 2024 Everyone,

John and I are excited about this new year and are looking forward to some possible new opportunities. We want this year to be about connecting more with you. How can we serve you better? Maybe it's through more support and training? Maybe you would like to see regular social events so we can gather and have fun. We send out a survey each year so you can tell us what we are doing good and what we can do to be better. You are a part of our team, and we are happy to be in partnership with you.

Overall Davidson Family Services has had a successful year. Our programs are growing, and we continue to have many of the same long-time staff with us. Colleen Hahn, our Executive Director, has just completed her 21st year of employment and Lynn Hollingworth, Accounts Payable (who writes your checks) has completed her 20th year with us. There are also many AFL's who have worked with us from the beginning, 20-25 years, and that is such amazing dedication! Please watch, like and share our Facebook posts. We try to keep everyone updated using that page. Thanks for all you do. John and I greatly appreciate you and pray for you.

God Bless you and your family with good health, safety, and prosperity in 2024.

John & Cindy Davidson

DFS Executive Director Message

Happy 2024.

2023 was another successful year for DFS and we look forward to taking that into 2024. We want to welcome the new faces that have joined us over the year as our programs have continued to grow. A big thank you goes out to all of our amazing staff. We could not do this without you. We are blessed to have such dedicated families to provide the best quality of care to the individuals we serve. Together lets make 2024 the best year ever!

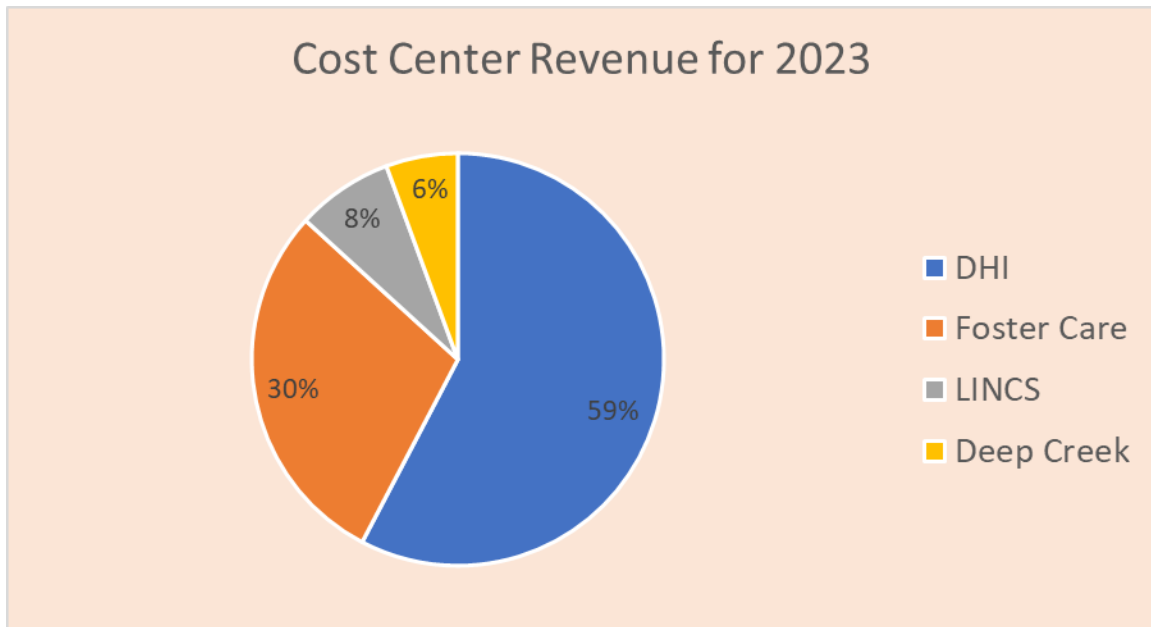
Colleen Hahn,
Executive Director

The financial history for Davidson Family Services for 2023 is presented in the following pages.

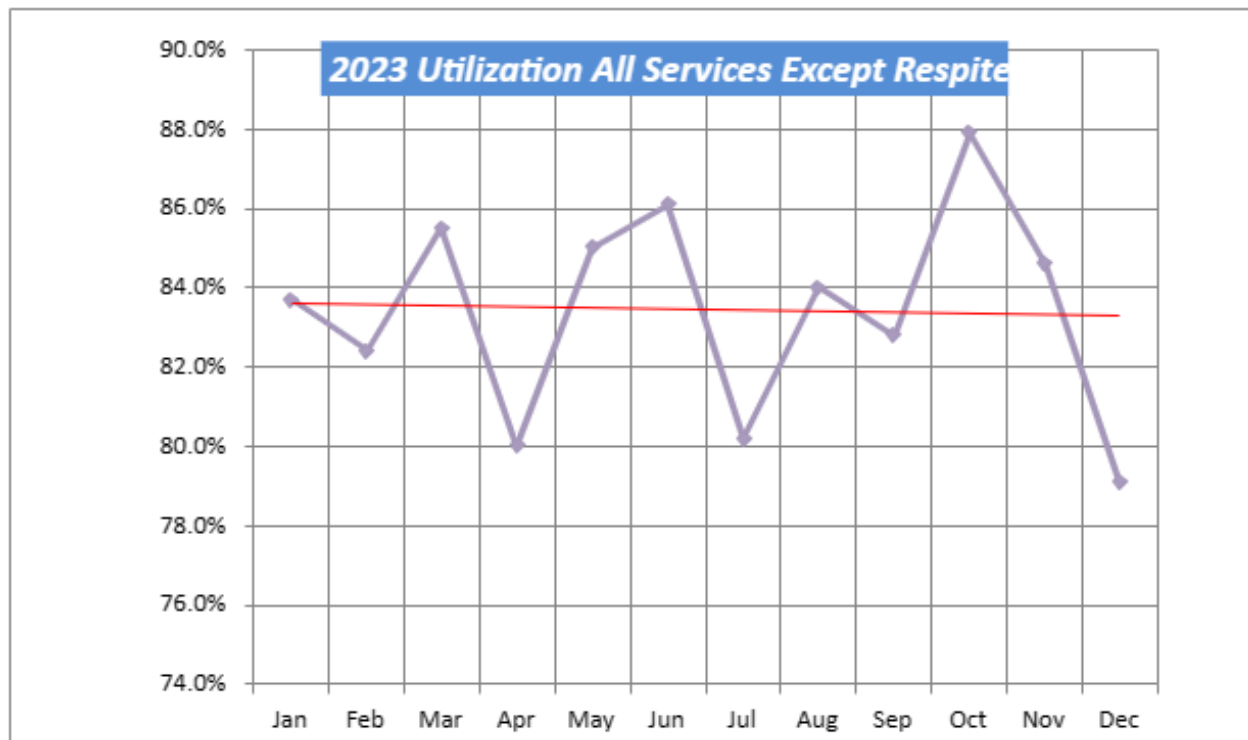
Illustrated below is the 2023 representation of 2023 revenue for Davidson Family Services by funder type.

2023 Davidson Family Services / Revenue %'s by Funder Type	
Funder Type	% of Total Revenue
LOCAL MANAGEMENT ENTITY	72
FOSTER CARE	21
DIVISION OF SOCIAL SERVICES	5
OTHER	2
Total	100

The distribution of revenue for Davidson Family Services for 2023 is shown in the table above. Local Management Entities(LME) that include Vaya Health, Partners Behavioral Health, and Alliance Health made up 72% 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 21% to the revenue while the Division of Social Services provided 5% of the revenue that supported the Foster Care Program.



The revenue contribution for 2023 by Cost Center is presented above. The DHI Cost Center was the largest contributor by Cost Center by providing 59% 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 30% 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. 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 LINCS Cost Center which provides day supports services in the Asheville area provided 8% of the 2023 revenue. The Deep Creek Cost Center located in Andrews, NC also contributed 6% to Davidson Family Services 2023 revenue.



The overall utilization of services provided by Davidson Family Services during the year 2023 is illustrated above. The graph shows the average utilization for all services other than respite. January 2023 began the year with a utilization of approximately 83%. The year ended with a utilization of approximately 79%. The variance in utilization throughout the year is in part due to the variation in the number of working days in a given month. The number of working days varies from month to month due to the number of days in a month, what day of the week the month starts and ends on and the holidays in a given month. Although not displayed in the chart residential services, residential supports and foster care services have high utilization (approximately 98%) while periodic services and day supports services have a much lower utilization.

2021-2023 SURVEY RESULTS

Overall

2023 Surveys	Total	Responses	Most Satisfied
	59		
Employee		34	84%
Consumer		16	70%
Guardian		9	93%
2022 Surveys			
	71		
Employee		35	78%
Consumer		23	76%
Guardian		23	75%
2021 Surveys			
	64		
Employee		43	83%
Consumer		17	78%
Guardian		4	100%

LME Funding Sources: 2023

(336 Members)

VAYA: 259 [77%]

Partners: 48 [14%]

Alliance: 3 [1%]

Other: 26 [8%]

Davidson Family Services: Service Utilization for 2023

Service	Qtr.:	1	2	3	4	Avg.
CN		46%	42%	52%	49%	48%
DS		57%	52%	47%	54%	53%
CLS		71%	67%	74%	64%	69%
PA		79%				79%
Respite		2%	2%	3%	2%	2%
RS		94%	97%	95%	96%	95%
TFC		98%	99%	97%	99%	98%
SE		65%	61%	54%	52%	58%
IS		66%	72%	67%	48%	63%
Avg		84%	84%	82%	84%	83%

The Chart displays service utilization by quarter for 2023 for several key services provided by Davidson Family Services. Trends for 2023 were also effected 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).

Performance 2023

<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.	65	65	
AFL	Decrease the number of discharges to increase placement longevity and quality of life	15	15	
Employment	Increase the number of Members employed in the community	6	6	
Group Home	Decrease the number of behavior related incidents	12	12	
Community Integration	Increase Staff to expand Community Integration	15 DSI DSG Staff	22 DSI DSG Staff	
CLS	Maintain Member health by completing Member annual Physicals	100%	100%	

GOALS FOR 2024

<u>Program</u>	<u>Performance Goals</u>	<u>Target</u>	
Foster Care	Increase the number of children served in our DFS Foster Care program.	80	
AFL	Increase the number of AFL Homes	+12	
Family-CLS	Increase annual utilization of CLS service	85%	
Employment	Increase number of Members employed in the Community	+6	
Group Home	Decrease the number of behavior related incidents	14/year	
Supported Living	Increase staff availability to increase SL services on Members' plans	90%	
Community Integration	Increase Community activities and projects	4/year	
ALL	Increase overall utilization of Member services	+10%	

Accessibility Report 2023

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

The primary Accessibility challenges for 2023 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.
- LINCS: middle driveway and parking lot repairs.
- LINCS: Continue to decrease the number of Falls during transitions
- 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.

2023 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.

LINCS- 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.

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

Piedmont: Lights replaced. Downstairs entry way renovated. Toilet repaired. Elevator repaired. 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. HRC Team reviews incident Client Rights quarterly.

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 2024

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:

MESSAGES FROM OUR DFS PROGRAMS 2024

LINCS Day Program:

Linking individuals to natural and community support (LINCS) –LINCS has been one of the only day programs that open their doors through COVID. Post Covid we are dealing with so many different sicknesses, but we have put in place procedures and safe plans to keep our staff and members safe and well. Thanks to the entire DFS management Team and the Heroes that work at LINCS who continue to show up to help create a meaningful and safe environment for our members. Our goal for this year, LINCS, will focus on health relationships building, effective communication, and providing the best quality services to all our members. In doing so, we will collaborate closely with our Guardians, ALFs and VAYA Health to foster a successful plan for our members. We will 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. The LINCS program will continue to strive to provide the utmost care and support to our members in 2024. LINCS will continue to provide an environment where our members can work to develop independence while learning to accept help in their daily lives. We are blessed to have this program through DFS to continue to serve our members.

-Norque Smith, Program Director

Foster Care Program:

We currently have ten staff. Director: Debbie Smiley Supervisor: Mary Chavis Team lead: Taylor Keller One full time recruiter and part time recruiter (Kristy is fulltime and Kathy Dills is part time) Please note that Kathy and Taylor are carrying half a caseload as well. We currently have 62 kids in care and 43 foster families
Change: We are adding Taylor Keller title as Foster Care Team Lead in the Piedmont region. She will be supervising Trinity Storie and Lex Foster. We currently have two classes starting Jan. 9th with about 13 families signed up.
Kathy Dills is currently finishing up her TIPPS MAPP to assist with licensing families
A quick look at 2023-
We served a total of 87 kids during 2023 (started the year with 52 and ended up with 63 at the end of 2023) (We did reach our goal of 65 mid Dec.) we had 19 discharges, 4 adoptions, 12 Foster Families were licensed during the year 2023.
We had a total of 4 children who were adopted by the foster parents they lived with.
We continued to have monthly support groups with our foster parents and will begin having three face to face support groups
we continued weekly meeting (Virtual) and monthly meeting at the Swannanoa office
Were able to begin working with the new marketing team and planned our 2024 year. Kristy Barnes has teamed up with the DeAnn and Piedmont and does foster recruiting with them.
We are still a part of the CCW intake system that Partners and VAYA
We passed our Re-licensure with the State during 2023 (it happens every two years)
Our staff worked hard at learning the new authorization change and PCP change with VAYA.
New Goal for 2024: 80 kids in care and 20 new licensed families. To grow the Piedmont and Western Regions and be able to provide safe homes for children needing foster care. We anticipate hiring two more Q's throughout the year.
To grow a stronger team by offering support and encouraging them to practice self-care and take time off as needed.

--Debbie Smiley, Executive Director of Foster Care

Piedmont Office:

The Piedmont Office has worked this year in transitioning from paper documents to electronic records. Our QPs have worked with staff in multiple trainings on this process to assist in the paperless transition. Case loads continue to increase in the Marion area. However, discharges in Piedmont have halted growth. Piedmont QP's continue to support and educate staff that work with dual diagnosed members. Additional mental health trainings are being created. The trainings are person centered trainings on the individual's diagnosis. The provide education on how to respond, deescalate, and communicate with their members with a specific diagnosis. Piedmont began AFL Support Groups this year. The groups have been very beneficial in supporting our AFLs. We plan to increase the attendance in the next year. Our team continues to get stronger, and we are excited to see what 2024 will bring.

--Lori Marshall, Clinical Director

Deep Creek Homes/Day Program:

The Deep Creek program had a successful and productive 2023. 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 2024, and we look forward to all that the year brings.

--Aubrie Michaels, Deep Creek QP

2024 DFS CONTACT INFORMATION

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

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

DFS FOSTER CARE PROGRAM

2084 US HWY 70
SWANNANOA, NC 28778

DFS DEEP CREEK DAY PROGRAM

116 MAIN ST.
ANDREWS, NC 28901

Davidson Family Services





